



2011-12

# Qualification Document

Level 2 Award in

Introduction to Counselling Skills (ICSK-L2)

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ICSK-L2 is accredited by the Office of the Qualifications & Examinations Regulator (Ofqual) into the Qualifications and Credit Framework (QCF)

Qualification Number: 500/7762/4

Sector endorsement: Employment National Training Organisation (ENTO)

Sector subject area: 01.3 Health and Social Care

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Central Awarding Body (CPCAB)

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Find a Counsellor - [www.findacounsellor.info](http://www.findacounsellor.info) - is an online directory sponsored by CPCAB and designed to put potential clients (or employers) in direct touch with counsellors.

It provides the ability to search for a suitable counsellor using several different search criteria, for example:

- Location (map-based search, or else via post-code, town, county, country etc)
- Area(s) of special expertise
- Language spoken
- Type of client seen
- Gender

The search facility is free to use, whilst inclusion in the directory (available only to fully qualified counsellors) currently costs just £29.95 per year!

## 1. Qualification information

Qualification structure	1 mandatory unit: H/600/6743 Introduction to Counselling Skills
Target candidates	This unit/qualification is intended for candidates who: <ul style="list-style-type: none"> <li>» want to learn initial counselling skills to help others – either in a voluntary or an employed situation;</li> <li>» want to find out more about this field – this course won't teach them to be a counsellor, but may help them decide whether or not they want to train as one.</li> </ul>
Level	2
Guided learning hours	30 (minimum)
Credit value	5
Minimum Age	16 years <sup>1</sup>
Entry requirements	No previous training or experience required. See <a href="#">section 5</a>
Progression	ICSK-L2 is a single unit qualification. However, progression is available to CPCAB's <i>Level 2 Certificate in Counselling Skills (CSK-L2)</i> – see <a href="#">section 6</a> for details.  The unit credit can also be used towards other relevant qualifications on the QCF.
Assessment	Tutor assessment of candidate portfolio evidencing minimum assessment requirements.  External verification by CPCAB.
Additional assessment requirements	N/A
Grading system	Pass
Personal counselling or therapy (for trainee)	None required

<sup>1</sup> This age requirement is linked to Ofqual's system for categorising qualifications.

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Work-place experience (for trainee)	None required
Staffing and other resources	<b>Only one tutor-assessor is needed for internal assessment.</b> See <a href="#">section 4</a> for details of required tutor-assessor qualifications and experience.
Internal Moderation and Verification	Centres are required to have robust internal moderation and verification processes which are externally verified by CPCAB.
Candidate Registration Fee	£44
Centre application for CPCAB approval to offer the qualification	Centre application fee: £129 (one-off fee). Centres can design their own training programmes <sup>2</sup> or use approved course material written to CPCAB specifications. <sup>3</sup> A tutor support pack DVD - including a DVD with video clips and associated exercises/printed materials - is available to purchase from the CPCAB website: <a href="http://www.cpcab.co.uk/shop">www.cpcab.co.uk/shop</a>

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<sup>2</sup> All centre-designed courses must be submitted to CPCAB for approval before candidates can be registered. Although the delivery of courses may differ from centre to centre, all delivery must enable the candidates to achieve the learning outcomes specified in the unit.

<sup>3</sup> Please contact CSCT on 0870 163 6900 or visit [www.counsellingtraining.com](http://www.counsellingtraining.com) for further details.

## 2. Unit summary

Qualification Number:	500/7762/4
Unit title:	Introduction to Counselling Skills
Unit Reference Number:	H/600/6743
Level:	2
Guided Learning Hours	30
Credit value:	5
<b>Learning outcomes (<i>skills, knowledge, understanding</i>)</b>	<b>Assessment criteria (<i>to assess learning outcome</i>)</b>
<b>The learner will/will be able to:</b>	<b>The learner can:</b>
1. Work within the limitations of the helping role	1.1 Explain the nature of helping work and how it differs from other support e.g. counselling, coaching, friendship 1.2 Communicate limits of ability as a helper
2. Establish boundaries for helping work	2.1 Set the boundaries of the helping interaction including the limits of confidentiality and time available 2.2 End the helping interaction appropriately
3. Communicate empathic understanding	3.1 Differentiate between empathy and sympathy 3.2 Apply initial counselling skills to communicate empathic understanding 3.3 Demonstrate sensitivity to individual needs
4. Focus on the helpee's agenda	4.1 Identify the helpee's needs 4.2 Describe why it is important to identify and stay focused on what is most important to the helpee
5. Understand the importance of self-awareness in helping work	5.1 Explain the importance of developing self-awareness in helping work 5.2 Describe how own personality impacts on helping work
6. Use listening and responding skills	6.1 Describe the significance of non verbal communication 6.2 Describe and demonstrate open and attentive posture in helping work 6.3 Describe and demonstrate the listening and responding skills of paraphrasing, reflecting and summarising 6.4 Describe the difference between open and closed questions and use these appropriately in helping work
7. Use review and feedback to develop initial counselling skills	7.1 Use reflection and feedback to identify personal progress and learning needs 7.2 Provide feedback to other learners

Go to [www.cpcab.co.uk/downloads](http://www.cpcab.co.uk/downloads) for an ICSK-L2 tutor guide which includes guidance to criteria and notes for tutors.

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## 3. Assessment programme – minimum requirements

Candidates must be assessed as **Proficient** in all 7 learning outcomes of the mandatory unit to achieve the unit/qualification. Candidate portfolios are externally verified by CPCAB.

Candidates must give **one** piece of evidence for each criterion. In addition the Candidate Learning Record, when complete, must include references to all three assessment methods (documents, tutor observation and testimony).

INTERNAL ASSESSMENT – must include all three methods of assessment		
Programme activities	Assessment method <sup>4</sup>	Types of evidence (1 reference for each assessment criterion)
Seminars and workshops Review of skills work Review of learning	Documents	❖ Learning review (throughout programme) <sup>5</sup> ❖ Self review
Tutor assessed skills practice	Tutor observation	❖ 1 written tutor-assessment of initial counselling skills session <sup>6</sup>
Skills practice Seminars and workshops Tutorials	Testimony <sup>7</sup>	❖ Peer/‘helpee’ feedback
EXTERNAL ASSESSMENT		
Not applicable		
MARKING SCHEME		
Internal assessment:	Portfolios are externally verified by CPCAB.	

<sup>4</sup> Proforma and guidesheets for internal assessment can be downloaded from the tutor CD or CPCAB website.

<sup>5</sup> This is an on-going review of learning during the course (also called a “learning journal”).

<sup>6</sup> All tutor-observed skills sessions can form part of the course and do not need to be formal assessments.

<sup>7</sup> Testimony can include tutorial records and direct questioning by tutor-assessor.

## 4. Tutor-assessor qualifications and experience

The tutor-assessor needs to be qualified in counselling skills, with experience of using counselling skills in an agency or workplace setting, and have **either** training as a trainer and/or group-worker, **or** experience as a trainer and/or group-worker in a related field.

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Tutor	Minimum qualification	On-going CPD	Minimum practice experience	Minimum experience as a tutor
Core tutor	Counselling skills (90+ hours) or equivalent	Counselling or related field	Professional work with others (social work, teaching etc), OR ... Volunteer helper (agency setting)	In related field (human relations, professional development etc)

## 5. Candidate entry requirements

This unit/qualification is not suitable for those who are currently in a state of severe emotional difficulty and/or severe psychological confusion. Centres need to ensure that all potential candidates are made aware of the nature of the course, and in particular that the course involves experiential elements that will involve some personal disclosure and associated personal developmental activities.

## 6. Progression routes

The ICSK-L2 single-unit qualification is part of a suite of CPCAB units/qualifications. Once the candidate has completed this qualification, they may wish to progress to CPCAB's *Level 2 Certificate in Counselling Skills (CSK-L2)*. Where specified, credit for CPCAB qualifications or units may be used towards other QCF qualifications.

