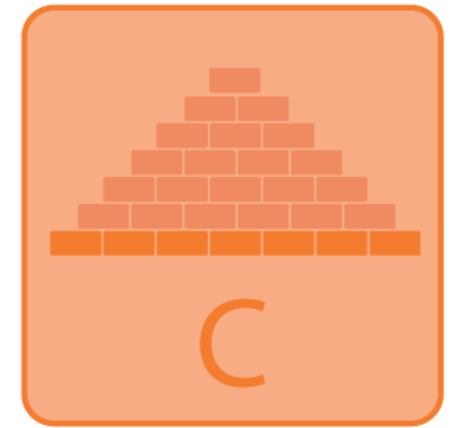


The CPCAB Service Levels Framework

The practitioner helps the person to clarify, and then work towards, their therapeutic goals but the achievement of those goals is dependent on where the person is starting from and the associated level of therapeutic change that may be required. A person's starting point is their capacity to cope with the problems in their life - their openness to, and their resilience in the face of, relationship difficulties, life stage challenges and personal identity issues. The third part of the CPCAB model is informed by research on mental health and well-being and provides a continuum of three progressively more challenging levels of therapeutic change and associated levels of therapeutic work. This 'Service Levels' framework doesn't set out to describe the complexity of individual clients and their needs but rather provides a framework for thinking about where the person is starting from, together with the level of therapeutic change that may be required to achieve their therapeutic goals. The Service Levels also provide a framework for defining the nature and limits of the service that an agency or independent practitioner is able to provide.



For one person, for example, the goal of '*handling conflicts with my partner better*' might mean working to become more open about his hurt feelings (Helping Work and Service Level A) whilst for someone else, the same goal could mean developing the ability to care for the anxious part of herself that feels terrified whenever she gets into conflict (Service Level B1). Another person with the same goal, however, might need to work through the hopelessness and despair he feels as a result of his implicit, *forgotten* memories of childhood conflict (Service Level B2) whilst for someone else it could mean working on her automatic disassociation from reality when faced with conflict (Service Level C).

CPCAB's qualification progression route sets out what trainees need to learn in order to provide the progressively more in-depth levels of work defined by these Service Levels - the qualifications map the level of therapeutic change to the knowledge, understanding and skills required to work effectively at each Service Level. The progression suite begins with informal Helping Work¹ and progresses, step-by-step, to working with clients needing to change implicit aspects of themselves (Service Level B2) together with the clinical supervision of counsellors working at Service Levels A and B.

¹ Helping work (Informal Service Level A) is clearly distinguished from Service Levels A, B & C which all involve formal counselling or psychotherapy relationships. To help clarify the distinction, CPCAB refers to the person being helped in Helping Work as a 'helpee'. The terms 'counsellor' and 'client' are thus first used in the Level 3 Certificate in Counselling Studies (CST-L3).

SERVICE LEVEL	LEVEL OF THERAPEUTIC CHANGE	MENTAL HEALTH & WELL-BEING	CPCAB QUALIFICATION'S PROGRESSION SUITE
Helping Work: <i>Support for immediate distress</i>	Some people only need the opportunity to informally explore the problems and challenges in their life in the company of a skilled helper.	Currently distressed but generally able to cope with life's problems and challenges: <i>"Normally I'm OK - I just need some support right now."</i>	ELSK/LSK: proficiency in using listening and support skills. ICSK-L2: proficiency in using <i>initial</i> counselling skills ² in helping work. CSK-L2: proficiency in using counselling skills in helping work.
Service Level A: <i>Working with common life problems</i>	For others it's sufficient to work, in a more in-depth way, on common life problems through a formal relationship with a counsellor.	Currently finding life very difficult but generally able to cope: <i>"Normally I'm OK, but right now I'm not coping and need help to work on the problems and challenges in my life."</i>	CST-L3: <i>preparation</i> to begin counselling training including preparing for post CST-L3 workplace experience. TC-L4: proficiency in counselling clients with common life problems. CBT-L5: proficiency in using CBT skills and theory as a counsellor working with clients with common life problems.
Service Level B: <i>Enabling change within the self</i>	Some people need to work with a counsellor or psychotherapist ³ to enable change within themselves. This Service Level consists of working to change both <i>explicit</i> aspects of the self (B1) and the more intractable <i>implicit</i> aspects of the self (B2).	Needs help to foster mental health and well-being. May also be experiencing symptoms of mild to moderate ⁴ common mental health problems such as anxiety and depression: <i>"I've been feeling anxious and/or depressed and that's made it even more difficult to cope with the problems and challenges in my life."</i>	TC-L4: proficiency in helping clients change explicit aspects of themselves and beginning work with the more intractable implicit aspects of self ~ including working with clients experiencing mild to moderate common mental health problems. CBT-L5: proficiency in using CBT skills and theory to help clients change explicit aspects of themselves including working with clients experiencing mild to moderate common mental health problems. PC-L5: proficiency in (i) working as an independent practitioner and (ii) helping clients change implicit aspects of themselves. TCSU-L6: proficiency in providing clinical supervision for counsellors working with clients at Service level A and B.
Service Level C: <i>Enabling change within the foundations of the self</i>	Some people may need to work with a psychotherapist to enable change within the <i>foundations</i> of themselves ⁵ .	Languishing: symptoms of severe and complex mental health problems: <i>"I've never really coped that well with the problems and challenges in my life."</i>	PC-L5 and CBT-L5: proficiency in identifying, supporting ⁶ and, where appropriate, referring clients experiencing severe and complex mental health problems.

² Counselling skills are used by people in many different roles that do not involve formal counselling relationships.

³ CPCAB recognises that there is no clear dividing line between counselling and psychotherapy - particularly in longer term work with clients.

⁴ Moderate mental health problems include people experiencing psychological difficulties which do not restrict or impede the person from managing their own social life and health care. For example, moderate depression where the person is able to maintain their self-care.

⁵ At this level of work clients need supportive or therapeutic work for chronic, debilitating mental health problems often in relation to a fragile area of personality that has been a consistent source of difficulty throughout life. Therapeutic change might involve, for example, developing the ability to 'represent other people's states of mind' or changing the foundational 'maladaptive schemas' associated with unstable coping styles or developing the ability to 'regulate' overwhelming emotions through 'self-soothing'.

⁶ In supportive work the counsellor would not normally be providing the primary therapeutic relationship.