

CPCAB Qualifications and Service Levels

Service Level	Level of Therapeutic Change	Mental Health & Well-being	CPCAB Qualifications
Service Level A: 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 ¹ in helping work. CSK-L2: proficiency in using counselling skills in helping work.
Service Level A: Counselling: <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. CYP-L5: proficiency in counselling CYP with consideration given to the age and developmental stage of the client.
Service Level B: Working with common mental health and other psychological problems: <i>Enabling change within the self</i>	Some people need to work with a counsellor or psychotherapist ² 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 ³ 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. CYP-L5: proficiency in working with CYP in (i) enabling them to access and express their emotions and (ii) being attentive to the client's changing needs 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: Working with severe and complex mental health problems:	Some people may need to work with a psychotherapist to enable change within the	Symptoms of severe and complex mental health problems:	PC-L5 and CBT-L5: proficiency in identifying, supporting ⁴ and, where appropriate, referring clients experiencing severe and complex mental health problems. CYP-L5: proficiency in recognising, responding to, and sign-posting where

¹ Counselling skills are used by people in many different roles that do not involve formal counselling relationships.

² CPCAB recognises that there is no clear dividing line between counselling and psychotherapy - particularly in longer term work with clients.

³ 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 In supportive work the counsellor would not normally be providing the primary therapeutic relationship.

<i>Enabling change within the foundations of the self</i>	<i>foundations of themselves⁴.</i>	<i>"I've never really coped that well with the problems and challenges in my life."</i>	necessary, manifestations and/or experiences exhibited by CYP that could suggest the presence of mental illness or distress.
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⁴ 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'.