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Guide to CPCAB's External Verification and Remote Visits Autumn 2020-2021



This guidance document is designed to support centres in preparing for remote external verification visits.

1. CPCAB Remote External Verification Requirements

As we return to teaching and learning during the Autumn term CPCAB will continue to conduct the EV visit remotely during the current uncertainty. Centres that are continuing to deliver courses either remotely, or back in the centre, will be contacted by a CPCAB External Verifier to arrange your External Verification (EV) visit through our remote system. Our EV team will support you through this. We are committed to upholding minimum standards of delivery and internal assessment to maintain the ongoing integrity and verification of CPCAB regulated qualifications¹.

Centres requiring a remote EV visit during the Autumn term are:

- ICSK-L2 – requires one mandatory EV visit per year and will require a remote visit if this is currently being delivered.
- CSK-L2 – TCSU-L6 – requires two mandatory EV visits per year so a remote EV visit will need to be arranged during the autumn term.

Please note a visit is not required for ELSK-L2 + USM-L2 as candidate work is independently verified by CPCAB.

2. Remote External Verification Visit Guidance

- The CPCAB EV will contact you in the usual way and will check which groups are currently registered.
- They will explain to you how they will be carrying out the EV visit in 2 parts.

Part 1:

- The EV will ask the centre to arrange for a sample of a set range of work pertinent to each qualification to be sent for verification. ([See Part 3](#) for these requirements).
- This sample should consist of assessed and moderated work from 4 candidates from each group registered. If the tutor is teaching multiple groups of the same level e.g. CSK-L2, then the EV will just need to see the assessed work of 4 candidates from this tutor.
- Within the 4 pieces of work, the centre will be asked to include a cross section of ability including a weak, strong and borderline example of work for external verification for each qualification.
- Evidence of moderation sampling, or of the process to be undertaken across a range of assessment for each group/tutor must be provided for each qualification.
- The centre will need to arrange to send the selected work securely either electronically (WeTransfer strongly preferred) or via post (photocopied if at all possible). This can be discussed with the EV.
- If the centre posts the candidate work (not the preferred option) and it has not been photocopied the EV will arrange with the centre the appropriate means to return the work.
- Once the assessed sample of candidate work has been received the EV will carry out the normal verification of that material and complete the appropriate sections of the EV report.

¹ Please note this update refers to regulated qualifications only, your Tailor Made EV will contact you separately.

Part 2:

- Once the EV has verified the candidate work they will arrange either a phone call or video chat with the counselling lead/team to discuss the remaining requirements listed on the EV report ([see guidance below](#)) and will assess the centre's system of internal assessment and moderation and clarify any points that needed addressing from the last visit.
- CPCAB would also like the EV to meet with a candidate group via video link at this meeting if this is possible. If it is not, then candidate evaluations ([see appendix 1](#)) will need to be completed from the group the EV would have selected to meet and will need to be submitted at the same time as the candidate work in part 1.
- The external verifier will complete the EV report and CPCAB will forward a copy to the centre in the normal way.

3. Samples of Work Required to EV per Qualification

<p>ICSK-L2:</p> <ul style="list-style-type: none"> • Last 2 reflective Journals • Sample of 2 skills observations (1 peer and 1 tutor) 	<p>CSK-L2:</p> <ul style="list-style-type: none"> • Last 2 reflective Journals/learning reviews • Sample of 2 skills observations (1 peer and 1 tutor)
<p>CST-L3:</p> <ul style="list-style-type: none"> • Last 3 reflective Journals/learning reviews • Sample of 2 skills observations (1 peer and 1 tutor) 	<p>LCS -L3:</p> <ul style="list-style-type: none"> • Last 3 reflective Journals/learning reviews • Sample of 2 skills observations (1 peer and 1 tutor)
<p>TC-L4:</p> <p>1st year -</p> <ul style="list-style-type: none"> • Last 3 reflective Journals/learning reviews • Sample of 2 skills observations (1 peer and 1 tutor) <p>2nd year:</p> <ul style="list-style-type: none"> • 1 essay on the same topic • Last 3 reflective Journals/learning reviews • Sample of 2 skills observations (1 peer and 1 tutor) 	<p>LC-L4:</p> <ul style="list-style-type: none"> • Last 3 reflective Journals/learning reviews • 1 assignment on the same topic • Sample of 2 skills observations (1 peer and 1 tutor)
<p>PC-L5 + CBT-L5:</p> <ul style="list-style-type: none"> • Last 3 reflective Journals/learning reviews • 1 assignment on the same topic • Sample of 2 skills observations (1 peer and 1 tutor) 	<p>TCSU-L6:</p> <ul style="list-style-type: none"> • Last 3 reflective Journals/learning reviews • 1 assignment on the same topic • Sample of 2 skills observations (1 peer and 1 tutor)

4. What the External Verifier Remote Visit Will Include:

- Confirm candidate registrations.
- Ensure internal assessment is appropriate, consistent and monitored across centres.
- Confirm tutors/assessors are marking to the level and depth required for qualifications.
- Review a sample of candidate assessed work and candidate learning records (CLRs).
- Ensure internal quality assurance processes for internal moderation and verification are taking place and are effective, robust and consistently applied.
- Ensure centres have in place adequate and up-to-date management systems, policies and processes relevant to qualifications.
- Check there are adequate resources and systems of support in place, including external assessment arrangements.
- The impact of Covid-19 on teaching and learning .
- Where appropriate check how centres have prepared candidates to work remotely in placement and how this is being monitored.
- Where necessary, draft an action plan, in consultation with centre staff, designed to address any problems.

Candidate Feedback Form

Dear Candidate,

We hope you have enjoyed your training. It would help us if you could spare a few minutes to complete this form. You can include your name and centre details if you like or keep your feedback confidential. Your comments will help us to continue to introduce improvements to our qualifications.

Name of the qualification	
Date you started	
Date your course will finish	
Today's date	

1. In the questions below, please tick the box that best matches your experience of the qualification.	Definitely agree	Slightly agree	Not sure	Slightly disagree	Definitely disagree	Doesn't apply
I found the course content fitted with the qualification						
I found the course content fitted with the aims, objectives and purpose of the qualification						
I found the learning outcomes and assessment criteria clear and understandable						
I found the course was long enough for me to meet all the requirements						
I found the assessment arrangements enabled me to demonstrate my knowledge, understanding and skills						
I found that the course recognised my difference and diversity and met my individual learning needs						
I found this course appropriate for progressing to the next level of training/learning						
I have enjoyed my study						
Any other comments about the qualification						

In questions 2 and 3, please tick all boxes that apply to you.

2. What was your motivation for undertaking this qualification?

Please tick all that apply		✓
To learn knowledge and skills for an existing job or role		
To gain employment		
To progress to a higher level of training or learning		
As part of a route to becoming a professional counsellor		
Change of career or professional direction		
As part of continuing professional development		

3. Do you intend to use your qualification in a particular field of employment?

Please tick all that apply			
Health		Public sector	
Care		Private sector	
Industry		Voluntary sector	
Other (please give details)			

4. If there is anything else you'd like to add, please put your comments here (you can use another sheet of paper if you like)

General comments

5. You don't have to fill in these boxes but if you do, we won't reveal your identity to anyone outside of the qualifications review team.

Your name	
Name of your centre	

Thank you for your help. Please give this form back to your tutor, who will send it to CPCAB.