

Candidate Registration Guidance for Tutors (CRO)

2021/2022

Note: Please register your candidates online via the [CPCAB Portal](#). You will need your email address and password. Each centre will need to have:

- **Admin User** – this individual will have the authority to make registrations, set up the address file and set up any further individuals who will need access to the portal.
- **Staff User** – this/these individual/s will be able to view sections of the portal, make registrations, upload internal assessment results but cannot make other changes on the portal.

For further information or guidance, please email exams@cpcab.co.uk or telephone 01458 852054.

If you are a new centre to CPCAB please visit the CPCAB website and view the online tutorial of how to [register your group/s](#).

REGISTRATION REQUIREMENTS

1. Candidates MUST be registered **within six weeks of the course start date** inclusive of holidays (except for short courses such as ELSK-L2, USM-L2 and ICSK-L2 where they need to be registered within 4 weeks). Candidates who are not registered will not:
 - receive qualification certificates.
 - be entered for any form of assessment and therefore will not receive qualification certificates.
2. A late registration fee will be automatically applied to the invoice for group registrations received after this time, and these candidates may be excluded from the next external assessment window. CPCAB will not guarantee to accept group registrations if they are received later than the times specified in [point 1](#). It is permissible for one or two candidates to join a candidate group (and be registered with CPCAB) **after** the start of a course, provided that at least 90% of the course-programme (measured in guided learning hours) still remains to be covered.
CPCAB strongly recommends, particularly for the advanced programmes (level 3 and above) that the introduction of a new course member should be very carefully considered and discussed with both the prospective member and the group.
Please see [CPCAB Fees](#) for further information.
3. CPCAB will **not** accept **mixed registration groups** (candidate groups in which only some candidates are registered with CPCAB, whilst others are not). Please email exams@cpcab.co.uk or telephone 01458 852054 if there are any queries.
4. There is a **minimum registration number of 6 candidates** that need to be registered per group, although CPCAB strongly recommends a minimum of 9 candidates per group when registering Year 1 of TC-L4. Please see below maximum group sizes and tutor requirements below. Please note that the **minimum** tutor numbers are **mandatory**:

Levels 2 and 3:

- minimum of one tutor involved in internal assessment
- maximum of 18 candidates with one tutor
- maximum of 24 candidates with two tutors

Levels 4 to 6:

- minimum of two tutors must be involved in internal assessment for higher levels qualifications except LC-L4 and CBT-L5 which only require one
- maximum of 16 candidates

Please note: If a registration does not fall within these requirements in order for us to review if this registration can fulfil the qualification requirements we would ask that you provide written details on how this group size will be managed to enable all core assessment activities to take place, and all relational and inter-personal aspects of the course to be fully experienced by all candidates involved. For registrations that are below the minimum registration requirements you will also be required to have a contingency plan for what would occur if group numbers reduce further.¹

5. The minimum numbers for candidate registrations **per centre per year** are:

- Levels 2 and 3: a total of 12 candidates per year
- Levels 4 to 6: a total of 9 candidates per year.

A centre will incur a **minimum registration sanctions fee** to cover the administrative and quality assurance costs of awarding a qualification if centres register fewer than the minimum numbers for candidate registrations per academic year. Please see [CPCAB Fees](#) for further information.

6. All qualifications that run over 2 years **MUST** be registered for each separate year of the qualification – at the beginning of year one and then again in year two. A candidate fee for each separate year will be applied. For example TC-L4 and any Tailor-Made Qualifications that fall into this bracket.
7. Each new candidate group must be registered separately. Where possible candidates should be registered with their CPCAB candidate number (as issued for previous registered groups).
8. For candidates who leave a course: CPCAB will issue a credit note to centres of the registration fee paid (less an administration charge) for each candidate that withdraws from a course, for whatever reason, provided CPCAB is notified of such withdrawal **within six weeks** of the course start date. Please email exams@cpcab.co.uk. After this date a credit note will not be issued. Where a candidate leaves a course due to medical grounds and a copy of a medical certificate is sent to CPCAB, we will offer a credit note for 50% of the registration fee paid.

OTHER DOCUMENTATION FOR REGISTERING CANDIDATE GROUPS:

- **CR2** Candidate recognition of prior learning (RPL) form
- **CR3** Application for reasonable adjustments form
- **CR3a** Application for special consideration form
- **CR5** Certification request for deferred candidates form
- **CR6** Declaration of external assessment integrity form for centres
- **CR6a** Declaration of external assessment integrity form for candidates/third parties
- **CR8** Application for replacement certificate form
- **CR10** Conflict of Interest Declaration
- **CR11** Extension request for candidates completing client hours

¹ Until this information is received, we will not be able to approve this registration and the candidates will not be entered for any assessment. Please contact the exams department exams@cpcab.co.uk if your candidate group is less than the minimum requirements.

Copies can be downloaded from the [CPCAB website](#).

CR2: Candidate Recognition of Prior Learning (RPL) Form

1. It is important that all candidates who are accepted on to CPCAB qualifications have the appropriate prior learning and/or experience. Therefore, all centres are required to carry out an effective pre-course assessment for candidates to ensure that RPL is being applied appropriately or to ensure that candidates who do not have CPCAB qualifications are suitable for entry to the qualification. The RPL form is intended to help formalise this process.

Please also see the section on **Candidate Entry Requirements** in the **Specification** for each qualification.

2. The RPL process is in place to ensure that candidates are enrolled in appropriate courses and to avoid any future problems that might arise from inadequate screening at the pre-induction phase of the courses.
3. In order to ensure that centres carry out the RPL procedures satisfactorily, CPCAB samples the centre RPL process during external verification visits. It is the centre's responsibility to ensure that CPCAB guidelines are followed and that appropriate records are kept.

CR3: Application for Reasonable Adjustments

1. In order to make sure that assessment is fair to all candidates, CPCAB requires all registered centres to have an appropriate candidate support system in place and to make appropriate arrangements to meet individual assessment needs. As a centre you are required to identify individual candidate assessment needs prior to enrolment in order to make arrangements for reasonable adjustments. Reasonable Adjustments in respect of Internal Assessment are provided by the centre.
2. Reasonable adjustments for External Assessments should reflect the kind of internal support that the centre is already giving the candidate.
3. For External Assessment adjustments requiring prior agreement from CPCAB please submit applications to exams@cpcab.co.uk. These must be submitted at least **eight weeks** prior to the external assessment date. See [Application for Reasonable Adjustments \(CR3\)](#).
4. Please see CPCAB's policy for the [Application of Reasonable Adjustments and Special Consideration](#)

CR3a: Application for Special Consideration

1. Candidates who are registered to undertake an external assessment on a particular date but who are disadvantaged by unforeseen circumstances, at the time of the external assessment, are eligible to apply for Special Consideration.
2. The eligibility criteria are set out in form CR3a.
3. Please complete form CR3a and return to exams@cpcab.co.uk with relevant supporting information.

CR5: Please use this form to request certification for any candidates who have been 'Deferred' in their internal assessment. Please refer to the qualification tutor guides found on the [CPCAB Website](#) for additional information regarding deferred candidates for each qualification.

CR6: Declaration of External Assessment Integrity For Centres

1. Please complete form CR6 where tutors/coordinators/managers have access to external assessment material prior to the external assessment window. It is important that CPCAB has

confirmation that the integrity of the material has not been compromised. This applies to **all** CPCAB external assessments.²

CR6a: Declaration of External Assessment Integrity (Candidates/Third Parties)

1. This form must be completed by:
 - any candidate sitting the external assessment outside of the published external assessment window.
 - any third party supporting a candidate during the external assessment³.

CR8: Request for Replacement Certificate

Please complete this form to request replacement certificates for candidates in the event of a spelling error, loss of certificate or damage to a certificate. Certificates can only be re-issued in the **original** name of the candidate and the word 'replacement' will appear on the certificate. Please return form to exams@cpcab.co.uk. Applicants are required to give a clear reason of the above. Candidates requesting a replacement certificate under the Gender Recognition Act 2004 (GRA) should provide proof of identification as appropriate.

There is an administrative charge for this. Please see CPCAB Fees for further information.

CR10: Conflict of Interest Declaration

When registering candidates please be aware of the need to complete a Conflict of Interest Declaration (CR10) form to inform CPCAB of any dual relationships/conflicts of interest likely to compromise the integrity of the assessment process e.g. if a tutor has any other personal/professional relationship with a prospective candidate.⁴ If in doubt, please contact exams@cpcab.co.uk for further advice or information.

CR11: Extension Request for Candidates

1. Please complete this form to request an extension beyond the time allowed after the registered end date of the training course. This can be for internal assessment requirements and/or client/supervision hours at any CPCAB Level 4, 5 or 6, including Tailor Made Qualifications.
2. Centres may make explicit appropriate arrangements with candidates who have been **Deferred** to complete the qualification within a clear time frame. It is expected that candidates will complete within three months beyond the end of the course.

For:

- Levels 2-3 - If a candidate is likely to exceed this then the tutor must complete the Extension Request for Candidates (CR11) form for candidates and send it to CPCAB before the three months have expired to request permission from CPCAB for a further extension:
- Levels 4 -6 have up to **ONE** year after the end of their course to complete client work hours. If a candidate is likely to exceed this one-year extension, then the core tutor must complete the Extension Request for Candidates (CR11) form for candidates completing client hours and send to CPCAB before the 12 months have expired to request permission from CPCAB for a further extension.

All requests must be sent to exams@cpcab.co.uk

FURTHER INFORMATION:

² Data will be held in accordance with CPCAB's Data Protection Policy

⁴ Please see the Conflict of Interest Policy on the CPCAB website for further guidance

The [CPCAB website](#) contains information about our qualifications, external verification and external assessment requirements. A wide range of supporting documents can be directly downloaded from this site including:

Specifications (a different one for each CPCAB qualification). These include the full specification, tutor requirements, candidate entry requirements and minimum assessment requirements.

Tutor Guides (a different guide for each CPCAB qualification). These include guidance on the delivery and assessment of the qualification and guidance on any additional practice requirements.

Candidate Guides (a different guide for each CPCAB qualification). These include a candidate learning record and guidance to the specifications and practice requirements as well as detailed guidance to the learning outcomes and assessment criteria.