



The only awarding body
run *by* counsellors
for counsellors

2023 - 2024

Customer Service Statement



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Our commitment to you:

CPCAB is committed to providing the highest quality of service to meet the needs of its customers and the public to ensure confidence in the awarding organisation and its qualifications. We seek to demonstrate this commitment through the following standards.

CPCAB provides guidance to centres on all aspects of CPCAB service including:

- The role of CPCAB as the awarding organisation and how to contact us for advice or help.
- The terms, conditions and fees for all CPCAB services and products.
- The timescales for its administrative and professional functions as an awarding organisation and for responding to customers.
- Details of standardisation training.

CPCAB provides details of its centre recognition process including:

- The implications of becoming a CPCAB-recognised centre, on-going resources required plus risks and responsibilities to bear in mind.
- All costs associated with the recognition process.
- CPCAB requirements including ethical practice, financial arrangements, tutor standardisation and delivery of the qualifications in a way that will uphold qualification standards and not bring CPCAB's name into disrepute.

CPCAB provides details of its external verification service/independent verification and aims to ensure that:

- All qualifications are subject to an appropriate level of Centre Assessment Standards Scrutiny (CASS).
- Centres are allocated an External Verifier or Independent Verifier, where appropriate, when they have registered candidate groups.
- Centres are advised of the name of their External Verifier before the first visit.
- All External or Independent Verifier reports are quality checked and sent to centres within 20 working days of the verification process.
- Subsequent issue of Annual Practising Certificates to centres, or candidate certification is prompt and accurate.

CPCAB provides details of the External Assessment service including:

- Publishing external assessment dates in advance of the teaching year.
- Publishing external assessment, re-sit and appeal processes and fees.
- Supplying external assessment support documentation to centres in advance of the assessment window.
- Supplying external assessment materials to centres upon the opening of the assessment window.
- Issuing results according to the published timetable.

CPCAB offers support to centres by:

- Responding to telephone enquiries normally within five working days, or to written/email communications within 10 working days.
- Tutors can contact our Counselling Qualifications Professionals for specialist advice on any aspect of CPCAB qualifications.
- Maintaining confidentiality with respect to all enquiries.
- Processing centre recognition applications within 30 working days from payment.
- Processing candidate registrations normally within 5 working days of receipt of the required data.
- Issuing certificates to centres within 20 working days of receiving final candidate result data. Any queries relating to certification will normally be dealt with within 5 working days.
- Processing tutor CVs within 10 working days of receiving sufficient information.
- Providing up-to-date specifications, Tutor Guides and Candidate Guides, other documents and information on all CPCAB qualifications. These are made available on our website at www.cpcab.co.uk.
- Publishing details of all CPCAB policies and procedures on our website.

CPCAB 2023