



16th June 2022

The only awarding body
run by counsellors
for counsellors

Dear Centre Staff and Tutors,

Re: Pandemic Recovery Period - Transition Arrangements out of the VCRF

Everyone at CPCAB would like to thank you for adapting to the challenges of recent times and supporting each other. We hope that you and your candidates continue to stay safe and well.

I last wrote to you in [August 2021](#) regarding the viability of continuing with online/blended learning and the adapted External Assessments, and our decision to retain many aspects of these after the pandemic. I am now writing to you with an update, so that you can plan your training delivery for the 2022-23 academic year.

What's the current situation in 2021-22?

In our last update to you we advised that while Ofqual's VCRF (Vocational and Technical Qualifications Contingency Regulatory Framework) was in place in 2021-22, we would continue to offer the level of flexibility in delivery and placement options that had been available throughout the pandemic. This is still the case. You can deliver training online where this is the safest option, and candidates can work in online placements where necessary.

For a full recap of the permissions and requirements related to this please read [CPCAB's Covid-19 Mitigation for Regulated Qualifications - Guidance for Centres](#).

What will change in September 2022?

Restrictions are being lifted and the country is looking towards a time of recovery from the Covid-19 pandemic. Our regulators have conveyed that the VCRF arrangements are due to come to a close soon and that Awarding Organisations are now able to remove their pandemic adaptations where it is appropriate to do so. We've therefore published our ['post-pandemic' delivery and placement ratios](#) so that you can confirm your plans for delivering training in the coming year. **Therefore, from 1st September 2022 your centre will need to adhere to our post-pandemic ratios for course delivery and placements.**

Should this situation change (for example, if government restrictions are brought back) we will advise you immediately.

We continue to make improvements to our qualifications to ensure that they provide the best experience for candidates and ensure they are fit for purpose in the post-pandemic

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counselling landscape. You and your candidates should look out for exciting new additions and supporting resources for our qualification suite in the coming year.

What does this mean for my centre?

If you wish to retain online or blended delivery as part of your training provision from 1st September 2022 you'll need to:

- Work within our online delivery permissions and [Quality Framework for Online Delivery](#) for all new cohorts and for any cohorts part-way through delivery.
- Have made a [successful application for post-pandemic online delivery permission](#)
- Check and update your information on the [CPCAB Portal](#) and [Centre Finder](#) so that candidates searching for courses can find you and see the methods of delivery your centre is offering. You will be able to update this information yourself.

What if my centre doesn't have permission to deliver training online?

If your centre doesn't have '**post-pandemic' online delivery permission** you'll need to return fully to face-to-face delivery, and our Centre Finder will reflect this. You won't be able to offer any form of online training without this permission. Use our [post-pandemic online delivery permission](#) form to apply for it.

What if a course or a candidate's learning journey spans the 2021-22 and 2022-23 academic years?

In some cases, the changes described in this letter may mean you need to change course delivery style or placement mode for a course or candidate that is part way through their training in September 2022.

This is most likely for the two-year **Level 4 Diploma in Therapeutic Counselling (TC-L4)** qualification which includes a placement requirement of 100 hours. Currently, the permissions for this qualification are that all delivery **can** be online, and a candidate's placement **can** be online/ telephone based if it is not fully safe for them to do a face-to-face placement.

From 1st September 2022 this will change. You'll only be able to deliver a maximum of 25% of the Guided Learning Hours (GLH) online, and candidates will only be able to do a maximum of 49% of their placement online or over the telephone. This is the same for the **Level 4 Diploma in Life Coaching (LC-L4)**. Please see [CPCAB's online delivery permissions](#) for more information on all new qualification requirements.

In this situation centres and candidates should adapt the delivery and placement mode to achieve these new ratios.

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Example scenarios

Centre delivery

Up to 1st September 2022, a centre has delivered year 1 of TC-L4 fully online, under the flexible pandemic permissions.

From 1st September 2022 they should aim to deliver year 2 with a minimum of 75% face-to-face to 25% online ratio to meet the post-pandemic delivery requirements.

Candidate placement

Up to 1st September 2022, a candidate has done 49% of their placement hours online or via telephone counselling, under the flexible pandemic permissions.

From 1st September 2022 they should complete the remaining 51% of their placement through a face-to-face format to achieve the post-pandemic requirements.

What if this presents a challenge?

There may be situations where this is less straightforward, and centres should work with us to achieve the closest possible union between the ratios and what is feasible.

For example:

Centre delivery

Up to 1st September 2022, a centre has delivered 100% of year 1 of the TC-L4 online, under the flexible pandemic permissions, and planned to also deliver year 2 online.

From 1st September 2022 the centre should prepare to adapt their year 2 delivery to meet a minimum of 75% face-to-face delivery.

What if this isn't possible?

They should advise us. Our aim is to support you to move smoothly through this transition phase. We continue to work with our regulators to ensure a supportive rather than prescriptive approach to the transition out of the VCRF.

Candidate placement

Up to 1st September 2022 a candidate has done 60% of their placement hours online or via telephone counselling, under the flexible pandemic permissions.

The candidate should complete the remaining 40% of their placement through a face-to-face format to achieve the closest possible union between their practice and the post-pandemic permissions.

What if this isn't possible?

If doing so might jeopardise the continuity of the candidate's placement and/or negatively impact upon their client work, they should work with their centre to explore the closest

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possible union between their practice and the post-pandemic permissions and seek to achieve this.

In rare cases candidates may still be accruing placement hours after 1st September 2022 and they may only initially have the option to achieve all 100% placement hours through online or telephone means. This is not desirable and may impact their ability to gain professional membership in the future. It's vitally important that tutors are assured of a candidate's competency in face-to-face counselling when signing the completion statement for TC-L4.

In these cases, explore whether there is any option to secure a percentage of face-to-face hours, or as a last resort continue to implement the additional assessment stipulations set out by us during the pandemic. Please seek our guidance if you're unsure how to support a candidate in this situation.

We invite your feedback on these transition arrangements, particularly any areas where you might struggle to make these changes. If you would like to share your thoughts with us, please email contact@cpcab.co.uk

What else do I need to know?

External Assessment adaptations

As mentioned in our letter sent in August 2021, the adapted External Assessments that were introduced in 2020 have been well received by centres and candidates and will therefore remain in place. Thank you for your continued support in facilitating these and ensuring the authenticity processes for these assessments are completed. Keep an eye out for some upcoming videos and supportive resources to help make the External Assessment submission process even smoother.

CPCAB's and BACP's Level 4 Diploma in Therapeutic Counselling (TC-L4) Approved Practitioner Qualification (APQ) pilot

Following the positive uptake of this pilot qualification partnership we are working with BACP to extend this offer into the future. Existing arrangements for the pilot will end in August 2022. We aim to fully incorporate [BACP's Online and Phone Therapy Competence Framework](#) into the TC-L4 offer for all new registrations from September 2022. Therefore, centres offering the BACP APQ will need to include a degree of online course delivery into their programme and support candidates to engage with a proportion of online or telephone placement to evidence competencies both face-to-face and online. More information on this will shortly be sent to centres.

Our continued commitment to you

We greatly appreciate your support, engagement and feedback throughout the pandemic and the challenges this has brought.

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It's been a time of global change and we're sure this has resulted in both practical and emotional impacts for you, your staff and your candidates. While we have tried to keep the burden of regulatory change to a minimum, we know that it hasn't always been possible to avoid it completely. We thank you and your candidates for approaching the changes as opportunities, and meeting the challenges you have faced with curiosity, creativity and a commitment to the profession.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Kelly Budd', with a long horizontal flourish extending to the right.

Kelly Budd

Chief Professional Standards Officer

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