



The only awarding body  
run *by* counsellors  
*for* counsellors

2023 - 2024

# CPCAB Qualifications

## Information for Line Managers, Departmental Heads and Programme Co-ordinators

Counselling & Psychotherapy Central Awarding Body (CPCAB)

P.O Box 1768

Glastonbury

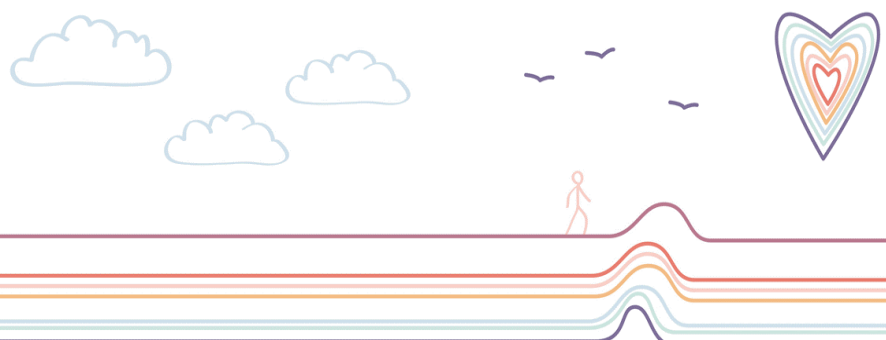
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Website: [www.cpcab.co.uk](http://www.cpcab.co.uk)

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## Who We Are and Our Services?

Over the last 25 years CPCAB has grown to become the UK's leading counselling awarding organisation offering vocational qualifications at over 300 centres throughout the UK and overseas, with over 15,000 candidate registrations every year. Being the only awarding organisation run by counsellors for counsellors CPCAB are uniquely placed to provide specialist support to our centres and therefore their learners.

CPCAB offers qualifications on the Regulated Qualifications Framework (RQF) which is regulated by the Office of the Qualifications & Examiners Regulator (Ofqual) in England, Qualifications Wales in Wales and CCEA in Northern Ireland. All CPCAB qualifications are formally supported by Skills for Health.

As well as offering regulated qualifications in counselling, life coaching, supervision and related areas CPCAB also offers a tailor made service accrediting non-regulated qualifications that meet the specialised needs of specific learners and training providers, as well as CPD workshop endorsement.

Our Counselling Qualifications Professionals (CQP) team are practicing therapists who have also taught counselling qualifications. This means that they are immersed in counselling and psychotherapy, which gives them a unique understanding of this sector. Our documented philosophy underpins our work, and we acknowledge that what we do carries a heavy responsibility. All CPCAB qualifications are developed from evidence-based research, are well-structured and form a coherent progression route, leading to a range of employment opportunities. Our qualifications constantly strive to support competent and safe counselling practice because we believe that counselling is valuable and helpful for many people.

All CPCAB qualifications are underpinned by a model of practitioner development which grew out of a research programme 'the competent counsellor'. One conclusion of this research programme was the need for a specialised awarding organisation for counselling and psychotherapy – a major stimulus to founding the organisation. The current practitioner qualifications reflect the latest research findings on what makes counselling and life coaching effective.

CPCAB's progression route offers entry onto a range of Accredited Registers (AR).

## Tutor Support Services

The CQP team are on hand to provide professional support and practical advice to all tutors and support staff from CPCAB centres. In addition, our External Assessment team and our Qualification Administration Co-ordinator can help you with candidate registration, centre qualification approvals, external assessment, and any administrative questions you may have. We also offer support in the form of CPCAB's YouTube channel, featuring videos that support the administration and delivery of CPCAB qualifications, podcasts that have been recorded in association with Counselling Tutor covering a wide range of topics, and our quarterly newsletter.

We pride ourselves on our supportive and approachable relationships with our centres. Our team is dedicated in providing a prompt, professional but personal service to counselling tutors and centre managers. Many of our team have worked with CPCAB for many years and during this time have built strong, respectful and supportive relationships with our centres. Our mission is to go that extra mile in offering guidance and support. We are always happy to hear from you and will do our best to help.

Please view:

- Our Customer Service Statement
- CPCAB Philosophy

Our office hours are Monday-Thursday from 9-5 and on Fridays from 9-4:30 – telephone 01458 850350. We also operate a quick response e-mail service through [contact@cpcab.co.uk](mailto:contact@cpcab.co.uk)

## CPCAB Website

We aim to operate a service that is fully transparent to our customers. As such, most of our documentation, information and tutor/candidate support material can be downloaded at [www.cpcab.co.uk](http://www.cpcab.co.uk).

## Assessment Standardisation Training Days

We offer face-to-face and virtual standardisation training days for tutors, free of charge. During the training we work through what is new in the ever-expanding community of counselling qualifications. The day features workshops led by our Counselling Qualifications Professionals, setting the standards of our qualifications at the different levels, as well as

focus groups exploring topics chosen to enhance and inspire your upcoming year of course delivery. These meetings offer networking opportunities with colleagues from other centres and to meet the CPCAB team.

Please see further information on our [website](#) including tutor/centre [requirements](#) for attendance.

## CPCAB Fees

At CPCAB, our aim is to make it easier for everyone by telling you exactly what we charge, and when, and what you can expect in return.

The approachable relationships we have with our centres extends to our pricing policy, which is easy to understand, transparent and, above all, fair. Our main concern is to offer you qualifications and services of the highest quality, as you would expect from the leading specialist awarding organisation in the UK. But we also believe in being competitive in our pricing and we hope you agree that the fees represent good value. We try to give you as much advance warning as possible when fee changes are due, to help you with the task of balancing your accounts.

Please see our [Fees Document](#) for further information.

## Support Visits by CPCAB

Centre support visits facilitated by a member of the CPCAB team can be arranged either face to face or virtually. These support visits can be for a range of reasons for example:

- If there are areas of concern or further support is required during the centre approval process.
- An additional consultancy or on-site support visit requested by the centre.
- An additional monitoring / support visit if deemed necessary by CPCAB to resolve any quality assurance issues, for example: to view candidate portfolios so candidates can be certificated.

A fee will be charged for support visits. Please see our [Fees Document](#) for further information.

## Recommended Learner/Tutor Ratio

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

## Minimum Registration Numbers

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.

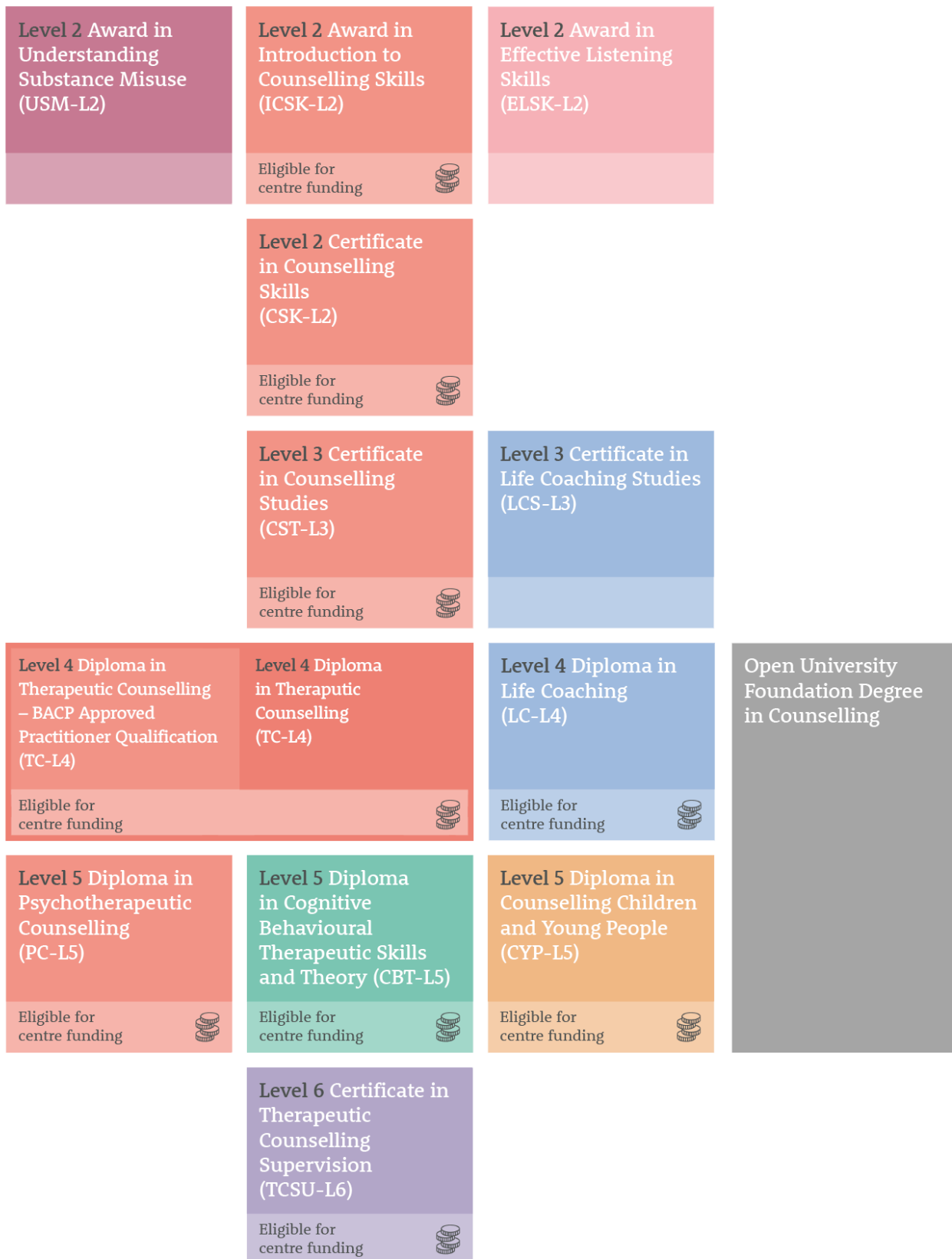
A centre will incur a **minimum registration sanctions fee** to cover the administrative and quality assurance costs of awarding a qualification if centres register fewer than the minimum numbers for candidate registrations per academic year.

For further information and guidance please see:

- [CPCAB Fees](#)
- [Candidate Registration Guidance \(CR0\)](#)

## CPCAB Progression Route

Our modular system of qualifications - built around a user-friendly capability framework - enables candidates to stay within one coherent system throughout their training. The progression route is illustrated in the following diagram:



## Funding

CPCAB publishes [funding guides](#) for candidates, tutors, and programme managers on our website to keep you up to date with all the latest funding news from the Education and Skills Funding Agency (ESFA), FE candidate loans and more.

## Personal Learning Records (PLRs)

As part of the government's drive to streamline pathways of learning, the Learning Records Service has been tasked with introducing Personal Learning Records - linked to Unique Learner Numbers or ULNs - for learners of all ages. Participation in the PLR has now become a mandatory condition for eligibility for public funding – both grant funding and the new 19+ student loans. Many of our larger centres will already be used to dealing with PLRs and ULNs. If you would like to become a PLR provider details can be found in our funding guides on our website or <https://www.gov.uk/education/learning-records-service-lrs>

## Data Collection and Handling

Our data collection systems provide the data required by the Learning Records Service as part of the Personal Learning Records system. Under data protection legislation ALL registered centres are now required to ensure that candidates are given sight of a Privacy Notice (PN) – also known as a “Fair Processing Notice”. CPCAB has created a “template text” for an actual Privacy Notice that your centre might like to use. You can find the [Privacy Notice](#) on our website.

## Training and Support Materials

There are a range of support materials available for centres, tutors and candidates on our [website](#). In addition, we have many training support videos available to watch for free on our [YouTube channel](#).

Sage Publications and CPCAB have co-published two easy to use books to support candidates studying the [Level 2 Certificate in Counselling Skills](#) and [Level 3 Certificate in Counselling Studies](#) and [Level 4 Diploma in Therapeutic Counselling](#). CPCAB are able

to share discount codes for these books with approved tutors.

## Video Support

We have our own in-house video production team which creates rich video content to support centres and candidates. For centres, programme managers and tutors we offer videos covering topics such as CPCAB processes, teaching resources and marketing of courses. Candidates can access videos that help with their studies, such as mock exam videos and guides. All of this content can be accessed for free on [CPCAB's YouTube Channel](#). In addition, our sister organisation, [The Counselling Channel](#), has lots of videos about counselling, therapy, and mental health. Its content is also useful to both tutors and candidates and is free to access on YouTube.

## What Next?

The [CPCAB Website](#) provides all the information you need if you wish to apply for CPCAB approval for your centre to run:

- [CPCAB Regulated Qualifications](#)
- [CPCAB Accredited Tailor Made Qualifications](#)
- [CPCAB CPD Endorsed Training/Workshops](#)

If you would like to speak with a member of the CPCAB Team or have any queries, please call 01458 850 350 or email [contact@cpcab.co.uk](mailto:contact@cpcab.co.uk)

## Useful Links

- [Why Choose CPCAB](#)
- [CPCAB Fees](#)
- [Becoming a Centre and Qualification Approval](#)
- [CPCAB Qualifications](#)
- [CPCAB Model](#)
- Find us on [Facebook](#).
- Find us on [LinkedIn](#)
- Watch us on our [YouTube channel](#).
- Discover new & interesting things with [A New Vision for Mental Health](#).

# Our Philosophy

1. Recognising that we are different and diverse and that we have to work hard to truly listen and understand
2. Learning not to hide and pretend, but to become more open about our failings and our mistakes - so that we can genuinely learn and develop
3. Working together in partnership - embodying a model of authority that listens, challenges and empowers
4. Valuing the emotional, spiritual and somatic sides of ourselves as highly as the rational
5. Accepting that the heart of our work is the hurt in our hearts
6. Understanding that our practice is founded in subjective, intimate relationships and that, in turn, our training is necessarily founded in subjective, intimate relationships
7. Staying in genuine touch with, remaining genuinely caring of, and being genuinely committed to, the people that we are working with
8. Recognising and bearing the heavy responsibility of our work - because we value it so highly
9. Learning, in moments of difficulty and crisis, to reach out from the heart - offering and asking for help and support
10. Being ourselves, meaning what we say, saying what we mean, walking our talk

cpcab

Qualifications that change lives

