



# Level 2 Certificate in Counselling Skills

Student Handbook

2022 – 2023

Thursday Evening Course

Online



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

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This Student Handbook should be read in conjunction with the CPCAB Candidate Guide.

## About New Pathways

New Pathways was established in Merthyr Tydfil in 1993 as a helpline for female victims of rape. At the time it was operational for only a few hours each week and it was run entirely by volunteers. Over the years New Pathways has grown and diversified and we now offer a range of counselling, advocacy and support services for women, men, children and young people.

We work in partnership with numerous statutory and voluntary agencies and we are now widely regarded throughout the UK as a leading organisation in our field. We have offices throughout south and mid Wales and we employ more than 100 staff and have more than 40 volunteers. Each year our various projects receive more than 3000 referrals from people of all ages who have been affected by rape and sexual abuse.

New Pathways is a registered charitable company that provides a range of specialist counselling and advocacy services for women, men, children and young people who have been affected by rape or sexual abuse. We have many years of experience and are widely regarded throughout the UK as a leading organisation in our field. Our clients come from every walk of life and are of all ages. To date, our youngest counselling client has been three years of age and our oldest has been in their nineties.

New Pathways manages 6 sexual assault referral centres (SARCs). These provide advocacy and support for adults and children who have experienced both recent and non-recent sexual abuse. This includes support and advocacy for reporting; forensic medical examinations, police interviews and specialist advocacy for people going through the criminal justice process. The SARCs are also able to provide help and support for self-referrals too.

New Pathways provides 1-1 counselling for adults who have experienced sexual violence. Referrals can be taken either from the person themselves or through other professionals such as GPs, Social Workers and Mental Health teams.

We provide counselling for children from 3 upwards who have experienced trauma and have therapists from various disciplines including art psychotherapists, music therapists, drama therapists, play therapists and children and young people's counsellors.

New Pathways is an organisational member of the BACP.

### Details of the Tutor Team

This course is taught by experienced, practising counsellors.

The tutor for 2022 - 2023 academic year is yet to be confirmed.

The internal quality assurance is led by:

#### **Debbie Woodroffe**

BA hons; PGCE; DipSW.MSc.Econ; Diploma in Counselling; Diploma in Supervision

Debbie has been qualified as a counsellor since 2000 and has worked with a variety of client groups including people affected by substance misuse, domestic abuse and sexual violence. She has over 20 years experience of teaching and training and has a special interest in trauma sensitive approaches.

### Certificate in Therapeutic Counselling

This Level 2 certificate course has a credit value of 17 and 90 guided learning hours (90 GLH). The course provides a solid foundation to use helping skills in personal, professional and voluntary settings and to apply to train as a counsellor. The course is validated by the Counselling and Psychotherapy Central Awarding Body (CPCAB). Their details can be found at [www.cpcab.co.uk](http://www.cpcab.co.uk). All candidates will be registered with CPCAB, by New Pathways, within six weeks of the course commencing. This is a one-year course.

### Dates and location of sessions

Term days will be as follows:

Start Date: 15<sup>th</sup> September 2022 . Time: from 5.30pm-8.30pm.

<b>Term</b>	<b>Dates</b>
Autumn	15 <sup>th</sup> September 22 – 8 <sup>th</sup> December 22 Half Term – 3 <sup>rd</sup> November 22
Spring	12 <sup>th</sup> January 23 – 30 <sup>th</sup> March 23 Half term -23rd Feb
Summer	20 <sup>th</sup> April 23 – 8th June 23 Half Term 1 <sup>st</sup> June 23

All sessions will be taught online.

Sessions take place on Zoom. You will be sent an invitation prior to the course commencing. You will need access to a laptop or computer with a camera function. Although support is available, a basic level of computer skills are necessary to successfully complete this course.

The CSK-L2 qualification is one step in a series of CPCAB qualifications. Once the candidate has completed this qualification they can continue training to become a counsellor by doing CPCAB Level 3 Certificate in Counselling Studies (CST-L3) or move into the area of life coaching by doing the Level 3 Certificate in Life Coaching Studies (LCS-L3).

Students will also be expected to spend a minimum of 2 hours per week, outside of class-based hours, preparing for sessions, reflecting, reading, writing journals, completing assignments etc.

Students will be expected to have a minimum of 80% attendance record.

### Candidate entry requirements

Candidates must be at least 19 years old.

In order to apply for this qualification completed application forms should be returned to:

[training@newpathways.org.uk](mailto:training@newpathways.org.uk)

### Fees

This course costs £750.00 inclusive of the CPCAB registration fee. Fees can be paid termly or monthly. There is a £50.00 deposit that needs to be paid within one month of being offered a place on the course. The email address for correspondence about finance is [finance@newpathways.org.uk](mailto:finance@newpathways.org.uk)

Where exam re-sits are required an additional fee will be incurred.

### Qualification structure

This qualification is designed to give learners the underpinning knowledge, skills and competencies to use counselling skills ethically and safely in a variety of contexts and roles.

This qualification is for:

- Those starting the first level of training as a professional counsellor
- Those who want to learn counselling skills in other professional or helping roles

- Those who want to improve their professional and personal relationships as part of personal development.

This qualification will not teach candidates how to be counsellors but it will help them decide whether or not they want to train as a counsellor and it will give them counselling skills that are useful in a variety of roles e.g. care assistant, key worker, support worker.

The course aims to ensure candidates have a sound theoretical understanding whilst also acquiring and developing practical counselling skills. The weekly sessions will include theory / knowledge-based activities in addition to activities which focuses on skills and professional considerations. There will also be regular counselling practice with time for feedback and reflection.

### Attendance requirements

Candidates must have an attendance of at least 80% for the course.

### Equal opportunities

New Pathways is committed to equal opportunities in all areas of its work. Therefore, we welcome applications from all sections of the adult population. Difference and diversity, and the importance of a non-discriminatory approach and how these are important to counselling activity will be explored in the course.

Candidates are asked to register any special requirements, regarding provision and accessibility, when they enrol on the course. Candidates' personal tutors will work to support candidates' specific requirements throughout the course. Where appropriate, tutors will support candidates in applications to CPCAB for reasonable adjustments and special consideration. Special arrangements that are available on request from CPCAB include large-font external assessment papers , additional time for individual needs, braille papers and/or subtitles on assessment films. External assessment papers are produced in a font that is helpful to dyslexics.

For more information, please see:

CPCAB Equal Opportunities Policy [https://www.cpcab.co.uk/public\\_docs/equal-opportunities-policy](https://www.cpcab.co.uk/public_docs/equal-opportunities-policy)

Government guidance on the Equality Act 2010 <https://www.gov.uk/guidance/equality-act-2010-guidance>

## Data Protection

Privacy Notice: Some of the information you supply will be used by:

- CPCAB (the awarding organisation associated with your course) will upload candidates achievement data to the Learning Record Service, who then in turn will update the candidates personal learning records.
- The Learning Records Service to fulfil its statutory functions, issue/verify your Unique Learner Number (ULN) and update/check your Personal Learning Record. The Learning Records Service may share your ULN and Personal Learning Record with other education related organisations, such as your careers service, school, college, university, Government Departments and public bodies responsible for funding your education. Useful guidance from the Skills Funding Agency (now known as the Education & Skills Funding Agency or ESFA) can be found at:  
<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

Additionally, in accordance with the General Data Protection Regulation (GDPR), New Pathways has implemented a privacy notice to inform our training contacts of the type of data we process about them. A copy of the Privacy Notice is contained in Appendix 4.

## Course objectives

This course has been developed in order to give candidates the knowledge, skills and competencies to work as a helper in a variety of settings and the opportunity to decide whether full counselling training is right for them.

## Internal assessment requirements

Tutor assessment of candidate portfolio evidencing minimum assessment requirements and verified by CPCAB.

## Internal Assessments and Deadlines

Assessment	Details	Deadline
Portfolio and Candidate Learning Record	Portfolio consists of: <ul style="list-style-type: none"><li>• 1 written assignment</li><li>• 1 self review</li><li>• Learning review (throughout the programme)</li><li>• 2 tutor-observed counselling skills practice sessions (1 via audio/video recording)</li><li>• Testimony of Peer/'helpee' feedback</li></ul>	22/6/2023

	<p>Portfolio must include two pieces of evidence for each criterion.</p> <p>Candidate Learning Record must reference documents, tutor observation and testimony for each of the seven course units.</p>	
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This assignment must be submitted with a fully completed Criteria Assessment Sheet attached. Marked work will be returned with a completed Assignment Feedback Sheet’.

**External assessment requirements**

The external assessment will take place during a one- week window. Candidates will have one week at home to answer 5 two-part questions based on what they have studied, which will be assessed by CPCAB.

In order to be awarded a Certificate in Counselling Skills, all candidates will need to have met all criteria required and passed the external assessment.

**Tutorials and pastoral support**

At the beginning of the course candidates are given details of the support that is available to them. The course tutor will act as candidates’ personal tutor. The tutor will provide regular verbal and written feedback each term in order to ensure that adequate academic and pastoral support is provided and that satisfactory progress is being made to ensure the successful completion of the course. Where necessary, additional support may be provided.

All candidates are encouraged to keep their tutors informed of any difficulties they are encountering which may impact on their ability to complete the course requirements.

**Internal moderation and verification arrangements**

A minimum sample of 25% of candidates’ internally assessed work will be cross marked in order to ensure that the assessment decisions made are reliable, consistent and fair. Assessed work will then be internally verified by the Internal Quality Assurer to ensure that assessment decisions from all tutors are to the same standards and marking schemes have been consistently applied. The internal quality assurer works alongside the whole teaching team, as per CPCAB guidelines to develop and maintain good assessment procedures and facilitate good practice. An external verifier from CPCAB will then visit to externally verify the assessment decisions. In this way, New Pathways believes that the quality and consistency of all assessment can be assured and that the CPCAB qualifications are being delivered, by New Pathways, to a common national standard.

A copy of New Pathways' internal quality assurance procedures is in Appendix 5.

#### Details of process for appeals and complaints against assessment / learning experience

Any candidate wishing to appeal against an assessment decision or complain about a learning experience is encouraged to speak to their personal tutor and refer to New Pathways policies and procedures:

- New Pathways Appeals procedure for candidates
- New Pathways complaints procedure

Copies of these policies are included in Appendix 1 and Appendix 2.

#### Details of malpractice / maladministration policy

New Pathways is committed to ensuring the best possible learning experience for all candidates. New Pathways takes any suggestion of malpractice or maladministration very seriously and will investigate any allegation promptly and thoroughly. A copy of New Pathways Malpractice and Maladministration policy is included in Appendix 3. Please also refer to CPCAB's policy on malpractice: [https://www.cpcab.co.uk/public\\_docs/malpractice\\_maladministration](https://www.cpcab.co.uk/public_docs/malpractice_maladministration)

#### Suggested reading

Candidates may wish to read further to support their theoretical and practical knowledge of counselling. The following text has been written by CPCAB to support students who are studying the CSKL2 qualification and students may find it useful to refer to a copy:

Ballantine Dykes, F., Postings, T. and Kopp, B. (2017) *Counselling Skills and Studies 2<sup>nd</sup> Ed.* London: Sage

#### Additional Reading:

Egan, G. (2014) *The skilled helper : a client-centred approach.* 10th edn. Andover: Cengage learning EMEA.

McLeod, J. and McLeod, J. (2011) *Counselling skills : a practical guide for counsellors and helping professionals.* 2nd edn. Milton Keynes: Open University Press.

Sanders, P. (2011) *First steps in counselling : a students' companion for introductory courses.* 4th edn. Ross-on-Wye: PCCS Books.



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## **APPEALS PROCEDURE FOR CANDIDATES POLICY**

An appeal is a procedure through which a Centre may be challenged on the outcome of an enquiry about results or, where appropriate, other procedural decisions affecting an individual candidate.

Any learner may appeal to New Pathways against an internal assessment decision. Appeals against external assessment decisions must be made in accordance with CPCAB's own policy. A copy is available on the CPCAB website.

Any learner wishing to make an appeal should complete an Appeal Form and return it to the Course Leader.

The learner will receive confirmation that the Appeal Form has been received. The confirmation will inform the learner of the likely timeframe of the appeal process.

Where possible, appeals will be dealt with within 3 weeks of receipt of the appeal. Where this is not possible the reason for the delay will be given to the learner and a deadline will be given to the learner.

An internal verifier will examine the assessment of the learner's work to review how the tutor came to their decision regarding the learner's work. The internal verifier will make a decision about the validity and reliability of the assessment decision.

The appeals process does not include a review of the learner's work.

The internal verifier will report to the Internal Quality Assurer regarding the appeal, in writing. This report will include a recommendation about whether the appeal should be upheld. The

Internal Quality Assurer will contact the learner to feed back regarding the process and the outcome of the appeal.

All documentation regarding the initial appeal, copies of the learner's work, the initial assessment, the internal verifier's conclusions and the Internal Quality Assurer's communications with the learner are to be held on record for a period of six months following the conclusion of the appeal process.

The Internal Quality Assurer should inform the learner of their options should their appeal not be upheld and the assessment decision reversed. This involves referral to New Pathways' CEO.

This policy will be reviewed annually.

## New Pathways – Appeals Form

This form is to be used to appeal against an assessment decision. Please use in conjunction with New Pathways' Complaints procedure and Appeals procedure.

Please complete this form as fully as possible and return to the Course Leader.

Learner Name: \_\_\_\_\_

Tutor Name: \_\_\_\_\_

Course: \_\_\_\_\_

Please describe the reason for your appeal:





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### **COMPLAINTS PROCEDURE**

New Pathways is committed to providing the highest quality of service to all of our clients and learners. If a client or learner is not satisfied with the quality of the service provided, they have the right to complain. We will respond to all complaints promptly and in a fair and confidential manner. However, there may be occasions when New Pathways may be required to disclose the details of a complaint to a third party. Complainants will be advised where this is necessary.

Complaints give us an opportunity to improve our service. New Pathways will monitor complaints and the outcomes in order to improve the quality of service provision.

We will ensure that no client or learner will, in any way, be disadvantaged as a result of making a complaint.

To allow us to fully and fairly investigate a complaint, we would expect the client or learner to make us aware of the cause of the complaint within three months of the issue arising.

### **SCOPE**

This policy and procedure applies to complaints arising from all New Pathways training services.

It should not be used to remedy day to day operational matters that typically should be resolved through less formal procedures.

### **PROCEDURE FOR IMPLEMENTATION**

Where a learner has a complaint they should, in the first instance, seek to resolve the issues directly with a member of staff. The member of staff will inform the Course Leader of the complaint.

If the issue has not been resolved to the client / learner's satisfaction, they can make a formal complaint. The complaint may be made in writing or by email and should be addressed to the Deputy Chief Executive of New Pathways. The client / learner must supply their name and address for all communication.

The client / learner will receive an acknowledgement of the formal complaint within 5 working days of it being received by the Deputy Chief Executive.

The Deputy Chief Executive will investigate the complaint and report findings within 15 working days or request an extension to this period, providing reasons why this is necessary.

The Deputy Chief Executive will respond to the client or learner within a further 5 working days and will indicate what action has been taken, or is proposed, to resolve the complaint, or if the complaint is not upheld, the reasons for that decision. Where an investigation extends beyond twenty working days the Deputy Chief Executive will inform the client / learner in writing of the expected completion date.

If the client or learner is not satisfied with the outcome, they can appeal the decision by writing to the Chief Executive.

The appeal must be lodged in writing no later than 10 working days after the initial outcome has been received by the client.

The client or learner will receive an acknowledgement of the appeal within 5 working days of it being received by the Chief Executive.

The Chief Executive will investigate the appeal and will inform the client or learner of the outcomes of the appeal within twenty working days from the date of acknowledgement.

Where an appeal extends beyond twenty working days the Chief Executive will inform the client or learner in writing of the expected completion date.

### **The decision of the Chief Executive is final and binding**

In all cases the documentary evidence gathered and stored will remain confidential to those involved.

This policy will be reviewed annually.



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## MALPRACTICE PROCEDURE

For the purpose of this policy, malpractice is defined as deliberate corrupt, illegal or unethical professional behaviour or neglect of professional duties which adversely affects the integrity of a qualification and results in not complying with the regulatory requirements for the delivery of the qualifications.

For the purpose of this policy, maladministration is defined as ineffective management, lack of care, poor judgement, dishonesty, neglect, inattention and or incompetence. The behaviour may be unintentional but it adversely affects the integrity of a qualification or award of credit and results in not complying with the regulatory requirements for the delivery of the qualifications.

Malpractice and maladministration may be perpetrated by learners, centre staff or anyone else involved in the delivery of the qualification. Allegations of malpractice will be investigated in a fair, reasonable and legal manner, ensuring that all relevant evidence is considered without bias.

Malpractice and maladministration compromise, or could compromise:

- the assessment process;
- the integrity of a regulated qualification;
- the validity of a result or certificate;
- the reputation and credibility CPCAB;
- the qualification or the wider qualifications community.

Examples of malpractice and maladministration include, but are not limited to:

- failure to follow New Pathways' policies and procedures
- incorrect action or failure to take any required action
- failure to provide information or providing false information;
- inadequate record-keeping;
- failure to investigate or deal with an identified issue within required timescales;
- denial of access to resources
- misleading or inaccurate statements relating to qualifications
- fraudulent claim for certificates
- plagiarism of any nature by learners
- collusion
- tampering of results or forgery of evidence
- bias/prejudice in assessment
- abuse of AIV status

Malpractice may be identified by New Pathways as a result of quality assurance monitoring, complaints from learners or centre staff, CPCAB staff, or any other credible source.

**In all cases of alleged, suspected or actual malpractice:**

The Course Leader and Internal Quality Assurer must be informed immediately.

The Internal Quality Assurer must inform CPCAB of the circumstances.

The Internal Quality Assurer will consider the circumstances, gather key evidence and produce a written report with conclusions about whether any irregularities occurred within 30 days.

All records relating to alleged, suspected or actual malpractice must be made available. The Internal Quality Assurer is responsible for the storing of information appropriately to avoid any breach of confidentiality.

All written records and documents relating to the incident will be kept securely for an appropriate period of time to allow for subsequent appeals and / or legal challenge.

The final written report will be submitted to CPCAB for deliberation.

**Where learner malpractice is alleged, suspected or observed:**

Where necessary, advice will be sought from CPCAB staff

**Where centre staff malpractice is alleged, suspected or observed:**

Where necessary, advice will be sought from CPCAB staff

Sanctions will be imposed according to the severity of the incident and following consultation with the CEO.

Where appropriate, staff will be required to attend additional training and development.

This policy is reviewed annually.



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## **Privacy Notice for Training Contracts**

In accordance with the General Data Protection Regulation (GDPR), New Pathways has implemented this privacy notice to inform our training contacts of the types of data we process about them. We also include within this notice the reasons for processing your data, the lawful basis that permits us to process it, how long we keep your data for and your rights regarding your data.

This notice applies to people who are currently on our database of training contacts.

### **A) DATA PROTECTION PRINCIPLES**

Under GDPR, all personal data obtained and held by us must be processed according to a set of core principles. In accordance with these principles, we will ensure that:

- a) processing is fair, lawful and transparent
- b) data is collected for specific, explicit, and legitimate purposes
- c) data collected is adequate, relevant and limited to what is necessary for the purposes of processing
- d) data is kept accurate and up to date. Data which is found to be inaccurate will be rectified or erased without delay
- e) data is not kept for longer than is necessary for its given purpose
- f) data is processed in a manner that ensures appropriate security of personal data including protection against unauthorised or unlawful processing, accidental loss, destruction or damage by using appropriate technical or organisation measures
- g) we comply with the relevant GDPR procedures for international transferring of personal data

### **B) TYPES OF DATA HELD**

New Pathways keeps certain data on people who have attended training or have expressed an interest in training, in order to carry out effective and efficient processes. We hold the data within our computer system.

Specifically, we hold the following types of data:

- a) personal details such as name, address, email, phone numbers
- b) nature of interest

### C) COLLECTING YOUR DATA

You provide several pieces of data via email, telephone and via end of course evaluation forms when expressing an interest in training courses and events.

### D) LAWFUL BASIS FOR PROCESSING

The law on data protection allows us to process your data for certain reasons only. In the main, we process your data in order to provide you with relevant and appropriate information on our courses.

The information below categorises the types of data processing we undertake and the lawful basis we rely on.

Activity Requiring Your Data	Lawful Basis
Maintaining up to date records about you to ensure effective correspondence can be achieved	Our legitimate interests
Assessing training needs	Our legitimate interests

### E) SPECIAL CATEGORIES OF DATA

Special categories of data are data maybe collated about you if you attend a course. Under the definition such types of data can include:

- a) health
- b) sexual orientation
- c) race
- d) ethnic origin
- e) political opinion
- f) religion

We carry out processing activities using special category data:

- a) for the purposes of equal opportunities monitoring

b) to determine reasonable adjustments

Most commonly, we will process special categories of data when the following applies:

- you have given explicit consent to the processing

#### **F) FAILURE TO PROVIDE DATA**

Your failure to provide New Pathways with data may mean that we are unable to maintain contact with you and advise you of future training opportunities.

#### **G) CRIMINAL CONVICTION DATA**

We will only collect criminal conviction data where it is appropriate. We do not collate any criminal conviction data on our training contacts.

#### **H) WHO WE SHARE YOUR DATA WITH**

Employees within our company who have responsibility for training and the administration of that training will have access to your data. All employees with such responsibility have been trained in ensuring data is processing in line with GDPR.

Data is not shared with third parties and we do not share your data with bodies outside of the European Economic Area.

Some of the information you supply will be used by:

- CPCAB (the awarding organisation associated with your course) will upload candidates achievement data to the Learning Record Service, who then in turn will update the candidates personal learning records.
- The Learning Records Service to fulfil its statutory functions, issue/verify your Unique Learner Number (ULN) and update/check your Personal Learning Record. The Learning Records Service may share your ULN and Personal Learning Record with other education related organisations, such as your careers service, school, college, university, Government Departments and public bodies responsible for funding your education.

Useful guidance from the Skills Funding Agency (now known as the Education & Skills Funding Agency or ESFA) can be found at: <https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

#### **I) PROTECTING YOUR DATA**

We are aware of the requirement to ensure your data is protected against accidental loss or disclosure, destruction and abuse. We have implemented processes to guard against such. All of your data is kept on our computer system which is fully password protected.

#### **J) RETENTION PERIODS**

We only keep your data for as long as we need it. We will check in with you at regular intervals to see if you still wish to be on our database. If you, at any time, wish to be removed from the database please let us know.

#### **K) AUTOMATED DECISION MAKING**

Automated decision-making means making decision about you using no human involvement e.g. using computerised filtering equipment. No decision will be made about you on the basis of automated decision making.

#### **L) YOUR RIGHTS**

You have the following rights in relation to the personal data we hold on you:

- a) the right to be informed about the data we hold on you and what we do with it;
- b) the right of access to the data we hold on you. More information on this can be found in the section headed "Access to Data" below and in our separate policy on Subject Access Requests";
- c) the right for any inaccuracies in the data we hold on you, however they come to light, to be corrected. This is also known as 'rectification';
- d) the right to have data deleted in certain circumstances. This is also known as 'erasure';
- e) the right to restrict the processing of the data;
- f) the right to transfer the data we hold on you to another party. This is also known as 'portability';
- g) the right to object to the inclusion of any information;
- h) the right to regulate any automated decision-making and profiling of personal data.

More information can be found on each of these rights on the ICO website.

#### **M) CONSENT**

Where you have provided consent to our use of your data, you also have the right to withdraw that consent at any time. This means that we will stop processing your data.

#### **N) MAKING A COMPLAINT**

If you think your data rights have been breached, you are able to raise a complaint with the Information Commissioner (ICO). You can contact the ICO at Information Commissioner's Office,

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or by telephone on 0303 123 1113 (local rate) or 01625 545 745.

**O) DATA PROTECTION COMPLIANCE**

Our Data Protection Officer is: Helen Stacey (Counselling Services Manager)



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### **INTERNAL QUALITY ASSURANCE PROCEDURES – CPCAB Qualifications.**

New Pathways recognises the importance of internal moderation and verification as an intrinsic part of their internal quality assurance process which ensures that qualifications are delivered according to CPCAB guidelines and to a common national standard.

New Pathways aims to apply good practice in internal quality assurance procedures at every stage of the planning, delivery, assessment and verification of a qualification. New Pathways is committed to providing a high-quality educational experience for all learners and the internal quality assurance procedures ensure that learners can feel confident about the standard of training that they will receive through New Pathways.

Internal quality assurance is an opportunity to identify areas for improvement, ensure consistency and further develop areas of strength.

The Internal Quality Assurer will work with the tutors and the course manager to develop and maintain assessment procedures and facilitate good practice. The Internal Quality Assurer will have a recognised IQA qualification but does not need to be a practising counsellor or subject specialist.

A minimum sample of 25% of the class group's internal assessments will be double marked by appropriately qualified and subject specialist tutors.

Each tutor will complete the normal feedback sheet and the results will be discussed between tutors before the work is returned to candidates. This process of internal moderation will ensure that assessment decisions are reliable, consistent and fair and to a national benchmark. The internal moderation process also ensures that the qualification requirements have been understood and the candidate has been given accurate and appropriate feedback.

The internal moderation process may include:

- Commenting on the standard and consistency of the assessment

- Reading and evaluating assessor's feedback to the candidate.
- Evaluating the tone of the feedback, looking for acknowledgement and support for the candidates.
- Ensuring that the assessor has given specific feedback to ensure the candidate knows what they have to do to meet the learning outcomes.

Centre proformas are used to facilitate all moderation and internal IQA processes.