



# Diploma in Therapeutic Counselling

Student Handbook

2022 – 2024



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

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 who have also had extensive experience and training in counselling people affected by trauma. The teaching team includes:

### **Debbie Woodroffe**

BA honours; 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 informed approaches.

### **Lilith Gough**

BA honours, MFA, MA Art Psychotherapy, Diploma in Supervision, MA Counselling Children Young People.

Lilith has five years clinical experience working with groups and one-to-one counselling. She has specific trauma training with trauma experts. She has recently developed a course for the service of New Pathways offering trauma coping skills to adult clients awaiting counselling. Lilith is the author/artist of a book for children offering coping skills/strategies.

## **Diploma in Therapeutic Counselling**

This Level 4 Diploma course has a credit value of 120. The course provides a solid foundation to work as a counsellor, within an agency. The theoretical model and philosophical ethos of the course are based on a person-centred approach to counselling. 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 two-year course. There is a possible 1-year extension to complete the required counselling hours.

## **Teaching**

This course will be mainly taught in person. A small element (30% or less) will be taught online. This is in line with the policy of CPCAB and BACP guidance.

### Dates of sessions

The course will be delivered on Wednesdays from 12.30 – 8.00pm. in Newport. The venue will either be Newport High Street or our new building in Stow Park Circle. Both are easily accessible from the train station.

Terms dates will be as follows:

Autumn 2022	14/9/22 – 14/12/22 Half Term – 2 <sup>nd</sup> November 2022
Spring 2023	11/01/23 – 29/3/23 Half Term – 22 <sup>nd</sup> February 23
Summer 2023	19/4/23 – 5/7/23 Half Term – 31/5/23
Autumn 2023	TBC – Same day and times
Spring 2024	TBC – Same day and times
Summer 2024	TBC – Same day and times

There will be 35 weeks of teaching in the first year and 35 weeks of teaching in the second year. The second year dates will be announced once the school holidays for 23/24 are published. The course will continue to run on a Wednesday afternoon and evening in the second year.

There will be a study weekend in both Year 1 and Year 2. In Year 1 this will enable students to complete the accredited ASIST (Applied Suicide Intervention Skills) course. In Year 2 the study weekend will focus on working safely with clients who have experienced sexual violence. This will give students the opportunity to gain a basic understanding of the work New Pathways carries out within this highly specialist sector. Students who are interested in developing their skills to

work with this client group may choose to progress to study New Pathways' Level 5 Diploma in Counselling for Trauma, upon successful completion of this course.

### **Example timetable for the day**

12.30 – 2.00	Theory / Knowledge session
2.00 – 3.00	Skills / Professional seminar, exercises etc.
3.15 – 4.45	Counselling practice triads and feedback
4.45 – 5.45	Break
5.45 – 6.45	Group Supervision
6.45 – 8.00	Personal Development Group / Tutorials / Study Support

Students will also be expected to spend a minimum of eight hours a 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 and hold a Level 2 Certificate in Counselling Skills and Level 3 in Counselling Studies\*\*. Candidates must also be willing to work with clients within an agency in order to complete the required number of practical counselling hours. All candidates will be interviewed in order to assess their suitability for this qualification. Candidates will need to complete 30 hours of personal therapy, 100 placement hours and be academically and emotionally able to cope with the content and level of this training.

If you are pending the result of your Level 3 course then any place offered will be provisional on you obtaining this qualification.

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

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

\*\*Copies of Level 2 and Level 3 certificates (if obtained yet) should be sent with the application.

## **Selection Criteria**

The following criteria will be assessed prior to a candidate being offered a place on this course:

- Personal suitability for working as a counsellor in an agency setting.
- The capacity for self-awareness and the ability to be reflective about own life experiences.
- A genuine interest in working as a counsellor.
- The successful completion of appropriate Level 2 and 3 qualifications in counselling skills.
- Experience in a caring, helping or supportive role using counselling skills.
- The academic potential and ability to complete the theoretical elements of the course, including written assignments.
- The financial capability to commit to the course.
- The ability to commit time to regular study and attend weekly sessions and occasional study days.

Candidates who are not offered a place on the course will be given feedback about their application and interview.

The limited number of places on the course means that it may not be possible to offer all suitable applicants a place.

## **Qualification structure**

This course comprises of seven units. Each unit has a set of learning outcomes and assessment criteria which need to be fully met in order for candidates to successfully complete the course.

The seven units are:

- Unit 1 – Work ethically and safely as a counsellor
- Unit 2 – Work within a counselling relationship
- Unit 3 – Work with client diversity
- Unit 4 – Work with a user centred agency approach
- Unit 5 – Work with self- awareness in the counselling process
- Unit 6 – Work within a framework of counselling theory and skills

- Unit 7 – Work self -reflectively as an agency counsellor

The course will adopt a person centred approach to counselling and aims to ensure candidates have a sound theoretical understanding whilst also acquiring and developing practical counselling skills. The weekly sessions will include a theory / knowledge based seminar or lecture in addition to a session which focuses on skills and professional considerations. There will also be weekly counselling practise with time for feedback, reflection, supervision and a personal development group.

## **Fees**

This course costs £2,500.00 per year, inclusive of the CPCAB registration fee. Fees can be paid termly or monthly. There is a £400.00 deposit that needs to be paid within one month of being offered a place on the course to secure your place. The email address for correspondence about finance is [finance@newpathways.org.uk](mailto:finance@newpathways.org.uk)

Where a re-sit is required to meet the external assessment requirement of the course an additional charge of £227 will be made.

## **Attendance requirements**

Candidates must have an attendance of at least 80% for each year of the course. Candidates with an attendance rate of less than 80% in Year 1 will not be able to progress to Year 2 of 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.

The individual needs of all students will be met wherever possible.

## **Data Protection**

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 to give candidates the knowledge, skills and competencies to work as a counsellor within an agency setting.

The theoretical model and philosophical ethos of the course are based on a person centred approach. Following the successful completion of the Fitness to Practice assignment and practical assessment, candidates will be required to work as volunteer counsellors within an agency setting. Some placements may be available within New Pathways. A placement within New Pathways is dependent on candidates being available to work with clients at a time / location which is mutually convenient with, and practical for, New Pathways. It will also require that students complete further specialist training in order to equip them with the specialist skills and understanding required to work safely and effectively with clients who have experienced trauma.

Following the successful completion of the course, and having acquired sufficient experience, candidates may elect to work as a counsellor for an agency or work as independent practitioners in private practice. The course will cover elements of working in independent practice but please note that candidates are advised to ensure they have sufficient counselling experience before setting up independently.

## **Internal assessment requirements**

### Year 1

- Fitness to Practice Assignment
- Assignment 1
- Satisfactory supervisor report
- Satisfactory tutor report
- Case Study 1
- Case Presentation 1
- Reflective journal (learning review) – to be submitted each term
- Personal therapy record – minimum of 15 hours completed

## Year 2

- Assignment 2
- Satisfactory supervisor report and record
- Satisfactory tutor report
- Client Record – 100 hours, working with a minimum of five clients.
- Case Study 2
- Case Presentation 2
- Reflective journal (learning review)– to be submitted each term
- Personal therapy record – minimum of 15 hours (30 in total during the course)

Candidates must pass all assessment requirements for Year 1 before progressing to Year 2.

**Candidates must complete 100 hours of client work, with a minimum of five different clients, to successfully complete the course.** Over 50% of client hours must be in person rather than online or over the phone. Placement hours will need to be with adults, not children. It is the responsibility of the student to find themselves a suitable placement.

In some circumstances, candidates may continue to accrue counselling hours in a third year. Students must continue to attend supervision during this period.

### Internal Assessments and Deadlines

Assessment	Details	Deadline
<b>Year 1</b>		
Fitness to Practice Assessment		29/2/23
Fitness to Practice Assignment	<b>Scenario:</b>  How would you deal with this situation?  Jackie has been referred to you for counselling for help with anxiety. When you tell her you are a trainee counsellor, she gets angry and questions your skill and competence to be able to work with her. She asks about your personal experience of having anxiety and how much experience you have	29/2/23

	<p>of providing counselling. How would you deal with this?</p> <p>Make reference to BACP Code of ethics, the use of supervision, counselling skills, boundaries and counselling competence.</p> <p>Maximum 2000 words.</p>	
Year 1 Assignment	<p>A reflective assignment which illustrates the counselling knowledge, skills and qualities required to work safely with clients.</p> <p>Maximum 2000 words</p>	21/12/22
Supervisor Report		12/7/23
Tutor Report		12/7/23
Case Study 1		18/5/23
Case Presentation 1		June 23 – dates to be confirmed
Self Review 1		12/7/22
Reflective Journal	800 – 1000 words to be completed each week.	<p>To submitted on the following:</p> <p>21/12/22</p> <p>5/4/23</p> <p>12/7/23</p>
Personal Therapy record	15 hours	12/7/23

<b>Year 2</b>		
Year 2 Assignment	What kind of counsellor are you? Reflect on your own strengths and areas for development. Refer to theories, skills and qualities and include anonymised references to your own practice.  Maximum 2000 words	Dates tbc
Supervisor Report		Dates tbc
Tutor Report		Dates tbc
Client Record	Must show a minimum of 100 hours of counselling practice, with at least five clients.	Dates tbc
Case Study 2		Dates tbc
Case Presentation 2		Dates tbc
Self Review 2		Dates tbc
Reflective Journal	800 – 1000 words to be completed each week.	Dates tbc
Personal Therapy Record	Completed 30 hours	Dates tbc
Supervision Record		Dates tbc
Portfolio and Candidate Learning Record	Portfolio must include two pieces of evidence for each criterion.  Candidate Learning Record must reference documents, tutor observation and testimony for each of the seven course units.	Dates tbc

All assignments must be submitted with a fully completed Criteria Assessment Sheet attached. Marked work will be returned with a completed Assignment Feedback Sheet’.

## **Dates of external assessment**

There is no external assessment in Year 1.

External assessment in Year 2:

- Audio recorded assessment
- Review Paper
- Portfolio and Candidate Learning Record

Dates of 2024 Review Papers and Results yet to be announced by CPCAB.

In order to be awarded a Diploma in Counselling all candidates will need to have met all criteria required, passed the external assessments and receive reports of proficient clinical practice from placement supervisors.

## **Tutorials and pastoral support**

At the beginning of the course candidates are given details of the support that is available to them. Each candidate is asked to complete an Individual Learning Plan and agree personal learning goals. This plan is re-visited and updated throughout the course.

All candidates are allocated a personal tutor. Tutorials are scheduled 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 personal tutors informed of any difficulties they are encountering which may impact on their ability to complete the course requirements.

Group supervision is scheduled most weeks to support candidates with client work and counselling practice. Supervision will be provided for candidates working with New Pathways' clients, according to BACP guidelines.

## **Internal moderation and verification arrangements**

Two tutors will be involved in the internal assessment of all candidates' work. 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.

## Suggested reading list

Candidates are expected to read widely to support their theoretical and practical knowledge of counselling. Tutors will highlight appropriate books and articles throughout the course. However, the following are considered to be particularly useful:

Bond, T. (2015) *Standards and Ethics for Counselling in Action*. Sage, London

Bond, T. & Mitchels B. (2010) *Confidentiality and Record Keeping in Counselling and Psychotherapy*. SAGE, London

Clarkson, P. (2013) *Gestalt Counselling in Action*. Sage, London

Culley, S & Bond, T. (2011) *Integrative Counselling Skills in Action*. Sage, London

McLeod, J. (2001) *An Introduction to Counselling*. OUP, Buckingham

Mearns, D. & Thorne, B. (2013) *Person Centred Counselling in Action*. Sage, London

Purton, C. (2004) *Person Centred Therapy: the Focusing Oriented Approach*. Palgrave, London (2004)

Reeves, A. (2018) *An Introduction to Counselling and Psychotherapy*. Sage, London

Rogers, C. R. (1961) *On Becoming a Person*. Houghton Mifflin, Boston

Rogers, C T. (1951) *Client Centred Therapy*. Houghton Mifflin, Boston

Sanders, P. et al (2009) *Next Steps in Counselling Practice* PCCS, Monmouth

Stewart, I (2013) *Transactional Analysis Counselling in Action*. Sage, London

## **Progression opportunities**

The successful completion of the Level 4 Diploma in Therapeutic Counselling allows candidates to apply to continue onto a Level 5 Diploma. New Pathways offer a Level 5 Diploma in Counselling for Trauma which may be appropriate for any candidates wishing to develop the specialist skills, knowledge and understanding required to work appropriately with clients who have experienced trauma.

## **Clinical Placements and Supervision**

All candidates are required to undertake a supervised counselling practice placement in order to successfully complete their Level 4 Diploma in Therapeutic Counselling. It is the responsibility of the student to find their own placement. The placement must be approved by the course tutor.

Clinical placements are a mandatory part of the training and are necessary to practise the skills taught on the course. Candidates must complete a minimum of 100 hours of supervised client work, working with at least five clients. Candidates will begin to attend supervision once they have started to work with clients in their placement. Supervision is essential for therapeutic effectiveness, safety and ethical practice and candidates are required to attend two-weekly supervision for the duration of the counselling practice with a minimum time commitment of 1.5 hours a month. Supervision requirements for trainee counsellors are specified by the BACP.

The course has been structured to allow client work to begin during the second term of the first year. In order to start their placement, candidates are required to successfully complete a Fitness to Practice assignment and a Fitness to Practice assessment. These will be completed during the second term of the course.

In order to gain a placement candidates must also complete a satisfactory DBS check and have started their own personal therapy. Any candidate who fails to complete a satisfactory DBS check will not be able to proceed with a placement. Any concerns about DBS checks should be discussed with personal tutors.

Placement details should be discussed with personal tutors as soon as possible after the course has begun. Any supervision costs associated with their placement will be payable by the candidate or by the placement agency. Guidelines for client work experience placements is contained in Appendix 6.

Students who wish to complete a placement with New Pathways will need to apply to New Pathways in the usual way. This involves attending an assessment weekend and subsequent

training. This process is separate to the course and course tutors. There is no guarantee of a placement with New Pathways, this is dependent on successful completion of an assessment weekend.

## **Personal therapy requirement**

It is a requirement of the diploma that all candidates complete a minimum of fifteen hours of personal therapy during each year of the course. i.e. a total of thirty hours during the course. Evidence of the completion of this requirement is necessary for candidates to pass the diploma. Details of the counsellor and the dates attended should be provided for the candidate's personal tutor. No information about the therapy itself will be requested or shared.

Details of the personal therapy will be help confidentially by the candidate's personal tutor.

New Pathways recognises that the cost of personal therapy represents an additional financial burden to candidates and will assist, wherever possible, by providing a list of low-cost counsellors. However, it is the responsibility of the candidate to secure a suitable personal therapist and to negotiate the associated costs.

If the candidate's therapist is not on the New Pathways supplied list the following guidelines should be adhered to. Therapists must:

- Have at least 2 years experience of counselling post qualification.
- Be registered with BACP or a recognised alternative professional body.

## Appendix 1: Appeals Procedure for Candidates



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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:



## Appendix 2: Complaints Procedure



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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.

## Appendix 3: Malpractice / Maladministration Procedure



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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 of Agored Cymru;
- 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.

## Appendix 4: Privacy Notice for Training Contracts.



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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.

#### **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)

## Appendix 5: Internal Quality Assurance Procedures



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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.

## Appendix 6: Guidelines for Client Work Experience Placements



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### GUIDELINES FOR CLIENT WORK EXPERIENCE PLACEMENT

New Pathways is committed to ensuring that all candidates are well supported in their client work experience placement.

Candidates are responsible for securing their placement and the associated supervision. However, the placement must meet the course requirements.

Precise details of the proposed placement must be discussed with your course tutor. A placement visit may need to be arranged before confirmation is given of the placement suitability.

- The placement must provide the opportunity to counsel clients. i.e. not merely use counselling skills.
- There must be a suitable counselling space.
- A suitable risk assessment must have been completed.
- Counselling appointments must be arranged on your behalf.
- Clients must be engaged in the service willingly.
- Appropriate insurance and professional indemnity must be in place.
- Appropriate supervision must be available.
- The placement must be compatible with BACP (or equivalent) code of ethics.
- A written agreement must be in place to secure the details of the placement.
- Candidates must have access to a placement manager to report difficulties etc.
- A satisfactory placement report will need to be completed.