

# **SEG Awards Level 4 Diploma in Therapeutic Counselling 603/5029/5**

## FAQ's

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## Contents

<b>Qualification Delivery</b> .....	3
<b>Tutor Support</b> .....	4
<b>Supervision, Placement and Client hours</b> .....	4
<b>ATOM</b> .....	8
<b>Deadlines, Submissions and Resits</b> .....	9
<b>Results</b> .....	11

## Qualification Delivery

### Q. Can this qualification be completed as an online course?

**A.** The SEG Awards Level 4 Diploma in Therapeutic Counselling is not an online course primarily. It requires face-to-face tuition and delivery and has a placement unit usually lasting one year where you will be required to accrue at least 100 supervised client hours as a trainee counsellor. However, during the pandemic the face-to-face tuition and delivery ruling was relaxed so please contact Skills and Education Group Awards if you have any queries relating to delivery.

**Note:** For those registered **on or after the 1st of September 2021** students can only undertake a maximum of **30%** of their studies online and the majority of client hours **must** be face-to-face. BACP/NCPS have also stated that students or practitioners who want to apply for BACP/NCPS membership after successful completion of their Level 4 Diploma in Therapeutic Counselling will be asked how their training and placements were delivered. In light of this it may well be that the BACP/NCPS request confirmation/evidence from the students centre, but this may vary between professional membership bodies.

### Q. I have seen this course online...

**A.** The SEG Awards Level 4 Diploma in Therapeutic Counselling is **not** to be confused with any online courses in Counselling at Level 4 that we may endorse such as Counselling Studies Level 4, which is **not** an Ofqual regulated qualification. The key difference is that the SEG Awards L4 Diploma in Therapeutic Counselling always comes with a placement and supervision whereas endorsed courses **do not**.

### Q. Is personal therapy a requirement when undertaking this qualification?

**A.** Personal Therapy is **not** a requirement of the qualification but is deemed as best practice. Centres are well within their rights to make this a mandatory requirement for their students if they deem this to be necessary.

### Q. I am interested in this qualification. How do I register with you?

**A.** We are the awarding organisation for this qualification and **cannot** register learners directly. You will need to locate your closest centre. Please contact Skills and Education Group Awards and we will be happy to provide you with contact details of approved centres nearest to your location.

## Tutor Support

### Q. Can my tutor support me with the submission of the Placement Unit?

A. Yes, your tutor can and should. Tutors need to provide ongoing support throughout your placement without overly interfering in the trainee/supervisor relationship unless this is resulting in negative outcomes for both the centre and the learner.

### Q. Can my tutor(s) assess my unit 7 portfolio before it is submitted for external marking on ATOM.

A. It is essential that learner progress for the portfolio is reviewed regularly. However, unit 7 portfolios must **not** be assessed internally.

## Supervision, Placement and Client hours

### Q. I have had two supervisors. Do they both need to fill in a report?

A. Yes they do. There is a space on the supervision report form for the supervisor to declare the number of client hours they have supervised. A supervision report **must** be produced for each supervisor that has supervised an of your client hours.

### Q. I have had multiple placements/placement managers. Do I require placement reports from each?

A. Yes, a placement report is required for each placement/placement manager.

### Q. If I have more than one placement do I complete a separate Combined Client and Supervision Log for each?

A. No, all accrued client hours irrespective of the number of placements **must** be detailed on the same logs. Separate logs **must not** be submitted.

### Q. What do I do if my Supervisor is on leave?

A. If a learner is **not** supervised over the period of a month (28-31 days) they will lose their client hours and **cannot** include them in their 100-hour client log. Learners should make alternative arrangements for further supervision. Only client hours that are sufficiently supervised will count towards the required 100 client hours.

**Note:** in exceptional circumstances (e.g., illness, leave) Skills and Education Group Awards will accept supervision 7 days over the 1-month period, however continual overrunning of supervision is unacceptable. An explanation as to why supervision has overrun must be detailed in the space provided at the bottom of the Combined Client and Supervision Logs.

**Q. Do I need a working agreement if I am using a temporary supervisor?**

**A.** Yes, an agreement is required for each supervisor that is used. Agreements **must** be completed, signed, and dated prior to any supervision taking place.

**Q. What should I do if my supervisor leaves part way through my supervision? Do I need to get a report from them?**

**A.** We understand that in some rare cases, there can be a communication or relationship breakdown between supervisor and trainee. In these cases, every effort should be made to obtain a report or statement from your ex-supervisor to validate the client hours you have accrued with them. Please notify your centre if you are unable to retrieve this, who should then contact Skills and Education Group Awards for advice.

**Q. Is telephone supervision allowed?**

**A.** Remote supervision over the telephone under normal circumstances will **not** be accepted, all trainees and supervisors **must** ensure remote supervision is done in a secure, quiet environment. However, during the pandemic and since March 17th 2020 telephone supervision **has been** permitted until further notice.

Any Counselling/supervision sessions which are conducted by trainees via remote methods should be logged as such on the combined client and supervision logs. These sessions should be supported by the centre, placement agency and supervisor to ensure the required support is in place. If remote Counselling/supervision sessions have taken place the 'Additional Evidence Support Form' **must** be completed and submitted as part of the portfolio.

**Q. What if the Manager of the placement is my Supervisor also?**

**A.** The placement manager and supervision **must not** be the same person.

**Q. Can I undertake online or telephone counselling as part of my client hours?**

**A.** Telephone and online counselling **can** take place.

Any Counselling/supervision sessions which are conducted by trainees via remote methods should be logged as such on the combined client and supervision logs.

Client work/supervision sessions carried out remotely must be clearly recorded on the client logs denoted by the letter '**R**' or the word '**Remote.**' These sessions should be supported by the centre, placement agency and supervisor to ensure the required support is in place. The **logs must** then be supported with the completion of the Additional Evidence Support Form.

It is the responsibility of the training centre, placement agency and independent supervisors to decide whether individual trainees are trained, competent and experienced enough to continue work via telephone or online methods. In the event that this is permitted, tutors and supervisors should provide any additional support that may be necessary. If remote Counselling/supervision has taken place the 'Additional Evidence Support Form' **must** be completed and submitted as part of the ATOM portfolio.

**Q. Can peer supervision count towards our hours?**

**A.** Peer supervision will **not** count towards your client hours as all hours **must** be supervised by a qualified and experienced supervisor.

**Q. Can group supervision count towards our hours?**

**A.** Yes, please refer to 'Supervision Guidance' to calculate how many supervision hours can be taken. It is recommended that a mix of individual and group supervision is undertaken.

**Q. How many supervision hours are permitted remotely?**

**A.** It is highly recommended that supervision is carried out as per the accrued client hours i.e., a mix of face-to-face and remote. However, it is the decision of your registering center to approve remote supervision.

**Q. Can all my supervision be carried out remotely?**

**A.** No, if you wish to conduct all supervision sessions remotely then your centre **must** make a request to Skills and Education Group Awards.

**Q. How many remote client hours can I undertake?**

**A.** The majority of client hours accrued **must** be face to face i.e., Skills and Education Group Awards examiners will accept 51 hours face to face and 49 remote. However, it is the decision of your registering center to approve remote client hours.

**Q. How many client hours can I accrue each week?**

**A.** It is recommended that trainee counsellors start with 2-3 clients a week and **do not** have more than 4 clients per week. An increase of clients **must** be discussed with the tutor / supervisor and approved by your registering centre.

**Q. Can trainee counsellors work with children, i.e., those aged 12 years or younger?**

**A.** No. trainee counsellors are **not** permitted to work with those aged 12 years or younger.

**Q. Can trainee counsellors work with children/young people, i.e., those aged 13-17 years?**

**A.** If trainees wish to include client hours with children/young people (13-17 years old) it is anticipated that they will have had at least 3 years' experience of working in a professional supportive capacity with this age group. Centres are strongly advised to discourage trainees from working with young people (and also with 18 year olds or those who turn 18 during the course of the placement activity, or with vulnerable adults) unless they have received formal training and can demonstrate that they are conversant with current legislation and organisational, local and national policies.

Centres need to be satisfied that trainees have the required experience and should ask them to produce proof of their experience. Centres **must** have written proof of the learner's experience and qualifications and be completely satisfied with this. This evidence should be retained and made available to the Skills and Education Group Awards if requested. For further guidance contact Skills and Education Group Awards.

In light of BACP/NCPS guidance, we at Skills and Education Group Awards would like to confirm that **remote** placement hours with children/young people 13-17 years **will not be permitted** after June 1st 2022.

We appreciate that some students may already be working with children/young people remotely and with this in mind this relationship can continue to run its course. However, in order for placement hours to be eligible for professional membership students **must**

**not** undertake any remote placement hours with **new** children/young people beyond June 1st 2022. Any remote placement hours accrued with new children/young people after this date **will not** be counted as part of the required 100 hours.

If approved to work with 13-17 years the maximum number of client hours is 30. Any additional hours over this total will **not** be counted.

**Q. Can I receive direct payments from clients?**

**A.** No, trainee counsellors **must not** receive direct payments from clients.

**Q. Can I carry out private counselling?**

**A.** No, trainee counsellors **must not** be doing private counselling.

**Q. Can I offer group or couples counselling?**

**A.** No, trainee counsellors **must not** be offering group or couples counselling.

## **ATOM**

**Q. Why is there a deadline date on my ATOM account?**

**A.** A deadline date is automatically applied when your centre creates your ATOM account. A deadline date may be set by your centre but can be ignored if this date has not been agreed.

**Q. Why is the percentage bar showing at 50% on my ATOM account?**

**A.** This indicates that your ATOM submission awaits external marking.

**Q. Once I have submitted my portfolio on ATOM are changes permitted?**

**A.** No, once you complete, sign and submit your portfolio on ATOM it becomes locked for any further editing. In this instance your centre will need to contact Skills and Education Group Awards to request that the portfolio is reopened for editing.

**Note:** If your portfolio has already been allocated to an examiner then it cannot be reopened until the examiner has concluded the marking.



**Q. My submission is sitting on ATOM and nothing is happening. What do I need to do?**

**A.** You may need to notify your centre to make a marking request. Skills and Education Group Awards will **not** allocate portfolios for marking unless instructed to do so by the centre.

**Q. I can see that my portfolio has been marked on ATOM, but I have not yet received my result or examiner feedback – why is this?**

**A.** Once your portfolio has been examined and quality assured by Skills and Education Group Awards a result is issued directly to your centre. The result and any subsequent examiner feedback will **not** be released until the result is acknowledged by your centre

## Deadlines, Submissions and Resits

**Q. What do I do once I have completed my portfolio?**

**A.** You **must** notify your centre once you have completed your submission. Once your centre has been notified, they will make a marking request with Skills and Education Group Awards.

**Note:** Skills and Education Group Awards will **not** be able to allocate your portfolio submission to an examiner until we receive a marking request from your centre.

**Q. Can my centre submit my completed portfolio via the post?**

**A.** No, all students registered on or after the 1st of November 2022 **must** submit their portfolio via the ATOM platform. For those registered prior to this date then centres may submit completed portfolios via the postal option.

**Q. I need to resubmit my portfolio. Can I do this directly with Skills and Education Group Awards?**

**A.** No, you will need to contact your centre to organise a resubmission.

**Q. What are my deadlines for submission?**

**A.** Deadlines for submissions are stipulated by your centre. Please contact your centre to confirm these.

**Q. How much are resits?**

**A.** Resit fees are determined by your centre.

**Q. How many resubmissions am I allowed?**

**A.** Your centre stipulates the amount of resubmissions that you are allowed.

**Q. Do typed signatures suffice?**

**A.** All signatures **must** be hand written and **not** typed – typed signatures will **not** be accepted. However, due to the pandemic and until further notice we have been accepting electronic signatures from 17<sup>th</sup> March 2020. Although we would much prefer an inked signature wherever possible, but where it is **not** possible to obtain a wet signature we would accept an electronic signature.

**Note:** Combined client/supervision logs and other mandatory documentation completed prior to this date **must** contain a wet signature. Please liaise with your registering centre for further information on electronic signatures.

**Q. If I have been referred on some criteria but not all, am I required to send in all of my portfolio again?**

**A.** No, only the referred criteria which has **not** met the standard is required to be resubmitted. Any referred assessment criteria **must** be resubmitted in full.

**Q. If I am re-submitting via a postal option, do I need to complete another Declaration of Authenticity (DOA)?**

**A.** Yes, because there is new work submitted, and you need to declare the authenticity of this. A DOA **must** be submitted with each submission irrespective of submission number and signed by all parties.

**Q. Once I have passed the qualification, can I get letters after my name?**

**A.** The qualification itself does **not** provide letters to be placed after your name but does meet all of the criteria in order for you to be able to apply for BACP and other professional body membership, as an example it is this organisation that permit the usage of the letters MBACP.

## Results

**Q. Can you tell me if I have passed?**

**A.** No, sorry. Skills and Education Group Awards notify your centre of your result, and you **must** contact them for it.

**Q. How long will it take to issue a result to my centre?**

**A.** Skills and Education Group Awards will issue a result directly to the centre within 28 working days of receiving a marking request.

**Q. I have been waiting for a while for my result and have not heard anything. Can I contact Skills and Education Group Awards?**

**A.** We are **not** able to provide individual learners with information about their results. You **must** contact your registering centre, who can then contact Skills and Education Group Awards if there is a query.

**Q. I do not understand my feedback from the examiner. Can I ask for my tutor to support me?**

**A.** Yes, your tutor should and **can** support you with understanding your feedback and what is required. However, they **cannot** support you with writing your resubmission. If your tutor requires further clarification on examiner feedback then they can contact Skills and Education Group Awards.

**Q. Can I appeal my result?**

**A.** Yes, all appeals **must** be submitted by your centre's nominated contact in writing to [complianceandregulation@skillsedugroup.co.uk](mailto:complianceandregulation@skillsedugroup.co.uk) within 10 working days of the notification of results to the centre. A remark will be undertaken by a different examiner/assessor usually the Lead Examiner/Lead Assessor. The re-mark/re-assessment

will include a report on the Lead Examiner/Lead Assessor's findings. An appeal fee of £100 is applicable and fully refundable if successful.