

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

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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 has been 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/NCS have also stated that students or practitioners who want to apply for BACP/NCS 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/NCS request confirmation/evidence from the students centre but this may vary between professional membership bodies.

<https://www.bacp.co.uk/news/news-from-bacp/coronavirus/coronavirus-and-students/>

<https://nationalcounsellingsociety.org/help/covid-19-hub/coronavirus-procedures-standards>

Q. I've 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.

Q. Can I transfer my students registered that were registered on 500/9253/4 to the newer version of 603/5029/5?

A. No, you are **not** able to transfer registrations from qualification **500/9253/4** Level 4 Diploma in Therapeutic Counselling to **603/5029/5** Level 4 Diploma in Therapeutic Counselling. Please contact Skills and Education Group Awards for further support relating to transferring students and Recognition of Prior Learning (RPL).

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.

A. It is essential that learner progress for the portfolio is reviewed regularly (i.e. via Achievelive, tutorials, hard copies). Unit 7 portfolios must **not** be assessed internally.

Supervision and Placement

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 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. 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.

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 **is** 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. Please refer to the Covid-19 updates on the Skills and Education Group Awards website for further information.

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

A. It is **not** good practice to have the manager of a placement as the supervisor and it is **not** recommended.

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

A. Telephone and online counselling can take place but they **cannot** count as part of your client hours. However, during the pandemic and since March 17th 2020 telephone counselling/supervision sessions are 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.

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 Additional COVID Support Evidence 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 portfolio. Please refer to the Covid-19 updates on the website or contact Skills and Education Group Awards for further information.

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. 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 if requested. For further guidance contact Skills and Education Group Awards.

In light of BACP/NCS 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.

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.

Deadlines, Submissions and Resits

Q. When was the certification end date for the Level 4 Diploma in Therapeutic Counselling 500/9253/4?

A. The certification end date for 500/9253/4 was 31st December 2022. This date is a regulatory requirement and means that we will **not** be permitted to certificate this qualification after this date. Ofqual will no longer allow us to produce a certificate for a learner as the qualification is no longer valid. Information relating to the certification end date is visible on the qualification guide and also on the Ofqual portal. This information was also issued directly to

all approved centres on 15th August 2019, 1st December 2021 and again on August 25th 2022.

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. If you have used AchieveLive your portfolio will be locked down and allocated to an examiner to be marked once the marking request has been received.

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

A. All students registered on or after the 1st of November 2022 **must** submit their portfolio via the AchieveLive 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. Are original portfolios required for hard copy submissions?

A. Yes, you **must** submit original paperwork and **not** copies. You **must** ensure that you retain a copy of your portfolio as Skills and Education Group Awards are **not** able to return portfolios.

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 17th March 2020. Although we would much prefer an inked signature wherever possible, but where it's **not** possible to obtain a wet signature we'd accept an electronic signature.

Note: Combined client/supervision logs and other mandatory documentation completed prior to this date **must** contain a wet signature.

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, 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 haven't 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 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 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 remark/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.

Relevelling

Q. Shouldn't my qualification now be a level higher?

A. It depends which qualification you achieved and when. Some qualifications were re-levelled, some were not. Please contact Skills and Education Group Awards if you have a re-levelling query.

AchieveLive

Q. My submission is sitting on AchieveLive 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 does **not** allocate portfolios for marking unless instructed to do so by the centre.

Q. I can see that my portfolio has been marked on AchieveLive but I have not yet received my result – why is this?

A. Once your portfolio has been marked, the system will automatically update to show 'Pending Result'. You will however need to wait until this result has been quality assured by Skills and Education Group Awards and communicated to you by your centre. Your centre **must** approve the result to be released on AchieveLive.

Q. How can I view the examiners feedback on AchieveLive?

A. By selecting the 'Outline' option on your homepage you will be able to scroll through the assessment criteria to view the examiners feedback.

Q. Am I required to resubmit the entire portfolio on AchieveLive if my previous submission is referred?

A. No, you are only required to resubmit assessment criteria that has been referred.

Q. Where do I upload my Additional Evidence Support Form on AchieveLive?

A. The form should be uploaded/submitted as part of assessment criteria 2.1.

Q. I have locked my AchieveLive account and require a password reset?

A. If you require a password reset this request **must** be submitted via email to Skills and Education Group Awards. Once received a new password will be sent to the email address held on the AchieveLive account.

It is recommended that once candidate account details have been received at the centre these should be issued to the candidate ensuring that they update the email address held on the account to one of their own. This will ensure that any future password reset requests are emailed directly to the candidate and **not** the centre. If candidates choose **not** to update the email address then all future correspondence will be sent to the email address held on the account.

Q. I am struggling to enter information into the learner response boxes, can you type straight into the box as it doesn't seem to allow me to do this?

A. This is a known issue with users accessing AchieveLive through the Safari browser on Mac. We advise these users to use a different browser (download if necessary) – Firefox or Chrome being good choices.

Q. I have completed and saved my AchieveLive portfolio in error?

A. Candidates should contact their tutor/centre who can request to have the portfolio reopened. Candidates **must not** contact Skills and Education Group Awards directly to make this request.

Q. I am struggling to upload my client/supervision logs to AchieveLive?

A. Candidates should save the file as a PDF and use Adobe's PDF Compressor online utility. This provides excellent compression and document quality which allows the file to be uploaded without issue.

[Compress PDFs online for free | Adobe Acrobat \(United States\)](#)