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2026 - 2027

Independent Verification Centre Guide

Level 2 Award in Effective Listening Skills (ELSK-L2)

Level 2 Award in Understanding Substance Misuse
(USM-L2)

Counselling & Psychotherapy Central Awarding Body (CPCAB)

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Please note that:

- This document can be downloaded from the [CPCAB Website](#) along with trainer support materials.

⇒ Tutor resources to support your teaching are also available: [CPCAB Community Hub](#), [shop](#), [YouTube](#)

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1. What is CPCAB Independent Verification?

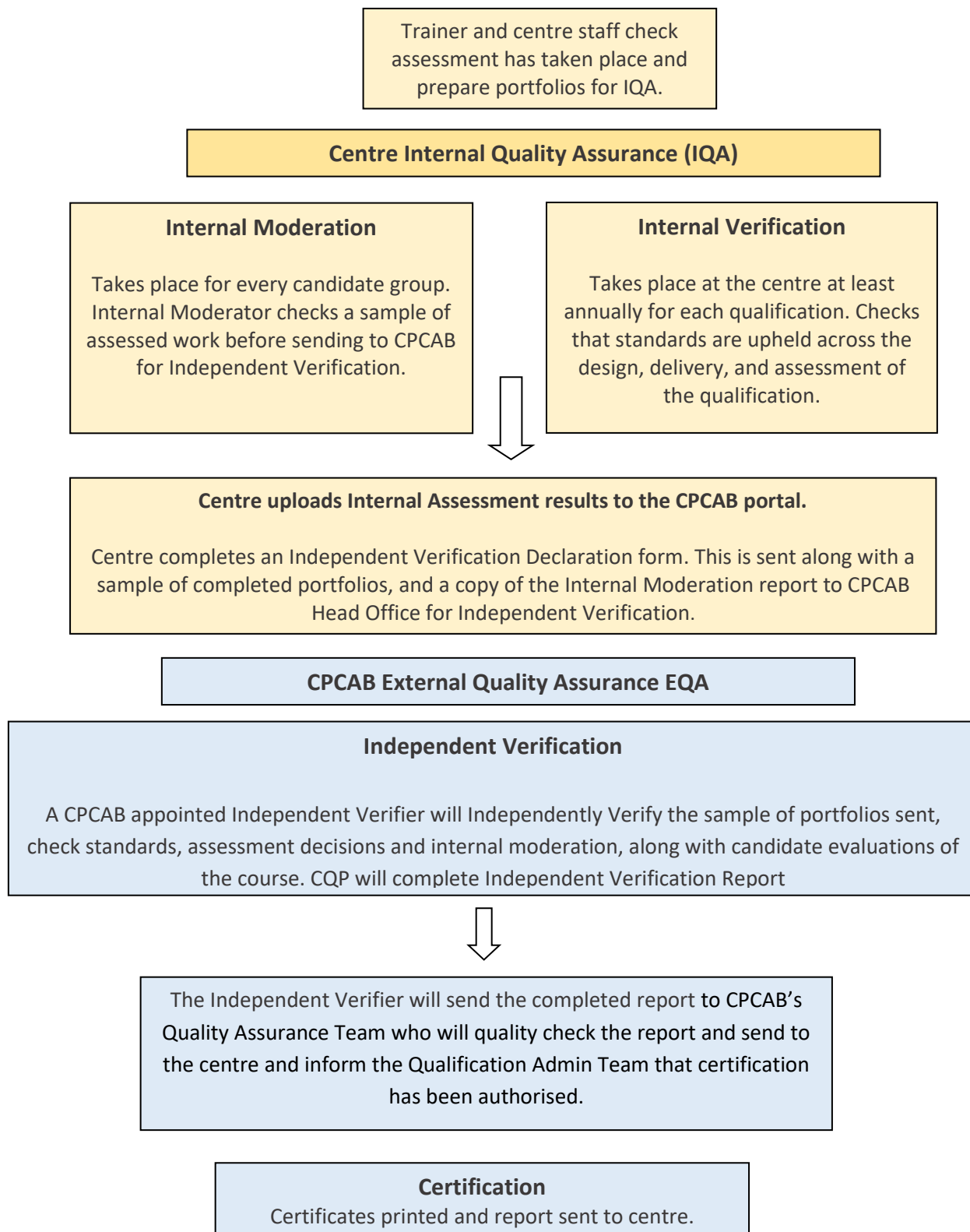
- Independent Verification is a unique quality assurance activity for the regulated qualifications ELSK-L2 and USM-L2.
- Independent Verification is a process of quality checks made by CPCAB once a course has been completed but not yet been certificated.
- Independent Verification happens after a candidate's work has been assessed by the trainer and has then been scrutinised by a Centre's own Internal Quality Assurance (IQA) processes.
- The CPCAB Independent Verification process is undertaken by a CPCAB appointed Independent Verifier.

The purpose of Independent Verification

- Independent Verification is part of CPCAB's Centre Assessment Standards Scrutiny (CASS) Strategy, which is designed to quality check the assessment decisions made by Centres on behalf of CPCAB.
- The main purpose of Independent Verification is to ensure that no certificates are issued where qualification standards have not been met.
- Independent Verification is also a tool to provide feedback to centre trainers, assessors, and moderators. It gives an opportunity to support and encourage best practice in assessment, practice, and Internal Quality Assurance (IQA)
- Centres delivering ONLY ELSK and USM do not have External Verification visits; therefore, Independent Verification is the main scrutiny activity for these regulated qualifications.
- Once a group has successfully been through the Independent Verification process then certification can take place.

2. The Quality Assurance Process for Independent Verification

Both CPCAB and Centres have a responsibility to quality assure candidate work and trainer assessment decisions for these two qualifications. The following process ensures all relevant checks are made at the required points and by the appropriate people:



3. Trainer Responsibilities

When the course has been completed the trainer must:

- Collect in all the candidate work, check that all learning outcomes have been evidenced, and the candidate has completed.
- Check that the candidate has signed and dated the portfolio cover sheet confirming it is all their own work.
- Countersign and date the portfolio cover sheet confirming it is the candidate's own work.
- Collect in all candidate evaluations of the course.
- Complete any outstanding assessment of the portfolios and fill in the Completion Statement in each candidate's portfolio indicating whether the candidate is **Proficient (P)** or **Not Proficient (NP)**.
- Arrange for the portfolios to go through the Centre's Internal Quality Assurance (IQA) process.

4. Centre Internal Quality Assurance (IQA)

Centres will have their own IQA process in place. For regulated qualifications, CPCAB requires that both Internal Moderation and Internal Verification takes place.

Internal Moderation (Please see CPCAB's [IQA Policy](#)).

An Internal Moderator samples the trainer's assessment of the candidate portfolios, and this takes place for every candidate group.

The Internal Moderator must:

- Look at a sample of the portfolios to moderate the trainer's assessment. Whilst each centre will have its own method of sampling, CPCAB suggests 30% of portfolios go through Internal Moderation.
- Internal Moderation **MUST** take place before submitting the work to CPCAB for Independent Verification.
- Evidence of Internal Moderation must be sent in with the candidate's portfolios for these qualifications.

Internal Verification (Please see CPCAB's [IQA Policy](#)).

Internal Verification are quality checks undertaken within a centre to ensure standards are being upheld in course design, delivery, and assessment. This is the bigger picture, where a holistic view of qualification delivery in a centre is annually monitored and reviewed.

For ELSK-L2 and USM-L2 CPCAB expects centres to undertake Internal Verification activities for these qualifications on at least an annual basis.

Once Centre Internal Quality Assurance has been completed, please arrange the below:

1. The person responsible for uploading results onto the portal must upload the candidate group's Internal Assessment results on the CPCAB portal (portal.cpcab.co.uk).
2. Centre completes the Independent Verification Declaration form (see [Appendix 1](#)). This can also be found in the Trainer Guide and should be sent with the portfolios to CPCAB.

Centre is required to send a sample of candidate portfolios for Independent Verification to CPCAB using a secure platform such as [WeTransfer](#). The email address you will need is verification@cpcab.co.uk. The sample should consist of 30% or four portfolios, whichever is the greater number. Ensure that the sample sent shows the diversity of your groups' portfolios, including some examples where learning outcomes have been strongest met, and some where the standards have been met at the lower end.

5. CPCAB Independent Verification

Once CPCAB's Quality Assurance department receives the sample of work for Independent Verification and the moderators' report, an Independent Verifier will be allocated the sample.

The role of the Independent Verifier in Independent Verification is:

- To verify the trainer's assessment decisions.
- To check that the minimum qualification requirements and standards have been met.
- To ensure parity of assessment between candidates and across groups.
- To provide feedback for centres on the trainer's assessment by completing the Independent Verification Report.
- Check that internal quality assurance has taken place by reviewing the internal moderation paperwork and ensuring internal verification has taken place at least annually.

The Independent Verifier will complete the Independent Verification Report which will provide detailed feedback on the assessment decisions made. This is designed to highlight areas of good assessment practice but also to identify any areas of improvement. Where any improvements on assessment practice are highlighted, supportive action points on how to overcome this in future groups will be provided.

If the Independent Verifier agrees with the assessment decisions and the quality of assessment, then the relevant team is informed, and the Internal Assessment results uploaded to the portal by the centre will be confirmed.

In exceptional circumstances, if a trainer's assessment deviates significantly from the CPCAB standard, remedial action will be required before certification and this will be detailed in the report. Additional CPCAB support will be offered as required. Once remedial action is taken, the sample group must be

resent to the same verifier to go through the verification process and ensure standards have now been met, allowing certification.

There can be many reasons why remedial action is needed before certification and may include:

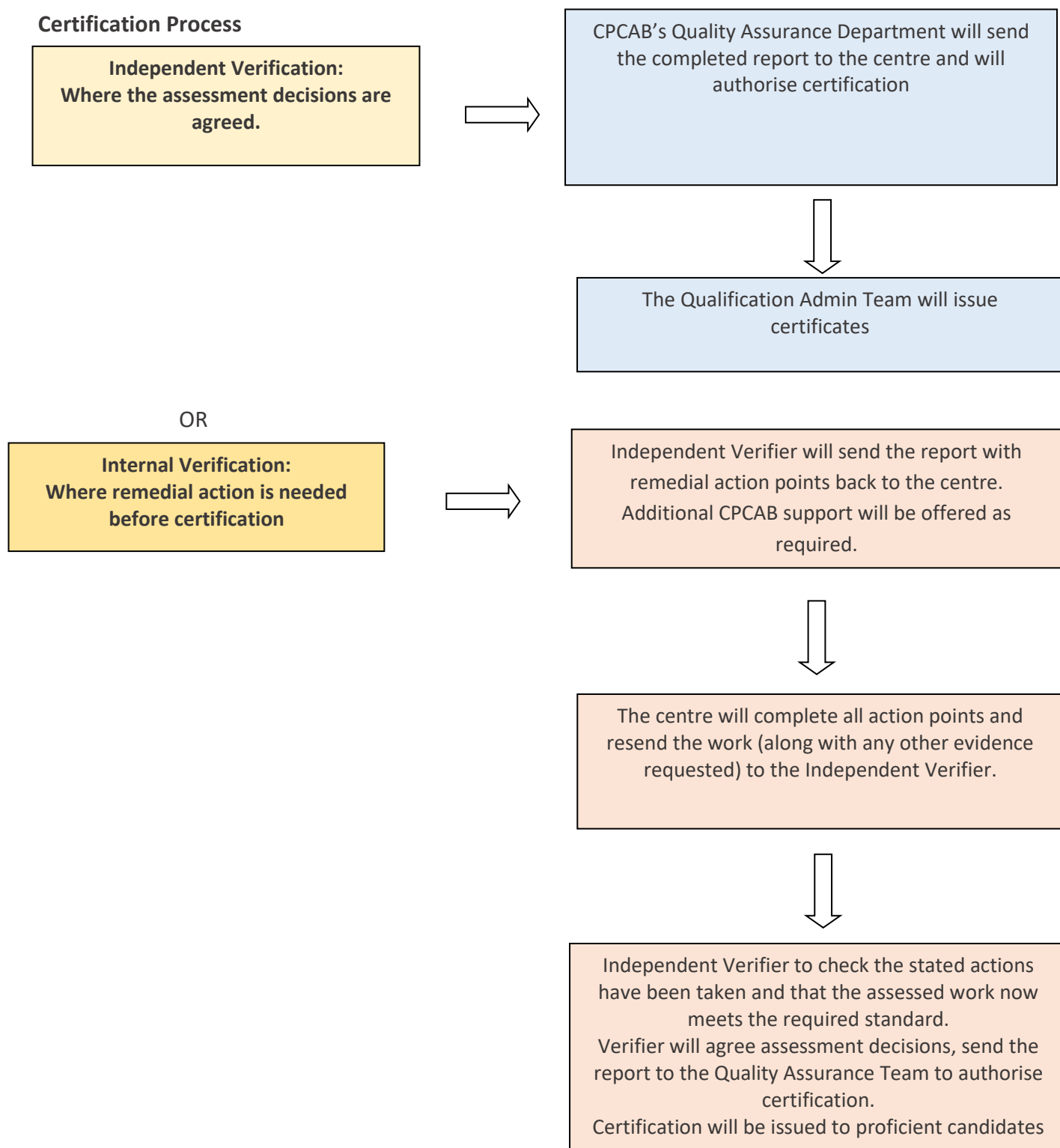
- Assessment evidence is missing.
- Assessment criteria is partially missing (e.g. if there are not enough pieces of evidence for an assessment criteria).
- Candidate work has not been assessed.
- Assessment evidence is illegible.
- Marking is not at the correct qualification level.
- Authentication has not been completed.

Once Independent Verification has been completed by CPCAB, the Independent Verification Report and/or any associated action plan will be sent to the centre.

6. Certification

After CPCAB has Independently Verified the assessment, the centre will receive the Independent Verification Report and certificates will be issued for all proficient candidates. CPCAB head office is open from 9.00am to 5.00pm, Monday to Thursday and 9.00am to 4.30pm on Fridays. If you have any queries, please ring 01458 850350 or email verification@cpcab.co.uk

Certification Process



Appendix 1: Independent Verification Declaration

This form is to be completed by the trainer. Please email all documentation to verification@cpcab.co.uk.

Please provide the following documentation to support the assessment of this candidate group. **Failure to provide ALL this information will delay the Independent Verification and certification of the group.** Please use this table as a checklist to ensure that you have provided all the relevant documents for Independent Verification.

Centre name:	Centre number:
Trainer name and e-mail address:	

Which qualification? Please tick box:	ELSK-L2 ☐	USM-L2 ☐
Group number:		

Number of portfolios submitted for Independent Verification:	
How many have been assessed as 'P' (Proficient)?	
How many have been assessed as 'NP' (Not Proficient)?	
Internal Quality Assurance	
Name of Internal Moderator:	
How many portfolios have been Internally Moderated from this group?	
Name of Internal Verifier:	
Has Internal Verification taken place for this cohort?	Yes/No
Have the Internal Assessment results been uploaded to the CPCAB portal?	Yes/No
Please ensure you include the following with the candidate portfolios:	Please mark
Sample of candidate portfolios ¹	
Signed candidate portfolio cover sheets	
All candidate evaluations of the course	
Internal Moderators report	

Signed (on behalf of the centre):

Position:

Name (please print):

Date: