

TC-L4 Supporting Deferred Candidates

At the end of a diploma (TC-L4) course there may be candidates who have not met all of the learning outcomes or who have course work or client work outstanding. Some candidates may have achieved one or more complete units but not all seven. This should be clearly recorded on the Completion Statement at the end of the Candidate Learning Record. The Completion Statement should not be signed by the registered tutor until all learning outcomes, client placement hours, supervision and personal therapy hours have been successfully met. Candidates in any of these situations may need support to complete outstanding work or to meet the required standard for the qualification. Formal support arrangements are a valuable way of supporting completion and retention rates. They can also support tutors in making the difficult decision to assess a candidate as Not Proficient in internal assessment.

General principles for supporting deferred candidates

Reasons a candidate could be offered support beyond the end of course date might include:

- Unavoidable personal circumstances.
- Client hours not complete.
- Assignment(s)/other internally assessed work not complete.
- Some aspects of personal development need further work.
- Skills level insufficient for level 4.
- Reports - from supervisors, agency or personal therapist - showing concerns/weaknesses
- Reports still not received.
- Contraindications recorded by a tutor on the Completion Statement, linked to units/learning outcomes and/or assessment criteria and backed up by tutorial records.

Centres will adopt a variety of models for supporting deferred candidates to complete their qualification. It is important to be clear with candidates about:

- Who makes the decision about whether to offer support arrangements and on what basis – this could be a formal board that meets to consider assessment outcomes or an integral part of the centre's assessment and moderation processes.
- Which parts of the qualification are yet to be completed.
- The time frame in accordance with CPCAB guidance to complete any outstanding qualification requirements.
- The support arrangements and which additional sessions candidates need to attend.
- Any additional costs involved for the extra support.
- Which CPCAB approved tutor will be responsible for assessing any outstanding work, or signing off client logs and supervision hours and signing the Completion Statement.
- What steps will be taken if the work does not meet the required standard after support has been offered.

Implementing the deferral process

Tutors should only offer support arrangements to those candidates likely to be able to achieve the standard/qualification requirements. Candidates who are considerably behind or below the standard should be encouraged to repeat the second year of the diploma.

It is expected that candidates across all qualifications should complete their portfolio work within **three months** beyond the end of the course, however, we understand there may be circumstances where this is not possible. Candidates are permitted to have up to **ONE** year after the end of their course to complete their placement hours and complete any associated internal assessment work relating to their placement hours.

Candidates who are being supported to complete the qualification should be recorded as “Deferred” on the CPCAB portal (not NP/Not Proficient as this effectively means a definitive Fail).

Support arrangements during the deferral period

Deciding what kind of support arrangements are appropriate will depend on both the needs of the candidates and the resources of the centre. Any associated costs must be explicit at the outset, ideally they should be set out in the Student Handbook issued at the beginning of the course. Support from the centre could include the following elements:

- Extra tutorial(s).
- Skills practice sessions.
- Group supervision.
- A formal extension course comprising a mixture of elements tailored to candidate needs.

Please note that candidates can have up to a maximum of one year after the end of their course to complete outstanding client hours. If further time is needed beyond this one year period, a [CR11 Extension Request](#) must be completed and submitted to CPCAB. It is advisable that tutors and candidates stay in contact during the extension period and that realistic deadlines are agreed.

Signing off and certification requests for deferred candidates

The approved tutors for the TC-L4 course are responsible for assessing any outstanding work and signing off the Completion Statement.

When a candidate has completed all seven units and met all of the qualification requirements the centre must request a certificate using: [Certification Request for Deferred Candidates \(CR5\)](#)

Please note that if the approved tutors are unable to take on the responsibility for assessing outstanding work or if the relationship between a candidate and both assessing tutors has irreparably broken down the centre must seek explicit prior permission from CPCAB for any alternative assessment arrangements to ensure that the requirements for valid internal assessment are met. The only exception to this is where client hours alone are outstanding after all other qualification requirements have been met. In this case a relevant member of staff (e.g. the internal moderator/ verifier/ curriculum manager) can sign off the client hours and request a certificate from CPCAB using form CR5. Please note this staff member must be fully conversant with the qualification requirements and understand what a correctly completed client log and supervision log must contain.

Please contact CPCAB contact@cpcab.co.uk if you would like any help or further guidance on how to support Deferred candidates.