

TC-L4 Supporting Not Proficient (NP)/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. Candidates in any of these situations may need support to complete outstanding work or to meet the standard. 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 NP candidates

Centres will adopt a variety of models for supporting candidates, however, the following general principles should apply. Centres need to be clear to 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 to complete any outstanding qualification requirements.
- The support arrangements and which additional sessions candidates need to attend.
- Who will pay for the extra support?
- Who will assess any outstanding work/sign off portfolios/sign off client logs?
- What steps will be taken if the work does not meet the standard after support has been offered.

Who should be offered support arrangements?

Tutors should only offer support arrangements to those candidates likely to be able to achieve the standard/qualification requirements. Internally assessed work should be completed within 3 months of the end of the course, except for possibly a final case study. Candidates who are considerably behind or below the standard should be encouraged to repeat the second year of the diploma. Candidates who are being supported to complete the qualification should be recorded as “Deferred” on the Candidate registration and certification list (not NP as this effectively means a definitive Fail). Reasons a candidate could be offered support 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.

What kind of support arrangements could be offered?

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 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.
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Please note that candidates can have up to a maximum of one year after the end of their course to complete outstanding client hours. However, it is advisable that tutors and candidates stay in contact during this time and that realistic deadlines are agreed.

Who can sign off any outstanding work for NP candidates?

The approved tutors for the TC-L4 course are responsible for assessing any outstanding work. 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.

Requesting certificates

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