



Register
of counsellors
& psychotherapists



BACP Register of Counsellors & Psychotherapists
A registrant's guide to audit

BACP Register of Counsellors & Psychotherapists

About this guide

This guide provides a short introduction to the audit requirements of the BACP Register of Counsellors & Psychotherapists (the Register). The Register is a list of BACP members who have met our standards for registration. It is governed by a lay¹ advisory board to ensure impartiality. In February 2013, the BACP Register became the first psychological therapists' register to be accredited by the Professional Standards Authority for Health & Social Care.

The aim of the Register is to protect the public by providing access to counsellors and psychotherapists who are trained, qualified and dedicated to high standards.

More detailed guidance on different aspects of registration, including continuing professional development and supervision, can be found at www.bacpregister.org.uk/Supervision-Cpd.

¹ By 'lay' we mean an individual who has professional standing but who has never practised within the profession or occupation subject to registration.

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1

General information about the audit

What is the Register audit?

When you renew your registration, you need to confirm that you continue to meet the standards of the Register by signing the terms and conditions on the Register website (www.bacpregister.org.uk/renew).

Every month the Register checks a random selection of registrants during their month of renewal – this is the Register audit.

Aside from monitoring compliance, information from the audit will be used to gather statistical data and trends. This information (anonymised to respect registrant confidentiality), may also be passed on to different departments in BACP for further development such as CPD events or professional guidance documents.

Who will be audited?

Anyone who has been on the Register for more than a year is eligible for audit and, if selected, will be asked to submit information. You could be selected for audit on your first renewal of registration. Following sample size research, we have set the percentage of registrants to be audited at 2.6 each month, but the Register may alter this in the future. This figure should allow us to gain a good picture of registrant engagement with the terms and conditions.

What will you audit?

If you are selected for audit, you will be asked for the past year's records regarding the following Register requirements:

Continuing Professional Development

CPD is a value of the 'Ethical Framework for the Counselling Professions'² and you must undertake CPD if you are registered. We have set standards that you must meet and you can read more about these in 'A registrant's guide to continuing professional development', available on the Register website (www.bacpregister.org.uk/Supervision-Cpd). If selected for audit you must submit your CPD record in the template provided on this web page.

² www.bacp.co.uk/ethical_framework

Supervision

Supervision is a value of the Ethical Framework and plays an important role in public protection. You must have appropriate supervision if you are registered. You can read more about our standards in 'A registrant's guide to supervision' available on the Register website (www.bacpregister.org.uk/Supervision-Cpd). If selected for audit you must submit an up to date record of your supervision sessions and examples of how supervision has had an impact on your practice. You may find it helpful to use the template provided on this web page, but you may submit the information in any way you like providing it contains the same information as the template.

You will also be asked to provide contact details for your supervisor/supervisors as we may wish to make contact to confirm your supervision arrangements.

Indemnity insurance

You must have adequate, current and ongoing professional indemnity insurance sufficient to all areas of practice. If you are selected for audit, we will ask for the Company and policy number and duration of your insurance so that we can check that you have a current policy in place.

If you are insured through an employer, please provide confirmation of your insurance from your employer.

It is your responsibility to make sure that the insurance cover you have is appropriate to your practice, taking into account the nature and extent of its risks.

How will I know if I am being audited?

Those registrants who are selected will receive an audit notice with their membership renewal letter. The audit notice will include a copy of this guidance to assist in providing the required documentation as evidence of their compliance with the standards of the Register. Registrants have until the end of their renewal month to return the documentation.

If I've been selected for audit, do I need to participate?

Yes. You will have until the end of your renewal month to provide the required evidence for the audit. If you do not submit information by the submission deadline on your letter, you will receive a notice from the Registrar that your name has been removed from the Register and you have 16 days in which to respond. (Your name will be reinstated on the Register once we receive an audit submission from you.)

It is important that your audit information is made honestly and accurately. If false or misleading information is provided, then you may be referred to Professional Conduct. BACP's approach to audit will be facilitative. However, it is important to know that as a final resort, a failure to comply with the audit requirements could lead to removal from the Register.

Once BACP has received the information, it will be assessed against the standards of the Register. (For more information see 'A registrant's guide to continuing professional development' and 'A registrant's guide to supervision', which are both available from the Register website (www.bacpregister.org.uk/Supervision-Cpd). Upon receipt of your submission, BACP may request further documentation be provided. Once the audit is completed, participants will be advised of the outcome of the audit.

Do you have any examples of CPD and Supervision records?

Yes, you will find sample records on the Register website (www.bacpregister.org.uk/Supervision-Cpd). These are intended to assist you with your information. Please remember that your records should reflect your own activities.



How is the audit information assessed?

Your audit information will be assessed against the standards of the Register by a member of the Register Team. They are listed in the next section of this guidance under 'How to put your information together'. You can also read about our standards in '*A registrant's guide to CPD*' and '*A registrant's guide to supervision*'. The possible outcomes are:

- i The information meets Register standards;
- ii The record does not meet our standards:
 - a. If you fail to meet all or any of the standards you will be given feedback and asked to resubmit;
 - b. You will be given two further attempts to meet the Register standards. If you do not meet our standards following the third submission then you will be removed from the Register.

How long before I hear the outcome of the audit?

We estimate that the average processing time for submissions will be six weeks from date of receipt. We will process audit information in the order the Register receives it. This means that the sooner you send us your audit information, the sooner you will receive your decision. If we have to write to you for more information or clarification then the process is likely to take longer.

Can I still practise while the audit is taking place?

Yes. While the audit is being conducted you may continue to practise. Following completion of the assessment of your information in response to the audit, you will receive a letter advising you of the outcome of the audit.

Is the information I provide confidential?

We will keep your information confidential and it will only be seen by the members of the Register Team who are responsible for the audit. However, in all aspects of your work you must maintain client confidentiality. Please make sure that you do not include any information that could allow us to identify any individual.

What will happen to my information?

We will hold your personal information for as long as is necessary for audit purposes and any follow-up process only. We will delete email records and destroy any hard copies once the audit has been completed. Your personal information will not be passed onto third parties.

Can I ask for an extension?

As a registrant you have a professional responsibility to manage your CPD and supervision records throughout the year and you should have ongoing records. In exceptional cases, there may be circumstances beyond the normal difficulties experienced in life which may have caused significant interference with your ability to submit your information. Should you wish to request additional time to submit please contact us without delay at audit@bacp.co.uk.

What if I am not in practice?

The Register Terms and Conditions require you to be in practice or have practised within the past three years. Therefore, some Registrants selected for audit may not have practised over the last 12 months. In these circumstances, you need only send in your CPD record as the Register requires you to continue with CPD when not in practice. We also require a statement confirming the period of time you have not been in practice.

I have some queries about the requirements – where can I access help?

There are a number of resources available including '*A registrant's guide to continuing professional development*' and '*A registrant's guide to supervision*'. In addition, we have a frequently asked questions section on the Register website (www.bacpregister.org.uk/Supervision-Cpd). If you still have queries, please contact us at audit@bacp.co.uk or telephone BACP Customer Services on 01455 883300.

Appeals process

You must appeal within one calendar month of our decision letter. There are two grounds on which you can appeal:

1. That the audit procedure has not been correctly followed;
2. That your audit information has not been fairly and properly assessed against the Register standards.

Your appeal will be looked at by the Register Advisory Board.

If you have any questions about the Register and registration, please contact Customer Services on 01455 883300 or email us at bacp@bacp.co.uk.

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How to put your information together

This section gives more guidance on how to put your information together – please read it carefully before submitting as this will avoid delays in the process.

We would prefer you to submit the information electronically to audit@bacp.co.uk but you may send in hard copies in your prefer. If sending in by post please mark the envelope as BACP Register Audit and send to PO Box 10128, Lutterworth, LE17 9EN. Copies of the CPD and supervision templates can be found at (www.bacpregister.org.uk/Supervision-Cpd). You can also find sample records here.

Please remember to respect client confidentiality and remove anything that may contain a client's personal details.

Summary

When you submit your information please check that:

1. You have enclosed a copy of your CPD record;
2. You have enclosed a copy of your supervision record;
3. You have given us contact details of your supervisor/supervisors (We may contact your supervisor/supervisors to confirm the information you have provided);
4. You have provided details of your indemnity insurance.

Please send all your information together at any time before the deadline. You may submit the information in either hard copy (see above for address) or email it to us at audit@bacp.co.uk, clearly marking the subject line 'information for audit'.

Detailed information

This section gives more detailed information about how to put your information together

1. Continuing Professional Development

The Register defines CPD as:

"Any learning experience that can be used for the systematic maintenance, improvement and broadening of competence, knowledge and skills to ensure that the practitioner has the capacity to practise safely, effectively and legally within their evolving scope of practice. It may include both personal and professional development."

If selected for audit, you must send us a copy of your CPD record using the template provided by the Register. This can be downloaded from the Register website (www.bacpregister.org.uk/Supervision-Cpd).

All submissions for audit will need to be in this format. You can find a sample record on the Register website (www.bacpregister.org.uk/Supervision-Cpd). Your CPD record will be assessed against our standards for CPD:

1. You must keep an up-to-date and accurate record of CPD activities using the template provided by BACP Register;
2. You must record a range of CPD activities relevant to current or future practice;
3. You must show clearly how you have reflected, planned, actioned and evaluated your development needs and indicate how this will have an impact on your practice;
4. You must submit your record upon request.

You can find out more about the Register's requirement for CPD in 'A registrant's guide to continuing professional development' (www.bacpregister.org.uk/Supervision-Cpd).

2. Your supervision record

The Register uses the following definition for supervision:

"A specialised form of mentoring provided for practitioners responsible for undertaking challenging work with people. Supervision is provided to ensure standards, enhance quality, advance learning, stimulate creativity, and support the sustainability and resilience of the work being undertaken."³

If selected for audit, you must send us an up to date record of your supervision arrangements that includes the information in standard 2 below. You may find it useful to use the template provided by the Register – this can be downloaded from the Register website (www.bacpregister.org.uk/Supervision-Cpd).

You can also find a sample record on the Register website.

³ Ethical Framework for the Counselling Professions: Glossary



These are our standards for supervision:

1. You must understand the role and value of supervision and ensure that you have appropriate supervision in place;
2. You must keep an up-to-date record of supervision sessions. This should include:
 - Date and duration of supervision session;
 - Format of sessions (eg peer, one-to-one, group) and mode of delivery (ie face-to-face, Skype);
 - Work context to which the supervision relates.
3. You must be able to demonstrate the impact of supervision on your practice by giving three examples. (You may use the Register supervision template for this purpose, which can be found at www.bacpregister.org.uk/Supervision-Cpd;
4. You must submit your record upon request.

You can find out more about the Register's requirement for supervision in 'A registrant's guide to supervision' at www.bacpregister.org.uk/Supervision-Cpd.

3. Contact details for your supervisor/supervisors

One of the terms and conditions of registration is to agree to provide the Register with contact details of supervisor/supervisors and to give authority to that supervisor/supervisors to disclose any information that is required for the Register audit. We may contact your supervisor/supervisors to confirm your supervision arrangements.

4. Indemnity insurance

You must have adequate, current and ongoing professional indemnity insurance sufficient to all areas of practice. If you are selected for audit, we will ask for the Company and policy number and duration of your insurance so that we can check that you have a current policy in place.

If you are insured through an employer, please provide confirmation of your insurance from your employer.

It is your responsibility to make sure that the insurance cover you have is appropriate to your practice, taking into account the nature and extent of its risks.

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Further information and help

There are two guides relating to the Register requirements for supervision and CPD entitled 'A registrant's guide to continuing professional development' and 'A registrant's guide to supervision'.

In addition, we have a frequently asked questions section on the Register website www.bacpregister.org.uk/Supervision-Cpd.

If you still have queries, please contact us at audit@bacp.co.uk or telephone BACP Customer Services on 01455 883300.

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