

# Accreditation Tele-surgeries

## A Guide for Members

## Introduction

This guide will be helpful either if you want to know more about a tele-surgery and whether it would be right for you, or you have already booked and want to know a bit more about the process.

### Who are the Tele-surgeries for?

Tele-surgeries are only open to members who have applied for accreditation and received a deferral assessment report.

This resource has been introduced to offer deferred applicants further guidance on the information provided in their assessment report. Whilst every effort is made to make the feedback clear, you may feel deeply wounded by the decision and become anxious about 'getting it right' in your resubmission.

A tele-surgery allows you to speak directly to an assessor, probably not the one that assessed your application, to help you better understand the criterion or criteria detailed in your assessment report.

## Online Workshop

BACP does not have the available resources to offer tele-surgeries to members working on their initial accreditation application. If this is you, please go to the Online Workshop accreditation resource, developed by our Events Team.

This resource is free to all member and you can access this as many time as you like. A link is provided on the opening page of our [Accreditation](#) webpages and again on the [Individual Counsellor/ Psychotherapist Accreditation](#) webpage. Click on these link to go straight there.

### Why might I want a tele-surgery?

Tele-surgeries are **30 minute 1-2-1 phone sessions** where a member can discuss their accreditation assessment deferral report with an assessor. They offer an opportunity to discuss the 'what and why' behind a deferred criterion and provide further guidance on what is needed to be considered when putting a resubmission together.

A tele-surgery does not guarantee a criterion will be met and the assessor will not tell you exactly what you need to say in order to meet a criterion (or criteria), but they will hopefully be able to clarify what a criterion is asking for and talk to you about the feedback in your report.

Tele-surgeries do not form part of the assessment process and is not mandatory.

## How do I book?

Please ring the Accreditation Team directly on **01455 883304**. One of the accreditation team will check availability for your preferred time and date and take some basic information from you.

There is a fee of **£30\*** for a tele-surgery and we do require payment for this at the time of booking.

\*The fee quoted in this guide is correct at the time of publication. From time to time we review our fees, so please check with the office.

Unfortunately we do not offer a reduced rate for tele-surgeries.

We currently offer a half day of appointments twice a month and we try to vary the day and/or time to give you options.

We keep availability under review and if the tele-surgeries become overbooked, we can sometimes run more sessions. Ring us to check for free time slots.

When your booking has been made it will be confirmed in writing by email. Once you have booked and paid, the fee is non-refundable (please see terms & conditions).

## Frequently Asked Questions (FAQs)

The following information has been provided in order to help you make the most of your tele-surgery. We have covered a number of FAQs however, please let us know if there are further questions we can help you with.

## What do I need to do to prepare?

Read through your Assessment Report and the relevant criteria in your application. Deferred criteria generally relate to the Reflective Practice section as the eligibility criteria are checked by the Accreditation Team before applications go forward for assessment.

Only if an applicant insists their application is forwarded without addressing queries raised by the Team is it likely that eligibility criteria will be deferred.

Once you have read these documents you will then know which questions you need to discuss with the assessor. Is there any theme or commonality that you can identify for why you have not passed initially? This will help you to focus your conversation with the assessor and make the most of your limited time.

Maybe make a list of the key points you want help on, or highlight your text for easy reference.

The assessor will have a copy of your assessment report in front of them ready for your tele-surgery. They will not have a copy of your application. However, this will not impact on the quality of the more general advice the assessors will offer you - the focus will be on better understanding the assessment report content.

## **I have been deferred on more than one criterion - will I have time to discuss all of them in sufficient detail?**

You will have a **maximum of 30 minutes** in which to talk to an assessor, so consider which of the criteria it would be of most use to discuss, just in case you do not have time to cover them all in detail.

The best thing to do would be to prioritise the criterion you need the most help with. It doesn't necessarily need to be in the order they have been deferred.

## **Can my supervisor/line manager/colleague join in on the surgery?**

No. This is a service provided directly to you. However, you may wish to take notes to share with your supervisor/ line manager/ colleague after the tele-surgery, in preparation for your resubmission.

## **What happens on the day of my tele-surgery?**

You need to ring **01455 883304** just before (about two minutes) your surgery is due to start.

We will check that you have the right date and time and that you have paid and then we will transfer you through to the assessor allocated for that day.

## **What can I expect from my tele-surgery?**

The assessor will be able to clarify for you what they are looking for when they assess the various criteria and are able to explain anything you do not understand.

Please note that the assessor will not be able to advise you what to write and cannot 'approve' any suggestions on what you intend to write.

Participation in a tele-surgery cannot guarantee success on resubmission.

## **It may be difficult for me to ring BACP at the exact time of my tele-surgery appointment, does this matter?**

We ask that you make your call promptly at the designated time for your appointment. Assessors will have a schedule of appointments to keep to and callers who ring BACP late for appointments will have a reduced discussion time, as each tele-surgery is time limited and it is important we keep to this schedule.

If an appointment is missed we will not necessarily be able to re-schedule without a re-booking at your cost.

## Terms and Conditions

Bookings for tele-surgeries can only be made by ringing the Accreditation Team, on **01455 883304**. Please have your membership number and your credit/debit card details to hand when calling. Booking is confirmed by email as soon as payment has been successfully processed.

All bookings are made on a first-come, first served basis. ***We cannot reserve places on tele-surgeries without payment in full at the time of booking.***

If you have not received written confirmation by email from BACP within seven days of making your booking, please contact the Accreditation Team on 01455 883304 to check booking and that your payment have been processed.

## Cancellations

Written cancellations received more than three weeks before the appointment slot will receive a full refund.

All cancellation requests must be received in writing to [accreditation@bacp.co.uk](mailto:accreditation@bacp.co.uk)

Cancellations received after this time or failure to make the appointment without prior written notification will be non-refundable, unless the cancelled slot can be resold.

You will be advised if your appointment was successfully resold once the date has passed.

## Payment methods

The fee includes VAT at the standard UK rate. Our VAT registration number is 443 8544 36.

Payment can be made by credit or debit card (American Express is not accepted) or by cheque.

Our address is  
BACP  
BACP House  
15 St. John's Business Park  
Lutterworth  
Leicestershire  
LE17 4HB

☎ 01455 883300

✉ [accreditation@bacp.co.uk](mailto:accreditation@bacp.co.uk)

Guides on other parts of the accreditation process are available on the accreditation section of the website.