# Service accreditation scheme

## Application form A – Eligibility

The application process for accreditation consists of two parts. This form constitutes the first part and you must meet all eligibility criteria **before** we can accept the second part of the application, Part B.

#### **We strongly advise that you read our** Guide to applying **before you start putting together your application. This application is about your counselling or psychotherapy service, not about your organisation, and your submission must reflect that.**

**To ensure that your application is suitable for assessment, please:**

* **follow the guidance provided in this form for each criterion**
* ensure you complete all sections of the form, unless requested to leave blank for assessor use
* do not change any of the application wording. If you alter text, your application will be returned for revision before we can complete assessment
* complete and submit this form as an electronic document in Microsoft Office Word format *–* boxes will expand as you type into them*.*

**We will return poorly presented or incomplete applications for revision.**

Please email accred.service@bacp.co.uk when you’re ready to submit your application, We will send you a personalised link to a secure folder where you can upload all your application documents (no password protection required).

#### BACP Fair processing notice

BACP is committed to complying with the GDPR and the DPA 2018. We only use the information you give us for the purposes specified on this form and laid out in detail in the BACP privacy notice. We will only hold the information for as long as we need it to carry out the task for which it was given. You have rights under current legislation to limit or prevent the processing of your data and to have access to this information. We never sell your personal information to third parties but may need to share your details with suppliers who work on our behalf. To find out more about how we use your personal data, any third parties we may share it with and your rights in relation to it, [see our privacy notice](https://www.bacp.co.uk/privacy-notice/).

#### Declaration of honesty

By submitting your application, you are confirming that you have read and agreed to our **terms and conditions** for service accreditation.

You are also declaring that, as far as you know, your application contains only true information and that you authorise the officers of BACP to make such enquiries as they consider necessary to verify the information given.

If any incorrect, incomplete or plagiarised information is discovered, your application for service accreditation may be invalidated and the application withdrawn.  Such matters may also be referred for consideration under our Professional Conduct Procedure or the Article 12.6 procedure as appropriate.

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| --- | --- |
|  **Application submission date** |  |

#### Organisational details

|  |  |
| --- | --- |
| Name of organisation  |  |
| BACP organisational membership number |  |
| Address |  |
| Telephone number  |  |
| Email |  |
| Website |  |
| Name of CEO or Chair\*  |  |
| Name of the BACP primary contact\* |  |
| \*See **Guide to applying** for an explanation of why we ask this information |
| Application contact details |
| Name |  |
| Job title |  |
| Email address |  |
| Telephone number  |  |

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| --- |
| Name of counselling or psychotherapy service(s) This will be stated on your accreditation certificate underneath your organisation name. Accreditation is only awarded for the counselling and psychotherapy services provided by your organisation. We do not accredit organisations. Individual certificates for specific services can be provided - please list here, if appropriate.  |
|  |
| Brief overview of your serviceTell us how your counselling or psychotherapy services fit into your organisational structure. Include any other non-counselling services you provide to create an overall picture for us. |
|  |

### Criterion A1 – BACP membership

**Be an organisational member of BACP and subject to its *Ethical Framework for the Counselling Professions* and Professional Conduct Procedure. If the service is part of an organisational member, it is the organisational member that will make the application for the accreditation of its counselling or psychotherapy service.**

**Guidance:**

Please confirm membership renewal date and that the counselling or psychotherapy service applying for accreditation abides by the BACP *Ethical Framework*.

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| **Assessor decision and comment** *–* service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

### Criterion A2 – Counselling and psychotherapy provision

**Provide a counselling or psychotherapy service**

**Guidance:**

Please give sufficient detail. If you provide several counselling or psychotherapy services, please describe each clearly.

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| Service user age range for specific counselling services provided |
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| Counselling models used |
|  |
| Delivery methods for each service – face-to-face, groups, couples, online, telephone etc |
|  |
| Supporting evidence – title of document(s) and appendix number(s) |
|  |
| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

### Criterion A3 – Number of therapists

**Include at least three practitioners who undertake counselling and psychotherapy**

**Guidance:**

Please confirm:

* + the number of qualified therapists available to provide counselling or psychotherapy practice
	+ the capacity in which they work for you, ie whether employed (both full-time and part-time), volunteer or sessional (self-employed and contracted)
	+ names and professional body memberships for three therapists

You must have contracts for work in place for all those working for you. Students on placement cannot be used to meet this criterion, but if you do provide placement opportunities, please confirm the number available, which age group they work with and how you determine competency*.*

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| Numbers of qualified and trainee practitioners - please separate employed (both full and part-time), volunteer and sessional practitioners |
|  |
| Qualified practitioners – names and professional membership body numbers |
|  |
| Trainees – please note number of placements available, what age range to they work with & how you ensure competency |
|  |
| Supporting evidence– title of document and appendix number |
|  |
| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part (assessor to delete as appropriate) |

### Criterion A4 – Insurance

**All counsellors and psychotherapists (both voluntary and salaried) should be covered by Professional Indemnity and Public Liability insurance.**

**Guidance:**

We require a valid insurance certificate or schedule which specifically identifies both these two types of insurance cover (check small print). This may be part of one insurance policy or as separate insurance covers. If you require your practitioners (qualified and trainees) to have their own professional indemnity insurance, you’ll need to provide a policy and show how you ensure valid insurance cover is maintained.

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| How do you ensure cover is in place for all your practitioners? |
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| Supporting evidence – title of document and appendix number |
|  |
| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

### Criterion A5 – Service structure and accountability

#### Sub-criterion A5.1

**There should be clearly defined and effective management and organisational structure, which shows clear lines of accountability and reporting.**

**Guidance:**

We require a full organisation chart showing job titles, employed, volunteers and student positions, if applicable. If the counselling or psychotherapy service is part of a larger organisation, a separate counselling service chart may be needed.

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| Supporting evidence – title of document and appendix number |
|  |
| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part (assessor to delete as appropriate) |

#### Sub-criterion A5.2

**There is a Head of Service who has knowledge and experience of the counselling and psychotherapy field and who has overall responsibility for management of the service.**

**Guidance:**

It is the head of the counselling service that must have knowledge and experience of the counselling and psychotherapy field (the job title may vary). If they don’t, there needs to be a clear description and demonstration on the organisational chart(s) of how the specific counselling and psychotherapy related aspects of the service are managed, perhaps by a clinical manager for example.

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| Details of individual holding overall responsibility for the counselling or psychotherapy service |
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| Supporting evidence – title of document and appendix number |
|  |
| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

#### Sub-criterion A5.3

**A specified person must hold clinical responsibility for the service. They should be a member of an appropriate professional body, subject to its complaints procedure and accredited by, or be of an equivalent status, with it.**

**Guidance:**

Accountability must be clear on the organisational structure or chart and the named individual’s job description. We recommend that clinical responsibility is not shared as it reduces authority and can cause confusion. In formal job share situations, one individual must be nominated. Two clinical leads may be acceptable only where there are specialist areas such as, but not limited to, children and young people (CYP) counselling. You must provide confirmation from the individual(s) in this role.

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| Name, membership body registration number and job description of the clinical lead  |
|  |
| If there is more than one individual holding clinical responsibility, detail why and how this works |
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| Supporting evidence – title of document and appendix number |
|  |
| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

#### Sub-criterion A5.4

**Formal arrangements for financial accountability should be in place.**

**Guidance:**

This must be made clear on an organisation chart. Other evidence may include a Charity Commission annual report and formal policy and procedures in place.

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| Supporting evidence – title of document and appendix number |
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| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

### Criterion A6 – Policies and procedures

#### Sub-criterion A6.1

**The service should be committed to equality of opportunity for its staff and for users of the service and comply with all relevant legislation. It must demonstrate a non-discriminatory approach to staff and users, irrespective of age, colour, creed, culture, disability, education, ethnicity, gender, information, knowledge, mobility, money, nationality, race, religion, sexual orientation, social class, status, etc.**

**Guidance:**

We require a policy statement clearly addressing both service users and staff.

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| Supporting evidence – title of document and appendix number |
|  |
| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

#### Sub-criterion A6.2

**The service must comply with the current Health and Safety at Work Act and other relevant legislation.**

**Guidance:**

We require a health and safety policy which shows awareness of relevant related legislation.

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| Supporting evidence – title of document and appendix number |
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| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part (assessor to delete as appropriate) |

#### Sub-criterion A6.3

**All records (whether paper or electronic) should be secure and confidential.**

**Guidance:**

We require a policy and procedure to cover both paper and electronic records. This may be embedded within a record keeping or confidentiality policy or procedure for example.

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| Supporting evidence – title of document and appendix number |
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| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

#### Sub-criterion A6.4

**The service should comply with the current Data Protection Act and other relevant legislation.**

**Guidance:**

We require a copy of your policy document outlining legal requirements for staff.

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| Give your Information Commissioners Office (ICO) registration number – if not exempt |
|  |
| Supporting evidence – title of document and appendix number |
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| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

#### Sub-criterion A6.5

**Grievance and disciplinary procedures must exist for all staff.**

**Guidance:**

We require a copy of your disciplinary and grievance policy and procedure. This may or not may not be combined within one document and must cover all staff (employed, volunteer, self-employed and students). Different versions may be used for different staff cohorts.

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| Supporting evidence – title of document and appendix number |
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| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

#### Sub-criterion A6.6

**An appropriate client or customer complaints procedure should be available.**

**Guidance:**

The procedure must cover all aspects of a service, not just counselling.

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| Please explain how you make clients aware of the procedure  |
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| Supporting evidence – title of document and appendix number |
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| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

#### Sub-criterion A6.7

**Procedures must exist on how to deal with critical incidents (such as, but not limited to, dangerous or violent behaviour).**

**Guidance:**

We require a copy of your critical incident policy and procedure. This may be part of a more general accident policy and procedure. Criterial incidents involve all potentially serious acts or events. Consider how your staff are expected to react to such occurrences, what do they need to do.

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| Supporting evidence – title of document and appendix number |
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| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

#### Sub-criterion A6.8

**A training and development policy should exist for all staff**

**Guidance:**

We require a policy document that covers all your staff, including employed, volunteers and students, and not just your practitioners.

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| Do you have one overarching policy and procedure or separate policies? |
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| Supporting evidence – title of document and appendix number |
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| Assessor decision and comment – service to leave blank |
| Met - Not met - Met in part *(assessor to delete as appropriate)* |

Thank you for your submission. Please upload this form and all supporting evidence into your dedicated accreditation secure portal. Email us at accred.service@bacp.co.uk to confirm when you have done this.

**Please leave the section below blank for BACP to complete.**

## BACP Assessment report

#### Eligibility requirements for accreditation met

You can now complete Part B of the application process and submit it for

assessment.

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| **Deadline for submission of application Part B** |  |

#### Conditions to be met

We endeavour to support you in meeting the criteria, however, occasionally a little more time is required in order for you to address one or more areas in order to meet the criteria in full. The following condition(s) have been set, explaining what we need to see from you. A condition(s) return form will be provided for you to complete and submit along with the additional evidence required by the deadline stated. If you have any questions about these, please email us at accred.service@bacp.co.uk

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|  | **Deadline for resubmission** |  |

#### Service not yet ready for accreditation

If there are any eligibility criteria that cannot be met, then your application will be deemed unsuccessful at this time. We outline below where we feel you need to further consideration. Once you feel able to meet all eligibility criteria, you are welcome to submit a new part A application for assessment.

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#### Recommendations

These suggestions about service development and improvement are given for your consideration but are not conditional for service accreditation. We will ask you for feedback on your considerations and any subsequent actions in your first annual review submission once accreditation has been awarded.

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#### Additional assessor comment

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**Date**

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#### Notice

The counselling or psychotherapy service described in the materials assessed and this report, including but not limited to its structure, staffing, policies and procedures and venue(s), is the service which BACP has assessed against the service accreditation criteria. Any changes made to this service other than those specified by BACP may invalidate its accredited status unless the changes are approved by BACP in advance. Should the provider wish to make changes to the accredited service, it should notify BACP immediately.

BACP does not accredit its organisational members. Service accreditation is awarded only to professional counselling and psychotherapy services provided by BACP organisational members.

The published terms and conditions for service accreditation apply to all services currently accredited under this scheme. The terms and conditions are subject to change and maybe updated from time to time as notified by BACP. It is the service’s responsibility to keep up to date with current requirements. See our Service accreditation terms and conditions.

A service may not continue to be accredited if it fails to meet all criteria for the service accreditation scheme.

Created: May 2021

Reviewed: May 2022