Candidate Registration Guidance (CR0)

2024/2025

If you are new centre or a new staff member - welcome to CPCAB! We do hope that you enjoyed your onboarding meeting with our Customer Experience Team.

Once your centre has gained centre recognition your relevant email addresses will be added to our portal. Your nominated person/s from your exams department if applicable will receive the log in details to the CPCAB portal and will be able to create your group registrations. CPCAB offer centres an opportunity to receive training on the CPCAB portal if this is required. Please do email [exams@cpcab.co.uk](mailto:exams@cpcab.co.uk) if you would like to take up this offer.

Please register your candidates online via the [CPCAB Portal](https://portal.cpcab.co.uk/). You will need your email address and password to do so. Each centre may have different users with different authorities.

* **Admin User –** this individual will have the authority to make registrations, set up the address file and set up any further individuals who will need access to the portal.
* **Staff User** – this/these individual/s will be able to view sections of the portal, make registrations, upload internal assessment results but cannot make other changes on the portal.

**For further information or guidance, please email** [**exams@cpcab.co.uk**](mailto:exams@cpcab.co.uk) **or telephone 01458 850350.**

We do recommend that new centres [visit our website](https://www.cpcab.co.uk/centres/registering-candidates) to view the online tutorial of howto [register your candidates.](https://www.cpcab.co.uk/centres/registering-candidates)

**OUR REGISTRATION REQUIREMENTS**

1. Candidates must be registered **within six weeks of the course start date** inclusive of holidays.
2. A late registration fee will be automatically applied to the invoice for group registrations that are created beyond the 6 weeks of the start date of the course. Please see [[CPCAB Fees](https://www.cpcab.co.uk/public_docs/fee-structure)](https://www.cpcab.co.uk/public_docs/fees-document-current-academic-year) for further information.
3. It is permissible for candidates to join a candidate group (and be registered with CPCAB) **after** the start of a course, provided that at least 90% of the course-programme (measured in guided learning hours) remains to be covered.
4. CPCAB advises, particularly for the advanced programmes (level 3 and above), that the introduction of a new course member should be very carefully considered and discussed with both the prospective member and the group.
5. CPCAB are not able to accept **mixed registration groups** (candidate groups in which only some candidates are registered with CPCAB, whilst others are not). Please email [exams@cpcab.co.uk](mailto:exams@cpcab.co.uk) or telephone 01458 850350 if you have any queries.
6. There is a minimum registration number of 6 candidates that need to be registered per group, although CPCAB strongly recommends a minimum of 9 candidates per group when registering year 1 of TC-L4. Please see below maximum group sizes and tutor requirements below. Please note that the minimum tutor numbers are mandatory:

Levels 2 and 3:

* minimum of one tutor involved in internal assessment
* maximum of 18 candidates with one tutor
* maximum of 24 candidates with two tutors

Levels 4 to 6:

* minimum of two tutors must be involved in internal assessment for higher levels qualifications except LC-L4, CBT-L5 and OPCP-L5 which only require one
* maximum of 16 candidates

**Please be advised that** if a group registration does not fall within these requirements the centre will be required to provide a rationale (at the time of registration) on how this group size will be managed to enable all core assessment activities to take place, and all relational and inter-personal aspects of the course to be fully experienced by all candidates.  For group registrations that are below the minimum registration requirements the centre will also be required to provide details of their contingency plan for what would occur if group numbers were to reduce further.[[1]](#footnote-2) This will enable CPCAB to decide if this group is viable to continue for the candidates to receive the best learning experience.

1. The minimum numbers for candidate registrations **per centre per year** are:

* Levels 2 and 3: a total of 12 candidates per year
* Levels 4 to 6: a total of 9 candidates per year.

If the above requirements are not met the centre will incur a minimum registration sanctions fee to cover the administrative and quality assurance costs of awarding a qualification. Please see [CPCAB Fees](https://www.cpcab.co.uk/public_docs/fees-document-current-academic-year) for further information.

1. All qualifications that run over a period of 2 years must register the group for each separate year of the qualification – at the beginning of year 1 and then again in year 2 (please do note that a new group number will be created for the 2nd year registration). A candidate registration fee (please see [CPCAB Fees](https://www.cpcab.co.uk/public_docs/fees-document-current-academic-year)) for each separate year will be applied. This is applicable to the TC-L4 qualification and tailor made qualifications which exceed 1 delivery year.
2. Each new candidate group must be registered separately. Where possible we ask that candidates should be registered with their CPCAB candidate number (as issued for previous registered groups), although CPCAB does recognise that this does not work for registrations being created via CSV files.

Once the registered group has been approved by CPCAB, the key contacts of the centre which include: Primary Contact, Exams Contact and the registered tutors, all receive an automated email from the CPCAB portal with a link to access the assessment materials that relate to the qualification of the registered group.

1. Where a candidate leaves a course in the first six weeks , CPCAB will issue a credit note to the centre of the registration fee paid (less an [administration charge](https://www.cpcab.co.uk/public_docs/fees-document-current-academic-year)) for each candidate that withdraws from the course, for whatever reason. It is important that CPCAB is notified of such withdrawal within six weeks of the course start date. Please email [exams@cpcab.co.uk](mailto:exams@cpcab.co.uk) to advise of candidate withdrawals. Unfortunately, for any request received after this date a credit note cannot be issued.

However, where a candidate leaves a course due to medical grounds, the centre will need to email a copy of the medical certificate c to CPCAB via exams@cpcab.co.uk where we will offer a credit note for 50% of the registration fee paid.

**There are a range of other CPCAB documents to support candidates on their learning journey. The list below are our current CR forms (Candidate Registration) and an explanation for each form is provided to support the centre to understand their purpose, and when to submit these to CPCAB at** [**exams@cpcab.co.uk**](mailto:exams@cpcab.co.uk)

* **CR2** Candidate recognition of prior learning (RPL) form
* **CR3** Application for reasonable adjustments form
* **CR3a** Application for special consideration form
* **CR5** Certification request for deferred candidates form
* **CR8** Application for replacement certificate form
* **CR10** Conflict of interest declaration form
* **CR11** Extension request for candidates completing client hours
* **CR12** Application for appeal form

Copies can be downloaded from the [CPCAB website](https://www.cpcab.co.uk/centres/documents)

Please see the list below which provides an explanation for each CR form.

**CR2:** [[[**Candidate Recognition of Prior Learning (RPL) Form**](https://www.cpcab.co.uk/public_docs/cr2_candidate_rpl_form)](https://www.cpcab.co.uk/public_docs/cr2_candidate_rpl_form)](https://www.cpcab.co.uk/public_docs/cr2_candidate_rpl_form)

1. It is important that all candidates who are accepted on to CPCAB qualifications have the appropriate prior learning and/or experience. Therefore, all centres are required to carry out an effective pre-course assessment for candidates to ensure that the entry requirements are being applied appropriately and candidates are suitable for entry to the qualification. The [CR2](https://www.cpcab.co.uk/public_docs/cr2_candidate_rpl_form) RPL form is intended to help formalise this process.

Please also see the section on candidate entry requirements in the Specification for each [qualification](https://www.cpcab.co.uk/qualifications/).

1. To ensure that centres carry out the RPL procedures satisfactorily, the CPCAB External Verifier (EV) will ask about the centres RPL process including use of [CR2](https://www.cpcab.co.uk/public_docs/cr2_candidate_rpl_form) forms during the external verification visits. It is the centre’s responsibility to ensure that CPCAB guidelines are followed and that appropriate records are kept.

**CR3:** [[[**Application for Reasonable Adjustments**](https://www.cpcab.co.uk/public_docs/cr3_application_for_reasonable_adjustments_form)](https://www.cpcab.co.uk/public_docs/cr3_application_for_reasonable_adjustments_form)](https://www.cpcab.co.uk/public_docs/cr3_application_for_reasonable_adjustments_form)

1. To ensure that assessments are fair to all candidates, CPCAB requires all registered centres to have an appropriate candidate support system in place and to make appropriate arrangements to meet individual assessment needs. As a centre you are required to identify individual candidate assessment needs prior to enrolment to make arrangements for reasonable adjustments. Reasonable Adjustments in respect of Internal Assessment are provided by the centre.
2. Reasonable adjustments for External Assessments should reflect the kind of internal support that the centre is already giving the candidate.
3. For External Assessment adjustments please submit [CR3](https://www.cpcab.co.uk/public_docs/cr3_application_for_reasonable_adjustments_form) applications to [exams@cpcab.co.uk](mailto:exams@cpcab.co.uk). These must be submitted at least **eight weeks** prior to the external assessment date.
4. Please visit CPCAB’s policy for the [[Application of Reasonable Adjustments and Special Consideration](https://www.cpcab.co.uk/public_docs/application-of-reasonable-adjustments-and-special)](https://www.cpcab.co.uk/public_docs/application-of-reasonable-adjustments-and-special) here.

**CR3a:** [[[**Application for Special Consideration**](https://www.cpcab.co.uk/public_docs/cr3b_application_for_special_consideration_form)](https://www.cpcab.co.uk/public_docs/cr3b_application_for_special_consideration_form)](https://www.cpcab.co.uk/public_docs/cr3b_application_for_special_consideration_form)

* 1. Candidates who are registered to undertake an external assessment on a particular date but who are disadvantaged by unforeseen circumstances, at the time of the external assessment, may be eligible to apply for Special Consideration.
  2. The eligibility criteria are set out in form [CR3a](https://www.cpcab.co.uk/public_docs/cr3b_application_for_special_consideration_form).
  3. Please complete form [CR3a](https://www.cpcab.co.uk/public_docs/cr3b_application_for_special_consideration_form) and return to exams@cpcab.co.uk with relevant supporting information.

**CR5:** [[**Certification Request for Deferred Candidates Form**](https://www.cpcab.co.uk/public_docs/cr5_certification_request_for_deferred_candidates_form)](https://www.cpcab.co.uk/public_docs/cr5_certification_request_for_deferred_candidates_form)

1. This form is required for centres to request certification for any candidate who has been ‘Deferred’ in their internal assessment. Please refer to the Tutor Guides for each qualification for additional information regarding deferred candidates for each [qualification](https://www.cpcab.co.uk/qualifications/).
2. Please complete form [CR5](https://www.cpcab.co.uk/public_docs/cr5_certification_request_for_deferred_candidates_form) and return to [exams@cpcab.co.uk](mailto:exams@cpcab.co.uk) with relevant supporting information.

**CR8:** [[[**Request for a Replacement Certificate**](https://www.cpcab.co.uk/public_docs/cr8_replacement_certificate_request_from)](https://www.cpcab.co.uk/public_docs/cr8_replacement_certificate_request_from)](https://www.cpcab.co.uk/public_docs/cr8_replacement_certificate_request_from)

1. Please complete this form to request a replacement certificate for candidates in the event of a spelling error, loss or damage to a certificate. It is important to note that certificates can only be re-issued to the centre in the **original** name of the candidate at the time of their course and the word ‘replacement’ will appear on the certificate.
2. Please return form [CR8](https://www.cpcab.co.uk/public_docs/cr8_replacement_certificate_request_from) to [exams@cpcab.co.uk](mailto:exams@cpcab.co.uk). Candidates requesting a replacement certificate under the Gender Recognition Act 2004 (GRA) should provide proof of identification as appropriate. There is an administrative charge for this. Please see [[[CPCAB Fees](https://www.cpcab.co.uk/centres/fees)](https://www.cpcab.co.uk/centres/fees)](https://www.cpcab.co.uk/public_docs/fees-document-current-academic-year) for further information. It is important to note that for centre requests, the replacement certificate will be issued to the centre once the associated invoice has been paid.
3. Candidates can also request replacement certificates directly from CPCAB for events of loss or damage of their certificate. All candidates are required to pay for a replacement certificate at the time of request directly to CPCAB.

**CR10:** [[**Conflict of Interest Declaration**](https://www.cpcab.co.uk/public_docs/cr10-declaration-of-interest-form)](https://www.cpcab.co.uk/public_docs/cr10-declaration-of-interest-form)

1. When registering candidates please be aware of the need to complete a [Conflict of Interest Declaration [CR10](https://www.cpcab.co.uk/public_docs/cr10-declaration-of-interest-form)](https://www.cpcab.co.uk/public_docs/cr10-declaration-of-interest-form) form to inform CPCAB of any dual relationships/conflicts of interest likely to compromise the integrity of the assessment process e.g. if a tutor has any other personal/professional relationship with a prospective candidate.[[2]](#footnote-3) If in doubt, please review CPCAB’s [Conflict of Interest Policy](https://www.cpcab.co.uk/public_docs/conflict_of_interest_policy) or contact [exams@cpcab.co.uk](mailto:exams@cpcab.co.uk) for further advice or information.
2. Please complete form [CR10](https://www.cpcab.co.uk/public_docs/cr10-declaration-of-interest-form) and return to [exams@cpcab.co.uk](mailto:exams@cpcab.co.uk).

**CR11:** [[**Extension Request for Candidates**](https://www.cpcab.co.uk/public_docs/cr11-extension-request-for-candidates-completing-c)](https://www.cpcab.co.uk/public_docs/cr11-extension-request-for-candidates-completing-c)

1. Please complete this form to request an extension beyond the time allowed after the registered end date of the training course. This can be for internal assessment requirements and/or client/coachee/supervision hours at any CPCAB Level, including Tailor Made Qualifications.
2. It is normally expected that candidates will complete **within three months** beyond the end of the course for levels 2 & 3. For Levels 4 -6 candidates are allowed up to **one year** after the end of their course to complete client/coachee/supervision placement hours.

If a candidate is likely to exceed this standard period, then the tutor must complete the Extension Request for Candidates [CR11](https://www.cpcab.co.uk/public_docs/cr11-extension-request-for-candidates-completing-c)formfor candidates and send to [exams@cpcab.co.uk](mailto:exams@cpcab.co.uk) before the standard period has expired to request permission for a further extension.

1. Centres should make explicit appropriate arrangements with candidates who have been **Deferred**to complete the qualification within a clear time frame. An extension must be agreed with both tutor and the candidate and it is advised a support plan is created to assist the candidate to meet the expected extension date.

**CR12:** [**Application for Appeal form**](https://www.cpcab.co.uk/public_docs/cr12-application-for-appeal-form)

1. Please complete this form to submit an appeal to CPCAB for one of the three types of appeal that are available:
   * + - * External assessment results
         * Decisions regarding Reasonable Adjustments and Special Consideration
         * Actions/sanctions taken against a candidate or centre following an investigation into malpractice or maladministration

See [CPCAB’s Appeals Policy](https://www.cpcab.co.uk/public_docs/enquiries_and_appeals_policy) for more information.

**FURTHER INFORMATION:**

Our [CPCAB website](https://www.cpcab.co.uk/qualifications/) contains information about our [qualifications](https://www.cpcab.co.uk/qualifications/), [quality assurance](https://www.cpcab.co.uk/centres/quality-assurance) and [external assessment](https://www.cpcab.co.uk/centres/external-assessment-dates) requirements. A wide range of supporting documents can be directly downloaded from this site including:

**Specifications** (a different one for each CPCAB qualification). These include the full specification, tutor requirements, candidate entry requirements and minimum assessment requirements.

**Tutor Guides**(a different guide for each CPCAB qualification). These include guidance on the delivery and assessment of the qualification and guidance on any additional practice requirements.

**Candidate Guides**(a different guide for each CPCAB qualification). These include a candidate learning record and guidance to the specifications and practice requirements as well as detailed guidance to the learning outcomes and assessment criteria.

**External Assessment Guides** (a different guide for each CPCAB qualification that has an external assessment)These guides detail the requirements of the external assessment process, this includes the structure of the EA, centre facilitation, authentication of submissions, results and resits.

The External Assessment Guides have not been updated for 2024-25. For all upcoming external assessment sittings and resits the 2023-4 guides will apply.

1. Until this information is received, we will not be able to approve this registration and the candidates will not be entered for any assessment. Please contact the exams department [exams@cpcab.co.uk](mailto:exams@cpcab.co.uk) if your candidate group is less than the minimum requirements. [↑](#footnote-ref-2)
2. Please see the [Conflict of Interest Policy](http://www.cpcab.co.uk/public_docs/conflict_of_interest_policy) on the CPCAB website for further guidance [↑](#footnote-ref-3)