

WELCOME

Counselling Training



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leading the way

- SYSCO is a fully accredited Training Provider with CPCAB which is a Nationally recognised and accepted awarding body for the BACP.
- All Counselling courses offered are fully accredited, abide by the BACP guidelines.

Address and Key Contacts

Head Office:

Sysco Business Skills Academy
Threlfall Building,
Trueman Street,
Liverpool,
L3 2BA

Centre address

330 Rice Lane,
Walton,
Liverpool,
L9 2BL



0151 2361748



skills@sysco.uk.com



www.sysco.uk.com

Safeguarding Lead Officer:

Nadine McEnuff
T: 07841 929 960

Mental Health First Aider:

Steve O'Rourke
T: 07834 001 170

Programme Lead:

Natalie Taylor
T: 0151 2361748 / E: Natalie.taylor@sysco.uk.com

Complaints or Appeals:

Lisa Hill
E: lisa.hill@sysco.uk.com

Tutor Team



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Jo Edwards is the Lead Tutor on your course.

- Jo has over 30 years experience within the sector across private and NHS services.
- Jo is a qualified Psychotherapist, Counsellor, CBT therapist, NLP master practitioner, Master Clinical Hypnotherapist, Lecturer, and Trainer.

Paul Nairn is your 2nd Tutor

- Paul is a Person Centered Counsellor, CBT & IPT therapist.
- Experienced in CBT, EMDR and Brainspotting with specialisms in Trauma and Depression.



- All Tutors are members of their professional body.
- All our staff have a current DBS check in place.

Your Qualification



Level 4 Diploma in Therapeutic Counselling (TC-L4)

500/8088/X - CPCAB Awarding Body

The Level 4 Diploma in Therapeutic Counselling (Integrative) is a two-year part-time qualification, that gives learners the knowledge, skills and competencies to work as a therapeutic counsellor in an agency context in both health care and non-medical settings.

Whilst the course is primarily based on humanistic theories, there will be opportunities to learn about other theoretical perspectives. Personal development work will be fostered through written journals, personal development plan, experiential learning and personal development groups. Students are expected to engage in personal counselling, independent of the training organisation, for some part of the course

Successful completion of this course means that the candidates will be able to provide a therapeutic counselling service

Potential job roles include but are not limited to:

- A counsellor employed by a college
- A counsellor working in the third sector
- A counsellor employed by a charity
- An 'adult' counsellor in independent practice (with additional training and support)

Eligibility Criteria



- Level 3 Counselling or equivalent
- Application form and 500-word statement
- Interview
- 2 References (one from previous Course Provider)
- Abstinence of 2 years from any mind-altering substances
- No criminal offences which would be at variance with the ethos of counselling
- This qualification is not suitable for those who are currently in a state of severe emotional difficulty and/or severe psychological distress.

Criteria considered important when selecting candidates



The applicant can:

- CSK-L2 and CST-L3/CAST-L33 or equivalent /RPL
- Identify reasons for training beyond just personal development
- Provide references
- Academically & emotionally able to cope with this level of training
- Ability to work with difference and diversity
- Possess personal qualities, imagination, intuition, openness and ability to benefit from self-development
- Ability to form a therapeutic relationship
- Self-awareness, insight, honesty and the ability to make links
- Emotional stability and the absence of personality disturbance
- Ability to challenge and be challenged
- Ability to respond sensitively and empathically to others
- Capability to begin working with clients within an agency setting
- Are intending (and actively seeking) Are intending (and actively seeking) to begin work with clients during year 1 of the programme

Progression Routes



- (CPCAB) Level 5 Diploma in Psychotherapeutic Counselling (2026)
- (CPCAB) Level 5 Diploma in Cognitive Behavioural Therapeutic Skills and Theory
- (CPCAB) Level 6 Certificate in Counselling Therapeutic Supervision (Pending – 2026)
- Progress onto O.U. Foundation Degree in Counselling

Level 4 Diploma in Therapeutic Counselling

Assignments

Additional Requirements

Qualification Structure



The Level 4 Diploma has 7 units:

1. Working ethically, safely and professionally as a counsellor
2. Working within a counselling relationship
3. Working with client diversity in counselling work
4. Working with a user-centred approach to counselling
5. Working with self-awareness in the counselling process
6. Working within a coherent framework of counselling theory and skills
7. Working self-reflectively as a counsellor

Additional Qualification Requirements:

Personal counselling – a minimum of 30 hours face to face personal therapy during the course (to accommodate a range of theoretical approaches)

Client work – a minimum of 100 hours **formally-contracted** counselling (one-to-one) with at least 5 different clients in an agency setting. Cancellations and non-attends do not count towards this total.

Clinical Supervision – Candidates require clinical supervision for their agency client work.⁴ In addition, candidates require 30-50 hours group training supervision as part of the course

Minimum Assessment Requirements

INTERNAL ASSESSMENT – must include all three methods of assessment

Course activities	Assessment method ⁹	Types of evidence (2 references for each assessment criterion)
<ul style="list-style-type: none"> Agency work experience Professional discussion and workshops Seminars, personal development workshops and group work Projects and presentations Review of understanding, skills and client work Review of learning Tutorials 	Documents	<ul style="list-style-type: none"> Learning review ¹⁰ 2 self-reviews ¹¹ 2 case studies ¹² 2 assignments: <ul style="list-style-type: none"> a) On the service level framework (client-need and outcomes) b) On the theoretical framework (application of understanding to self and client work) Client record: 100+ hrs (one-to-one) min 5 different clients Clinical supervision record ¹³ Therapy record: 10+ hours ¹⁴ Tutorial records (when written by the candidate)
<ul style="list-style-type: none"> Assessed counselling practice Assessed case presentations Assessed workplace simulation Group work Tutorials Group Training Supervision 	Tutor observation	<ul style="list-style-type: none"> Four tutor-observed counselling practice sessions (2 via audio or video) 2 case presentations Workplace simulations Tutorial records (when written by the tutor)
<ul style="list-style-type: none"> Agency work-place experience Counselling practice Group work Case presentations Group training supervision Seminars and workshops 	Testimony	<ul style="list-style-type: none"> 1 supervisor report 1 agency report and/or feedback Peer feedback

MARKING SCHEME

Internal assessment:	Candidates must achieve all the learning outcomes of all seven mandatory units to be assessed as Proficient.
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To achieve the qualification, candidates must be internally assessed as Proficient in all 7 units of the qualification.

Each unit is a pass/fail assessment, grades are not given on this qualification.

Candidates must give **two** pieces of evidence **for each criterion**.

In addition, the Candidate Learning Record (CLR), when complete, **must include references to all three assessment methods** (documents, tutor observation and testimony) **for each of the 7 units**.

Assignment schedule



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Assignment / Assessment	Hand-in Date	Feedback Date
Initial Self Review	5 th October	2 nd November
Ethics Part 1	12 th October	10 th November
Skills	26 th October	23 rd November
Self as Helper Part 1	8 th December	5 th January
Service Levels Framework	12 th Jan. 2026	9 th February
GDPR	12 th Jan. 2026	9 th February
Fitness to Practice, Part 1	1 st March 2026	29 th March
Fitness to Practice, Part 2	7 th March	3 rd April
Self as Helper Part 2	16 th March	13 th April
Ethics Part 2	29 th March	26 th April
Self as Helper Part 3	3 rd May	31 st May
Residential Self Awareness	10 th May	8 th June
Theory L.R.	23 rd May	19 th June
Skills	17 th May	8 th June
Diversity	8 th June	6 th July
19 Propositions	12 July	9 th August
Yr 2: Theory	2 nd November	30 th November
Written Mental Health Presentation	11 th January 2027 Written MHP	8 th February
Case studies theory presentation	15 th and 16 th May	11 th June
Case study supervision	24 th May	11 th June
Residential self awareness 511.512.513.521.531	10 th May	14 th June
End of year self review	31 st May	21 st June

Assessment Decisions



Assessment Decisions

Pass / Proficient

- The student has achieved proficiency in all academic and practice components, as well as reaching an appropriate level of personal development, thereby meeting the requirements relating to final assessment.

Not Proficient

- Where the course team agrees that a student's work has not met the required standard, the student will be informed of what is required: re-submission of the complete assignment/part of the assignment, further supervised practice, with a report from the supervisor (with a date for re-submission), further personal therapy, personal development.
- Unsatisfactory re-submitted written work will be passed to a 'second marker', then a final decision made by the course team. Failure to successfully meet the required standard will result in a fail.
- Where resubmitted work fails to reach the required standard, the team may refer to an independent assessor for skills work. (Final assessment decisions will rest with the course team however).

The External Verifier & External Moderator is concerned with the course as a whole, which includes focussing on assisting internal assessors (academic staff) to reach sound and valid assessment decisions.

Authenticity and Plagiarism



You have been asked to sign this Declaration of Authenticity and place it at the front of your portfolio or course work assessment. It confirms that the work you have submitted for assessment is your own and that you have not copied it from someone else or allowed another learner to copy it from you.

When preparing any course work it is good practice to undertake research using information from published sources. If you quote directly from these sources, then this must be indicated in your work by using quotation marks and referencing the document from which the quotation was taken. You must then comment in your own words on any ideas expressed.

Assessors, internal verifiers and CPCAB External Verifiers and External Moderators are subject specialists who can spot the use of published materials that may be passed as your own words or ideas. If you do copy words from a published source and do not indicate their reference you will be committing plagiarism. **This is considered a form of cheating and may result in your assessment being declared void.**

Notes on Material Submitted for Assessment

If you paraphrase or summarise an author's argument, always acknowledge that you have done so through a reference, otherwise you may lay yourself open to the accusation of plagiarism. If you use a direct quote from an author (i.e. verbatim) you need to put the page number so as to substantiate the reference used.

Plagiarism

A definition of plagiarism is as follows: -

The submission of material, written or otherwise, of any other person without acknowledgement to that person, so that the work is presented as the student's own e.g.

- Verbatim copying of another's work without acknowledgement
- Paraphrasing of another's work without acknowledgement
- Quotation of phrases from another's work
- Changing only a few words of another's work without acknowledgement

Authenticity and Plagiarism



AI Plagiarism

In accordance with our commitment to academic integrity, students are strictly prohibited from utilising AI applications, including ChatGPT or any other AI writing tools, to complete their assignment.

The use of such tools is considered a form of plagiarism and undermines the principles of individual learning and originality.

Assignments are designed not only to evaluate your understanding of course material but also to foster critical thinking and personal engagement with the subject matter.

Relying on AI for assignment completion denies you the opportunity for genuine intellectual growth and violates the principles of academic honesty.

It is crucial to emphasise that assignments are subjected to random checks using plagiarism detection programs. Any instance of plagiarism, whether from AI-generated content or other sources, will result in serious consequences, including disqualification from the course.

We uphold a zero-tolerance policy for academic dishonesty, and it is the responsibility of each student to ensure that their work reflects their own ideas, insights, and efforts. We encourage students to embrace the learning process, seek assistance when needed, and produce original work that genuinely represents their understanding and efforts in the academic journey.

Collusion

Collaboration, without permission from tutors, between two or more students in order to produce a piece of work which is submitted for individual assessment.

Students will obviously discuss assignments, and this can be a positive learning experience. However, if the assignment is to be assessed on an individual basis, then the submitted work must be the work of an individual student alone.

N.B. Word of caution – if you lend work to other students for any reason, be aware that if it were to be plagiarised, then the lender could risk being accused of collusion.

During the course students may be asked to demonstrate verbally and/or by written communication their knowledge of submitted assignments direct to the tutor.

Please note that Plagiarism (or deliberate collusion) would constitute a violation of the Ethical Framework and as such students would be deemed as not having met the criteria for counsellors as described in the Ethical Framework.

Reflective Journal

Keeping A Reflective Journal - Personal Development Plan

- As part of your written work, you are required to keep a 'reflective journal' and/or Personal Development Plan summarising your experiences as you journey on your course. This might include thoughts and feelings about aspects of the course, or about your developing self-awareness. You might consider how different theories have impacted upon you and how you might apply them, or how aspects of the training are bringing about changes in your values and attitudes. Refer to your 'self-awareness assignment' when keeping this journal as this will form a major part of that assignment.
- You may want to reflect on how you think you are progressing in any or all aspects of the course and about how you relate to other members of the group.
- Your journal provides an opportunity to set goals and make changes in your life, perhaps relating to your membership in the student group or as a member of your family.
- The journal is your own unique piece of writing, so just 'let it flow'. Your course tutor might want to have sight of your journal periodically. Apart from that it is a 'private' document.
- It is expected that you will write a weekly log of one or two pages. It is hoped that you will use your journal at a 'feeling' level as well as a learning level and not just to describe the week's events. It is a valuable way of reflecting on your progress. It is also a valuable aid in detailing your process in all aspects of the course whether it be theory; skills; personal development group; student participation exercises; residential; personal therapy etc., and will also be a valuable resource for your various assignments
- Self-Awareness / Personal Development / Emotional Availability.
- (Apart from the written assignment, students will have to demonstrate a good level of personal awareness; development; Emotional Availability; Adherence to BACP Ethical Framework and have listened to and acted upon any feedback given to them by tutors or their peers without undue defensiveness and demonstrate changes to self, behaviour attitude where necessary). Formative Assessment by course Tutors as well as written assignment.

Additional Requirements



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- 95% Attendance
- Attendance at Mandatory Residential, Study Days or Workshops as appropriate
- Commitment to Personal Therapy
- Commitment to the financial costs
- Demonstrated non-defensive attitude
- Demonstrated personal integrity
- Ability to reflect on self and address feedback
- Commitment to anti-discriminatory practice
- Emotional & Mental capacity to engage
- Enhanced DBS Certificate

Time Requirement

1st Year



- Course dates: 13th September 2025 – 31st July 2027 (2 year programme)
 - 3 Weekend days per month (*e.g Sat 13th Sept, Sat 20th Sept, Sun 21st Sept*)
 - 1 Evening per month (Monday)
 - Residential / Workshops - 6 days per year
 - 25% of the course will be delivered via online sessions (zoom/team)
 - Approximately 12 hours per week home study
 - 15 hours per year Personal Therapy
- *Once your placement begins, usually Spring 2026, you will also be required to do approx. 2hrs per week in placement and 1.5hrs per month in supervision.

Time Requirement

2nd Year



- 1 evening per week and 1 weekend per month.
- 25% of the course will be delivered via online sessions (zoom/team)
- Residential / Workshops - 6 days per year
- Approximately 12 hours per week home study
- 15 hours per year Personal Therapy
- Av. 2hrs per week in Placement and 1.5 per month in supervision

Student Support Systems



- Counselling Training is a demanding journey. Apart from the academic content, your own personal awareness and development is at the heart of this training and as, such emotional issues often surface.
- The tutorial team are here to support you in your training.
- You will be offered a minimum of 2 individual **tutorials** per year, and tutors will be happy to offer more if required.
- In addition, you can also access support and guidance from **our Mental Health team** and our **Safeguarding Team**, at any time during your time as a student.
- You will have discussed any support needs, access requirements, learning differences and learning needs during your initial application, however if this changes or if you identify additional needs during your learning journey, please do not hesitate to contact us, we have a **specialist SEN team available** to provide support. In the first instance, please make your tutor aware of your support needs as soon as possible.
Further information is available on our '**Access Arrangements and Reasonable Adjustments**' policy.
- Sysco Administration Team are available to support with financial queries, loan issues and applications and certification queries. You can contact this team on skills@sysco.uk.com

Residential



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- North Wales Venues; Chester, North Wales, Leyland, FoxHills – Frodsham (or A.N.Other Similar)
- House in Grounds / Hotel with own en-suite room
- Good dining facilities
- Good indoor and outdoor facilities
- Creative Exercises which are designed to increase personal awareness
- Personal Development Exercises to enhance confidence and self esteem
- Advanced Counselling skills
- Reflective Time

Financial Information

Level 4 Diploma in Therapeutic Counselling

Please Note: Fees are revised each year.

Financial commitment

Level 4 – Diploma in Therapeutic Counselling (CPCAB)

	Year 1	Year 2
Course fees	Advanced Learner Loan or £2500 per year	Advanced Learner Loan or £2500 per year
Awarding body fees	£391	£366
Residential (Mandatory)	£460	£460
Student weekend (Mandatory)	£170	£170
Supervision (during placement)	£nil - £45-75 per session x 13	
Personal Therapy	15 per year - £25 - £55	15 per year - £25 - £55
BACP registration	£65	£65
Min cost per year	£1460 + supervision (excl. course fees)	£1436 + supervision (excl. course fees)

Clinical Supervision



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- Clinical supervision is an ongoing requirement for all professional and volunteer counsellors/trainees working with clients.
- Placement hours must be appropriately supervised and approved by the tutor.
- Candidates should aim to meet the supervision ratio requirements of their chosen professional membership association/ethical framework.
- This varies depending on the amount of client work undertaken and candidates should seek guidance from their professional membership association, placement agency (if applicable)
- For example, the BACP requirements for trainee counsellors in individual supervision is a minimum of 1.5 hours per calendar month. Ratio of 8 hours counselling to 1-hour supervision, with supervision every two weeks.
- The supervisor should not hold any other role such as a line manager

Personal Therapy



- Our students are required to have 30 hours of Personal Therapy over the 2 years of the Diploma. This can be taken in 2 blocks of 15 hours but therapy must be consecutive i.e. every week or every fortnight.
- Reduced rates are available for eligible students (£25)

Membership of BACP and Insurance



- During your 100hr Placement, membership of BACP and Professional Indemnity Insurance will be required.
- BACP – Student membership approximately £65
- Professional Insurance – varies from £40 - £80 (Some placements cover this cost)

Work Placement



- It is the student's responsibility to obtain a satisfactory Placement that adheres to the requirements of BACP and Awarding Bodies.
- Candidates should begin their placement in the first year once they are assessed as ready to work with clients in an agency.
- By 'Placement' or 'agency' we mean any setting in which candidates can work within a formal counselling contract (this does not include being in 'private practice')
- There are many organisations across the region that welcome students each year and information about these organisations will be shared with you.
- We will need to sign off your placement to ensure it is safe, ethical and suitable.
- Failure to get a placement will stop you from progressing onto Yr2 and completing your qualification.

Work Placement

- Candidates need to complete a minimum of 100 hours of formally contracted one to one counselling with at least five different clients in an agency setting during the life of the course. Up to 49% of client placement hours can be online/telephone and the remaining 51% client placement hours **must** be conducted in-person.
- Candidates need to keep careful records of their client work and supervision to meet CPCAB requirements;
 - ✓ Supervisor report and feedback (minimum of one)
 - ✓ Log of client hours (signed by supervisor)
 - ✓ Log of supervision (Signed by supervisor)
 - ✓ Agency report and feedback (minimum of one)
- All candidates must undertake sufficient client hours to demonstrate their ability to work with adults. The CPCAB recommends that at least 70% of the total client hours should be with adults

Work Placement

Candidate Responsibilities



- To conduct themselves according to the ethical standards of the profession and within the agency policy and procedures.
- To negotiate an individual contract with the agency.
- To make it clear to clients (if not already made explicit by the agency) that they:
 - are still in training.
 - work according to the BACP Ethical Framework for the Counselling Professions (or equivalent).
 - may refer to client work in college assignments without identifying the client in any way.
 - will give the client the opportunity to refuse permission to refer to their work together if they so wish.
- To ensure they are covered by professional indemnity insurance either through the agency or privately.
- To undergo a DBS check if requested.
- To work within their level of competence for in-person/online/telephone work.
- To make referrals if directed by their supervisor or agency manager.
- To arrange clinical supervision with an appropriately qualified person who does not hold any other role within the agency or has any other possible conflict of interest e.g. a 'line manager' or a tutor-assessor.
- To ensure that arrangements for supervision meet the requirements of the relevant professional association.

Work Placement

Centre and Tutor Responsibilities



Sysco and the Tutor have specific ethical responsibilities under the BACP and CPCAB guidelines to ensure Work Placements are suitable, these are outlined below for transparency:

Sysco has a responsibility to support tutors (in their task of enabling candidates to find appropriate placements) by:

- Providing appropriate support (e.g. administrative hours)
- Publishing workplace experience requirements and guidelines in pre-course information or student handbook.

The Tutor responsibilities are to:

- To ensure that candidates are working with suitable client groups in well-managed placements.
- To define lines of communication between agencies, supervisors, tutors, and candidates.
- To negotiate contracts with agencies on behalf of the centre where appropriate.
- To provide new placements with details of the Diploma course content and candidates' methods of assessment.
- To send or receive a 'cause for concern' report to agency and/or supervisor if required.
- To arrange a 'cause for concern' meeting with all necessary parties if required.

To ensure that candidates:

- are recommended to become members of a professional body.
- are aware of and can apply the BACP Ethical Framework for the Counselling Professions (or equivalent professional framework) to client work.
- are ready to work in the medium specified before starting work with clients
- have professional indemnity insurance, paid for either by the placement or by themselves.
- have arranged supervision with an appropriately qualified supervisor, who is experienced in the same way of working as the candidate (in-person, online or telephone), if not provided by the agency.
- have arranged clinical supervision with someone who does not hold any other role within the agency or has any other possible conflict of interest e.g. a line manager or a tutor.
- have undergone a DBS (formally CRB) check if requested by the agency or centre.

Reading List 2025

- Bond T, Standards & Ethics for Counselling in Action
- Bozarth, J. (1998) Person-Centred Therapy: A revolutionary Paradigm, PCCS Books, Herts.
- Corey, G. (2005) 7th ed. Theory and Practice of Counselling and Psychotherapy, Thomson Learning, U.S.A.
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- D'Ardenne P. & Mahtani A. (1999) Transcultural Counselling in Action Sage Pubs
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- Fadiman J & Frager R. (1994) Abraham Maslow & Transpersonal Psychology, Harper Collins
- Feltham C & Horton I. (Eds)(2000) Handbook of Counselling and Psychotherapy, Sage
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- Geller L. (1982) The Failure of self-Actualization Theory, Journal of Humanistic Psychology, Vol.22 No.2 (p.56-73)
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- Introduction to Psychology, The Open University, Milton Keynes
- Kahn M. (1997) Between Therapist & Client, W.H. Freeman & Co. N.Y.
- Lago C & Smith B (2003) Anti-discriminatory Counselling Practice, Sage Pub.
- Maslow A.H. (1987) Motivation & Personality, Harper Collins, New York
- Mearns, D.; Thorne B. () Person Centred Counselling in Action, Sage, London
- Merry T (2002) Learning and Being in Person Centred Counselling.
- McLeod J. (2010) The Counsellor's Workbook, Developing a Personal Approach, Open University Press, McGraw-Hill Education, Berks.
- Natiello P. (2002) The Person-Centred Approach; A passionate Presence
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- Rogers C (1951) Client Centred Therapy, Constable, London
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- Rogers C (1995) On Becoming a Person, Constable, London
- Sofie Bager-Charleson (2010) Reflective Practice in Counselling & Psychotherapy, Learning Matters, Essex
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- Tolan, J. (2003) Skills in Person-Centred Counselling and Psychotherapy, Sage, London
- Tudor K (2003), A dictionary of Person-Centred Counselling

Policies



Malpractice



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Instances of malpractice that may be committed by staff may include:

- Improper assistance to candidates
- Inventing or changing marks for internally assessed work (coursework or portfolio evidence) where there is insufficient evidence of the candidate's achievement to justify the marks given or assessment decisions made
- Failure to keep candidate coursework/portfolios of evidence secure
- Fraudulent claims for certificates
- Inappropriate retention of certificates
- Assisting learners in the production of work for assessment, where the support has the potential to influence the outcomes of assessment, for example where the assistance involves centre staff producing work for the learner
- Producing falsified witness statements, for example for evidence the learner has not generated Allowing evidence, which is known by the staff member not to be the learner's own, to be included in a learner's assignment/task/portfolio/coursework
- Facilitating and allowing impersonation
- Misusing the conditions for special learner requirements, for example where learners are permitted support, such as an amanuensis, this is permissible up to the point where the support has the potential to influence the outcome of the assessment
- Falsifying records/certificates, for example by alteration, substitution, or by fraud
- Fraudulent certificate claims, that is claiming for a certificate prior to the learner completing all the requirements of assessment.

Anyone who commits malpractice and who fails to comply with the guidance on regulations for assessment will lead Sysco to withhold the learner's results.

Sysco will take steps to prevent the occurrences of learner malpractice. These steps will include:

- Learners will undergo an induction which will inform them of the centre's policy on Malpractice, showing learners the appropriate formats to record cited texts and other materials or Information sources including websites.
- Learners should not be discouraged from conducting research; indeed, evidence of relevant research often contributes to the achievement of higher grades. However, the submitted work must show evidence that the learner has interpreted and synthesised appropriate information and has acknowledged any sources used.
- Continue to follow procedures for assessing work in a way that reduces or identifies malpractice, e.g. plagiarism, collusion, cheating, etc. Continue to hold regular Internal Quality panel meetings to verify work and monitor the Assessment process.
- Review the Teaching and Learning strategy on an annual basis.
- Where centre approval is in jeopardy Sysco will continue to support in learners within their achievement, work will continue until a final decision has been confirmed by the awarding body.

Penalties and sanctions applied by Awarding Bodies

Where malpractice against a Centre a member of staff or a learner is proven, the awarding Body will have to consider whether the integrity of its assessments, examinations or tests might be jeopardised.

The Awarding Body may take action to protect the integrity of its procedures and functions, this action may include;

- The Awarding Body refusing to accept assessment/examination entries from a centre in cases where malpractice is established
- The Awarding Body reserving the right to withdraw programme approval from centres where malpractice has been identified
- The Awarding Body reserving the right to refuse to issue or to withdraw certificates.

Penalties applied by Sysco

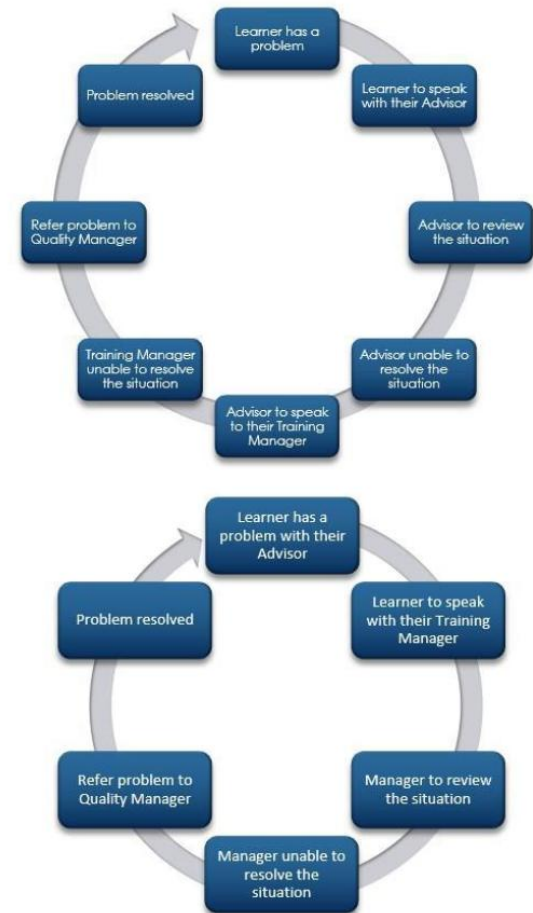
Where any suspicion of Malpractice is identified Sysco will investigate. Should the Investigation confirm that Staff malpractice is proven then Sysco will invoke their internal disciplinary procedure

This policy will be reviewed every 12 months by the IQAs and Quality

Complaints

Quality Manager – Lisa Hill
Sysco Business Skills Academy Ltd
The Threlfall Building,
Liverpool,
L3 2BA

Lisa.hill@sysco.uk.co.uk



Complaints Policy



A copy of this policy is on <https://www.sysco.uk.com/adult-education/>

Sysco Complaint Policy

Sysco aim to provide an efficient service to all our customers, whilst every effort is taken sometimes a client is dissatisfied about the service or treatment they receive. In these circumstances you have a right to complain and to have it investigated. We aim to learn from any complaints received this procedure is seen as very important in this continuous improvement of our systems, procedures and client delivery.

How to complain

The first step is to raise your complaint with the person concerned or your tutor. If you are not satisfied with how your complaint has been handled you may begin the formal complaint procedure. Details of how to do this are set out below.

- Stage 1: INFORMAL: If possible, you should try to resolve your complaint informally by discussing it with the person concerned or with your tutor.
- Stage 2: FORMAL COMPLAINT: If you are not satisfied with the outcome of Stage 1 or if Stage 1 is not appropriate for your circumstances, you should put your complaint in writing to Lisa Hill the Quality Manager at lisa.hill@sysco.uk.com, This is a neutral process to enable specific detail to be gathered on the main areas of dissatisfaction. Once you have recorded the details of your complaint, return the form to Lisa Hill, who will lead the investigation process. Your complaint will be investigated, and a written response given within (30) working days.
- Stage 3: COMPLAINT APPEAL: If you are not satisfied with the outcome of Stage 2 and want to appeal the decision you should raise your appeal in writing with supporting evidence to substantiate your reason for appeal within (14) working days of the outcome of Stage 2. The complaint processes and procedures will be reviewed by a panel made up of people not involved with the complaint including an independent person. A final written response will be given within (30) working days. This decision is final.

If you feel at the conclusion of this process that your complaint has not been properly handled in accordance with this policy, you may raise this for review with the awarding organisation CPCAB www.cpcab.co.uk

What to tell us when you make a complaint; to deal with your complaint appropriately we need to know:

- Your name, address and contact details What you are complaining about
- The names of the people involved where applicable Your ideas on how you wish to see the issue resolved

What you can expect

- We would hope that wherever possible your concerns would be resolved at the first point of contact. If a formal complaint is made you will receive a telephone contact from Quality Team in acknowledgment in writing within 7 working days of the receipt of your complaint.
- The complaint will be investigated by the Quality Manager and you will normally receive a response within 10 - 30 working days, unless your complaint is particularly complex in which case we will keep you informed and provide an estimated timescale as to when you should expect to receive a response.

Refund Policy



A copy of this policy is on <https://www.sysco.uk.com/adult-education/Refunds and Cancellation Policy>

1. Purpose

This policy outlines our approach to refunds and cancellations for learners enrolling on courses delivered by Sysco. It is designed to ensure clarity, fairness, and compliance with relevant UK legislation, including the Consumer Rights Act 2015 and Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

2. Scope

This policy applies to:

- Learners who pay their own fees (self-funded)
- Learners funded through Advanced Learner Loans

3. Learner Right to Cancel

3.1 Cooling-Off Period (Distance and Online Sales Only)

In line with consumer law, learners enrolling online or via distance methods have the right to cancel within 14 calendar days of enrolment without giving a reason. A full refund will be issued if:

- The course has not yet started
- No services or learning materials have been accessed

To cancel within this period, learners must notify us in writing by email or post.

4. Refund Eligibility (After the Cooling-Off Period)

4.1 Self-Funded Learners

Refunds after the 14-day cooling-off period may be considered on a pro-rata basis where:

- The learner withdraws for valid personal, medical, or professional reasons
- The learner has attended less than 50% of the course
- The learner has not received full access to the qualification materials or assessment

Non-refundable items:

- Registration or certification fees already paid to the awarding body
- Administration or materials costs already incurred

Refund Policy

continued



A copy of this policy is on <https://www.sysco.uk.com/adult-education/>

All refund requests must be made in writing using the Course Withdrawal Form and will be reviewed by the Centre Manager.

4.2 Funded Learners (Advanced Learner Loans or LLE)

Where course fees are covered by public funding or loans:

- Refunds to learners are not applicable, but withdrawal will be reported promptly to the funding/loan body
- No further loan payments will be claimed for undelivered learning
- Learners may be supported in transferring to another provider or continuing where possible
- We will follow the DFE and Student Loans Company guidance for reporting and action.

5. Course Cancellation by Sysco Business Skills Academy.

If we are required to cancel a course:

- Learners will be offered either a full refund, rescheduled course, or the option to transfer to another provider (where possible)
- Learners will be notified in writing with reasonable notice

Where a course is partially delivered, a partial refund may be issued proportionate to the undelivered content.

6. How to Request a Refund

To request a refund, learners must:

- Complete a Course Withdrawal Form
- Submit their request in writing to skills@sysco.uk.com

All requests will be acknowledged within 5 working days and a decision issued within 14 working days of receipt.

7. Appeals

Learners who are dissatisfied with a refund decision may appeal in writing to the Centre Director within 10 working days of the decision. Appeals will be reviewed by a member of the senior leadership team not involved in the original decision.

8. Policy Review and Updates

This policy is reviewed annually and updated in line with changes in legislation, funding rules, and awarding body requirements.

Equal Opportunities



We have a duty to ensure that the integrity of the qualification and assessment is maintained at all times. At the same time, we have an equal duty to ensure that the rights of individual candidates to access qualifications and assessment in a way most appropriate for their individual needs are upheld.

The Equality Act 2010 provides a legal framework to protect the rights of individuals and advance equality of opportunity for all. All centres are required to make reasonable adjustments to assessment arrangements which may place disabled candidates and candidates with additional learning needs at a substantial disadvantage in comparison to other candidates.

Centres are required by law to do what is 'reasonable' in terms of giving access. What is reasonable will depend on the individual circumstances, the impact of the disability or additional need on the individual, cost implications and the practicality and effectiveness of the adjustment. Other factors, such as the security and integrity of the assessment, the need to maintain competence standards and health and safety, must also be taken into consideration.

Reasonable adjustments must not affect the reliability and validity of the assessment outcomes, but may involve:

- changing usual assessment arrangements;
- adapting assessment materials, such as providing materials in Braille;
- providing assistance during assessment, such as a sign language interpreter or a reader
- re-organising the assessment room, such as removing visual stimuli for an autistic candidate;
- using assistive technology, such as screen reading or voice activated software.
- The work produced by the candidate will be marked in the same way as the work of other assessed candidates.

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- The work produced by the candidate will be marked in the same way as the work of other assessed candidates.

Please notify us during your enrolment or speak to your tutor if you have any support needs or adjustments required for your learning journey. An assessment may be completed by our SEN team to support any reasonable adjustments.

This qualification does not require an external assessment, therefore exam adjustments regulations do not apply.

Full details are detailed in our **Access Arrangements & Reasonable Adjustments Policy** – a copy of this is available in the centre or upon request.

Internal Moderation and Verification

Internal Moderation and Internal Verification are two elements of an overarching Internal Quality Assurance process: This qualification must go through the IQA process, where assessed work is internally moderated and verified within the centre to ensure the quality of the assessment is reliable, consistent, fair and meet the national minimum qualification standards .

Centre Internal Quality Assurance (IQA)

Internal Moderation (IM)

An Internal Moderator checks a sample of tutor assessed work. This takes place within the centre, with the frequency determined by the qualification (see table in [IM section](#)).

Internal Verification (IV)

IV takes place within the centre at least annually for each qualification. The Internal Verifier checks that standards are upheld across the design, delivery and assessment of the qualification.
(see [IV section](#))

Internal Moderation and Verification



Internal Moderation is where an appropriately qualified person at the centre reviews tutor assessment decisions to ensure they are reliable, consistent, fair and meet the national minimum qualification standards. The Internal Moderator checks that the qualification requirements have been understood and that the candidate has been given accurate and appropriate feedback.

For this qualification, CPCAB expect Sysco to complete annual IM for every qualification, and this must cover every registered tutor who is assessing candidate work.

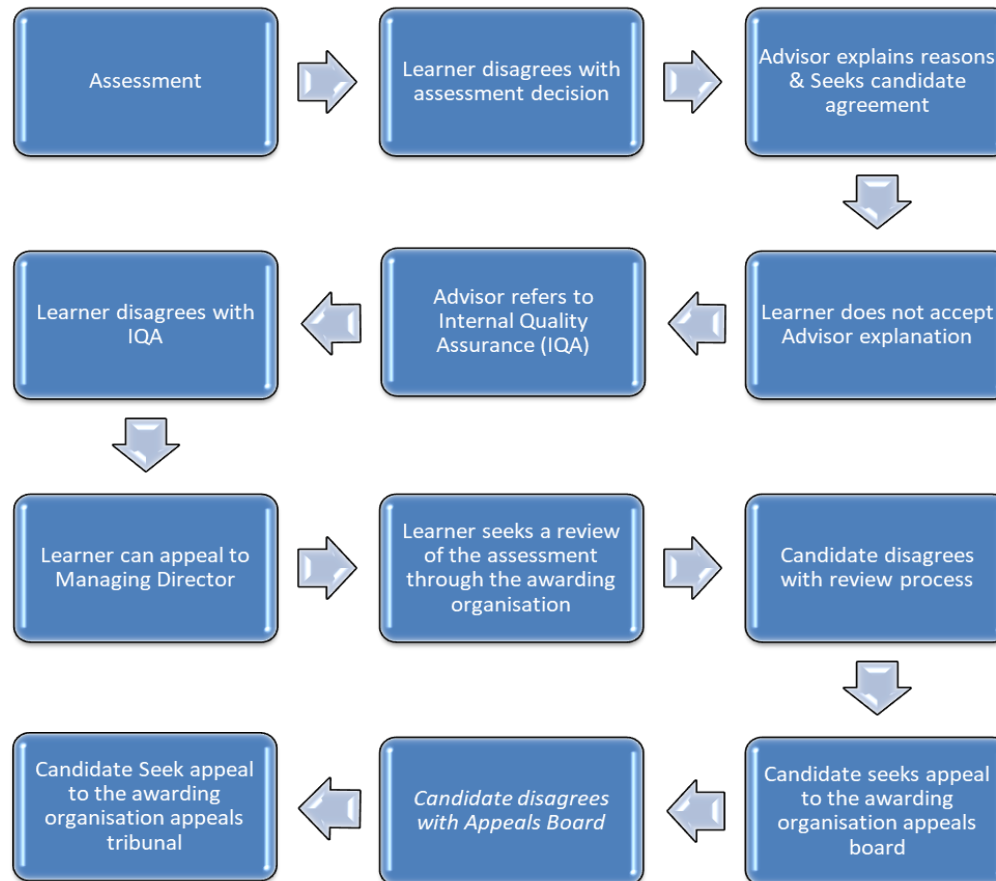
The moderator will see a sample of candidate work to ensure that the assessor is marking consistently and fairly across the candidate group. Our sample will be **30% or four portfolios**; whichever is the greater number. There may occasionally be times where an Internal Moderator does not feel the evidence supplied by the candidate is sufficient for that assessment criteria; here the moderator is able to go back to the assessor and ask them to liaise with the candidate in evidencing stronger work for assessment. If your portfolio is selected for sample, you will be notified by your tutor.

If you disagree with a tutor assessment decision, you can request an appeal which will be completed by the IM. Please refer to the appeals procedure for further details.

Internal Verification (IV) is the 'BIG' picture and gives an overview of the whole process to ensure that quality assurance systems are being maintained within our centre. It is a way for centres to check that courses are being delivered to the required standard and meeting the awarding body requirements and the needs of candidates.

The IV will promote a culture within the centre of best assessment practice in terms of process and CPD. The IV will also sample assessment and IM to ensure it is taking place to the frequency required. The IV will liaise with the awarding body to ensure the External Verifier has access to the required samples of work.

Appeals Procedure



Appeals Procedure



How to appeal - The first step is to raise your appeal with the relevant tutor / assessor / manager responsible for the service that you are complaining about. If you are not satisfied with how your appeal has been handled you may contact the Quality Manager (Lisa.Hill@sysco.uk.com). Alternatively you can make your appeal in person, over the phone (0151 236 1748), via email or in writing to Sysco, The Threlfall Building, Trueman Street, Liverpool, L3 2BA.

To deal with your appeal appropriately we need to know:

- Your name, address and contact details
- What your appeal is about
- The names of the people involved where applicable
- Your ideas on how you wish to see the issue resolved

We would hope that wherever possible your concerns would be resolved at the first point of contact. If a formal appeal is made you will receive a telephone contact from Quality Team in acknowledgment in writing within 7 working days of the receipt of your appeal.

The appeal will be investigated by the Quality Manager and you will normally receive a response within 30 working days, unless your appeal is particularly complex in which case we will keep you informed and provide an estimated timescale as to when you should expect to receive a response.

In the unlikely event that you remain unhappy after your appeal has been investigated and a decision reached you can escalate your appeal to the Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decisions so far. The Managing Director will investigate in full and respond to you within 10 working days.

The Managing Director can be contacted by phone: 0151 236 1748 or email: ian.smith@sysco.uk.com or in writing to Mr Ian Smith, Managing Director, Sysco, The Threlfall Building, Trueman Street, Liverpool, L3 2BA.

This will be the final route of escalation within our company. If you remain unhappy after following our own internal appeals procedure and your appeal refers to services you have received relating to your course and achieving your qualification then please contact the awarding body – Sysco will be able to provide you with these details.

Privacy Notice



Our Privacy Notice is also available on our website at: www.sysco.uk.com/about/privacy-notice/

Privacy Notice

At Sysco, we take the security of your personal information seriously and will only use the data we collect to provide the services you have requested from us. We would like to be able to contact you using the details you provide by telephone, email and SMS with information about our products and services and to collect feedback. You are not obliged to provide any of the data we request, however, it will make it hard for us to provide some of the services you have requested if you do not provide basic contact details. We would also like to pass the information you provide onto our partners, where necessary, in order to facilitate the provision of our products and services. We will not sell or share your data to anyone outside our group and our partners for any reason.

We will seek your consent to use the information you provide for the purposes set out above. You have the right to withhold your consent or change your mind at any time by notifying Sysco's Data Protection Officer, the details of which can be found below. You are also able to request access to, the rectification of, or the deletion of any information we hold on you. We will never sell your data or pass it on to any third parties outside our group and our partners and promise to keep it safe and secure.

If you feel we are not keeping to the promises we have made with regards to the information we have collected, you can complain to the Information Commissioner's Office (ICO) who is the relevant supervisory authority for the U.K.

Sysco Data Protection Officer: skills@sysco.uk.com

Privacy Notice



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Privacy Notice

WHO ARE WE?

We are Sysco Business Skills Academy (“we”, “our”, “us”, “Sysco”). We are the data controller of personal information about you.

Our Data Protection Officer is Sally Morgan. If you have any questions about this policy or the ways in which we use your personal information, please contact: skills@sysco.uk.com

We are registered with the Information Commissioner’s Office under number: Z9576775

THE DATA WE PROCESS

By students we mean individuals who are attending the Centre, have applied to the Centre or who have previously attended the Centre

WE COLLECT DATA DIRECTLY FROM YOU IN A NUMBER OF WAYS INCLUDING:

- when you apply to be a student
- when you become a student
- when you provide information for funding and student loans
- when you provide information for payment
- when you create and submit work
- when you participate in social events
- when you use centre systems (in limited circumstances)
- when you contact the support system

WE COLLECT DATA INDIRECTLY FROM A VARIETY OF SOURCES INCLUDING FROM:

- third party application platforms
- CCTV when you visit centre sites
- results from awarding organisations
- information concerning your system and application usage which is collected when accessing and using college IT systems. This includes internet usage, system access logs, communications history (including emails, instant messaging and calls)
- system logs that contain online identifiers such as IP addresses and cookie-related information
- photos and videos when we engage marketing agencies or otherwise collect images at events

Privacy Notice



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WE CREATE INFORMATION THAT CAN IDENTIFY YOU IN A NUMBER OF WAYS INCLUDING:

- your unique student number that can indirectly identify you in conjunction with other personal information
- details about your behaviour, progress, and targets
- attendance information, including sign-in/sign-out times

We aim to always ensure that you know we are processing your personal information except where it is disproportionately difficult to do so or when doing so would defeat our legitimate purpose (i.e. in the detection of fraud).

SPECIAL CATEGORY DATA PROCESSING

Additional rules apply to the processing of special category data and, where we process this data, we need to tell you the additional lawful basis for processing.

- In the event that you have an accident or injury at the Centre, the details of this will be recorded. Depending on the nature of the report, it may contain special category data.
- If you need to take time off sick (including health issues related to the COVID-19 pandemic), the centre will process your information as part of our legal obligations.
- If the centre determines it is necessary, we will share personal data that you have disclosed to us to the police, local authorities or youth services.
- Our lawful basis for processing in these cases is the 'Safeguarding of children and of individuals at risk' basis within the Data Protection Act 2018.
- We process special category data such as disability, health and ethnicity in order to support diversity and equality in our workforce and in order to support our colleagues with disabilities whilst working for the Centre.
- Our lawful basis for processing in these cases is the 'equality of opportunity or treatment' basis within the Data Protection Act 2018.

OUR PURPOSE AND LAWFUL BASIS FOR PROCESSING

We use your personal information to:

- process your application and enrolment
- manage and administer your education
- meet our legal obligations
- perform tasks as a public authority
- monitor attendance and access to the college

Privacy Notice



Our Privacy Notice is also available on our website at: www.sysco.uk.com/

This includes but is not limited to:

- processing your admission
- putting together class lists and to allocate you to the correct classes for assessments
- putting together reports and registers
- making arrangements for exams or visits
- considering whether to offer you a place
- considering whether special provision or assistance is required for exams and visits
- telling other colleges your attendance dates if you leave

With your permission (consent), we use your personal information to:

- Communicate with you, including for marketing purposes

WHO WE SHARE IT WITH

We share your personal information with:

- anyone who works for us when they need it to do their job
- your next of kin
- emergency contacts, Local Authorities and youth services
- third party organisations that provide services to the college e.g. awarding bodies for certificate registration and claims.
- Funding organisations e.g. Student Loans Company, Apprenticeship Service, DFE.
- any organisation when we have a legal obligation/legitimate interest to do so
- organisations who provide services to us/you based on your consent or you opting in to these services
- anyone who you give us explicit permission to share it with

Privacy Notice



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Some of the information you supply will be used by:

- The awarding organisation associated with your course, who will upload your achievement data to the Learning Record Service, who then in turn will update your personal learning record.
- **For TC-L4 BACP APQ candidates only:** CPCAB and the British Association for Counselling and Psychotherapy (BACP), who will record your BACP student membership number to help verify your BACP Certificate of Proficiency (CoP) result for qualification certification.
- The Learning Records Service, to fulfil its statutory functions, issue/verify your Unique Learner Number (ULN) and update/check your Personal Learning Record. The Learning Records Service may share your ULN and Personal Learning Record with other education-related organisations, such as your careers service, school, college, university, Government Departments and public bodies responsible for funding your education.

SHARING PERSONAL DATA

In order to effectively operate, we need to share personal data from time to time. We only share the minimum amount of information required and where a lawful basis for us to do so has been identified. The Centre will only appoint data controllers and data processors who can provide sufficient guarantees that the requirements of the UK GDPR will be met and your rights will be protected.

WHERE WE STORE YOUR DATA

We do not store personal data outside the UK however we may use organisations to process data on our behalf that do so. We only allow data to be stored in countries that the UK has deemed to have adequate data protection regulations. Where this is not possible, a legal safeguard will be in place to facilitate the transfer of data.

HOW LONG WE KEEP YOUR DATA

The storage of your personal data will be kept to a minimum, and personal data will not be stored for longer than required for the purpose of which it was collected. The amount of data stored, and the retention period for that data, is limited to the requirements of the business, contractual, legal or regulatory purposes as specified in our Record of Processing Activity.

Privacy Notice



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YOUR RIGHTS

- Your data belongs to you; and your rights as the owner of your data are enforced by data protection legislation.
- Access your data: You can access the information we hold on you at any time, by making a Subject Access Request. There are some exemptions to this right, which means you may not always receive all the information we process.
- Rectify your data: You can ask us to correct or complete any information we hold about you that is inaccurate. In some circumstances you can do this yourself via a self-service portal.
- Request erasure: You have the right to 'be forgotten' in certain circumstances. This right is not absolute.
- Request the restriction of processing: You may ask us to suspend the processing your data under certain circumstances. This right is not absolute.
- Request the transfer of your data: In some cases, you can ask us to transfer the data you originally provided to us to you or to another company.
- Object to the processing of your data: You can object to us processing your data. This right is not absolute.
- Object to automated decision-making: You can object to us processing of your personal information where profiling is being used to make assumptions about your behaviours or preferences. The College does not undertake any automated decision-making.

HOW TO COMPLAIN

If you believe data is being handled in a way that breaches data protection legislation, or you disagree with how we are processing your data, please contact our Data Protection Officer Sally Morgan at skills@sysco.uk.com. You also have the right to complain to the Information Commissioner's Office (ICO). For more details you can visit their website at ico.org.uk

CHANGES TO THIS POLICY

This privacy notice will periodically be updated to ensure that it remains accurate and reflects changes in legislation, our practices and services. If they are significant changes, we will let you know.