

Complementary Health Professionals



Official Guidelines

For: Colleges, Tutors, Students, Directors,
Members, Assessors and Invigilators
Including
Complaints and Disciplinary Procedures
Code of Conduct

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Guidelines for Course Providers and Tutors

C1. Registration of Course Providers is subject to the CHP selection process. An application for registration must be accompanied by completed application forms and the requisite fee. Wherever relevant, taught courses must be benchmarked to the National Occupational Standards (NOS) and follow the Complementary & Natural Healthcare Council's (CNHC) or relevant Lead Body's Core Curriculum as this is part of regulation of the profession. For Crystal Healing, the course must follow ACHO guidelines and NSRT must follow the published Core Curriculum. New therapies will require detailed core curricula. CHP graduates are deemed registerable on the CNHC regulatory register because the high level of training delivered by CHP Course Providers and because we comply with all CNHC requirements. The CHP reserves the right to carry out a site visit prior to registration in order to facilitate the completion of registration.

C2. Once registered a site visit will be made while the course(s) is in operation. In the case of a university, where satellite schools are involved, only the main provider will be assessed and they will be responsible for ensuring compliance and quality of delivery in the satellite school. The CHP board reserve the right, however, to carry out spot checks from time to time.

C3. Suitable premises should be used for all courses, complying with relevant health and safety legislation with the necessary insurances in place for teaching, public safety etc.

C4. It is the responsibility of the Course Provider to ensure that courses are taught to a standard equal to or higher than that of current National Occupational Standards (and CNHC or lead body Core Curricula where appropriate). Course Providers are encouraged to add in additional components relevant to the therapies taught in order to individualise their courses.

C5. All tutors must be properly qualified in whatever subject they teach whether as a main subject or occasional lecturer and the appointment of tutors by Course Providers should be notified to the CHP. Main subject tutors must have been in practice for a minimum of three years and hold a teaching qualification before commencing tutoring, such as DTLLS, City and Guilds 7407, PGCE or equivalent as a minimum except in the case of occasional guest lecturers. An assessors qualification such as A1 & V1 (previously D Units) or a level 4 IQA qualification in assessing and verifying units are also desirable. Course Providers should ensure that systems are in place for monitoring the performance of tutors through reflection, observation and feedback and should be aware that the CHP may carry out spot checks from time to time. Tutors must be a full member of the CHP and hold suitable insurance to teach.

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C6. Groups of more than 16 students for practical work will require the appointment of a Tutors' Assistants who should have been in practice for not less than two years and are undertaking teaching qualifications.

C7. Course Providers and tutors must give guidance to students on writing their essays/ dissertations including instruction on the Harvard system of referencing. (See Guidelines on Referencing). They must ensure the student is aware of the differences between critical analysis and descriptive text.

C8. Course Providers are responsible for maintaining a tracking system for all students. This information shall include details of any accreditation for prior learning, attendance record, a breakdown of all assessments set and results, feedback to students, and any other relevant matters. It shall be the responsibility of the Course Provider to ensure that all tutors co-operate in the maintenance of tracking systems.

C9. Course Providers are expected to have developed a range of relevant and robust formative and summative assessment methodologies which evidence the competency of the student to be awarded a diploma / certificate in the qualification undertaken. The CHP operates a portfolio system of evidencing competency and Course Providers are invited to use this system under license if they wish. Final assessment will be in the form of written and practical exams, together with case study evidence and a viva for all diploma students and these will be externally assessed by a CHP examiner or an independent assessor from a recognised Awarding Organisation. Course providers will need to book in a CHP examiner in advance. Students will also be required to produce their written coursework and case studies for external review in order to maintain quality assurance of the internal assessment.

C10. Course Providers should have suitable procedures for the interview and recruitment of students including a student contract detailing the duties and responsibilities of college and students alike. They must also encourage students to become CHP student members at the start of the course and obtain an HSE approved First Aid Certificate – 1day Appointed Person or higher - and gain student insurance before undertaking case study work required for the course. Please note that the free student membership available for CHP accredited providers last for the length of the course.

C11. Course Providers may advertise their courses as being a CHP accredited course and as being a "Registered CHP College". The CHP logo is encouraged for use by Course Providers when advertising courses and a link to the CHP website from their own websites is mandatory. Email the office for a copy of the logo.

C12. Final assessments/examinations will take place with a CHP invigilator or assessor (See "Guidelines for Invigilators & Assessors). It is part of the CHP quality control programme to have external assessment of practical examinations and to carry out a short viva with each student/cohort. Practical examinations should be carried out on someone new where possible.

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C13. The exam fee for external CHP assessment is £50 per student with a minimum of 4 students and a maximum of 20 students per session. In addition, the course provider will pay any travelling expenses incurred by the assessor and provide suitable refreshments including lunch where relevant. This should, therefore, be built into costing for the course of £10 per student and exam fees to the CHP of £50.00 per student.

C14. For practical examinations, no jewellery must be worn by students. Towels must be neat and in pastel shades (i.e. no "Beach" towels) and professional shirts plus other appropriate clothing (i.e. white/navy/black trousers/skirts) must be worn by students and tutors. Students are permitted to work in bare feet. Examiners, as representatives of the CHP, will be suitably and professionally dressed.

C15. Successful students who have completed payment of course fees will be awarded a diploma/ certificate in their subject by the CHP which will include a separate certificate for A, P & P. At this time they will also be invited to join the CHP as full members.

C16. Course Providers/ assessors must supply any failed candidates with a report containing guidance on their areas of in which they are not yet competent. This applies to both the assessment and coursework. A time limit must be set for a re-take of whatever is needed to pass the course, which should be no more than 6 months in order to be current.

C17. At the end of each course, Course Providers will provide students with an assessment form to allow for personal reflection of the tutor's teaching practice, college facilities, course structure etc.

C18. Course Providers and tutors should encourage students to join the CHP as professional members once qualified and to take out appropriate insurance. They should also encourage students to join the CNHC or other relevant regulatory body relevant to their therapy.

C19. Course Providers must be familiar with both "Guidelines for Students" and "Guidelines for Invigilation." Course Providers must endeavour to send a representative to CHP college/tutors meetings when so required.

C20. Any questions or points for clarification should be addressed to the CHP by telephone, letter, and e-mail or at a tutors meeting. The CHP Directors must give approval for any significant changes, or adaptation of any procedure relating to Course Provider registration if necessary.

C21. Course Providers must advise the CHP office of examination dates and numbers of students at the commencement of the course, by email, in order to book external assessors.

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C22. All exam/portfolio fees must be paid to the CHP Office ideally by Paypal or Bank Transfer. Contact the office for the bank sort code and account number.

Guidelines for Students

S1. Students applying for CHP registered courses will, after completing an application form, be interviewed by the CHP College wherever possible, which can be done by telephone, Skype (or similar online programmes) or email. On acceptance they should be provided with a detailed syllabus, book list, and registration documents including a health declaration and student contract for completion and return. The syllabus will comply with the relevant NOS and Core Curriculum for the therapy where appropriate.

S2. Candidates must be over the age of 18 years. Successful students do not need academic qualifications, unless applying for university courses (contact university for details). However, it should be advised that students need to be proficient in English at least at level 2 to cope with the level 3 course.

S3. Entry to courses by mature students is by interview (which can be done remotely as in S1) to assess suitability as future practitioners. The CHP has a responsibility to the safety of the public. Emphasis will be placed on maturity, attitude and temperament of the applicant, together with the ability to communicate adequately, aptitude to study, and commitment to personal development, rather than on academic qualifications alone.

S4. All students are encouraged to join the CHP as student members and adhere to the CHP Code of Conduct which is available to read from the CHP website.

S6. Students should maintain **portfolios**, containing their coursework and case studies to present to the CHP assessor at the final assessment.

S7. Essays/ dissertations must use the Harvard system of referencing.

S8. College are responsible for notifying all students in advance of the procedures for their final assessments and should conduct a mock practical.

S9. Successful students will be awarded a diploma from the CHP as well as from the school or university and can apply for CHP Full Membership. (See "Guidelines for

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members"). Only after they have received their membership certificate are they entitled to use the initials MCHP after their name.

S10. Students will be expected to achieve a minimum of 65% in each area of their studies, practical, case studies, coursework in order to be approved as competent. Students who are not yet competent will be advised on their areas of weakness in order that they may study further in order to achieve the required standard.

S11. Students are not permitted to receive certification until all coursework and examinations are completed including case studies and after all fees are paid.

S12. Assessment re-sits incur a further fee and may be elsewhere in the country to avoid long delays. Additional tuition, incurring a fee to the college, may also be required before the college considers the student ready to re-sit. On this basis students not ready for final external assessment may be advised to defer until such time as they are ready.

Students who have not sat the original assessment for any reason e.g. illness, must take the examination within six months of the original date to validate the course. After this they will be required to undertake part of the course, or further tuition before sitting the assessment, at the discretion of the CHP.

S13. Students may not charge for treating the public, but may ask for a non-prescriptive donation towards their materials and travel costs. Student insurance is available. All such treatment is carried out under the supervision of the tutor, although the tutor does not need to be actually present.

S14. Students may not advertise themselves as qualified before receiving their notification of examination success. They remain under the supervision of their tutor until such time.

S15. The Course Provider and tutor(s) needs to be notified of any special circumstances, e.g. dyslexia, physical handicap, prior to the commencement of the course, especially if special consideration will be required for the examination. The CHP operates an equal opportunities policy.

S16. Foreign students will be assessed and arrangements made as the situation dictates. They may take any written exam in their own language, but must pay a translation fee.

S17. Students must attend a minimum of 80% of the course. The tutor may provide extra tuition for any missed sessions at their own discretion and may charge an extra fee. Students may be asked to attend sessions of a subsequent following course before taking the examination, if they have not achieved 80% attendance.

S18. After qualifying, students must be made aware that they will need to annually complete 15 hours of Continuing Professional Development (CPD), in order to re-register each year. The CHP recommends that members complete an approved First Aid certificate.

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Guidelines for Directors

- B1.** The Company contains two CHP Directors.
- B2.** The quorum for meetings is two. This includes telephone conferencing.
- B3.** Directors are instructed to maintain confidentiality at all times on matters discussed.
- B4.** Directors are expected to attend the Annual Conference and all meetings set.
- B5.** Disciplinary Procedure (attached).
- B6.** The Directors reserve the right to create new roles when necessary in order to best serve the needs of the company.

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Guidelines for Members

M1. There are 5 categories of membership:

Full Premier Practitioner Package
Full Basic Practitioner Package
Student Package
Non-Practicing Package
International Practitioner Package

M2. All membership is at the discretion of the CHP. A member may be disqualified at any time e.g. for displaying false qualifications, falsifying application forms for membership or insurance, sexual misconduct, through complaints from the public, any criminal convictions that affect fitness to practice and bringing or potentially bringing the CHP into disrepute.

M3. All members receive the regular e-newsletter/magazine and are entitled to purchase and wear the CHP lapel badge.

M4. All members are expected at all times to adhere to the CHP Code of Ethics. Any member not adhering to the Code of Ethics will become subject to the CHP disciplinary procedure. Practitioners are reminded that confidentiality is paramount at all times. They must not enter into an unethical or intimate relationship with a client/ patient during a course of treatment. Any member who is removed from the CHP register following investigation will also be notified to the CNHC.

M5. Members should display their membership certificate in their consulting rooms if possible and follow any local council requirements.

M6. Members must renew their membership annually. Practitioners not renewing membership will be instructed to cease using the designating letters MCHP on any advertising material and Holistic Insurance Services will be informed so that you will not be entitled to the discounted group insurance scheme. Similarly, we will inform the tax and health schemes companies that you are no longer a CHP member.

M7. Members must inform CHP and their insurers of any new qualifications before practising any new therapy not previously advised on a membership application form.

M8. A membership certificate will be issued annually to prove currency. This PDF will be stored in the individual's membership area of the CHP website for download.

M9. Registered members are only insured to practise those therapies declared to the insurers and which have been approved by the CHP. They are strongly advised not to prescribe, or recommend treatments or remedies in areas where they are not qualified for insurance purposes. A list of currently approved therapists may be obtained from the

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CHP office. Therapists qualified from other Course Providers may join the CHP as full members. They may be asked to have any prior learning assessed and accredited.

M10. CHP members must all be fit to practice. This means that each member has the skills, knowledge, character and health to **practise** safely and effectively. Any deviation may result in removal from membership following investigation. Members who have health issues and need to take a temporary break from practice are encouraged to switch to the "Non-Practitioner" membership status where they can continue to maintain CPD and receive information to keep them abreast of what is going on within the profession.

Guidelines for Invigilators & Assessors

Invigilation of any written exam:

IA1. Course Providers are responsible for the appointment, training and payment of invigilators and markers for all written exams and must notify CHP in advance who they have appointed. Neither the invigilator nor marker may be a tutor who has taught the students for the qualification being examined. The marker must be occupationally competent in the subject they are marking and this must be evidenced to CHP (e.g. copies of qualifications) or be a CHP member registered for the subject being examined.

IA2. Writing paper for any examinations will be provided by the Course Provider, including scrap paper.

IA3. No books/ papers / aids of any sort are to be taken into the examination room. This includes mobile telephones, SMART watches and hand held devices such as tablets.

IA4. Answer papers must be collected in by the invigilator at the end of the examination and the relevant procedure then followed to ensure that they are conveyed to the marker securely.

IA5. Students must provide their own pens, pencils, rubbers, rulers etc. although invigilators might wish to ensure that a small emergency supply is available.

IA6. Before writing time commences, five minutes will be allowed for reading through the questions either quietly or aloud by the invigilator, when the format of a question may be clarified as opposed to any technical clarification.

IA7. Check that the students understand how many questions they have to answer and how much time for each question.

IA8. The exam papers will not be opened prior to the exam. The CHP office will provide the written exam upon request and marking guides can be provided to the markers.

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Exemplar exam papers and answers will be provided to Course Providers for use by teachers when preparing students for exams upon request.

IA9. Students should be requested to visit the toilet before the exam if necessary. They may leave the room in an emergency, during the exam, at the discretion of the invigilator and should not disturb other students. They must be accompanied.

IA10. Students should be advised to write on one side of the paper only with their name on the top of each sheet of paper used. Each question answered should be clearly numbered. Failure to follow this or any other procedure, such as attaching the question paper to the front of the answer paper or using answer sheets provided, may result in confusion and loss of marks so the process must be made clear to the candidates.

IA12. The invigilator should inform students appropriately of the passage of time e.g. "You have 15 minutes left" and then 5 minutes left.

IA13. At the invigilators discretion students may leave the examination room if they have finished and handed in their paper early. Invigilators may request students to remain in the examination room in the last 30 minutes of an exam in order to avoid disturbing those students who are still working. The procedure must be explained clearly to all students before the exam starts.

ASSESSORS

IA14. Practical exams will be assessed by Assessor(s) appointed by the CHP. They will be qualified in the subject they are assessing and hold the relevant assessor's qualification. Students will be asked to demonstrate a full treatment within a reasonable time. During or at the end of the practical examination, oral questions relating to technique can be asked for clarification.

IA15. The Assessor may also interview the subjects worked on for their feedback on the treatment received.

IA16. For practical examinations in any bodywork therapies, no jewellery must be worn, towels must be neat and in pastel shades (i.e. no "Beach" towels) and appropriate clothing (i.e. white tops/trousers/skirts) must be worn by students and tutors. Students are permitted to work in bare feet. Assessors, as representatives of the CHP, must be suitably dressed in professional clothing.

IA17. Students will be advised at the interview whether or not they have been successful in the practical assessment.

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IA18. Course Providers are expected to provide a member of staff to organise the exam and students. This includes collecting all written evidence such as the consultation form and aftercare advice generated during the practical exam and place these with the rest of the evidence for each candidate.

IA19. The Assessor will also conduct a short viva (maximum 10 minutes) with the student to discuss their case studies and other general questions related to the therapy being examined (see CHP examinations sheets).

Disciplinary Procedures

1. GENERAL GUIDANCE

1.1 The scope of the following Disciplinary Procedures relates to all Members of Complementary Health Professionals (MCHP).

1.2 The Procedure takes account of the CHP Code of Ethics and the expectation that all MCHP adhere fully to the Code of Ethics and professional standards embraced therein.

1.3 Where the standard of practice of MCHP is below the standards set within the Code of Ethics then this will normally be dealt with as a case of professional misconduct and become subject to the CHP Disciplinary Procedure.

1.4 The CHP is concerned that all of its MCHP should be aware of their obligations with regard to conduct including standards of professional practice and of the likely consequences of the failure to meet these obligations as indicated by this Disciplinary Procedure.

1.5 The CHP accepts that it has an obligation to ensure, as far as is reasonably practical, that all MCHP are appropriately qualified to practice their particular specialism/s prior to Registration.

1.6 The CHP assumes responsibility for ensuring that the Code of Ethics is made available to all MCHP on its website.

1.7 The CHP also assumes that all MCHP have the responsibility to familiarise themselves with the Code of Ethics and such amendments as may be made and drawn to their attention from time to time through the e-newsletter/magazine.

1.8 The CHP will maintain a list of MCHP and will confirm on request by a member of the public whether someone is registered as a practising member. Members have the right to opt out of the public referral register when applying for membership and at any

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other time by emailing the office. The Code of Ethics and Disciplinary Procedures is publicly available at all times on the CHP website.

2. THE INVESTIGATION

2.1 Where a MCHP conduct or standard of performance is called into question in writing, a director of the CHP shall conduct, or cause to be conducted, such investigation as they may consider necessary including, where appropriate, giving the Member ample opportunity to state his/her case. If, in consequence, the director of the CHP considers formal disciplinary action on the matter needs to follow, they shall arrange for a disciplinary hearing accordingly.

2.2 When determining disciplinary action to be taken, the need must be borne in mind of satisfying the test of reasonableness in all circumstances. Account should be taken of the MCHP record and any other relevant factors.

2.3 Formal disciplinary action will not be taken against an MCHP without prior investigation.

2.4 Where the director of the CHP investigation forms the view that in a case which is apparently of gross or serious misconduct, the circumstances require the suspension of the MCHP pending the Disciplinary Hearing, they will inform the other directors of CHP of their decision and register this against the MCHP on the central register.

2.5 Alleged gross misconduct will normally lead to immediate suspension of a MCHP pending a Disciplinary Hearing and if confirmed at the Disciplinary Hearing, will result in summary removal from the CHP Register.

2.6 If at the Disciplinary Hearing the allegations are not confirmed then the MCHP will be reinstated and suspension cease. The CNHC will also be informed if the case is upheld.

NOTE

The following list provides examples which will be considered as gross or serious misconduct:

- The deliberate falsification of qualifications
- The deliberate falsification of information or deliberate omissions on insurance application forms.
- Assault on another person
- Serious incapability through alcohol or being under the influence of illegal drugs.
- Any criminal prosecution relating directly to fitness to practice.

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3. DISCIPLINARY HEARING: PRINCIPLES

3.1 No disciplinary action will be taken against a MCHP until the case has been fully investigated by a CHP Disciplinary Hearing.

3.2 At every stage of the Procedure the MCHP will be advised of the nature of the complaint against him or her and will be given the opportunity to state his/her case before any decision is made.

3.3 At all stages the MCHP will have the right to be accompanied by a representative or colleague during the Disciplinary Hearing.

3.4 No MCHP will be deregistered for a first breach of discipline, except in the case of gross misconduct.

3.5 A MCHP will have no right of appeal against any decision reached at the hearing.

4. THE PROCEDURE

4.1 The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues. No disciplinary action will be taken until the matter has been fully investigated.

4.2 At every stage the MCHP will have the opportunity to state their case and be represented, if they wish, at the Disciplinary Hearing.

4.3 A MCHP has no right to appeal against any disciplinary penalty.

4.4 The MCHP will be given notice in writing at least 10 days in advance of the hearing.

4.5 The Disciplinary Panel hearing the disciplinary matter will consist of the investigating CHP director and will be chaired by a second Director.

4.6 The CHP director who conducted the investigation, will put the case in the presence of the MCHP and his/her representative and may call witnesses.

4.7 The MCHP and/or his/her representative will have the opportunity to ask questions of the CHP director on the evidence given by them and any witnesses whom they may call and on any relevant aspect of the case.

4.8 The MCHP will then put their case to the Disciplinary Panel.

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4.9 The CHP Disciplinary Panel will deliberate in private and may recall the MCHP and/or his/her representative to clear points of uncertainty on evidence already given.

4.10 The CHP Disciplinary Panel will announce the decision to the MCHP or his/her representative personally or in writing as they may determine.

4.11 The directors of CHP reserve the right to add a third person to the panel if they deem this to be sensible in order to provide expert opinion, for example if neither of the directors are qualified in a particular therapy they may wish to invite a CHP member who is qualified. The MCHP under investigation will be notified of the composition of the panel in the written notice of the hearing. Full confidentiality will be adhered to.

5. DISCIPLINARY RECORDS

5.1 Any records relating to disciplinary proceedings will be carefully safeguarded and kept strictly confidential. Should any disciplinary action in the event to be found unwarranted, any written reference thereto will be removed from the CHP records.

6. GUIDANCE AS TO ACTION WHICH MAY BE TAKEN BY THE CHP DISCIPLINARY PANEL

6.1 Minor faults will be dealt with informally, but where the matter is more serious the following guidance will be used:

6.2 **Oral warning:** If conduct or performance does not meet acceptable standards the MCHP will normally be given a formal oral warning. He/she will be advised of the reason for the warning. A brief note of the oral warning will be kept but it will be spent after 12 months subject to satisfactory conduct and performance.

6.3 **Written warning:** If the offence is a serious one, or if a further offence occurs, a written warning will be given to the MCHP by the CHP. This will give details of the complainant, the improvement required and the time scale. It will warn that further action under this Disciplinary Procedure will be considered if there is no satisfactory improvement. A copy of this written warning will be kept by the CHP and will be disregarded for disciplinary purposes after twelve months subject to satisfactory conduct and performance.

6.4 If there is still failure to improve, or conduct or performance and it remains unsatisfactory, or if the MCHP fails to reach the prescribed standards, de-registration will normally result.

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Complaints Procedure

1. Any formal complaint pertaining to a practitioner, tutor, or member must be submitted in writing to the Company care of the registered office.
2. One of the CHP directors will take charge of managing and responding to the complaint. They will contact both the complainant and defendant and may arrange to meet either of them separately in order to gather more information.
3. It may be possible at this stage for the complaint to be resolved informally without need to report the matter to the CHP board. In which case the CHP director will write to both parties confirming the action agreed by all parties.
4. If the complaint involves alleged serious breach of misconduct, the CHP director may choose to invoke the disciplinary procedure in order to respond to the situation in the most appropriate way.
5. If an informal resolution is not possible and the complaints procedure is being followed, the CHP director will present the complaint to the other directors at a board meeting with recommendations for resolution. The CHP directors will agree on the action to be taken, their decision is final and there is no process for appeal.
6. The defendant and complainant will be advised in writing of the CHP's decisions.