

Condition Review: National Counselling & Psychotherapy Society and the National Hypnotherapy Society

1. Outcome

- 1.1 At the National Counselling and Psychotherapy's (NCPS) and The Hypnotherapy Society ('The Societies') accreditation renewal, the Professional Standards Authority ('we') issued five Conditions on its accreditation. Condition Four was due to be completed by October 2025 (see page 4 of the published outcome¹).
- 1.2 This report sets out our assessment of the actions taken by the register to satisfy the Condition.
- 1.3 We found that the register had met Condition Four.

2. Background

- 2.1 We assess registers against our Standards for Accredited Registers ('the Standards')². Where a Register has not met a Standard, we can issue Conditions. A Condition sets out the requirements and the timeframe that a Register must meet.
- 2.2 At The Societies renewal assessment, completed in October 2025, we issued five conditions. A full list is published in the report from that assessment³ and Condition Four had to be implemented by October 2025.

Condition Four

The Societies must develop a robust business continuity policy to ensure it can mitigate any threats to regular business practices.

- 2.3 This report discusses the actions The Societies took to address the Condition, as well

¹ **Accreditation renewal report - NCPS&NHS (November 2024)**

² **Standards for Accredited Registers | PSA**

³ **National Counselling & Psychotherapy Society | PSA**

as our decision about whether the Condition is met.

2.4 We reviewed the following evidence:

- The Societies' reported actions about what it had done to meet Condition Four.
- The Societies Business Continuity Report

3. Concerns leading to the Condition

3.1 As part of the Societies' Full Renewal Assessment (October 2024), we were required to check their business continuity arrangements. The Societies told us they had business continuity arrangements in place; however, they did not provide us any further information to evidence this (for example a business continuity plan). The information the societies did provide to us focused on the societies IT business continuity processes, and the Accreditation Panel felt that a more robust plan was required to ensure the effective running of the societies in the event of an emergency or significant change (for example a change in senior leadership).

3.2 As such, the Accreditation Panel imposed Condition Four.

3.3 Further details can be found under Standard Six of the Societies accreditation outcome¹.

4. Assessment of Condition Four

4.1 The Societies provided their response to Condition Four on 25 September 2025.

4.2 The Societies have successfully developed a robust business continuity policy, which we reviewed.

4.3 The Business Continuity Plan ensures the organisation can mitigate threats to regular business practices. By implementing clear internal communication, maintaining multiple physical locations, securing their website and member data, and ensuring reliable communication and equipment, the Societies can continue to operate during and after disruptive events. This comprehensive approach allows the Societies to support its members and the wider public while maintaining the integrity of its Accredited Register.

5. Conclusion

5.1 NCPS has provided evidence of a business continuity plan which supports continued operation of the register and its supporting functions in a number of different scenarios.

5.2 We therefore found that Condition Four has been met.