

## Accredited Registers

### Condition Review: The National Counselling and Psychotherapy Society (NCPS) and the National Hypnotherapy Society (HS)

Date: 20 May 2025

#### 1. Outcome

- 1.1 At the National Counselling and Psychotherapy Society (NCPS) and the National Hypnotherapy Society (HS), referred to as 'the Societies' accreditation renewal, the Professional Standards Authority ('we') issued five Conditions on its accreditation, two of which was to be completed by February 2025. The third condition was due to be completed by May 2025 (see page 4 of the published outcome)<sup>1</sup>.
- 1.2 This report sets out our assessment of the actions taken by the Societies to satisfy the Conditions.
- 1.3 We found that the Societies had met Conditions One, Two and Three.

#### 2. Background

- 2.1 We assess registers against our *Standards for Accredited Registers* ('the Standards')<sup>2</sup>. 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.

At the Societies renewal accreditation, completed in November 2024, we issued five Conditions. Condition One and Two had to be implemented by February 2025, and Condition Three had to be completed by May 2025.

**Condition One:** The NCPS must make it clearer that the Coaching sub-register is not accredited by the PSA.

**Condition Two:** The NCPS/HS must formally develop a registration appeals process and publish this on their website so that it is easily accessible to those who may wish to engage with the appeals process.

**Condition Three:** The NCPS/HS must develop a policy for managing conflicts of interest.

- 2.2 This report discusses the actions the Societies took to address the Conditions, as well as our decision about whether the Condition is met. The Societies' responses to the remaining Conditions will be considered in due course.
- 2.3 We reviewed the following evidence:
  - a) The Societies' reported actions about what it had done to meet Conditions One, Two and Three.

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<sup>1</sup>

<https://www.professionalstandards.org.uk/sites/default/files/attachments/Accredited%20Register%20Full%20renewal%20report%20NCPS%20%26%20NHS%20%28November%202024%29.pdf>

<sup>2</sup> <https://www.professionalstandards.org.uk/organisations-we-oversee/our-work-accredited-registers/accredited-registers-resources>

### 3. Concerns leading to the Condition

#### 3.1 Condition One

3.2 The NCPS/HS hold an Accredited Register of Counsellors, Psychotherapists and Hypnotherapists, respectively. In addition to their main Accredited Register, the NCPS also has two sub-registers; the Children and Young People's Register and the Relationship and Psychosexual Register. In order to be on these registers, members must already hold at a minimum, Accredited Register status and complete further competencies as set out on the Societies website.<sup>3</sup>

3.3 During our assessment of the NCPS' register, we identified a potential area of concern, in that we found it may be confusing for a member of the public to understand that the NCPS Life Coach register is not a part of the PSA Accredited Register. We considered that a number of Life Coach registrant profiles display 'Accredited' on them, and while from our own enquiries with the NCPS, realise this to be in relation to their membership category as a counsellor and/or psychotherapist, considered this was not abundantly clear to a member of the public. As such, **Condition One** was imposed.

#### 3.4 Condition Two

3.5 In line with our minimum requirements, we did not find that the NCPS/ HS held an appeals policy relating to registration decisions. In providing information for their full renewal assessment, the Societies told us that those who wish to appeal their registration decision must contact the Membership Services Officers (MSO) Team with details of the reason for appealing. The MSO will liaise with the Assessment Team, of which, senior members will make the decision regarding the appeal.

3.6 While we understood the information provided by the Societies, in conducting our own research, we were unable to identify this information on the Societies' public website and therefore considered it would be difficult for a prospective registrant wishing to appeal their registration decision to know how to do so. As such, the Accreditation Panel implemented **Condition Two**.

#### 3.7 Condition Three

3.8 The NCPS and HS are led by a single Council which 'acts as the central governing body for the Society and uses their overall view of activities to guide the present and future direction of the Society.' The Council includes its Chair, Chief Executive, Deputy Chair, Heads of Departments and four lay members. The Societies have an Independent Assessor who "reviews and reports to the Chair and Chief Executive of the Societies on matters of Audit and Governance."

3.9 We considered that the Societies make reference to how they manage conflicts of interest in the constitution of their Council, however noted in the absence of a formal policy, the minimum requirement for this standard was not met. As such, **Condition Three** was imposed.

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<sup>3</sup> [NCPS | Membership Categories & Criteria](#)

#### **4. Assessment of Condition One**

- 4.1 The NCPS provided its response to the Condition on 4 March 2025.
- 4.2 The NCPS told us that they have updated their website to make it clearer that the Coaching Register is not a part of the Accredited Registers Programme. Information on their Coaching Page<sup>4</sup> on their website states: *“The Coaching Register is only available to counsellors and psychotherapists on our main Accredited Register (AR) who have evidenced additional skills and training in coaching. It is not itself part of the Accredited Registers programme.”*
- 4.3 The NCPS have demonstrated to us that they have made changes to their website to make it more evident that coaching does not fall under the Accredited Registers Programme. We therefore consider this condition to be met.

#### **5. Assessment of Condition Two**

- 5.1 The NCPS and HS provided its response to Condition Two on 4 March 2025.
- 5.2 The NCPS and HS both produced a ‘Registration Application Review Policy.’
- 5.3 For the NCPS, this document is published under the ‘Appeals’ section on their ‘Membership Categories & Criteria webpage<sup>5</sup>. It is also accessible from all webpages, noting it is linked under the ‘policy hub’ page of the ‘help’ tab at the banner at the top of the webpage.
- 5.4 For the HS, the appeals document is published under the ‘Appeals’ section of their ‘Grades and Criteria’<sup>6</sup> webpage which can be found under the ‘Individual Membership’ page of the ‘Become a Member’ tab of the top banner.
- 5.5 The Societies have developed and published a Registration Application Review Policy for both the NCPS and HS. These documents are published on the societies’ websites and set out the process for appealing a decision pertaining to an applicant’s registration with the societies. The document sets out that either the Societies or an applicant can request a review of the Assessment Team’s decision relating to registration and that this must be completed within 14 days of receipt of the outcome of said decision. The Registration Application Review Policy also sets out the steps which will be taken following the lodgement of an appeal.
- 5.6 Given that the NCPS and HS have developed a registration appeals process and published this on their websites so that it is clear for those who may wish to engage with the appeals process what actions to take, we consider this condition to be met.

#### **6. Assessment of Condition Three**

- 6.1 The NCPS/HS provided its response to the Condition on 4 March 2025.

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<sup>4</sup> [NCPS | Coaching](#)

<sup>5</sup> [NCPS | Membership Categories & Criteria](#)

<sup>6</sup> [National Hypnotherapy Society | Grades and Criteria](#)

- 6.2 The NCPS and HS have demonstrated to us that they have developed a Conflict-of-Interest Policy which has also been published on their websites. For the NCPS, this is published under their 'Policy Hub'<sup>7</sup>. For the HS, this is published in their 'Policy' section of the website<sup>8</sup>.
- 6.3 The policy sets out what actions should be taken in the event of a Conflict of Interest, and as set out in the policy, applies to all prospective and current employees of the Societies, board members, lay members, volunteers, contractors and any other persons acting on behalf of the societies.
- 6.4 We have reviewed evidence to demonstrate that the Societies have developed and published a Conflict-of-Interest Policy, of which, are easily located on the Societies' respective websites. Given that the condition required the societies to develop such policy, we consider it good practice that they have also made this publicly available online. As such, we consider this condition to be met.

## **7. Conclusion**

- 7.1 NCPS / HS submitted their evidence in advance of the deadlines, and we have assessed all three conditions as being met.
- 7.2 The policies that have been submitted cover the necessary information for effective administration of conflicts of interest, and registration appeal processes. It is conceivable that over time that these documents may be strengthened through their application and resulting learning, however we are satisfied by the actions taken by the NCPS/HS to meet the requirements of these conditions.
- 7.3 We therefore found that Condition One, Condition Two and Condition Three have been met.

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<sup>7</sup> [NCPS | Conflict of Interest Policy](#)

<sup>8</sup> [National Hypnotherapy Society | Conflict of Interest](#)