

COSCA (Counselling & Psychotherapy in Scotland)

# Recognition Scheme for Organisations

## The Recognition Scheme:

- aims to identify and raise awareness of good quality service provision and protect the public
- forms part of COSCA's wider quality assurance work
- recognises and endorses good practice within counselling, psychotherapy and counselling skills organisations in Scotland
- has been developed by COSCA through extensive consultation.



## Who is the Scheme for?

The Scheme has been designed for all organisations, both small and large, which provide counselling, psychotherapy and/or use counselling skills.



## Are we eligible?

To apply organisations are required to:

- have COSCA organisational membership,
- engage relevantly trained and supervised staff and volunteers
- abide by the COSCA Statement of Ethics and Codes of Practice
- utilise a Complaints Procedure which meets the COSCA Standards for Complaints Procedures.





## Why does your organisation need COSCA Recognition?

### The Recognition Scheme offers organisations:

#### Credibility and the opportunity to evidence your organisations impact

- external recognition by the Scottish professional body for counselling and psychotherapy
- the opportunity to make a public statement about the quality of your organisation and the services it provides
- use of the Recognition Scheme Logo and listing on the Recognition
- a means of demonstrating your organisations impact to funders, please see COSCA'S website [www.cosca.org.uk](http://www.cosca.org.uk) - recognition- funders, for section dedicated to funders.

#### Increased Organisational Focus

- a reflective tool to increase organisational awareness and drive your organisation forward
- the opportunity to pull together policies and procedures into an easily accessible and clear framework across key organisational criteria

#### Dedicated one to one support to develop and maintain quality services

- support from Recognition Scheme Development Officer to develop policy and practice and to apply for and maintain Recognition Scheme Status
- access to support through various channels including telephone, email and Skype.

#### Ongoing Feedback and Monitoring

- assessment Report provides detailed feedback on key organisational criteria identifying strengths and recommendations for future organisational development
- annual Monitoring process provides ongoing feedback on organisational strength and areas for development promoting continuous organisational development



## The Criteria

### Organisations must fulfil standards in the following areas:

- Management, Recruitment, Health and Safety
- Confidentiality, Equal Opportunities
- Complaints, Grievance & Discipline
- Insurance, Finance
- Networking, Publicity
- Training & Personal Development
- Referral of Clients, Support & Supervision
- Record Keeping, Outcomes & Research



## How do we apply?

### The Application Process:

The process contains 3 stages:

#### 1. Registration:

- To register your interest for the scheme please see the COSCA Website under the heading Recognition and click to 'Register your interest'
- Registration forms can be found in the COSCA Website [www.cosca.org.uk](http://www.cosca.org.uk) - recognition

#### 2. Evidence Gathering:

- Collation of organisational and practice based criteria
- Verification of documents by Recognition Scheme Development Officer.

#### 3. Assessment

- Assessment Visit, Report and Independent Verification
- Entry into COSCA Register of Recognised Organisations.

#### 4. Annual Monitoring

- Submission of Annual Monitoring forms
- Verification by Recognition Scheme Development Officer
- 3rd Annual Monitoring Year Visit

Applicants and Recognition Scheme members will be supported at all stages of the above process by the Recognition Scheme Development Officer.



## Membership

COSCA membership is a core condition for entry to the Recognition Scheme – information and application forms can be downloaded from the website at [www.cosca.org.uk](http://www.cosca.org.uk)



**Counselling & Psychotherapy  
in Scotland**

## Cost



The aim of the scheme is to be inclusive and affordable. For information on the cost of Recognition please contact the Development Officer or see [www.cosca.org.uk](http://www.cosca.org.uk) - costings

Other than the cost of the Recognition Process there is an annual membership fee, which is dependent on the size of your organisation.

If you would like more information on the COSCA Recognition Scheme for Organisations, or to register to apply to the Recognition Scheme, please contact the Recognition Scheme Development Officer.

"Being a COSCA Recognised Organisation tells clients as soon as they come in our door that we maintain the standards set by COSCA and that they are in a safe and ethical place. It informs other organisations out with Counselling and Psychotherapy that we take standards seriously and that if they use our services, partner with us or collaborate with us that they are doing so with an organisation that meets the criteria set by our professional body" (Anne Goldie, Tom Allan Centre)

"ParentLine Scotland are delighted to continue our association with COSCA's recognition scheme. We work within their ethical framework to provide a quality assured service for callers to our helplines and working closely with COSCA helps maintain the quality of our own continued development in delivering a counselling skills based service" (Jill Cook, Parentline)

"Glasgow Council on Alcohol was the first organisation to be granted COSCA Recognition, COSCA Recognition remains as important to GCA. today, as it was then." (Janice Connor, Glasgow Council on Alcohol)"