



Complementary & Natural  
Healthcare Council

### Policy on approval of applications to become a Verifying Organisation

CNHC works with a wide range of organisations who verify that complementary therapists are eligible to apply for CNHC registration. The criteria to be met by organisations wishing to provide this service are set out below. Following receipt and consideration of all written evidence, CNHC will seek the advice of the relevant Profession Specific Board as to whether there is any reason (supported by evidence) why the organisation making the application should not be approved as a CNHC verifying organisation.

To apply to become a verifying organisation with CNHC please contact [info@cnhc.org.uk](mailto:info@cnhc.org.uk)

	<b>CRITERIA (all of which require written evidence)</b>	<b>All the following evidence must be provided.</b>
<b>A</b>	<b>Organisational structure</b>	
A1	Organisation is a financially viable legal entity that is accountable to its membership (individuals or organisations) and has publicly available details of structure, organisation, constitution, current members and terms of reference of committees.	<ul style="list-style-type: none"><li>• Memorandum and Articles of Association</li><li>• Organisation chart</li><li>• Constitution/Standing Orders</li><li>• Annual accounts for past three years</li></ul>
<b>B</b>	<b>Organisational policies/procedures</b>	
B1	Compliance with the General Data Protection Regulations (GDPR)	Copy of GDPR policy
B2	Organisation has a code of ethics or conduct in place, which as a minimum matches the CNHC Code for registrants.	Copy of Code of Ethics/Conduct
B3	Organisation is aware of criminal records declaration requirements and the need for such requirements.	<ul style="list-style-type: none"><li>• Example of a declaration and how it was dealt with (anonymised if individual is not registered with CNHC)</li><li>• Policy/guidance on membership requirements</li></ul>



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B4	Membership requirements include 'fitness to practise' in relation to personal and professional conduct.	Policy/guidance on membership requirements
B5	Membership depends on attainment of minimum education and training standards.	Policy/guidance on membership requirements
B6	Organisation recognises the importance of CPD and the need to participate.	Policy/guidance on membership requirements
B7	Organisation has a complaints procedure and appropriate mechanisms for investigation.	Guidance/information issued to members Guidance/information issued to complainants (if different to that issued to members)
B8	Organisation has effective disciplinary procedures.	Disciplinary policy/procedure Statistics in relation to number of complaints received and outcomes
B9	Organisation has policies and procedures that facilitate the removal of individuals from their membership list, with notification to CNHC.	Criteria for removal from membership list Format to be used for notification to CNHC
B10	Organisation is committed to the principles of Equality, Diversity and Inclusion	Copy of organisational Policy on Equality, Diversity and Inclusion.
<b>C</b>	<b>Verification of eligibility for CNHC registration</b>	
C1	Organisation has effective arrangements and procedures for assessing that training courses meet (and continue to meet) the requirements of the relevant NOS and core curriculum, including independent assessment.	Worked example of initial assessment of a relevant training course Criteria used to trigger need for re-assessment process
C2	There is clear separation of function between organisation's core financial/business activity and those responsible for accreditation/approval and monitoring of programmes/courses that meet CNHC requirements for registration. For example, if the organisation provides training, the individuals who deliver the course should not be the ones who decide whether it meets CNHC requirements.	Organisation chart and job/role descriptions



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C3	Organisation has effective and equitable arrangements and procedures for assessment of relevant knowledge, skills and experience of applicants for CNHC registration who have not completed training that meets the requirements of the relevant NOS and core curriculum.	Full documentation detailing how such applications are/will be dealt with.
C4	There is clear separation of function between organisation's core financial/business activity as a membership organisation and those responsible for the verification of applications for CNHC registration. For example (a) if the organisation provides training, the individuals who deliver the course should not be the ones who verify applications for CNHC registration (b) if CNHC registration is not a requirement for membership of the organisation, the individuals who deal with membership applications should not be the ones who verify applications for CNHC registration.	Organisation chart and job/role descriptions
*C5.	There are arrangements in place for the organisation to satisfy itself that it can assure CNHC that it believes applicants for registration to be of good character.	Full details of how information is sought and assessed in relation to criminal convictions and/or police cautions.
*C6.	There are arrangements in place for the organisation to satisfy itself that it can assure CNHC that applicants for registration have appropriate professional indemnity cover.	Full details of how relevant information is sought and assessed.
*C7.	There are arrangements in place for the organisation to satisfy itself that it can assure CNHC that there are no disciplinary findings or outstanding complaints against applicants for registration.	Full details of how relevant information is sought and assessed.



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**\*These arrangements are subsidiary to the CNHC requirements for applicants to complete relevant self-declarations, following verification that they meet the CNHC education and training entry requirements.**

Effective from April 2013  
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Updated: October 2019  
Updated: October 2024