

PTSC answers to questions/queries regarding handbook & regulations (Status Dec 2024)						
Nr	Query or question	Section Handbook	Process	Action/Rationale/Result	Previous Text in handbook (if applicable)	New Text (if applicable)
1	What is the exact date the new requirements come into force, it says Dec 2023 but is that the 1st or the 31st?	1	The implementation date is usually 12 months after publication of the revision. PTSC are looking to make all changes clear and transparent in the future with explicit dates.			
2	Para 2.1 in Section 2 doesn't make sense - 'the general' what?	2	This part doesn't state "the general" so we assume this query is already taken care of.			
3	Why have the order of fields changed so that psychotherapy is first?	2 also 7-9	The order has been made alphabetical: CEOP	Having the fields as alphabetical means that no one field is prioritised over another.		All references to fields throughout have been re-organised to in alphabetical order.
4	Mutual recognition - what does the sentence "examination and accreditation procedures are generally reciprocally acknowledged" I'm not clear what this means, who decides what is or is not?	3,2	The word 'Generally' has been removed.		Para 3.2 the word generally, has been deleted.	
5	I notice that a TSTA contract can now only be suspended for 1 year and on only one time, and yet it also says exceptions can be given. This seems to be rather restrictive and yet doesn't make sense if exceptions can be given.	4	The term used is 'in normal situations' and there always can be exceptions. The standard is a year and still, exceptions are possible.			
6	It's not clear whether someone with an ITAA contract can take a CTA written exam [with EATA]	4, 7, 8	This is not possible and is clear in the EATA Handbook. Written exams need to be taken via the organisation the CTA contract is with. The oral exam can be taken with either ITAA or EATA.		The handbook is clear that candidates and PS need to be members of EATA.	
7	The instructions regarding payment has gone.	4.2, 7.1.3, 10.3, 11.3, 12.5.1	This has been updated in the handbook appendix 1. The information is also on the EATA website	The relevant points in the handbook have been updated to direct the reader to the Appendix for payment information. Other details in Appendix 1 have also been updated.		Para 4.2 has the following sentence added at the end of the paragraph: See Appendix 1 for payment information. Para 7.1.3 has the following wording added at the end of the paragraph: See also Appendix 1 for payment information. In para 10.3 second bullet point the text See Appendix 1 for payment information has been added. The same wording has been added to 2nd bullet point in para 11.3 and in para 12.5.1 after the words 'procedures and amounts.'
8	There is no option to suspend a CTA-TS contract.	4,5	section 4 para 4.5 has now been updated to include CTA-TS			Section 4 para 4.5 add PCTATS added next to PTSTA in three places

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9	<p>I've been reading the information in Section 5 of the handbook regarding advertising. I think the first paragraph needs tweaking.</p> <p>It currently states: Those who have signed training contracts can use the following terms: "In TA training as a transactional analyst" (Psychotherapy / Counselling / Educational / Organizational / . These terms may also be used on printed material. Other terms may not be used.</p> <p>I think this could be problematic e.g. it does not differentiate between contractual or non contractual trainees - I'm proposing we add in another point at the start so it reads:</p> <p>Those who are in advanced training and without an endorsed CTA contract can use the following term: "In advanced training in transactional analysis." Those who have an EATA endorsed training contract can use the following terms: "Contractual trainee as a transactional analyst" (Psychotherapy / Counselling / Educational / Organizational / . These terms may also be used on printed material. Other terms may not be used.</p>	5.2.2 point 1	amend the wording for all trainees to say 'in advanced training'.	Para 5.2.2 point 1	Those who have signed training contracts can use the following terms: "In TA training as a transactional analyst" (Psychotherapy / Counselling / Educational / Organizational / . These terms may also be used on printed material. Other terms may not be used.	Those who are in advanced training can use the following terms: "In TA training as a transactional analyst" (Counselling / Educational / Organizational / Psychotherapy. These terms may also be used on printed material. Other terms may not be used.
10	TA101 Course - EMBA Award winners needs updating	Section 6				<p>EBMA winners have been updated as follows: 2021-2022---No award</p> <p>2023 Trudi Newton for Establishing a Metaperspective That Reframes Transactional Analysis as a Positive Social Psychology Work Cited: "The Health System: Metaphor and Meaning." TAJ, 37(3), pp. 195--205. (2007)</p> <p>2024 Zefiro Mellacqua for his elaboration of a transactional analysis model for the conceptualization and treatment of schizophrenia in clinical practice. "Beyond Symbiosis: The Role of Primal Exclusions in Schizophrenic Psychosis," Transactional Analysis Journal, 44(1), pp. 8–30, 2014. "The Transactional Ego in Contemporary Clinical Practice." Chapter 1 in Transactional Analysis of Schizophrenia: The Naked Self, pp. 1–30, 2020. "Therapeutic Transactions. Chapter 8 in Transactional Analysis of Schizophrenia: The Naked Self, pp. 172–190, 2020.</p>
11	101 Instructor - how can we guarantee education/continuing professional development/annual monitoring system.	6 13.6.2	AJ tasked to look at quality control measures so that the integrity and quality standard of this title and the work involved is consistent with the EATA Handbook: Accountability and monitoring of the TA101 trainer is a central part of this. Form 13.6.2 was created. Each year the CTA 101 instructor will need to complete this and get confirmation from a TSTA endorsing them for one more year. The contract will need to be renewed every 3 years unless the CTA signs a CTA TS or TSTA Contract.	From 13.6.2 created, this is a requirement for all new/renewed CTA TA101 instructors.		

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12	One of my trainees who is at the moment in the middle of taking her CTA exam wanted to continue her TA journey to become a 101 instructor after her CTA exam. We only recently found out that in the new handbook this option of running a supervised 101 in order to be able to teach 101s for the next 5 years disappeared. This has not been communicated at all, so that my trainee does not feel informed nor protected at all. Please consider this aspect when you revisit the handbook.	6	Part of the TA101 instructor project	The option for CTAs to be TA101 instructors has been reviewed and reinstated. Section 6 of the handbook has been amended to show this. The endorsement is now valid for a period of three years after which it will need to be re-done. The CTA TA101 Instructor is required to be in regular supervision with a TTA or TSTA, a minimum of 2 hours per year. The TTA/TSTA will need to confirm the CTA may continue as a TA101 instructor for the next 12 months. This confirmation will need to be submitted to PTSC annually via a new form 13.06.02. The requirement for completion of the annual form starts with all new CTA 101 Instructor contracts.		Section 6 para 6.1.2 new bullet point added: d) a CTA who is endorsed as a TA101 Instructor by a TSTA see 6.1.3. The first time an official TA 101 is offered by a PTSTA (PTSC suggests to run a supervised 101 within 3 years after the TEW), it must be: <input type="checkbox"/> led solely by the trainer throughout the course. <input type="checkbox"/> supervised live by a TSTA who must be present during the whole duration of the course. The Supervisor provides detailed feedback on the teaching including, where appropriate, recommendations or requirements to be met before endorsement. <input type="checkbox"/> Endorsed by the TSTA who completes the "Endorsement form for TA 101 course" (see 13.6.2). For CTA TA101 Instructors the endorsement is valid for a period of 3 years after which the endorsement process will need to be repeated. For PTSTA and PCTA-TS the endorsement is valid for the duration of CTA-TS/TSTA contract. This completed form is necessary for the CTA-TS/TSTA exam. 6.1.3 Endorsement of CTAs as TA 101 Instructors CTAs may become TA 101 Instructors if: •they teach a TA 101 at which they are supervised live. •the teaching is in the presence of a TSTA or a TTA. •the TSTA or TTA provides detailed feedback on the teaching including, where appropriate, recommendations or requirements to be met before endorsement. TSTAs or TTAs who give the live supervision and decide to endorse the CTA should fill out the TA 101 Instructor Endorsement Form, (Section 6.2), and send it to the EATA Executive Secretary. •if the TSTA or TTA decides to impose extra requirements on the potential instructor, he or she should ensure that these are fulfilled before completing the TA101 Instructor Endorsement Form. The endorsement will be officially registered, and a stamped copy will be sent to the new TA 101 Instructor. TA101 Instructor is not a certification but a regulated endorsement between an individual and PTSC/EATA. •The CTA TA 101 instructor endorsement is valid for three years; it must be re-endorsed every three years. •A TA 101 Instructor needs to be in continuous supervision with a TTA/TSTA as part of his/her professional development for a minimum of two hours per year. •The TSTA/TTA will need to agree that the CTA 101 instructor may continue for the next 12 months. This agreement will need to be submitted annually to PTSC. Form 13.6.2 •A TA 101 Instructor does not have to repeat the live supervised 101 if signing up a contract as PCTA-TS or PTSTA within three years.	
13	In June 2022 I received the endorsement form for 101 Instructor. Now, the Exam Manual was revised and I can see that the 101 courses can be taught by PTSTA only. Is that correct? What about my endorsement? Can I teach the 101 course or not? In Bulgaria we have only 2 CTAs and only I am 101 Instructor. I hope to receive an answer because I am preparing a new 101 course.	6					
14	What is the current situation regarding TA101 instructors. I am currently endorsed as an instructor but can I still run 101s? IT suggests in the revised handbook that I cannot. I am very concerned about this.	6					
15	I have a question about the STA qualification. I see they can run TA101s but if they are not endorsed as a trainer how is this the case?	6	The title of this section needs to be more clear: for example: Requirements and responsibilities. Solution: create a table which explains the eligibility according to qualification in practice of supervision and/or training. For example: STA can supervise CTA/PTSTA.	Table created published on the PTSC updating page on EATA website. The table will be advertised in the first PTSC-COC Connect Newsletter			
16	In section 6 the revised handbook states that students need to sign a contract when they start their training - is this right?	6	This part doesn't state anything about signing a contract so we assume this query is already taken care of.				
17	Written examiner feedback form - states in handbook is 7.8 but it is 7.13	7, 13	The number appears to be correct in the handbook				
18	It's not clear if I can write my case study on a group, is this possible or only for an individual client?	7, 8	Yes, although the psychotherapy candidate may need to slightly amend the headings.				
19	I'm confused about the new time recommendation to have a contract 18 months before submitting written exam. Is there any requirement regarding contracts being in place before exam? In the old handbook it was 12 months	7.2.2	The recommendation is for CTA contract to be endorsed 18 months before the written exam and is a requirement to have it in place 12 months before the oral exam.				

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20	add into the CTA section that exam evaluators who are CTA, PCTA TS, and PTSTA are required to have completed a WEW. It is also a recommendation for any TSTA.	7.2.2 7.4.2 7.4.4 7.2.3.2 8.6.1	The wording has been added to reflect that both Principal Supervisors and evaluators need to have attended a WEW prior to the exam being submitted for evaluation. It is a requirement for all CTA TS and TSTA candidates to have completed a WEW before applying for examination. Further it is a requirement for the PS of a CTA TS candidate (as their candidate is actively involved in CTA written exams) and a recommendation for TSTA candidates.		7.2.2 4th bullet point •Been recommended as ready by their Principal Supervisor. 7.2.3.2The Training Contract The candidate must have a current CTA training contract endorsed by EATA at least twelve months prior to the oral examination selected date (see above 7.2.2 and Section 4).	7.2.2 4th bullet point •Been recommended as ready by their Principal Supervisor who has attended a WEW. 7.4.2for Principal Supervisor •Attendance certificate for the WEW 7.4.4for Evaluators •Attendance at a WEW before they will be given an exam for evaluation – send the certificate of attendance to the Language Coordinator. 7.2.3.2The Training Contract The candidate must have a current CTA training contract endorsed by EATA at least twelve months prior to the oral examination selected date (see above 7.2.2 and Section 4). The Principal Supervisor needs to have attended a WEW prior to submission of the written exam. 8.6.1Guidelines for Evaluators All evaluators of written CTA exams have to attend a WEW before they will be given an exam for evaluation.
21	Regarding the group work - my sense is that this is change is not widely known. was there a rationale behind this change given that the standard was that couple work "count" as group? Are there any views on what are the exceptional circumstances by which couple work is allowed and who determines that?	7.2.3.3 9.2.3.2	Handbook has been updated to account for the fact that in O, E or C field the group recording could be of 2 people who are colleagues within a wider system, and not a couple who are in a life partnership relationship.		Section 7 Old text: * 7.2.3.3 Client contact hours The candidate must have completed at least 750 hours of client contact with individuals or groups, of which at least 500 must be hours in which transactional analysis was the model used. The candidate will have borne the main responsibility as practitioner, leader or trainer during these 750 hours. A minimum of 50 hours of these practice hours must be with groups and a minimum of 50 with individuals. Section 9 old text: Para 9.2.3.2 EATA Training and Examinations Handbook Section 7 CTA Exam regulations and timetable	Section 7 New text: The candidate must have completed at least 750 hours of client contact with individuals or groups of 2+ people, of which at least 500 must be hours in which transactional analysis was the model used. The candidate will have borne the main responsibility as practitioner, leader or trainer during these 750 hours. A minimum of 50 hours of these practice hours must be with groups of 2+ people and a minimum of 50 with individuals. In section 9 para 9.2.3.2 new wording: •In all fields of specialization, one of the three recordings to be presented in the Oral Examinations must be of the candidate working in a couple or group setting. It will demonstrate the candidate facilitating group dynamics in an effective way and using transactional analysis in their understanding of group processes. For the purpose of the exam, a group is defined as two or more people. The candidate will be expected to demonstrate/explain how the work and dynamics with a couple differ from the work with individuals and with groups. (see sec 7)
22	There I read something I am not sure about if I understand that well. It is about the text on page 9. It says two things: In all fields of specialization, one recording must be of work with a group, couple or family. In all fields of specialization, one of the three recordings to be presented in the Oral Examinations must be of the candidate working in a group setting. It will demonstrate the candidate facilitating group dynamics in an effective way and using TA in understanding of group processes. For the purpose of the exam, a group is defined as three or more people. My questions: And how do I have to interpret that number of three? Is that 3 including me? Or is it about the group clients being three or more. In that case I would be the fourth person in the group. Last question: do all of the present clients have to be audible in the recording. What I mean is, when out of a group of 3 or more, only two are audible, would that be a problem? The first line suggests to me that a couple is allowed. In my line of work (the organisational field) that would be a couple of two colleagues that work together, for example. The second line says that a group is three or more. Is that in contradiction with the first line, or do I misunderstand something?	Section 7 and Section 9	The handbook has been amended to show a recording can be with 2 or more people for all fields.		In the psychotherapy and counselling fields of specialization these client contact hours can be with individuals, couples, families and groups, and therapy marathons. Candidates should have a range of work experience. In all fields of specialization, one of the three recordings to be presented in the Oral Examinations must be of the candidate working in a group setting. It will demonstrate the candidate facilitating group dynamics in an effective way and using transactional analysis in their understanding of group processes. For the purpose of the exam, a group is defined as three or more people. * Exceptionally the group recording may be regarding work with a couple. The candidate will be expected to demonstrate/explain how the work and dynamics with a couple differ from the work with individuals and with groups. Section 9 para 9.2.3.2 old wording: In all fields of specialization, one of the three recordings to be presented in the Oral Examinations must be of the candidate working in a group setting. It will demonstrate the candidate facilitating group dynamics in an effective way and using transactional analysis in their understanding of group processes. For the purpose of the exam, a group is defined as three or more people.	In the psychotherapy and counselling fields of specialization these client contact hours can be with individuals, couples, families and groups, and therapy marathons. Candidates should have a range of work experience. In all fields of specialization, one of the three recordings to be presented in the Oral Examinations must be of the candidate working with a couple or 2+ people in a group setting. It will demonstrate the candidate facilitating group dynamics in an effective way and using transactional analysis in their understanding of group processes. In all fields of specialization, one of the three recordings to be presented in the Oral Examinations must be of the candidate working in a group setting. It will demonstrate the candidate facilitating group dynamics in an effective way and using transactional analysis in their understanding of group processes. For the purpose of the exam, a group is defined as two or more people, counselling and psychotherapy candidates must have at least one recording of work with an individual.

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23	7.2.3.5 on page 8 of the handbook seems to repeat the same paragraph 4 times.	7.2.3.5			1. Supervision may be online as well as in physical presence and the proportion of hours of on-line to face to face supervision is a decision to be taken with the Principal Supervisor based on oral case presentations, and/or recordings or videotapes of the trainee's work. On-line supervision is acceptable and the proportion of hours of online supervision to face to face supervision is a decision to be taken with the Principal Supervisor. Supervision may be online as well as in physical presence and the proportion of hours of on-line to face to face supervision is a decision to be taken with the Principal Supervisor based on oral case presentations, and/or recordings or videotapes of the trainee's work. On-line supervision is acceptable and the proportion of hours of online supervision to face to face supervision is a decision to be taken with the Principal Supervisor.	The following text has been deleted: On-line supervision is acceptable and the proportion of hours of online supervision to face to face supervision is a decision to be taken with the Principal Supervisor. Supervision may be online as well as in physical presence and the proportion of hours of on-line to face to face supervision is a decision to be taken with the Principal Supervisor based on oral case presentations, and/or recordings or videotapes of the trainee's work. On-line supervision is acceptable and the proportion of hours of online supervision to face to face supervision is a decision to be taken with the Principal Supervisor.
24	I'm seeking clarity regarding online supervision. The handbook states PTSC recommend that online supervision not exceed 50% of the total amount of supervision hours. I thought this was going to be dropped?	7.2.3.5 B2 12.2.2.2	The recommendation still stands. It has been clarified in the handbook that all supervisors, trainers and candidates have the responsibility to ensure national guidelines are followed for supervision AND training.	See also point 28 above for TSTA Exams		
25	I'm forwarding a mail that I received as Language Coordinator. There is still this mismatch between the submission form for CTA-exams and the handbook regarding format.... As far as I know from my LC colleagues nobody sends hard copies of exams via snail mail these days... so this needs to be edited in the form	7.3.1, 13.7.02	Section 7 para 7.3.1 has been amended and clarified. Form 13.7.02 has been amended	The handbook and the candidate's submission form now have the same text.	Para 7.3.1 has been amended. The text under the heading 'Submitting the Written Exam' has changed: A)A copy of all endorsed EATA contract(s) with copies of any exceptions obtained and the training plan associated with the exception attached. B)A completed Principal Supervisor's Endorsement Form of Written Examination (13.7.1). C)A completed Candidate's submission of Written Exam Form (13.7.2). D)1 PDF copy of the written examination. E)The Candidate's Declaration Form of No Plagiarism (13.7.15) F)Copy of the appropriate payment receipt (See 7.1.3) which must be sent before submitting the written exam. In addition - Form 13.7.2. Old text: 4. Two securely bound and packaged Written Examinations. 5. A signed statement of the number of words in your exam (See Section 8.1.7) 6. The candidate's declaration Form of No Plagiarism (12.7.15)	Section 7.3.1 para has been amended to read: Principal Supervisor's Endorsement of the Written Examination.(13.7.1) <input type="checkbox"/> A copy of your endorsed EATA contract and all documentation associated with it such as exceptions, expansions and associated training plans. <input type="checkbox"/> Copy of the appropriate payment receipt (See 7.1.3) which must be paid before submitting the written exam. <input type="checkbox"/> A password encrypted PDF copy of the Written Examination. <input type="checkbox"/> A signed statement of the number of words in your exam (See Section 8.1.7) <input type="checkbox"/> The candidate's declaration Form of No Plagiarism (13.7.15) <input type="checkbox"/> Send to the Language Group Coordinator the password used for the exam in a separate email. Form 13.7.2 new wording: 4. A password encrypted PDF copy of the Written Examination. 5. A signed statement of the number of words in your exam (See Section 8.1.7) 6. The candidate's declaration Form of No Plagiarism (12.7.15) 7. Send to the Language Group Coordinator the password used for the exam in a separate email.
26	In section B of the Psychotherapy exam the last two questions have a red * but they are the same. Is something missing?	8 page 33	We cannot see any differences either, therefore the asterisks have been removed.			

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27	Please would you clarify the online supervision requirements. The handbook states that 'online or videotape supervision must not exceed 50% of the total amount of supervision hours required. I understood this had been changed and there was now no such requirement/limitation?	8,12	See point 28 and 33 above. The word requirement has been changed to recommendation - and all involved need to pay attention to their local national requirements.			
28	I have some concerns about the preamble to Section D. Why does the exemplar material need to come from the case study client, surely reading about a wider application of the candidate's field would be better? Also is it new about Section D being an appendix to Section C?	8.2.4 8.3.4 8.4.4 8.5.4	Candidates have the option to choose the clients they want to discuss in their section D. This can be the section C case study client, or any other client they have worked with. Section D is a separate part of the exam, not an appendix.	The wording has been changed to allow the candidate to offer a broader illustration of the work they undertake, which, in turn, may allow them to meet more of the Core Competencies.	8.2.4/8.3.4/8.4.4/8.5.4 The exemplar material should preferably be from Section C. Further the first bullet point has been amended from 1. The responses can be set out as a separate section at the end of the Section C in the form of an appendix. In the paragraph beneath the bullet points the text has been amended from: A combination of these is possible, for example two responses provided as an extended commentary and four responses as an appendix.	Candidates have the option to choose the clients they wish to discuss in their Section D. This can be the Section C case study client or any other client they have worked with. The first bullet point has been changed to 1. The responses can be set out as a separate section. In the paragraph beneath the bullet points the first sentence has been changed to read: A combination of these is possible, for example, two responses provided as an extended commentary and four responses in a separate section.
29	The pragmatic case study as an option for section C. We were wondering if there will be separate marking criteria for anyone completing this rather than the traditional section C? It obviously focusses more heavily on research and methodology, which we weren't sure would be credited so fully with the standard criteria.	8a	TDRRC decided that the scoring sheet remains the same because the pragmatic case study research is a simple re-organisation of the clinical material.	Keeping the scoring system means that the written exams will continue to have parity.		
30	In section 12 the form 12.9.1 is not available nor indicated. It must be there too, in order to be consistent with the other sections and with this format. As you noticed yourself people wonder whether they are different. Same applies to section 8 where the appeal form should be at least indicated as 12.9.1 and available among the forms of this section 8. Same applies to section 9 where the appeal form should be at least indicated as 12.9.1 and available among the forms of section 9.	8,7	The form is there, now in section 13, in the right place. In every section where there's an option to appeal, there is now a reference to the appeal form number, so people directly can turn to the right form.	Typographical errors, there is now consistency. The previous Section 12 (Forms) is now Section 13. Form 13.9.1 is now available and is referenced in each section where an appeal is mentioned.		Form 13.9.1 is now available on the website alongside each section.
31	It's good news that there is now a dyslexia policy, is PTSC planning on supporting those candidates with other types of neurodiversity?	8,8	We will support neurodiversity in line with the new DEIA principles. There is a plan to begin work on making EATA exam processes more inclusive. This is part of a systemic culture change we are engaging with in PTSC. We will be inviting the membership to work with us as part of a larger exams project.			
32	According to the handbook it seems to suggest online exams are only for pandemics/exceptional circumstances. Is that correct?	9.1 A and 12.2 A	not correct. Handbook clarified		Section 9 para 9.1 A and Section 12.2 A the following text has been deleted: EATA offers also online exams due to, and following to the exceptional circumstances caused by the Covid-19 Pandemic.	

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33	<p>Here comes another aspect that you might have on your list of Handbook-Todo's already: as one requirement for CTA candidates in their oral exam they have to present a "log" of the required hours.</p> <p>No further specification found anywhere as to what that means in terms of detail.</p> <p>It's one of those "every year the same" issues for us as local exam supervisors. Candidate's bring all sorts of things that they call "log": one end of the continuum is a summary of hours without any info about training institute or supervisor or client group... the other end is a list that runs over pages listing every single hour.</p> <p>My suggestion would be to add a sentence like "chronological list of required hours summarized per year"...</p>	9.2.1	<p>Logs need to contain all the information set out in the handbook. This can be presented as a summary of hours for each of required hours logs.</p>	<p>Section 9 para 9.2.1 has been updated to include the following: ♦ A chronological list of all training, supervision and contact hours, summarized by year. This will enable candidates and Principal Supervisors and the LES to know what will be expected in the logs to be presented at the exam.</p>		<p>Section 9 para 9.2.1 has been updated to include the following: ♦ A chronological list of all training, supervision and contact hours, summarized by year.</p>
34	<p>Add something in about the purposes for which the recording of the exam can be used e.g. for supervision or appeal only. Add in something about the exams being confidential - what protections do we need to put in place for examiners? Agreement on privacy etc.</p>	9.3.3 11.5.3 12.9	<p>Confidentiality limits agreed with COC, PTSC and Ethics Advisor.</p>	<p>Wording currently being reviewed: In line with the EATA Ethical Code all exams are conducted as a confidential and boundaried process to ensure the integrity and fairness of the assessment and protection for all involved in the exam process. Any concerns regarding the oral exam should be directed to the Local Exam Supervisor at the time. Agreed with PTSC and COC.</p>		<p>In Section 9, para 9.3.3 Additional bullet point added under the 'A final note' heading to state: -In line with the EATA Ethical Code all exams are conducted as a confidential and boundaried process to ensure the integrity and fairness of the assessment and protection for all involved in the exam process. Any concerns regarding the oral exam should be directed only to the Local Exam Supervisor at the time. The same text is added in Section 11 para 11.5.3, extra para added immediately prior to para 11.5.4. Also added to Section 12, para 12.9 as new bullet point at the end of the list.</p>
35	<p>In the previous Manual, it was possible that an exam could be held not with 4 but with only three members of the exam board.</p>	9.7.1	<p>This is correct. Normally a board is made up of 4 examiners, and where this is not possible then it is acceptable for a board to have 3 examiners</p>	<p>Handbook updated with the correct information that had been accidentally deleted during previous handbook revision.</p>	9.7.1 bullet list. New bullet point added.	<p>Normally a Board is made up of four examiners, where this is not possible it is acceptable for a Board to have three examiners.</p>
36	<p>I discover at the end of the CTA exam scoring sheets that in the event of a "pass" or "defer" decision not being made, "the Examination Supervisor can be called. The examination supervisor can help the board reach a decision or can excuse the board and convene a new board to re-examine the candidate." Unless I am mistaken, this information does not appear in section 9, particularly paragraph 9.5. "The function of the Process Facilitator". From my point of view, this is an oversight that is important to add.</p>	9,5	<p>The role and powers of the exam supervisor is now added to the section on the role of the Process Facilitator on 9 para 9.5 page 16:</p>	<p>In order to maintain clarity of roles the handbook has been updated.</p>	Section 9 para 9.5. New bullet point added	<p>If no decision to certify or defer is reached, the examination supervisor can be called. The examination supervisor can help the board reach a decision or can excuse the board and convene a new board to re-examine the candidate.</p>
37	<p>In the previous Manual, it was stipulated that in the event of a No Exam, the candidate could retake the exam free of charge.</p>	9.7.4	<p>The candidate may take the exam free of charge where-ever the issue is with EATA. The same applies if there is a technical issue on either side during an online exam. Where the issue is with the candidate, for example recording not audible, or any requirement not met then the candidate must pay to retake the exam.</p>	<p>Handbook updated with the correct information that had been accidentally deleted during previous handbook revision.</p>	Absent	<p>After a "No Exam" situation, and where the issue is with EATA or there is a technical issue on either side during an online exam, the candidate may re-take the examination without paying the fee again. Where the issue is with the candidate, for example, if the recording is not audible, or any of the requirements are not met, then the candidate needs to pay to retake the exam.</p>

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38	I need to complete an endorsement form for my candidate to take her TEW. I see the handbook states I need to complete a separate form for the TPO, her teaching and her supervision? Is that correct? Is there any reason why I cannot write my endorsement for training and supervision on the same form?	10, 13.10.1	They are all one form, and in different sections of the form as these are different skills and therefore require different sections on the forms 13.10.1 . As the TPO is submitted 6 months before the TEW it is likely that this form will be separate from other endorsements and therefore on a different form.			
39	Can I submit my TPO online or does it have to be via post?	10.5.1. and 10.11.	TPO is now submitted online. Handbook changed		10.5.1 All participants must submit via mail: 10.11 6th bullet point One copy of the TPO must be sent to the TSTA indicated by the TEW Coordinator at least six months before the TEW.	10.5.1 - first sentence now reads. All participants must submit via email: 10.11 6th bullet point now amended to read: One copy of the TPO must be sent, by email, to the TSTA indicated by the TEW Coordinator at least six months before the TEW.
40	Regarding the requirement for TSTAs to have attended a WEW - this is not a requirement but a recommendation.	11.2.1 12.2.1	This has been added to the handbook as a requirement for the PS of CTA TS candidates and a recommendation for the PS of TSTA candidates		11.2.1 The Principal Supervisor of the candidate must have examined five times in three TSTA examination, sites-venues, during the CTA TS training contract with the candidate. Para 12.2.1 old text:• The candidate's Principal Supervisor must have examined five times in three TSTA examination sites- venues during the last seven years.	Para 11.2.1 has been updated: The candidate must: •Have examined at least five times on three separate occasions during the period of his/her training contract. Candidates may count one session of "special exams" (regulated by special agreements in Austria, Italy and the UK) as part of the three required exam occasions for CTA training contracts. Also: The candidate's Principal Supervisor must have examined in the TSTA examinations on at least five times on three separate occasions during the CTA TS training contract with the candidate and attended a written exam workshop for evaluators. Para 12.2.1 has been updated to: •The candidate's Principal Supervisor must have examined in the TSTA examinations on at least five times on three separate occasions during the last seven years and it is a recommendation that they have also attended a written exam workshop for evaluators.

Nr	Query or question	Section Handbook	Process	Action/Rationale/Result	Previous Text in handbook (if applicable)	New Text (if applicable)
41	The CTA TS Appeal form which is in section 11 the CTA TS Section has the number 11 f. In section 13, All forms and documentation , the number of this form is 13.11.i instead of 13.11.f This needs to be corrected.	11.6 and 13.9.1	Section 11 has been reviewed. For clarity and consistency there is one appeal form for all exams Form 13.9.1. Section 11 has been updated with the correct form number	By having just one appeal form, this makes appeals processes easier and consistent across all exams.	Section 11 previously referred to form 13.11.i. In addition the previous text e.g. A.Formal Appeals Formal Appeals must be made within of the evaluation process. Appeals cannot be based on professional judgment on theory and practice. B.Reasons for making an Appeal •When the evaluation was not conducted according to EATA regulations. •When some serious circumstance or irregularity occurred. •When a serious administrative error in the management of the evaluation process occurred. C.Reasons why an Appeal would normally be rejected •When there is no reason for the candidate not to have brought the circumstances described in the Appeal to the attention of the CTA TS exam Coordinator before the evaluation process took place. •When the candidate was not aware of or did not understand the published regulations to present an appeal. •When the Appeal concerns a longstanding health problem of which the candidate was aware when registering for the examination. •The Appeal was out of the established time frame. D.The Appeal process •Candidates should complete the Application for Appeal, (Form 13.9.1), and outline the grounds for making the Appeal. •Candidates should collect any evidence (e.g. medical certificates, statements from other parties etc.). •The completed form has to be sent by the candidate to the EATA Supervising Examiner within one month of evaluation. The candidate must keep a record of posting date. Any application received after this time will be rejected. •Appeals will not be considered without the relevant papers translated into English. •The Supervising Examiner in consultation with a TSTA member of CoC/PTSC will consider the Appeal application. Both must jointly contact the Board members of the exam to get further information/clarification. If necessary they may contact the candidate to get further information/clarification from him/her. Common decision must be reached by the Supervising Examiner and the CoC/PTSC member on whether the Appeal is valid or not (in other words if it satisfies the Reasons for Appeal see B above). •Applicants and CTA TS Board members will receive written notification of whether the Appeal is considered to be acceptable within two months of receipt of the application. •If the Appeal is acceptable all relevant materials should be sent to the EATA Supervising Examiner. •When the Supervising Examiner and the CoC/PTSC member have considered the appeal acceptable, they must convene an Appeal Panel within six weeks. It is the responsibility of the Supervising Examiner to inform the members of the Appeal Panel about what is expected from them.	Form number has been changed to 13.9.1 on page 1, 2, 7, 14, 16 . Further para 11.6 has been updated to read: APPEAL PROCEDURE: The same rules apply as in Section 9.10 of this handbook and form 13.9.1.
42	Does being a volunteer count as one of the 5 times? No - need to be made explicit.	12	As above - now clearly stated "		Section 12 para 12.2.1fifth bullet point, old text: Have examined at least five times at three different examination sites-venues during the period of his or her training contract. Candidates can count one session of "special exams" (regulated by special agreements in Austria, Italy and UK) as part of the three required exam sites for TSTA training contracts.	Section 12 para 12.12.1 5th bullet point new text: •Have examined, or been an observer, at least five times on three different examination occasions during the period of his or her training contract. (Being an audience member or supervisee Candidates can count one session of "special exams" (regulated by special agreements in Austria, Italy and UK) as part of the three required exam occasions for TSTA training contracts. Being a volunteer does not count towards this requirement.
43	I notice there is also an anomaly between the form and Section 12 of the handbook which states: The candidate's Principal Supervisor must have examined five times in three TSTA examination sites-venues during the TSTA training contract with the candidate.	Section 12	Wording has been clarified, see point 47 above			Wording has been clarified, see point 47 above
44	How many times does the TSTA PS need to have been an examiner, in Section 12 it states 5 times in 3 sites/venues but on form it states 3 times	Section 12 TSTA exam and PS Endorsement form	Clarified - 5 times on 3 separate occasions.			

Nr	Query or question	Section Handbook	Process	Action/Rationale/Result	Previous Text in handbook (if applicable)	New Text (if applicable)
45	For TSTA the requirement to examine 5 times in 3 venues. Does this mean I can do 3 exams in one venue at one time and then one time in another venue and 1 time in another venue.	12.2.1 13.12.3 13.12.5 13.11b	Clarified in handbook	Provides clarity and consistency.	Section 12 para 12.2.1 final bullet point Old text: The candidate's Principal Supervisor must have examined five times in three TSTA examination sites- venues during the TSTA training contract with the candidate. Form 13.12.3 the text in bullet point 6 has been changed from: I have served ___ number of times as an examiner at ___ examination sites since signing this training contract. (Minimum of 3 times at different exam venues during the period of the current training contract). Form 13.12.5 and form. 13.11b old text just above PS supervisor has been changed old text: Total number of CoC or IBOC exams in which I (the sponsor) have served as an examiner during the period of the candidate's TSTA contract (a minimum of 3 in 3 locations);	Section 12 para 12.2.1 new text, last bullet point: •The candidate's Principal Supervisor must have examined in the TSTA examinations on at least five times on three separate occasions during the last seven years. Form 13.12.3 bullet point 6 now reads: 6. I have served Click or tap here to enter text. number of times as an examiner on Click or tap here to enter text. separate occasions during the last seven years. (Minimum of 5 times on 3 separate occasions during the last seven years). Form 13.12.5 final bullet point above PS Signature new text: Total number of CoC or IBOC exams in which I (the sponsor) have served as an examiner during the period of the candidate's TSTA contract (a minimum of 5 times on 3 separate occasions. during the last seven years): Click or tap here to enter text. Also the same text has been added to form 13.11b for the CTA TS
46	I understood that the limitation regarding online supervision had changed however it's still shown in the TSTA exam.	12.2.2.2		The handbook is now clear regarding the use of virtual /online supervision for the TSTA exam.	In cases (for example geographical isolation) where arranging live supervision is difficult, it is acceptable that a proportion of this may be carried out by a supervisor from a different field, or via video-tapes, or on- line. The proportion of hours of video tape/on-line to face to face supervision is the decision to be taken with the Principal Supervisor, in all cases online or videotape supervision must not exceed 50% of the total amount of supervision hours required	In cases (for example geographical isolation) where arranging live supervision is difficult, it is acceptable that a proportion of this may be carried out by a supervisor from a different field, or via recordings, or on- line. The proportion of hours of recorded/on-line to face to face supervision is the decision to be taken with the Principal Supervisor, in all cases online or recorded supervision it is recommended not to exceed 50% of the total amount of supervision hours required. All supervisors, trainers and candidates have the responsibility to ensure national guidelines are followed for supervision AND training.
47	To amend the TSTA information to extend the deadline for withdrawal from exam without financial penalty from 2 to 3 months.	12.6 13.12.5a	Further consultation with SE, increasing the cancellation period to 90 days may mean that someone who is on the waiting list may have the opportunity of a place, in good time. PTSC agreed to this change.		12.6 If the PTSTA withdraws from the examination after registration, by notifying the Supervising Examiner more than two clear months before the examination date, the fee may be later transferred to a different examination. If notice of withdrawal is given by the candidate less than two clear months before the examination date he/she may not reclaim or reuse the fee. 13.12.5a Refund Policy: There is no refunding of fees for exams. However, if a candidate notifies the EATA supervising examiner, in writing, at least 60 days prior to the date for the examination, the fee is transferable to a future examination. So, if you decide not to take this examination you must cancel before: _____ otherwise you will forfeit your examination fee.	Para 12.6 now reads: If the PTSTA withdraws from the examination after registration, by notifying the Supervising Examiner more than three clear months before the examination date, the fee may be later transferred to a different examination. If notice of withdrawal is given by the candidate less than three clear months before the examination date he/she may not reclaim or reuse the fee. 13.12.5a Refund Policy: There is no refunding of fees for exams. However, if a candidate notifies the EATA supervising examiner, in writing, at least 90 days prior to the date for the examination, the fee is transferable to a future examination. So, if you decide not to take this examination you must cancel before: Click or tap here to enter text. otherwise you will forfeit your examination fee.

Nr	Query or question	Section Handbook	Process	Action/Rationale/Result	Previous Text in handbook (if applicable)	New Text (if applicable)
48	I thought I should highlight that there is a discrepancy between what is stated in the TSTA confirmation letter as being required to bring to the exam and what is stated in the EATA handbook, 12.7.1. The handbook includes the need to bring TSTA contracts and the context sheet for the teaching exam and a mechanism to record the exam which are not included on the form.	12.7.1	The handbook is leading, so change the text on the form: TSTA confirmation letter Form 13.12.5a. The requirement to take a copy of the bankers draft has also been removed as this confirmation of payment is completed by the TSTA Administrator.		T / STA candidate's annual summary reports. <ul style="list-style-type: none"> Principal Supervisor's annual summary report. Resume of experience and education, Letter of endorsement by your primary supervisor. Letters of endorsement from two additional Teaching and / or Supervising Transactional Analysts. Copy of principal supervisor's certification to TSTA examination form duly completed. Copy of your banker's draft for the current COC TSTA examination fee. 	<ul style="list-style-type: none"> TSTA contract(s) and if appropriate your CTA TS contract/certificate. PTSTA annual summary reports. Principal Supervisor's annual summary reports. Curriculum Vitae/resume setting out your education, training and experience. Letter of endorsement by your Principal Supervisor. Letters of endorsement from two additional Teaching and / or Supervising Transactional Analysts. Copy of Principal Supervisor's certification to TSTA examination form. The context sheet for the teaching section (if appropriate).
49	Forms to be developed so they can be completed electronically.	13, All forms	Already done. Fillable .pdfs now online			
50	PTSTA Annual Summary Report Form. The report asks the PS to confirm that they have examined 'at least three times in different locations during the current contract'. I have read it several times and it does state this, unequivocally. This is obviously one of those little but important things that might have slipped through the net but, in theory, it would preclude me from completing the report as this is a second contract that only started last year.	13.12.3	This relates to the Principal Supervisor Annual Summary Form 13.12.3 - It has been reworded to say they have examined at least five times in three TSTA examination sites-venues within the last seven years. The reason for 7 years is to cover this and a previous contract. Plus sometimes a candidate may go to TSTA exam with a new PS and they've only had a contract for 1 or 2 years.	Wording changed		Wording has been clarified
51	Amend the TSTA application form to allow the applicant to offer three options for dates/venues and also to say whether they would be willing to accept a late cancellation place.	13.12.4	This has already been agreed by the committee in November 2023. Form has now been updated.		From 13.12.4 old text: I wish to be examined on: (date) in: (place)	Form 13.12.4 new text: I wish to be examined on – please give three choices in order of preference. Choice 1: Click or tap here to enter text. (date) in: Click or tap here to enter text. (place) Choice 2: Click or tap here to enter text. (date) in: Click or tap here to enter text. (place) Choice 3: Click or tap here to enter text. (date) in: Click or tap here to enter text. (place) <input type="checkbox"/> I am willing to accept a cancellation place which may be at short notice.
52	Amend the TSTA exam application forms to include the date the PS completed a WEW.	13.12.5	A TSTA is currently not required to have attended a WEW unless they are evaluating CTA exams or endorsing CTA exam candidates.			
53	Form 13.12.7 TSTA TEaching Board scoring sheet. Typos Item 3 - score 5 - simulates - should be stimulates. Item 3 - score 1-2 - imaginative - should be unimaginative. Item 7 - score 5 - address meet - should be meets.	13.12.7	Typographical error.			Form 13.12.7 TSTA Teaching Board scoring sheet. Item 3 - score 5 - simulates - should be stimulates. Item 3 - score 1-2 - imaginative - should be unimaginative. Item 7 - score 5 - address meet - should be meets.
54	a mistake in the CTA-E rating scales (April 2023) appears.... The heading of scale no 6 is missing!	13.7.10	Typographical error.		Text Missing	Text added: Effectiveness of implementation of educational TA strategies; awareness of significance of interventions; responsiveness to ongoing evaluation

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55	Candidate submission - which version of handbook have they used - add something to the application form so the candidate can give this information.	13.7.2	There have been problems with candidates submitted a written exam and the LC and written exam evaluator were unclear which version was being used by the candidate, therefore which questions/core competencies are to be met.	The candidate's submission form has been amended to allow them to indicate which version of the handbook was being used.	Blank	Under the sentence 'Please complete this form and return it to your language coordinator.' at the top of the form the following text has been added: Please indicate which version of the handbook was used for the written exam Click or tap here to enter text.
56	3 months for CTA application form as with content in handbook?	13.7.3	Form changed to be the same as the handbook.		Form 13.7.3 First para of text: Complete and return this form to your Language Group Co-ordinator. Your Language Group Co-ordinator has to receive this form at least 2 months date to date prior to the date of your oral examination. NB: Keep a copy for your personal file	New text: Complete and return this form to your Language Group Co-ordinator. Your Language Group Co-ordinator has to receive this form at least 3 months date to date prior to the date of your oral examination. NB: Keep a copy for your personal file
57	13.9.1. "Application Appeal Examination" on the EATA website. Numbering needs changing on the form	13.9.1	Numbering is now ok. In section 9.10 the handbook refers to section 13 for the appeal form.	Typographical error		Form 13.9.1 number has been amended.
58	STRUCTURE, STIMULUS AND RECOGNITION OF HUNGERS. According to the section 6.2.F.1 it says: "1. Motivational theory - structure, stimulus and recognition hungers" the word OF should be removed from the form.	Forms 13.12.1			STRUCTURE, STIMULUS AND RECOGNITION OF HUNGERS	STRUCTURE, STIMULUS AND RECOGNITION HUNGERS
59	The formatting of the revised handbook needs some attention.	All	Formatting is being attended to, along with consideration re accessibility. PTSC is looking at a digital option for the handbook where members will be able to change the view according to their accessibility requirements.			
60	I have a question about the use of a red * in the handbook, it's not clear what the changes are, would it be possible to show the old text and then the new text alongside so it's easy to see what's been changed?	All	This is addressed via the new handbook updating system. Any changes in text will be given in a separate list giving first the original text and then the new text, this is to make it easier to see what has been changed. For example in this spreadsheet the old text is in Column E and the new text in Column F. PTSC will continue to do this for any subsequent updates.	Being clear about changes not only makes it easier for the membership to see what has been changed, and why, it also makes it easier for translators as they will only need to pay attention to the amendments.		
61	One of my tasks is to translate the handbook, I'm finding the use of bold, red font and formatting errors rather confusing. Is the version of the handbook on the website the correct one or a one of the draft versions?	All	Red text removed. Updates will be clearly stated going forward, all text changes will be made explicit in a table to show what the previous text was and what the new text is.			
62	There are still references in various places to the FTAA.	All			All references to FTAA have been removed.	
63	Appendix needs updating	Appendix	This was out of date.	Appendix 1 has been updated.		The details for the Expansions officer, Chair of PTSC and Ethics Advisor have all been updated

Nr	Query or question	Section Handbook	Process	Action/Rationale/Result	Previous Text in handbook (if applicable)	New Text (if applicable)
64	I am thinking of taking the STA exam can I still sign CTA contracts? What about CTA-TS contracts?	12.07.2008	No, Eligibility table (see above) able will address this			
65	The updating policy has changed, now simply info is to be put on the website – under "updating" there is no telegram and no requirement to tell the membership. Surely this cannot be right?	PTSC Updating	A new role is proposed 'Communications Officer' for PTSC and COC so there will be a regular update shared with membership, from this person.			New newsletter PTSC-COC Connect will publish all changes and news from both committees. Updates will also be shared on the PTSC updating page on the EATA website and via EATAs social media.
66	UKATA psychotherapy candidates fees for oral exam - can we add something somewhere - they pay 50% of the total fee e.g. the resite fee as the written exam is marked and paid directly to UKATA.	Website	Table of fees page on website amended	Website has been updated on fees page to shown for UKATA P candidates they only need to pay the retake fee.		