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Refer to guidance notes for completion of each section of the specification.

Module Code:	COU614
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Module Title:	Online and Telephone Counselling Theory
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Level:	6	Credit Value:	20
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Cost Centre(s):	GASC	HECoS code:	100495
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Faculty:	SALS	Module Leader:	Megan Brooman
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Scheduled learning and teaching hours	30 hrs
Placement tutor support	0 hrs
Supervised learning eg practical classes, workshops	0 hrs
Project supervision (level 6 projects and dissertation modules only)	0 hrs
Total contact hours	30 hrs
Placement / work based learning	Supported by practice module
Guided independent study	170 hrs
Module duration (total hours)	200 hrs

Programme(s) in which to be offered (not including exit awards)	Core	Option
Standalone module aligned to Diploma in Counselling for QAA purposes	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Pre-requisites
Applicants must be qualified in their field or in their final year of qualification at Diploma level (and on placement)

Office use only		
Initial approval:	14/10/2020	Version no: 1
With effect from:	14/10/2020	
Date and details of revision:	Jan 2021 – revised learning and teaching hours	Version no: 2

Module Aims

The aim of this module is to develop the students' theoretical knowledge and understanding of how to work using different online/telephone counselling approaches. To make links between theory and practice and to develop and enhance the online and telephone skills necessary to support their practice. For students to make substantial development in knowledge as well as exercising broad autonomy and judgement.

Module Learning Outcomes - at the end of this module, students will be able to

1	Critically evaluate theoretical knowledge about their chosen mode of delivery in their professional field and the context in which the area of study relates to.
2	Reflects and understand different perspectives, approaches or schools of thought and the theories that underpin them.
3	To develop a critical understanding around the different psychological processes which may impact the therapeutic process. Analyse, interpret and evaluate relevant information, concepts and ideas.
4	Demonstrate the importance of the appropriateness of and challenges in using online and telephone counselling from a client viewpoint.
5	Appraise the differences around ethical considerations in online and telephone counselling, compared to face-to-face counselling. Review and develop appropriate areas for consideration.

Employability Skills The Wrexham Glyndŵr Graduate	I = included in module content A = included in module assessment N/A = not applicable
<i>Guidance: complete the matrix to indicate which of the following are included in the module content and/or assessment in alignment with the matrix provided in the programme specification.</i>	
CORE ATTRIBUTES	
Engaged	IA
Creative	IA
Enterprising	IA
Ethical	IA
KEY ATTITUDES	
Commitment	IA
Curiosity	IA
Resilient	IA
Confidence	IA
Adaptability	IA
PRACTICAL SKILLSETS	
Digital fluency	IA
Organisation	IA
Leadership and team working	IA

Employability Skills The Wrexham Glyndŵr Graduate	I = included in module content A = included in module assessment N/A = not applicable
Critical thinking	IA
Emotional intelligence	IA
Communication	IA
Derogations	
<i>None</i>	

Assessment:			
Indicative Assessment Tasks:			
<ol style="list-style-type: none"> 2500 word essay exploring the ethical and professional challenges around working online/on the telephone. The work will include critical appraisal of theoretical perspectives and ethical and professional considerations around working online/offline. 500 word reflective account of the impact professionally, when working on the telephone and on-line platforms 			
Assessment number	Learning Outcomes to be met	Type of assessment	Weighting (%)
1	1,2,4,5	Essay	80
2	3	Reflective Practice	20

Learning and Teaching Strategies:
<p>Incorporating the principles of ALF (Active Learning Framework) the course will be delivered online through a range of online learning activities which will include :-</p> <p>Lectures /Webinars Experiential workshops/discussion groups Panopto videos/You Tube resources Independent reading and reflection Clinical supervision Tutorials Journaling</p>

Syllabus outline:

Theoretical concepts around Online and Telephone counselling
Defining what online and telephone counselling means and the benefits and drawbacks of each approach.
Psychological Processes relevant to Online and Telephone working.
The impact of Online and telephone counselling on Clients
Ethical and professional considerations

Indicative Bibliography:**Essential reading**

BACP Good Practice in Action 040: Commonly asked questions about social media and the counselling professions (2019) Lutterworth: BACP.

Rosenfield, M. (2013). *Telephone Counselling: A Handbook for Practitioners*. Basingstoke: Palgrave Macmillan

Weinberg, H. and Rolnick, A. (2019). *Theory and Practice of Online Therapy*. New York: Routledge

Other indicative reading

Anthony, K. and Goss, S. (2009). *Guidelines for Online Counselling and Psychotherapy: Including Guidelines for Online Supervision*. 3rd ed. Lutterworth: BACP.

Anthony, K. and Nagel, D.M. (2010). *Therapy Online: A practical guide*. London: Sage.

Anthony, K., Nagel, D.M. and Goss, S. (2010). *The Use of Technology in Mental Health: Applications, Ethics and Practice*. Springfield, IL: Charles C. Thomas.

Bager-Charleson, S. (2010) *Reflective practice in counselling and psychotherapy*. Exeter, Learning Matters

BACP Good Practice in Action 047: Ethical Framework Supplementary Guidance: Working Online (2019) Lutterworth: BACP.

Bond, T. (2015). *Standards and Ethics in Counselling in Action*. 4th ed. London: Sage.

Evans, J. (2009). *Online Counselling and Guidance Skills: A Practical Resource for Trainees and Practitioners*. London: Sage

Jones, G. and Stokes, A. (2009). *Online Counselling: A handbook for practitioners*. Basingstoke: Palgrave Macmillan.