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

Module Code:	COU615
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Module Title:	Online and Telephone Counselling Practice
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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 modules 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' practice of how to work with different approaches to therapeutic contact. To make links between theory and practice and to develop and enhance the skills necessary for delivery of online/telephone counselling. Whilst being aware of current developments in the area of study.

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

1	Understand and reflect on the challenges for clients working online/on the telephone and to be able to assess clients' competence in the use of various technology, and suitability for telephone and/or online counselling.
2	Refine and use relevant understanding, methods and skills to address complex issues that client's present with and agree a working and safe contract
3	Reflect and understand different perspectives, approaches or schools of thought and theories that underpin them to establish client identity and appropriate boundaries around therapy, and implications for working safely and ethically with clients.
4	To identify risk indicators when working online/on the telephone and how to work with and manage clients who may be at risk.

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
Critical thinking	IA
Emotional intelligence	IA
Communication	IA

Derogations

None

Assessment:

Indicative Assessment Tasks:

1. The written 2500 word assessment for this module will need to demonstrate your ability to conduct an initial assessment and take into account any risks on both platforms. Your work should also show an awareness and understanding around psychological processes, managing risk, and include links to theoretical perspectives and ethical and professional considerations. Material from your work can be used to illustrate your point with appropriate confidentiality adhered to.
2. A portfolio of work undertaken, signed by your supervisor, with a 500 word reflective account of how you have used supervision.

Assessment number	Learning Outcomes to be met	Type of assessment	Weighting (%)
1	2,3,4	Essay	80
2	1	Portfolio	20

Learning and Teaching Strategies:

Incorporating the principles of ALF (Active Learning Framework) the course will be delivered online through a range of online learning activities which will include :-

Lectures /Webinars
Experiential workshops/discussion groups
Panopto videos/You Tube resources
Independent reading and reflection
Clinical supervision
Tutorials
Journaling

Syllabus outline:

Group discussions around practice experience of working online/on the telephone.
Assessment and contracting with clients online/on the telephone
Communication and Creativity in working online/on the telephone with clients
Risk Management
Endings when working online/on the telephone

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.