

Prifysgol Wreccsam Wrexham University

Module specification

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Module Code	COU625
Module Title	Online and Telephone Counselling
Level	6
Credit value	20
Faculty	FSLS
HECoS Code	100495
Cost Code	GACG
Pre-requisite module	N/A

Programmes in which module to be offered

Programme title	Core/Optional/Standalone
Counselling Top-up	Optional

Breakdown of module hours

Learning and teaching hours	24 hrs
Placement tutor support hours	0 hrs
Supervised learning hours e.g. practical classes, workshops	0 hrs
Project supervision hours	0 hrs
Active learning and teaching hours total	24 hrs
Placement hours	0 hrs
Guided independent study hours	176 hrs
Module duration (Total hours)	200 hrs

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 also make links between theory and practice and to develop and enhance the online and telephone skills necessary to support their practice.

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, including assessing client's competence in the use of technology and their 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, when working online/on the telephone.
3	To show how their understanding of the theoretical perspectives can be applied to counselling practice online and over the telephone.
4	To identify risk indicators when working online/on the telephone and how to work with and manage clients who may be at risk.
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.

Assessment

Indicative Assessment Tasks:

This section outlines the type of assessment task the student will be expected to complete as part of the module. More details will be made available in the relevant academic year module handbook.

Assessment 1:

2000-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.

Assessment 2:

Write a 1000 personal reflection on student's use of alternative counselling platforms, when considering risk. Students should consider their own views on online or telephone counselling and their experience of using these methods, in relation to risk. Client work can be used within your discussion if appropriate confidentiality has been used.

Assessment number	Learning Outcomes to be met	Type of assessment	Duration/Word Count	Weighting (%)	Alternative assessment, if applicable
1	1-3	Written Assignment	2000 words	60%	N/A
2	4-5	Written Assignment	1000 words	40%	N/A

Derogations

N/A

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

Welsh Elements

Students can present assessed and non-assessed work in Welsh, and can access all forms, resources, and email correspondence in Welsh where preferred. Students are also able to undertake personal tutorials and, where applicable, work placements through the medium of Welsh. All module information aligns with the Welsh language expectations set out in the programme specification, and appropriate support is available to ensure students can fully engage with the module in their chosen language.

Students are also encouraged to practice their online counselling sessions in the medium of Welsh.

Indicative Syllabus Outline

- 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
- 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

Please note the essential reads and other indicative reading are subject to annual review and update.

Essential Reads:

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

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.

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

Administrative Information

For office use only	
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