

Extended Certificate
in Online and Telephone Supervision

Course Handbook



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Welcome

Welcome to our Extended Certificate in Online and Telephone Supervision. We are delighted to have you on board as a participant in this training, and hope that you will find it enjoyable, stimulating and professionally rewarding.

In this handbook, you will find information that outlines various important aspects of the course. We intend that you can refer to it throughout your learning journey with us, to guide you on your way.

Introduction

Our suite of online and telephone counselling courses has been designed to assist supervisors, counsellors and clients to work in an online environment safely and ethically.

With the changes in the counselling world, many counsellors are switching to delivering some or all of their services online, but there are relatively few supervisors qualified to support them.

The British Association for Counselling and Psychotherapy (BACP) states in its Online and Phone Therapy (OPT) Competence Framework (2021, p. 13) that its members must have:

7 Ability to source and make use of appropriate supervision for OPT

i. An understanding of how to source a supervisor with knowledge and experience of OPT.

ii. An ability to make use of online/phone supervision, e.g. by:

- Engaging with supervision that parallels the type of therapy offered e.g. phone, online platform, email*
- Acknowledging in supervision the particular phenomena raised in blended therapy e.g. phone and in the room, online and in the room, phone and online*

- *Using supervision to reflect on and discuss the impact OPT may be having on the client and/or practitioner using supervision to support and develop own OPT practice.*

Becoming skilled in this important area of clinical supervision may therefore represent an opportunity to develop your practice.

Even if you are already a qualified supervisor, additional training is needed in order to be able to supervise online and telephone counsellors in a way that meets professional and ethical standards.

This is because there are psychological processes – as well as a number of legal, ethical and practical considerations – that you need to be aware of when counselling online or supervising others' online counselling work.

Indeed, the Association for Counselling and Therapy Online (ACTO) advises that before beginning to supervise online counsellors, clinical supervisors should have experience themselves of counselling online, and upgrade training in online supervision.

And that is where this training fits in.

Eligibility for the Course

To undertake this Extended Certificate in Online and Telephone Supervision training course, you will need:

- Training and a qualification in clinical supervision
- Training, knowledge, understanding and experience of working online in therapeutic practice.

Features of the Course

- Flexible, anytime-access learning tailored to your lifestyle
- Additional 100+ hours of learning – all online, accessed via a secure portal
- Flexibility to work at your own pace
- Blended learning to accommodate varied learning styles, including visual, auditory, and kinaesthetic
- Supporting documents and lectures to reinforce your learning
- A completion certificate to evidence your learning and CPD
- Mapped to the competences for online Supervision set by ACTO, the BACP and the National Counselling & Psychotherapy Society (NCPS)
- An expectation that you will practise the online aspects with a buddy from the course

Learning Outcomes

On completion of the course, you will be able to:

- Understand the context of online supervision and reflect on the potential challenges and opportunities that both you and your supervisees may encounter
- Navigate the ethical and legal complexities you may encounter in online supervision practice
- Identify how assessment and feedback practices can help your supervisees to learn and grow
- Consider what research evidence tells you about effective supervision practices in an online environment
- Engage with the ongoing technological developments that working online may involve.



Modules and Topics

The course has eight modules, each designed to integrate your existing knowledge of online working into the supervisory relationship. Each module is further broken down into several topics:

Module 1: Demonstrate supervision within an ethical and legal framework

- 1.1 Supervising online
- 1.2 Supervision in context
- 1.3 Working within our competence
- 1.4 Legal considerations
- 1.5 Ethical considerations
- 1.6 Gaining support for ourselves

Module 2: Develop and model the supervisory relationship

- 2.1 Developing boundaries in the supervision relationship
- 2.2 Contracting for online supervision
- 2.3 Using support and challenge to establish and sustain the supervision relationship
- 2.4 Using theory and skills to enhance the supervision relationship in a digital environment
- 2.5 Defining online supervision

Module 3: Diversity in the supervisory relationship

- 3.1 Equality and legislation in an online environment
- 3.2 Diversity and ethics
- 3.3 Diversity and our personal history
- 3.4 Research application of legislation
- 3.5 Diversity as a barrier in supervision

Module 4: Supporting the supervisee in an online environment

- 4.1 Helping the supervisee adapt to an online environment
- 4.2 Developing a user-centred approach to supervision
- 4.3 Supervision triangle
- 4.4 Stages of supervision

Module 5: Exploring personal self-awareness and self-care in supervision

- 5.1 Exploring personal self-care in supervision
- 5.2 Developing the reflective practitioner
- 5.3 Gatekeeping in supervision

Module 6: Applying the Theory

- 6.1 Integrative Developmental Model
- 6.2 Evaluating theory in an online environment
- 6.3 Putting it all together – what the research tells us

Module 7: Develop self-reflection and reflexivity

- 7.1 Using professional support to evaluate your practice
- 7.2 Developing your supervisees' practice

Module 8: Examine group supervision in an online environment

8.1 The group contract

8.2 Working with group processes

8.3 The agenda for a particular group session

Elements within Topics

Each topic contains a mixture of the following elements:

- Video presentation by Rory Lees-Oakes
- Downloadable slide packs, transcripts and sound files
- Practical case discussion between Rory and Kenneth Kelly, applying the material to practice, and looking at real-world issues relevant to the topic
- Resources and downloads
- Tasks to reflect on
- Additional learning in the form of access to related specialist lectures
- Suggested reading and viewing.

At the end of each module, you simply click 'Mark complete'; this then enables you to move onto the next module.

What You Will Need

In addition to the experience and qualifications described above under 'Eligibility for the Course', all the things you need in order to participate are:

- A laptop or computer that connects to the internet and has a camera
- Available time and capacity to undertake the learning
- Engagement in work with peers using an online platform such as Zoom.

Before You Get Started

- **Check that you are receiving our emails**, which will all come from email addresses ending '@counsellingtutor.com'. Do check your 'Spam' (and on Gmail 'Promotions') folder, and mark us on your Safe Senders list.

▶ **[Click here](#)** for a detailed guide on how to add us to your safe list.

- **Join the intake-specific private Facebook learning community.** To enrich your learning, you will have access to a private learning group just for you and your peers on the course with you. You can communicate and network with the peers on your course and arrange working groups to practise the skills discussed. We strongly encourage you to join and participate in the community.

You will be given information on how to access your private Facebook group when you first log into the course.



**Click to join the course
Facebook group**



Welcome to the Course
Watch this video first



- **If you're not already a member, have a look at our generic private Facebook page**, where you can network with over 45,000 students, qualified practitioners, clinical supervisors and tutors in the world of counselling and psychotherapy. Do just send us a request to join, and we'll be delighted to welcome you in!

[Click here to join the Counselling Tutor private Facebook group.](#) 

Your CPD Certificate

Once you have completed all modules of the course, you can download your certificate as evidence of your learning, which you can use towards meeting your ethical body's annual requirement, and to add to your CV.

We are delighted to announce that the National Counselling and Psychotherapy Society (NCPS) has audited the course materials and awarded the course Quality Checked CPD status. All completion certificates carry the NCPS Quality Checked logo.



Your Presenters



Kenneth – or Ken – Kelly is a qualified counsellor and a clinical supervisor. Having completed a post-graduation certificate in online and telephone counselling in 2012, he has used online skills in both private practice and agency work. Ken holds a teaching qualification and has lectured to counsellors at practice level, as well as having authored a textbook, *Basic Counselling Skills: A Student Guide*. In his position as Co-Director at Counselling Tutor, Ken focuses on online training provision and specialises in outcome-based online learning.

Rory Lees-Oakes is Co-Director at Counselling Tutor and author of *Counselling Theory in Practice: A Student Guide*. He spent over a decade lecturing in counselling, and continues to enjoy sharing his valuable insights into counselling theory and practice. Rory is a qualified counsellor, clinical supervisor and lecturer. In 2015, he was awarded the prestigious Silver Plato award for outstanding use of technology in education. He is also a Fellow of the Pearson Teaching Awards. An avid drinker of tea, he's more likely to be found in a tea room than a bar.



Their real-world experience means that Rory and Ken understand first-hand the pressures of balancing study, work and home life. This led them to set up first **Counselling Tutor** (to support students of counselling and psychotherapy) and – more recently – **Counsellor CPD** (for qualified practitioners). What motivates Ken and Rory is not only helping counsellors but also – through them – serving clients.



Help and Support

If you need any assistance with technical issues – for example, navigating the course, logging in or password reminders – or if you have questions about the course content, email support@counsellingtutor.com. We will do our best to help you sort out and overcome the difficulty as quickly as possible, or provide clarification if needed.

Counselling Tutor Privacy, Refund and Cancellation Policies

To read about how we protect your privacy and security, and to check our refund and cancellation policy, [click here](#).

Counselling Tutor Complaints Procedure

If you have a complaint that our support desk has been unable to resolve, you can access our complaints procedure by [clicking here](#).

LATEST REVISION DATE: 11th July 2023