



Introduction to **Online and Telephone Counselling**

1.2 Contracting and Safety





Aims and Objectives



Aim: To highlight specific areas of online practice

Objectives:

- **Identify** online-specific areas of contracting
- **Identify** online-specific safety requirements
- **Review** specific obligations around data protection



Covering All the Bases

Remember that students who work remotely will not be able to draw on the same level of support they would have if physically in a placement.

It is also possible that agencies are learning as they go, so may unintentionally miss essential elements that are needed for working online.

Having a solid understanding of specific ways of working online is essential.

You can use elements of the online course as topics for teaching and assessment.



Additional Assessment: Ethics and Professional Practice

Remote working may find students having to use personal equipment and email addresses to contact and work with clients.

Blending into teaching delivery specific learning outcomes and assessment of online working will be useful in specific areas.

- Students' knowledge to work competently and ethically in an online environment
- Ability to contract online
- Emergency contact protocols





Areas of Specific Knowledge

Demonstrate an understanding of the use of **secure email software** to contact clients, and also:

- Contracting
- Emergency contact protocols
- Data protection considerations





Contracting

Contracting is reasonably easy procedure when working face to face.
The process becomes more of challenge when working online.



Useful areas of assessment here are:

- Helping learners understand how to send and receive contracts
- Helping learners understand how to safely store contracts
- Contracting for emergencies



Emergency Contact

One of the differences between counselling face to face and counselling online is having control over the counselling space.

If a client becomes unwell in a face to face environment, then help can be summoned and support obtained.

What if a client collapsed or became incapacitated in an online session? What protocols would need to be in place?

Creating an awareness of having an emergency contact, having the client's home details, and knowing to dial 999 as a last resort are essential knowledge for an online practitioner.



EMERGENCY



COUNSELLING
TUTOR



GDPR-Specific Considerations

Remote working might mean students using their phones or computers when working with clients.

It is essential that in cases like these, students and agencies have an awareness of data compliance.

Consider setting students a research task on data compliance/GDPR.

It is recommended that data protection be a fundamental part of contracting.



Plenary



Confer with Colleagues on the Following:

- Enquire with placements their protocol for sending, receiving and storing contracts.
- If they have an emergency contact procedure
- What arrangements they have for GDPR

