



connect

Course Document

Level 2 Certificate in Counselling Skills

1. Welcome to Connect

We would like to extend a warm welcome to all Learners enrolling on our courses. Whether you are an experienced Learner or are returning to study after a few years break, our aim is to support you in the successful achievement of the qualification you have chosen.

We are a specialist counselling training organisation and bring a decade of experience in the design and delivery of counselling courses, to our work. We run courses from various locations and online.

Everyone involved in the work of Connect hope that your time with us will be rewarding and enjoyable and most importantly, that it helps you to achieve your learning goals. We are all practicing counsellors and therapists as well as being experienced teachers and university lecturers. We bring our passion for teaching and counselling to the groups that we teach.

This handbook provides information on the course you have chosen and contains important information about what is required from us and from the awarding body, which in your case is the Counselling and Psychotherapy Central Awarding Body (CPCAB). CPCAB courses are nationally accredited and offer a unique pathway to the Open University foundation degree in counselling. All courses are approved by Ofqual and accredited by the qualifications and credit framework (QCF)

We actively promote the ethical framework of the British Association for Counselling and Psychotherapy (BACP)

It may be that your question isn't answered within this course document and if this is the case, do feel free to ask your course tutors, who will be delighted to answer any questions you may have.



The only awarding body
run by counsellors
for counsellors

The level 2 course is one of the most useful courses and qualifications you could undertake. It teaches skills that will be useful in every day life and has the potential to change your perception of yourself as well as others. The skills you will learn are welcomed by employers across a wide range of professions and of course, it is the foundation course for the training to become a professional counsellor.

During the level 2 course, we will guide you through the process of learning counselling skills, but also help and support you with the development of the written aspects of the course too. We aim to help you with your personal needs in order to ensure your successful completion of the course.

2. Level 2 Certificate in Counselling Skills

The **Level 2 Certificate in Counselling Skills** course is a part time course and is intended for candidates who:

- Want to take the first step in training to be a counsellor (this course won't teach you to be a counsellor but will prepare you for the next level of practitioner training);
- Want to become competent in the use of counselling skills to help others – either in a voluntary or an employed situation.

No previous experience or training is required to enrol on this course. You do need to be over 18 years old though. We do not recommend that you begin this course if you are currently struggling with strong emotional difficulties that you are finding it hard to manage. For example, recovery from substance addiction or a severe and enduring mental health problem. Whilst we can all experience depression, stress and anxiety from time to time, these may not impact on your ability to engage with the course in the same way that severe emotional difficulties, such as the ones mentioned above might. We will discuss any personal situations with you at the time of enrolment to ensure that you are in the best position to get the most out of the course and achieve your qualification.

You will need to be able to read and have sufficient writing skills to meet the written work requirements for the course. You will need access to a computer and printer in order to do the written work. The programme for this course includes theory lectures, demonstrations, group work, skills practices, tutor and peer assessed observations of practice, a weekly learning journal, self review and tutorials. You will need to allow around 2 hours per week for homework.

The course is made up of seven learning outcomes which are based on the seven process of the CPCAB model.

Successful completion of the course will give you the option to progress to the Level 3 Certificate in Counselling Studies.

Online Courses

If you are taking this course online, you will need to make sure you have access to a good broadband signal and be able to work from a place which is private and where you will be uninterrupted during the course sessions. This is essential for privacy and for your own and others confidentiality.

Listening
to hear
not
listening
to speak.

3. Progression Opportunities

We will help you from the time you take the first step until you have reached your goal



At Connect we offer a complete progression route from Level 2 through to Level 5. All of these courses are accredited by The Counselling and Psychotherapy Central Awarding Body (CPCAB). Full details of their progression route is available on their website. The progression route available through ourselves is outlined below.



Open University Foundation Degree

Learners who complete our level 4 course can go onto to do a CPCAB level 5 and some open university modules in order to obtain a foundation degree. More information about this can be found on both our website and the CPCAB website.

4. What to Expect

A typical course session will begin with a check in. This is a chance to share with the group something of how you are feeling and what is going on for you. It is a good way of “arriving” and an opportunity to practice empathic listening.

This is followed by the delivery of some theory or the introduction of a new concept and small group work, pair work and skills practices provide you with the opportunity to practice the new ideas you have learnt.

5. Attendance Requirements

You will need to attend 85% of the course sessions in order to complete the training successfully. There may be times when there are exceptional circumstances which make this difficult and such situations will be discussed with you personally. Please refer to our attendance policy for further details.

6. Support

Pastoral tutorials are available on request at the start and the end of the session. If you need to talk to a tutor, please let one of them know and arrange an appointment. Formal tutorials will be offered as part of your course from time to time.

As a small organisation, we do not currently offer learning support but can signpost you to places where you could access this if required.

7. Course dates, deadlines, times and important dates

A list of all course dates, times, deadlines for course work and details of the external assessment will be provided separately. Please make a note of important dates and times, such as deadlines and external assessment dates as missing these could compromise your successful qualification from the course. Failure to meet a deadline without an extension agreed via an extenuating circumstances application may mean you do not pass the internal assessment of the course.

8. Policies and Procedures

Connect and it's associates are committed to working ethically and in line with the British Association for Counselling and Psychotherapy's ethical framework,

We have a range of policies and procedures which will be available to you via our website, once you have enrolled. These policies are designed to keep you safe, offer you the best opportunities and to ensure that the learning environment is ethical, fair and adheres to legal requirements. If you would like any information on any of our policies or procedures before you enrol, please ask and we will be delighted to provide you with a copies.

9. Internal Moderation and Verification

Internal Moderation

To ensure that the assessment of your coursework is fair and consistent, a sample from each group will be examined by an internal moderator. The moderator will check the marking of course work such as assignments and learning journals and provide feedback to the teaching team on the nature, quality and consistency of their assessments.



Internal Verification

Verification is the 'BIG' picture, an over view of the whole process of developing, delivering, assessing and moderating units/qualifications.

Our internal verifier will monitor that our programmes are properly in place and are operating effectively.

10. Complaints and Appeals

We are confident that your learning experience with us will be an enjoyable, worthwhile and valuable experience. However if you feel that we have let you down in some way during any part of your experience with us then you can be assured that we have a complaints and appeals procedure which will ensure that your complaint or appeal is dealt with in a professional way.

Full details of the complaints and appeals policy is available in the learner area of our website. It is summarised below:

Learner Complaints Procedure

Should you have a complaint about any aspect of your experience of us as an organisation or the training you have received, then we really would like to know about it. Our complaints policy (available in the students section of the website), outlines the way in which your complaint can be presented to us and how we will deal with it.

Academic Appeals Procedure

If you have a complaint about a decision we have made regarding an aspect of your internal assessment, then we will deal with your appeal in line with the procedure described on your Learner disc. If your appeal is regarding the external assessment, then you can follow the CPCAB's appeal procedure

11. Assessment

The course is assessed both internally and externally. CPCAB have set a list of criteria for the course that you must meet in order to qualify. You will keep a learning journal which records your learning in each session, write assignments and be observed using practical skills by both tutors and peers. Together these pieces of work provide you with the opportunity to meet the criteria for the course.

Internal Assessment

We will assess the internal part of your work via your learning journal, assignments and observation. You will be given feedback by tutors and peers as the course progresses and this will help you to meet the criteria for the course as well as give you opportunities for developing your skills and understanding.

External Assessment

You will sit an external exam as part of the course and this will take the form of an open book assessment, which means you complete the exam paper at home and can access text books, internet sites etc to help you complete it.

You need to pass both the internal and external assessment to obtain the qualification.

12. Reading List

You may find the following titles useful while studying on this course. There is no requirement to read any books as the course material will provide you with all you need to know, but some people like to do a little background reading in addition to the hand outs and materials used on the course.

Counselling Skills and Studies by Dykes, Kopp and Postings (**recommended**)
available from sage with a 25% discount using code UKCPCAB30

First Steps in Counselling Practice by Pete Sanders (4th Edition)

Helping The Client by John Heron

