



COURSE
HANDBOOK

Level 5 Award in Online and Phone Counselling Practice



Welcome to the Astranti Connect Counselling Hub



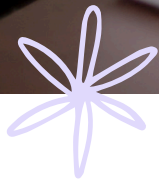
We would like to extend a warm welcome to all Learners enrolling on our courses.

Whether you are an experienced Learner or are returning to study after a 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 hopes that your time with us will be rewarding and enjoyable and, most importantly, that it will help you to achieve your learning goals. We are all practising counsellors and therapists, as well as 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.

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.

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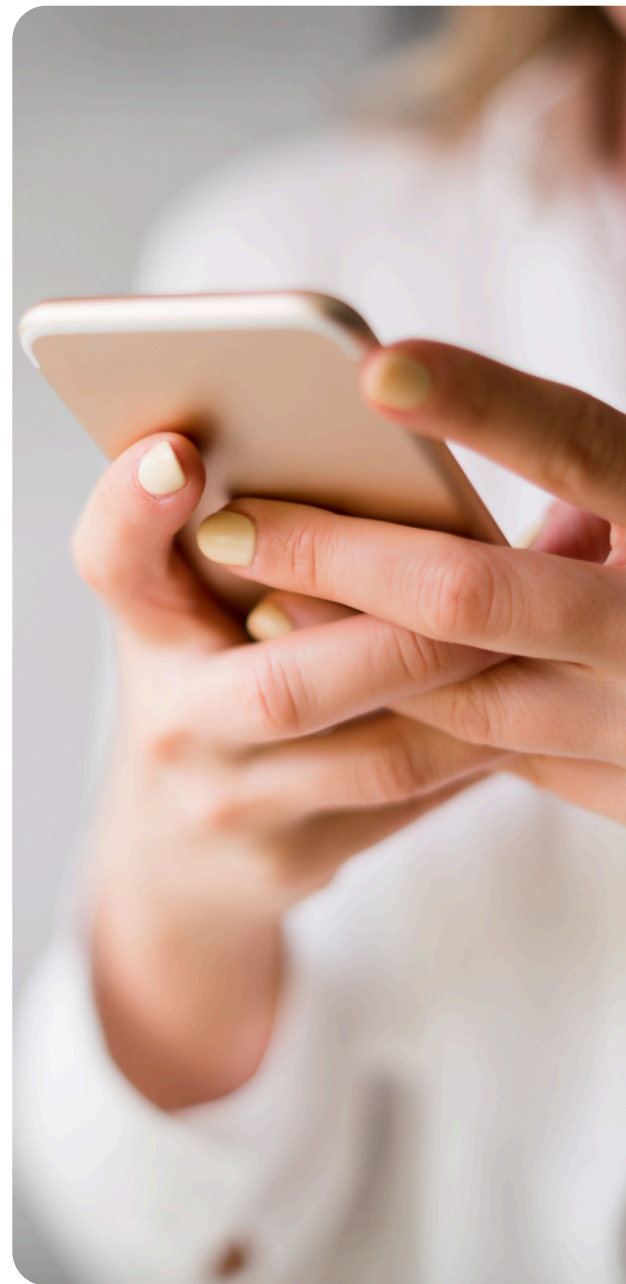
Level 5 Award in Online and Phone Counselling Practice



In today's digital age, the demand for remote counselling services has surged. This qualification is specifically designed to address the unique challenges and possibilities presented by online and phone counselling, providing candidates with the knowledge and expertise needed to work in these mediums effectively.

The Level 5 Award in Online and Phone Counselling Practice is a part-time course covering 45 guided learning hours. Prior to enrolling in this course, you must have completed two prerequisite Open University courses: 'Online Counselling: Getting Started' and 'Online Counselling: Advancing Your Knowledge'. These courses provide the foundational theoretical basis upon which the Level 5 Award builds, offering a natural progression from theory to practice.

The qualification has been designed to align with the BACP Online and Phone Therapy (OPT) competency framework and relevant SCoPEd OPT competencies, ensuring that candidates are equipped with the skills and knowledge to meet the latest industry standards.





Key elements of the course include how to:

- Navigate the ethical, legal and professional issues and challenges when working online and by phone
- Use client assessment tools to assess the suitability of a client for online and phone counselling
- Establish a client/counsellor contract and working agreement that is appropriate for a remote setting
- Build and sustain a strong therapeutic relationship with clients without being physically present
- Address the unique challenges and issues that can arise in the therapeutic relationship in a remote setting
- Work with diversity issues that can impact on the accessibility and effectiveness of online and phone counselling
- Apply the skills and techniques associated with your theoretical approach effectively in a remote setting
- Develop your self-awareness as an online and phone practitioner

This course is highly practical. You will have the opportunity to undertake regular skills practice to enhance your proficiency working online and over the phone, as well as benefit from the practical insights and experiences shared by your tutor and peers.



Entry Requirements



You need to have completed the Level 4 Diploma in Therapeutic Counselling or the equivalent. You must have also completed the following Open University courses:

- [Online Counselling: Getting Started](#)
- [Online Counselling: Advancing Your Knowledge](#)

You need to be over 19 years old. We do not recommend that you begin this course if you are currently struggling with severe emotional difficulties. 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. We do ask that you ensure that you are academically and emotionally able to cope with this level of training. It is also really important at this level that you are able to work with challenges and feedback from peers and tutors and that you feel comfortable to challenge and give feedback yourself.

You will need to be able to read and have sufficient writing skills to meet the written work requirements for the course. We suggest that at least a GCSE Grade C or above in English would be a great advantage to you in the completion of the written aspects of the course. It would benefit you greatly if you are able to form a therapeutic relationship and have good self-awareness and the ability to make links. Openness to feedback from peers and tutors is also essential. You will need to have access to a computer and printer and have adequate IT skills.



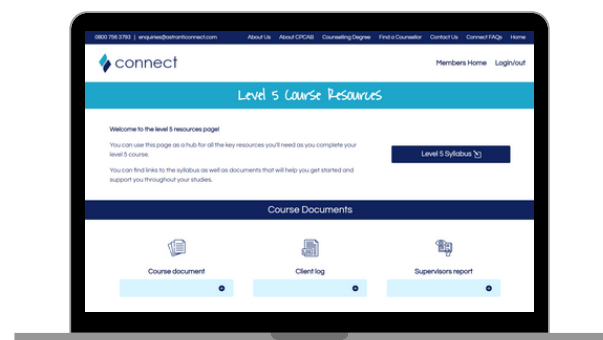
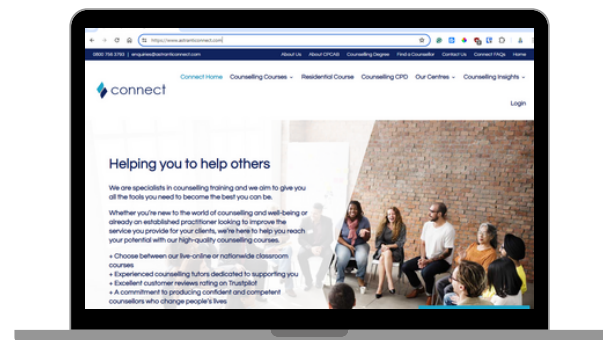
Online courses

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.



Course requirements

The programme for this course includes theory lectures, demonstrations, group work, peer-to-peer counselling sessions, tutor and peer-assessed observations of practice, a weekly learning review, self-reviews and tutorials. You will need to allow around 3-4 hours per week for homework.



Progression Opportunities

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

IfAt Connect, we offer a complete progression route from Level 2 through to Level 6. All of these courses are accredited by The Counselling and Psychotherapy Central Awarding Body (CPCAB). Full details of its progression route are available on its website. The progression route available through ourselves is outlined below.



Open University Foundation Degree

Learners who complete a CPCAB Level 4 course can go on 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.

What to Expect

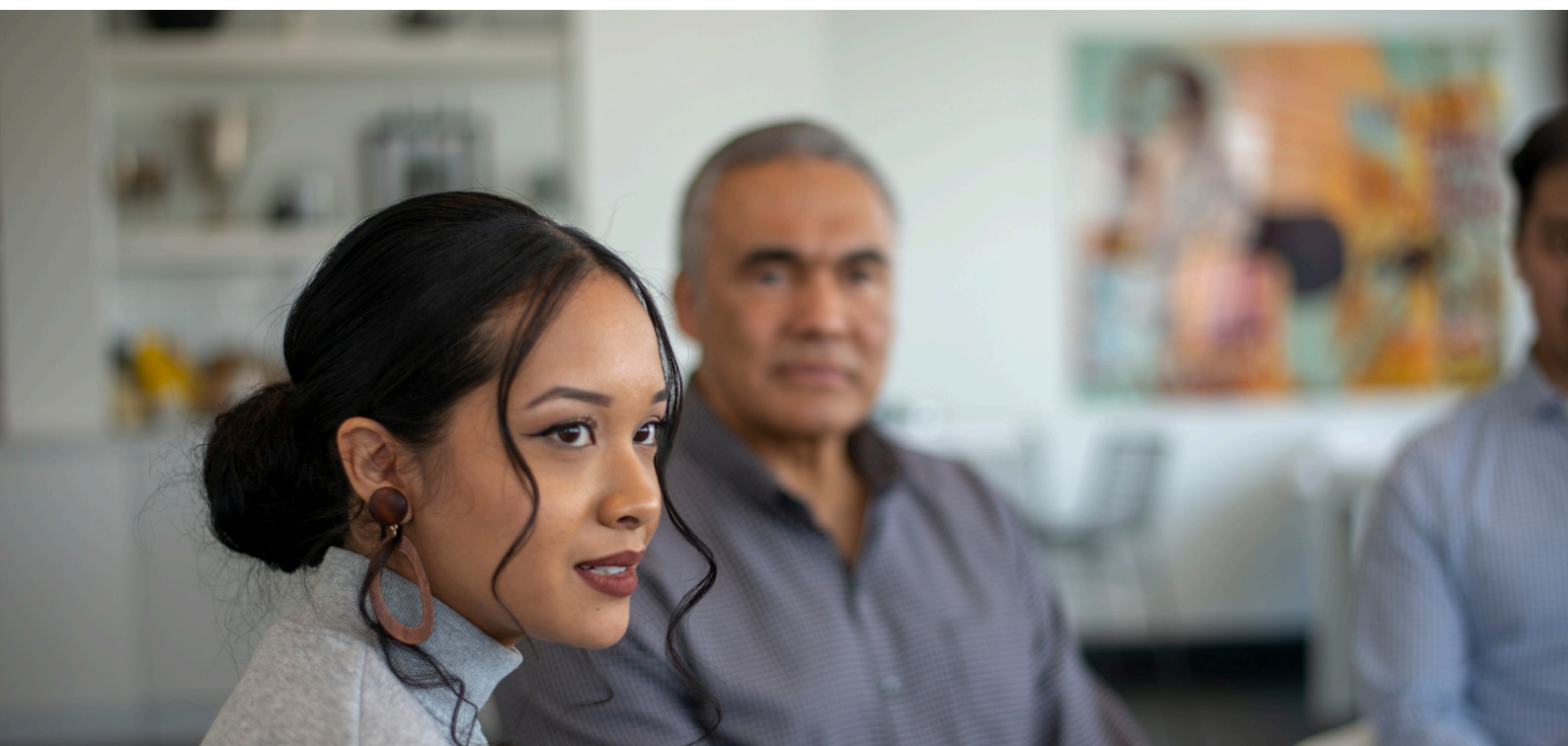
A typical course session will begin with a check-in. This is a chance to share with the group something about how you are feeling and what is going on for you. It is a good way of “arriving” and an opportunity to practise empathic listening and to get to know more about the other members of the group.

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 practise the new ideas you have learnt.



Attendance

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.





Support

At this level of training, we promote autonomous learning, and so if you would like a tutorial to discuss any aspect of the course, you can request one. They will be available 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. Likewise, if we need to talk to you about an aspect of the course that cannot be addressed in the group, we will invite you to a tutorial.

As a small organisation, we do not currently offer learning support but can signpost you to places where you could access this if required. Your application form will ask for details of any special needs you may have, and we will discuss these with you upon receipt to ensure we can accommodate your requirements.



Course dates, deadlines, times and important dates

A list of all course dates, times and deadlines for coursework. Please make a note of important dates and times, such as deadlines, as missing these could compromise your successful qualification from the course.



Policies and procedures

Connect and its 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 copy. Upon registration, you will be given access to the students area of the website, where these documents can easily be accessed.

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 coursework, such as assignments and learning reviews, and provide feedback to the teaching team on the nature, quality and consistency of their assessments. You will need to make your portfolio available for the moderator's visit.

Internal Verification

Verification is the 'BIG' picture, an overview 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.



Assessment

The course is assessed internally: there is no external assessment for this qualification. CPCAB has set a list of criteria for the course that you must meet in order to qualify. You will undertake weekly written reflective work which will contribute to building a portfolio of work, which will also include one assignment 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.

