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Unit CLG1: Manage your ongoing personal development

Element CLG1.1 Personal Values and Qualities

You must be able to:

1. Demonstrate a personal commitment to consistency between what is professed and what is done

2. Act in a moral and ethical manner in dealings with others that demonstrates personal straightforwardness, honesty and coherence

3. Demonstrate that you have a capacity for resilience

4. Manage complex and unpredictable client feelings

5. Recognise and cope with uncertainty

6. Demonstrate that you are secure enough in yourself to enable the client to feel safe in your company

7. Demonstrate the capacity to be empathic and understand another person's experience from their perspective

8. Show respect to others and respect ways in which they understand themselves

9. Demonstrate that you have the capacity to work with client's concerns without being personally diminished

10. Apply and articulate appropriate criteria to inform decisions and actions

11. Demonstrate that you have the capacity to manage and make decisions and take appropriate action in the face of known fears, risks and uncertainty when professionally required to do so

12. Apply sound judgement based on your therapeutic/clinical knowledge and/or experience to inform your practice.

13. Apply sound judgement based on evidence-based practice to inform your practice

14. Be aware of all aspects your own sense of identity, its origins and formation

15. Be aware of your own responses and issues related to identity and the impact of these to others

16. Critically appraise theories underpinning personal development

You must know:

1. How to support the client to take responsibility for themselves and to work towards them being independent from the therapist

2. An in depth knowledge of theories of personality and behaviours related to your modality and have an awareness of others

3. Defence mechanisms or defensive strategies

4. Theories of Stress, Coping and Health

5. Maintenance of psychological and physical health and well being

6. The role and function of personal therapy and other forms of personal development in counselling training and practice

7. Theories of identity and self esteem

8. Theories/good practice relating to the use and misuse of power and discrimination

9. An ethical framework and codes of conduct for professional practice and how to apply these in relationships with clients

10. The ethical principles of counselling

11. Own values and beliefs and potential ethical dilemmas and implications for your own practice

12. Anti–oppressive practice

13. Relevant theories of the origins and nature of prejudice

14. Accountability and its implications for your therapeutic practice

15. The impact of therapist attributes in the counselling relationship

16. Theories of sexuality and the development and ethical management of sexual attraction in the therapeutic relationship

17. The importance of risk assessment and resilience factors

18. The impact of differences between the counsellor and the client

Element CLG1.2 Establish self-awareness in relation to the client/s

You must be able to:

1. Engage in rigorous self-examination, monitoring thoughts, feelings, physical sensations and behaviour in the therapeutic relationship

2. Demonstrate awareness and management of idealisation and potential for denigration by the client/s and to bring that awareness into the therapeutic relationship

3. Demonstrate a mature approach to relationships and life choices drawing on relevant life experiences

4. Recognise when your fitness to practice is impaired and take action appropriate to the needs of your client/s

5. Demonstrate awareness of the psychological repercussions of prejudice and discrimination

6. Be resilient (non-retaliatory) and respond appropriately to personal attacks that may emanate from client/s

7. Recognise the limits of your competence as a therapist

8. Plan for regular breaks to enhance and restore your own well-being

9. Recognise unresolved emotional conflicts in your own life and be aware of ways in which these may impact on the client/s

10. Establish and maintain a therapeutic alliance with clients

11. Contain and manage your own emotions appropriately in a therapeutic relationship

12. Maintain appropriate sexual boundaries in the therapeutic relationship

13. Understand the implications of touch in the therapeutic relationship and convey to clients' and colleagues decisions about its use in accordance with a consistent, coherent and in-depth theoretical perspective

14. Recognise and maintain appropriate personal boundaries even when these are challenged by the client/s or others

You must know:

1. In depth theories relating to interpersonal relationships related to your modality and have an awareness of others

2. In depth knowledge of theories related to the use of self in therapy related to your modality and have an awareness of others

3. Theories concerning the value of personal therapy and personal development for therapists

4. The importance of reflecting on life experiences

5. The importance of learning from mistakes

6. Theories relating to group and one-to-one dynamics

7. In depth knowledge of theories relating to the process of therapy related to your modality and have an awareness of others

8. In depth knowledge of theories relating to the therapeutic alliance and other aspects of the therapeutic relationship related to your modality and have an awareness of others

9. How to process feedback in a group or one-to-one setting

10. How to critically appraise group or one-to-one process

11. Relevant theories of the origins and nature of prejudice

12. The use of the therapeutic frame for counselling

13. How to establish maintain and sustain the therapeutic alliance

14. Ethical Management of sexuality and the development and management of sexual attraction in the therapeutic relationship

15. Relevant theories concerning boundaries related to sexuality and the development and management of sexual attraction in the therapeutic relationship

16. Relevant ethics, theories and good practice concerning the use of touch in therapy

17. Appropriate levels of awareness of relevant guidance and codes of ethics and practice

Element CLG1.3 Engage in Development of Self

You must be able to:

1. Reflect on your personal development including ways in which you have negotiated developmental stages

2. Demonstrate an ethical approach to relationships and life choices drawing on relevant life experiences

3. Develop an awareness of self

4. Identify and develop ways of monitoring change within self

5. Evaluate process of change within self

6. Identify your own strengths and weaknesses in relationships with others

7. Recognise your own distress or disturbance and secure therapeutic help, support or guidance when needed

8. Recognise when your fitness to practice is impaired and engage appropriate help, support or guidance

9. Demonstrate openness to acquiring and integrating new knowledge about yourself

10. Demonstrate openness to acquiring new knowledge about theory and practice

11. Demonstrate openness to feedback from others and integrate feedback into your self-image and therapeutic practice

12. Give appropriate feedback to others

13. Demonstrate that you can and will ask for help when you need it

14. Identify your personal needs and find ways of ensuring these are met outside the therapeutic relationship with clients

You must know:

1. Developmental psychology, in depth appropriate to your modality and have an awareness of comparative theories

2. In depth knowledge of theory relating to the use of the therapeutic frame related to your modality and have an awareness of others

3. A clear understanding of theories concerning the value of personal therapy for therapists related to your modality and have an awareness of others

4. In depth knowledge of theories of interpersonal relationships related to your modality and have an awareness of others

5. Fitness to Practice ethics and guidelines

6. The interface between life experience and the therapeutic process

7. In depth knowledge of theories of personal development as applied to the therapeutic process related to your modality and have an awareness of others

8. The importance of boundaries for client and counsellor safety and to support the therapeutic work

9. The importance of the use of support networks and referral systems

10. The importance of understanding referral protocols, processes and systems

Element CLG1.4 Maintain your fitness to Practice

You must be able to:

1. Develop mechanisms and strategies for reflecting on your fitness to practice

2. Recognise your personal and professional limitations and identify ways of addressing these

3. Recognise the need for self care

4. Consider and develop self-indicators that might highlight concerns regarding your fitness to practice

5. Recognise when you are not fit to practice and seek support from appropriate channels (e.g. manager, colleagues, supervisor, personal therapy)

6. Decide when you are not fit to practice and take responsibility for arranging appropriate action to be taken in the clients' best interests

7. Recognise when colleagues show signs of being unfit to practice and be able to discuss your concerns with them and take appropriate action

You must know:

1. The importance of reflecting on, identifying and addressing your own needs in personal therapy and personal development

2. In depth knowledge of theories of self appropriate to your modality and an awareness of others

3. In depth knowledge of theories of stress, coping and health related to your modality and have an awareness of others

4. The importance of taking care of oneself

5. Fitness to Practice guidelines

6. Relevant codes of practice and ethical frameworks that help define fitness to practice indicators

7. Organisational fitness to practice procedures and guidelines

8. Where support is available and how to access it

9. How to use networks and referral systems

Unit CLG2: Manage your professional development

Element CLG2.1 Reflect upon your work with clients through supervision and reflection on learning.

You must be able to:

1.   Reflect on the choice, flexibility and appropriateness of counselling interventions and their impact on the clients needs and the therapeutic process

2.   Use supervision in an open and transparent way to reflect on your work with clients and other professional concerns

3.   Were appropriate, sensitively and accurately record information and reflection within the context of agreed information sharing protocols for the purpose of supervision

4.   Reflect on your counselling work with clients between sessions and review and revise your therapeutic strategy

5.   Use personal therapy, personal development opportunities, supervision and training to reflect on personal growth and development and to resolve conflict

6.   Recognise and understand issues of power and how they may affect the counselling therapeutic relationship

7.   Reflect on feelings that are aroused when working with clients, through supervision

8.   Reflect on and discuss in supervision or with your organisation your capacity and competence to work with a particular client

9.   Reflect on and discuss in supervision or with your organisation your capacity to confront personal prejudices and beliefs that may affect your relationship with the client

You must know:

1.   Definitions and theories applicable to the concept of 'reflexivity' as appropriate to your modality and an awareness of others

2.   Reflexivity as applied to therapeutic practice

3.   The importance of reflecting, identifying and addressing personal needs in personal therapy and personal development opportunities

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4. Counselling interventions and their impact on the client

5. The importance of reflecting, identifying and addressing professional issues ethically in supervision

6. In depth knowledge of theories of power and discrimination related to your modality and have an awareness of others

7. Appropriate note and record keeping of client and supervision information

8. Guidance and legislation which relates to recording and sharing information for notes and record keeping

9. Anti-discriminatory practice

Element CLG2.2 Manage Your Continuing Professional Development

You must be able to:

1.   Demonstrate a willingness to be open to learning about yourself

2.   Access current knowledge relating to theory and practice and relevant research

3.   Engage in self-directed learning

4.   Identify your own Continuing Professional Development needs

5.   Undertake activities that contribute to your Continuing Professional Development

6.   Evaluate whether Continuing Professional Development needs have been met

7.   Demonstrate a clear understanding of your roles and responsibilities as a professional counsellor

8.   Conduct yourself as a professional counsellor with regard to your behaviour towards clients, colleagues and other organisations

9.   Demonstrate the use of personal initiative in your contact with other members of the profession and other agencies

10.   Demonstrate a clear understanding of roles and responsibilities of other professionals when involved in collaborative/joint working.

11.   Demonstrate when necessary the formulation of aims and objectives that contribute to the development of an agency.

12.   Demonstrate an understanding of research relating to counselling theory and practice

13.   Critically assess and understand research evidence that informs your theoretical perspective in relation to human growth and development

14.   Critically assess and absorb the research evidence relating to a range of theoretical perspectives and their underpinning theories in order to make appropriate referrals

You must know:

1. In depth knowledge of theories of counselling related to your modality and have an awareness of others

2. A chosen consistent, coherent and in-depth theoretical perspective that informs all aspects of clinical practice

3. Research methodologies and their relevance to the therapeutic process in the context in which the counselling takes place i.e. generalist, specialist or targeted services

4. Criteria that define your 'profession'

5. An understanding of the critical importance of continuing professional development

6. The responsibilities incumbent on being a member of a profession

7. How to actively engage within the professional community

8. How to recognise one's own professional limitations and identify ways of addressing these

9. Models of professional development

10. Career paths and progression routes

11. The importance and benefits of working collaboratively with other professionals

12. The importance of clear roles and responsibilities for successful decision-making

Unit CLG3: Make use of supervision in private and organisational settings

Element CLG3.1 Contract for Supervision

You must be able to*:*

1. Identify the kind of supervision required to support you as an ethical and effective practitioner

2. Identify a supervisory arrangement that is suitable for your own practice needs and familiarise yourself with and take up supervision arrangements established in your workplace

3. Understand how to make an informed choice of supervisor if you are not based in a organisational setting

4. Understand the organisational arrangements and procedures for supervision in your agency and/or how to engage a potential supervisor and explore whether the arrangement will suit your needs and whether a working alliance can be developed

5. Familiarise your self with the agency's supervisory policy and procedure and /or clarify and agree roles and responsibilities and confirm the objectives of the supervision to be provided

6. Where appropriate negotiate a supervision fee

7. Contract clearly the roles of those providing and those receiving supervision if appropriate

8. Follow the agencies guidelines and/or establish clear boundaries and specific agreements about confidentiality in supervision

9. Follow an existing or develop an agreed procedure with your supervisor in the event of disagreement or difficulty in resolving conflict

10. Recognise that you, the counsellor, must maintain responsibility for the therapeutic work with your client at all times and that you have a duty to alert your supervisor/manager and professional body of any related professional concerns

11. Agree the way in which cases will be presented, including whether audio/video recordings of sessions will be brought and ensure that you have sought client consent for any recordings

12. Use ethical decision-making models in supervision

13. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements

You must know:

1. The professional requirements for supervision

2. Models of supervision

3. The nature of supervision that is required at different times and for different client groups

4. The frequency and regularity of supervision appropriate to your experience and complying with the minimum requirement of your employer and professional body

5. The objectives of supervision

6. The importance of a supervision contract

7. The benefit supervision is likely to have on therapeutic practice

8. The importance of differentiating between line management and supervision

9. How to negotiate and terminate a supervisory contract

10. Relevant legislation, codes of practice, guidelines and ethical requirements

11. Relevant complaints procedures

12. The importance of avoiding dual relationships

Element CLG3.2 Utilise Supervision

You must be able to:

1. Recognise the need for professional supervision

2. Make a regular commitment to attending supervision and/or comply with your organisations requirements

3. Negotiate a good working alliance with your supervisor and understand that there may be limitations to this

4. Present information clearly and professionally to the supervisor

5. Identify blocks to learning or understanding the client and present them in supervision

6. Take appropriate steps to safeguard sensitive and confidential material when taking case notes and/or audio visual recordings to supervision and ensure client consent

7. Understand the reporting relationship, roles and responsibilities between yourself, your supervisor and manager if working in an organisational setting

8. Use supervision to reflect on professional and practice issues

9. Discuss personal and professional development needs

10. Maintain and enhance professional practice through supervision

11. Use learning from supervision to inform work with clients and identify and action other training/development needs

12. Recognise your limitations and discuss them with your supervisor

13. Acknowledge mistakes, accept and process feedback

14. Acknowledge to your supervisor negative, positive, sexual or other uncomfortable feelings towards the client

15. Give feedback to the supervisor about the supervisory relationship

16. Invite feedback from the supervisor about clinical competence

17. Recognise your own values, prejudices and ethical dilemmas and their implications with regard to your practice and learning needs

18. Review and evaluate the benefits of supervision regularly

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19. Critically assess research on supervision

20. Record the outcome of supervision in the appropriate systems

You must know:

1. The importance of reflecting on, identifying and addressing professional practice issues in supervision

2. The importance of regular supervision consistent with your therapeutic model

3. Models of supervision

4. How to incorporate learning from supervision into your practice

5. How to recognising and address professional development needs in supervision

6. How to identify ways of addressing professional and personal limitations

7. Theories of personal development in relation to supervision

8. Systems for recording supervision outcome

9. How to manage professional relationships including referrals

10. Where to find research evidence on supervision

11. Relevant complaints procedures

12. Policy and procedure and any legislative requirements for reporting concerns, risk of client harm to self and others to the supervisor/manager/organisation

Unit CLG4: Promote the counselling service

Element CLG4.1 Promote the counselling service

You must be able to:

1. Manage and implement policy and strategies appropriate to the setting to promote the counselling service

2. Understand the need and potential for development of the service appropriate to the setting and community

3. Where and if appropriate agree a strategy for negotiating fees with clients

4. Where applicable provide clear information about fee structure

5. Provide clear and accessible information for your generic/specialist or specific client group

6. Be aware of ethical considerations and requirements that affect ways in which the service is promoted

7. Ensure publicity material clearly outlines limitations of the service, such as opening times, type of counselling on offer, number of sessions offered or problems addressed, whether it is a specialist or targeted service focussing on specific needs

8. Ensure service publicity is accessible to all potential clients, including those from different cultures or with disabilities

9. Identify networks that could be used for the benefits of the service

10. Identify alternative services for clients when appropriate and have a working knowledge of protocols and procedures to make referrals

11. Maintain personal contacts within service networks to ensure effective co-operation

You must know:

1. How to promote the counselling service and referral routes and pathways

2. How social, political, economic and technical factors in the external environment affect service delivery

3. The legal, regulatory, social and ethical responsibilities of a counselling service

4. Relevant guidelines and codes of practice relating to promotion of counselling services

5. Appropriate and ethical publicity and marketing strategies

6. Ways in which clients access counselling services

7. Agreed referral systems and protocols

Unit CLG5: Manage the counselling practice

Element CLG5.1 Record and maintain case notes

You must be able to:

1. Demonstrate an understanding of the policy and/or requirement for recording information about each client, any information sharing protocol and communicate that policy clearly to clients

2. Record all relevant information from the session and any actions undertaken

3. Use relevant guidance, documentation and systems to record case notes

4. Ensure case notes are structured to provide a full record with clear, accessible and legible information

5. Demonstrate a critical understanding of how to apply current knowledge of counselling interventions via case notes

6. Comply with relevant legislation, organisational and ethical frameworks and guidelines

7. Store information securely, respecting confidentiality of clients and other agencies

You must know:

1. Theoretical bases of counselling interventions relevant to a consistent, coherent and in-depth theoretical perspective

2. The importance of effective management of cases

3. Appropriate note and record keeping

4. The range and amount of information that should be recorded for different types of cases

5. Systems of record keeping and their importance

6. Legislation related to note and record keeping, confidentiality and information sharing relevant to your setting

7. A range of options available for record keeping and the rationale for decision making

8. People and groups to whom you are accountable

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9. Procedures for ensuring safety of client records in the event of the counsellors death

10. Legal requirements for data protection

Element CLG5.2   Provide an appropriate counselling environment

You must be able to:

1.   Be aware of the needs of the client when designing/selecting the environment for conducting counselling

2.   Create a safe environment in which to interact with clients

3.   Create an environment that is welcoming, consistent with the ethos, needs and perspective of your client group

4.   Be aware of self-disclosure and ways in which it is manifest in the counselling therapeutic environment

5.   Ensure that all areas conform to legal requirements of health and safety

6.   Be aware of procedures to follow in the event of threats to client or counsellor safety

7.   Contribute to the development, review and implementation of policies and procedures relating to the management of risk

You must know:

1.   The key parameters of a safe environment

2.   Features inappropriate to a counselling environment and the particular needs of your client group

3.   A consistent, coherent and in-depth theoretical perspective and its application to the counselling therapeutic environment

4.   Self-disclosure and its relevance to the counsellor's theoretical perspective of therapy

5.   An in-depth knowledge and understanding of ethical frameworks for good practice

6.   Equal opportunities legislation

7.   The implication of the counselling therapeutic frame for the provision of an appropriate counselling environment

8.   Health and Safety regulations

9.   Additional organisational policies pertaining to client and counsellor safety

10.   Policies relating to the management of risk to client, self or others

Element CLG5.3   Liaise with other services

You must be able to:

1. Establish or use established criteria for exchanging information with other services, ensuring that such criteria are communicated clearly to clients where appropriate

2. Discuss with the client the process for exchanging information and the involvement of clients , where their consent is required or sought and in what circumstances it may be breached and why.

3. Clearly identify roles and responsibilities of participants when exchanging information

4. Identify relevance and appropriateness of information that is shared with others

5. Liaise with other services and confirm that the information shared is appropriate to their requirements

6. Record appropriately information provided to and obtained from other services

7. Use appropriate procedures to access relevant sources of information

8. Determine the methods that should be used for obtaining information

9. Ensure that all agencies involved understand and respect the values and guidance of the ethical framework in all situations

You must know:

1. Methods and procedures for exchanging information in a variety of settings and your responsibility to the client in that process

2. The importance of complying with procedures for exchanging information

3. How to decide whether the information is relevant

4. The importance of protecting information sources

5. Systems for recording information

6. Ethical guidelines and Codes of Practice for sharing information across agencies

7. Equal opportunities legislation

8. Secure storage systems and methods

9. Legal requirements for data protection

10. Availability of other relevant services

11. Purpose, culture, ethos and priorities of other services

Element CLG5.4   Monitor, evaluate and review your personal caseload

You must be able to:

1. Recognise and understand the importance of reviewing all relevant information on your personal caseload

2. Develop strategies for reviewing personal caseloads

3. Monitor and evaluate progression in your client work

4. Identify challenges and difficulties in progression

5. Ensure that the number of clients in your caseload does not exceed your capability

6. Ensure that the clients in your caseload are within your area of competence

7. Exchange information on cases according to the procedures of the service

8. Where appropriate take action towards ensuring that arrangements are made for a professional will for the passing on of clients if necessary

9. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements

10. Consult with experts in the legal field when such guidance is required

You must know:

1. The range of information on personal caseloads that should be monitored and reviewed

2. When to review your personal caseloads and why it is important

3. The rationale for recommended limits to personal caseloads

4. Where to access information to enhance your practice

5. How to manage and review complex and difficult cases

6. The limits of your competence

7. The importance of complying with national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, information sharing and data protection

8. Ethical guidance on professional wills where appropriate

Element CLG5.5 Evaluate own practice

You must be able to:

1. Demonstrate that you practice in a way that is informed by a consistent, coherent and in depth theoretical understanding

2. Evaluate your own and other models of counselling and therapy

3. Take part in systematic monitoring of your practice and client outcomes

4. Identify suitable criteria and evaluation tools for obtaining client feedback and to evaluate your own practice

5. Know how to review relevant information to evaluate your own practice

6. Review feedback from managers, supervisors, other professionals and clients on your own practice

7. Review the effect of own values, beliefs, attitudes and behaviours when working as a counsellor

8. Manage a practice that remains open to scrutiny of peers and colleagues

9. Critically appraise and evaluate research

You must know:

1. The counselling therapeutic models that are appropriate to the setting/sector you are working in

2. Process and outcome research and tools in counselling

3. Evaluation criteria that could be employed

4. Evaluation tools, instruments or questionnaires derived from a quantitative and qualitative theoretical base

5. Factors that should be incorporated into the evaluation criteria

6. How to evaluate own practice against specific criteria

7. How to communicate, in a clear, articulate and accessible way, evaluation findings to the professional community and the community you work with in

8. Relevant national, local, professional and organisational requirements relating to equal opportunities, diversity and discrimination, health and safety, security, confidentiality and data protection.

9. Principles underlying professional practice

Element CLG5.6 Work with referrals

You must be able to:

1. Recognise own professional limitations and potential practice and make referrals where appropriate

2. Make professional judgements with regard to the appropriateness of referral in consultation with the client

3. Access clear, relevant and current information on other services to which referrals might be made.

4. Assess the suitability of other services for meeting requirements of the client

5. Interpret the acceptance criteria and procedures of other services

6. Investigate whether other services have the capacity and resources to deal with additional clients

7. Review referral options with the client

8. Identify the advantages and disadvantages of the referral options for the client

9. Give a clear explanation to the client regarding the reasons for referral to other therapists or organisations

10. Provide sufficient information to enable clients to make informed decisions about referral

11. Take account of and explore client's responses to referral

12. Acknowledge own feelings about referral.

13. Discuss referral in supervision

14. Review the boundaries of confidentiality with the client and clarify what information needs to be passed to the other service

15. Explain clearly to the client the reasons for communicating with and/or collaborating with other professionals

16. Obtain written permission from clients in order to share confidential client information with a third party

17. Review referrals from other sources to determine suitability for the service

18. Clearly communicate professional opinion to other professionals as part of the referral process

You must know:

1. Appropriate assessment skills and how to use them

2. The referral procedure and the impact of referral on clients

3. Specific referral procedures of your own and other services

4. Requirements for recording full details of referral according to the procedures laid down by the counselling organisation where appropriate

5. Secure systems for recording and storing data in compliance with the Data Protection Act

6. A critical awareness of boundaries with regard to the extent to which confidential information should be imparted to a third party

7. The need for respect, transparency and inclusion with regard to the client when accessing help from other professionals

8. How to evaluate the suitability of other services

9. How to obtain information on acceptance criteria

10. Differences in perspective between different professions

11. The roles and responsibilities of others in the fields of mental health, medicine, health and social care and the law

12. Legal, ethical and organisational requirements and Codes of Practice relating to rights and confidentiality under data protection and sharing of information legislation

Unit CLG6: Use effective communication within the counselling environment

Element CLG6.1 Communicate with others verbally and in writing

You must be able to:

1.   Communicate appropriately and clearly with clients and colleagues both verbally and in writing

2.   Use language that can be understood by the client when explaining and conducting counselling

3.   Communicate in a manner and at a level appropriate to the client

4.   Communicate sensitively and accurately with clients and other professionals

5.   Respect confidentiality when communicating about the client and ensure client consent is obtained. You must also be able to assess when responding to concerns about risk to the client, others and legislation, when consent is not achievable.

6.   Communicate essential information about the client to other professionals when required and with client consent, where this is possible and achievable

7.   Demonstrate understanding when receiving information from other professionals about clients

8.   Evaluate communication strategies and skills used with the client

You must know:

1.   The language in which counselling is conducted to a high level of competence

2.   How to communicate clearly both in writing and verbally with clients and colleagues

3.   In depth knowledge of theories of human communication relevant to your modality and an awareness of others

4.   How to recognise when to actively listen and use silence

5.   The importance of managing silence

6.   The types of non-verbal communication and their relevance

7.   Effect of the social environment on clients, when communicating with the client and colleagues and when keeping notes

8. Client consent with respect to passing on confidential information

9. Legal, ethical and organisational requirements and Codes of Practice relating to rights and confidentiality and information sharing under data protection when communicating with clients and colleagues

10. The limitations of confidentiality when managing concerns regarding risk to the client or others

Element CLG6.2 Work effectively in teams

You must be able to:

1.   Determine the methods that should be used when working in teams

2.   Allocate roles and responsibilities to the team where appropriate

3.   Determine the ways in which information can be shared within the team or network

4.   Maintain personal contacts within teams to ensure effective co-operation

5.   Determine the limits and type of information that can be shared within the team

6.   Provide help, support and guidance to other team members, if appropriate to your role

7.   Devise strategies for conflict resolution within the team, if appropriate to your role

8.   Critically appraise group process

You must know:

1.   The importance of complying with procedures when working in teams

2.   The validity of teamwork

3.   The importance of protecting information sources

4.   Leadership and management theories

5.   Relevant theories of conflict resolution

6.   Relevant theories of team building

7.   Relevant theories of team and group dynamics

8.   Relevant theories of how groups operate

9.   Relevant theories of interpersonal relationships

10. How to process feedback in a group setting

11. Purpose, culture, ethos and priorities of other team members

Element CLG6.3   Carry out effective networking

You must be able to:

1.   Determine the methods that should be used when networking

2.   Identify networks that can be used for the benefit of the agency or service

3.   Identify and resolve any potential conflict of interest between the network
      and the agency or service

4.   Maintain personal contacts within networks to ensure effective co-operation

5.   Determine the ways in which information can be shared within the network

6.   Determine the limits and type of information that can be shared within the
      network

7.   Critically appraise group process

You must know:

1.   Types of and availability of services

2.   Methods and procedures for networking

3.   The validity of networking

4.   The importance of protecting information sources

5.   Theories of interpersonal relationships

6.   Purpose, culture, ethos and priorities of other services

Unit CLG7: Manage the counselling assessment process

Element CLG7.1 Make use of pre-assessment tools and information

You must be able to:

1.   Develop a clear policy and/or implement agency procedure on pre-assessment communication with the client consistent with your/your organisations aims, ethos and objectives, your client group and the counselling theoretical perspective

2.   Develop and/or implement pre-assessment tools compatible with your counselling theoretical perspective, agency ethos and client group

3.   Provide clear and transparent information in an accessible format to the potential client about the counselling service that you/or your agency are offering and how it works

4.   Provide clear and accessible instructions about ways in which the client can contact you or your service

5.   Provide clear information in an accessible format to referring agencies about the service you or your agency are offering

6.   Ensure that the client's first contact with you/or the organisation is positive, welcoming and professional by means of providing the right setting, efficient administrative and appropriate communication systems

7.   Implement the agency's existing policy and/or develop a procedure for the practice arranging appointments that may include providing information about waiting times or waiting lists

8.   Implement the policy and/or use the agency's existing procedure for collecting information about the client and client concerns prior to the first appointment consistent with your theoretical perspective

9.   Use the pre-assessment information in the initial assessment interview to inform the process and outcome of the interview where appropriate

You must know:

1.   Pathways and routes which a wide range of clients use to access counselling services in the settings you work in

2.   The importance of anti-discriminatory practice in developing pre-therapy information and knowledge of the legislation that informs practice

3.   Relevant legal, ethical and organisational requirements and Codes of Practice relating to service provision

4.   The importance of facilitating access to services in a professional manner

5.   Factors that influence the achievement of best practice

6.   The requirement for pre-assessment information that is consistent with the counselling theoretical perspective that underpins organisation/or your counselling practice

7.   The range of standardised assessment tools that are available

8.   Research approaches to process and outcome management

9.   Ways in which pre-assessment tools are coded and interpreted

10.   Transparent criteria for assessment as appropriate to the service that is to be provided

Element CLG7.2 Conduct an assessment interview

You must be able to:

1. Implement the agency policy and/or develop a procedure for conducting an assessment process with a client that is compatible with the client group, the setting and the counselling intervention

2. Undertake an assessment interview and understand its relevance to an ongoing counselling and therapeutic relationship

3. Provide accessible, clear information to the client about the assessment process, its purpose, the timescale and the way in which an outcome will be reached, discussed and communicated

4. Conduct the assessment process in an appropriate manner suited to your client and consistent with your theoretical counselling perspective

5. Integrate pre-counselling information into the assessment process for further exploration with the client

6. Identify any potential situations in which the assessment process should be halted and take appropriate action

7. Use critical appraisal skills to identify key aspects of the client's circumstances and presenting problems

8. Exercise a critical understanding of presenting symptoms and indicators in the assessment process

9. Discuss, familiarise yourself with related policy/procedure/guidance and identify areas of potential risk for the client, such as suicide and self-injury, and possible danger to self and others

10. Discuss and be open about confidentiality with your client, the limitations of confidentiality concerning risk, in what circumstance breaches might occur and where issues of consent will be sought, legal process and other relevant legislation when conducting an assessment interview

11. Evaluate critically whether the type of counselling offered by you or your service will be beneficial to the client, making referrals if appropriate

12. Discuss with the client their motivation for counselling

13. Discuss and agree with the client their and your responsibility to the counselling contract

14. Where appropriate provide opportunities for clients to review, evaluate and feedback their experience of the assessment

15. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements

16. If appropriate discuss with the client any other needs relating to for example, culture, faith, ethnicity, language, sexuality, disability, age and difference

17. Record outcomes of assessment interviews in accordance with agency/your policies for record keeping

You must know:

1. How to conduct an assessment process in a way that is informed by a consistent, coherent and in-depth theoretical understanding and agency/your policy and procedure

2. Assessment processes that are appropriate to different settings and client groups

3. Factors that might affect the assessment process

4. Assessment of the suitability of clients for counselling in general

5. Factors that affect the suitability of clients for particular models of counselling

6. How and where to locate research findings relating to appropriate types of counselling for particular client problems or client groups

7. National, local, professional and organisational requirements relating to diversity, equal opportunities, discrimination, health and safety, security, confidentiality and data protection, disclosure of risk and abuse

8. Confidentiality policy, its limitations and procedures for breaches, seeking consent and how responses should be managed and communicated to the client

Element CLG7.3 Carry out risk assessment

You must be able to:

1. Familiarise yourself and implement/develop the agency/service comprehensive risk assessment and make use of specific assessment tools or guidelines

2. Recognise the language used by the client that may imply risk of harm to self or others

3. Ask direct questions about the client's intention to harm self or others

4. Facilitate the client's ability to talk about specific suicide plans and quantify the likelihood of the client carrying them out

5. Apply ethical and organisational guidelines that relate to risk assessment, particularly potential suicide

6. Consult with other health professionals/colleagues whenever there are indications of potential risk to the client self or others

7. Recognise the potential stress for you as a practitioner in working with a suicidal client and utilise supervision and self-care strategies

8. Assess and discuss the client's support system outside the therapeutic relationship

9. Take appropriate action, including referral to other health professionals, if you decide that the level of risk to the client or others is significant

10. Implement a competent care plan influenced by research, current best practice and/or agency policy and procedure

11. Keep a detailed record of the assessment process, the outcome and a care plan

12. Contribute to the development, implementation, review of a risk management policy or guidance document to ensure that best practice is supported, as appropriate

13. Ensure that the assessment process is transparent and easily understood by the client

14. As far as possible involve the client in the risk assessment process using a straightforward, empowering, boundaried and sensitive approach

You must know:

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1. How to locate and use research evidence relating to risk factors with specific client groups

2. How to locate and use research evidence relating to risk factors associated with environmental circumstances

3. A theoretical framework for thinking about self harm and voilence

4. How to locate and use research evidence relating to risk factors associated with life events

5. How to locate and use research evidence relating to risk factors associated with previous experience of attempted suicide and suicide plans

6. National policy and guidelines on suicide prevention

7. Appropriate mental health legislation

8. Relevant legal, national, ethical and organisational requirements, policies and codes of practice

9. Causes of stress and coping strategies for healthcare professionals

10. How to formulate and use a comprehensive risk assessment strategy and appropriate referral system

11. Appropriate risk assessment tools

Element CLG7.4 Make decisions in assessment

You must be able to:

1. Make a concise formulation of the client's presentation

2. Use all available information, including pre-assessment information, client presentation in the interview, therapist response to the client, quantitative and qualitative measures, to make a decision about appropriate counselling interventions

3. Analyse and interpret all forms of information collected in the assessment process

4. Consider and discuss with the client the use of appropriate counselling interventions using critical evidence-based guidelines in relation to the client's problem or circumstances

5. Discuss with the client the outcome of the assessment to the client using accessible language appropriate to the client's understanding

6. Make a referral to another agency or practitioner if appropriate

7. Discuss and explain sensitively to the client the reasons why counselling would not be beneficial to them and suggest other options/services and provide information/support on how to access them

8. Employ knowledge, skill and/or experience to make an estimate of the amount of counselling that will be able to address the specific goals and needs/problems of the client

9. Explore with the client whether or not the therapy or service available offers the optimum benefits for his or her problem

You must know:

1. A range of mind-body models of human functioning

2. Awareness of the causes and development of psychiatric disorders

3. Awareness of psychological, behavioural and physical symptoms that are indicators of mental ill health

4. Research evidence relating to risk assessment

5. Guidelines on the use of evidence-based research in your practice

6. In depth knowledge of developmental psychology as appropriate to your modality and an awareness of others

7.   A consistent, coherent and in-depth theoretical understanding that underpins counselling practice

8.   Predominant models of counselling that might be locally or nationally available

9.   Mental health legislation

10. Quantitative and qualitative research methods

11. Data analysis related to methods, instruments and tools used in assessment

12. The integral role that assessment and risk assessment have in planning the appropriate counselling intervention or the need for other care and support

13. Decision-making strategies

14. Self-knowledge

15. Equal opportunity legislation anti-oppressive practice guidelines and human rights legislation

16. Relevant legal, national, ethical and organisational requirements, policies and codes of practice

Unit CLG8   Demonstrate equality and diversity awareness

Element CLG8.1 Demonstrate equality and diversity awareness

You must be able to:

1.   Show awareness and understanding of diversity, anti-discriminatory practice and the rights and responsibilities of clients

2.   Relate to and communicate with clients differing in gender, age, 'race', language, national or ethnic origin, culture, class, ability, sexuality, religion and belief

3.   Develop awareness and knowledge of your own culture and cultural style, race and racial origins and belief systems that can impact on the counselling relationship

4.   Monitor your own thoughts and feelings in order to identify your own assumptions, prejudices and stereotypes

5.   Engage in continuing professional development activities that enhance understanding of issues of difference

6.   Explore your interactions with clients in supervision to identify relational dynamics with particular reference to the response of the counsellor

7.   Understand the power dynamics inherent in the counsellors relationship with regard to black/white counsellors and black/white clients

8.   Understand the implications of learning disability and special educational needs and refer for support and assessment when necessary

9.   Be prepared to make reasonable adjustment to your service provision/practice to accommodate clients with disabilities

10.   Demonstrate awareness and sensitivity in the use of language in inter-cultural counselling

11.   Recognise the potential for misunderstanding when the client or counsellor is not speaking in his or her first language

12.   Contribute to promoting a culture that values and respects the diversity of individuals

13.   Explore client's unique experience regardless of their culture and racial origins, sexuality, gender, age etcetera

14.   Promote the needs, rights and interests of all clients equally

15. Be aware that 'political correctness' can prevent open and honest communication in the counselling environment and in supervision

16. Explicitly acknowledge and explore issues of difference within the counselling process when appropriate

17. Understand the complexity of working with difference

18. Comply with relevant policy and legislation

You must know:

1. Relevant legislation

2. Relevant policies and codes of your employing organisation, including equal opportunities and diversity statements, disability statements and widening participation strategies

3. Power dynamics, especially with regard to age, gender, colour, sexuality and ability

4. Appropriate theory related to diversity and identity

5. Research evidence relating to working with difference in a therapeutic setting

6. Theory and practice relating to inter-cultural , gender, sexuality, learning disabilities, children, young people, older adults and spirituality and religion issues

Unit CLG9: Work with clients with mental ill health

Element CLG9.1 Identify and respond to mental health needs

You must be able to:

1.   Remain constantly alert to possible indications of mental health needs

2.   Regularly update your knowledge about the range of mental health needs

3.   Identify and recognise the importance of the individual's identity: ethnicity, sexuality etcetera and socio-cultural context in relation to mental health needs

4.   Respond promptly to any indications of mental health needs in order to ensure that an appropriate intervention is made

5.   Involve the client in the mental health assessment process as much as possible to ensure an empowering approach and discuss and agree confidentiality its boundaries and limits

6.   Assess any immediate risk to the client and/or to others including self that may result from worsening/declining mental ill health

7.   Discuss with the client where possible and take prompt action appropriate to your assessment of risk

8.   Identify and refer clients with ongoing support through the process if required, whose mental health needs can not be met through counselling

9.   In discussion with the client ask for information about any previous diagnosis the client has received, and any related conditions and behaviour

10.   Identify any statutory responsibilities in consultation with your supervisor/manager you may have with regard to potential risk including the need to promote independent living or protect others from risk of harm

11.   Recognise the need to follow any organisational/service policy and procedure, the need to seek advice from the supervisor/manager/mental health consultant when the mental health of the client shows marked deterioration

12.   Demonstrate the capacity to make a clear and concise case presentation

13.   Recognise indications of drug/alcohol/substance misuse (including prescribed drugs), seek advice and take appropriate action if necessary

14.   Practice in accordance with NICE guidelines relating to mental health

15. Assess the risk to the client, self and to others that may result from drug/alcohol/ substance misuse, discuss with the client and seek advice if appropriate, and take action appropriate to your assessment of risk

You must know:

1. How to recognise the indicators of mental ill health

2. The use and effects of medication and how it might influence or hinder the use of counselling by the client

3. NICE guidelines with regard to mental health

4. The range of mental health needs and their effects

5. The physical, behavioural, emotional and psychological indication of mental health needs

6. How to evaluate information provided by the individual or from other sources as indicating mental health needs

7. The information required to make a reasoned judgment about mental health, including the use of appropriate objective measures, supervisor/ manager/community mental health specialist

8. Sources of information on mental health and related services

9. Methods of referral to mental health and related services

10. The range interventions appropriate for clients with mental health needs and methods of deciding on appropriate action

11. Assessment of the need for urgency of action when referring individuals to services

12. Signs and symptoms of common mental health disorders

13. Signs and symptoms of harm and abuse

14. The impact of societal factors on the likelihood of risk, abuse, harm or failure to protect

15. Relevant legal, national, ethical and organisational requirements, policies and codes of practice

16. Policy and procedure for risk assessment

17. The physical, behavioural and psychological range indications of substance misuse

18. Commonly prescribed medication that may be lethal if taken in overdose

Element CLG9.2 Work with clients receiving medication for mental health issues

You must be able to:

1. Recognise carefully and sensitively physical signs and symptoms that accompany or mimic psychiatric disorders

2. Make an informed decision about referral to a General Practitioner or Mental Health Professional if you anticipate that medication may be required to help the client manage chronic or acute symptoms

3. Make an informed decision about the compatibility of counselling and interventions caused by medication the client is taking for mental health issues

4. Understand how medication for mental health can influence or hinder the counselling process

5. Understand the need to encourage and support the client in discussing his/her use of medication with his/her General Practitioner and/or other mental health professionals

6. Support the client in following the instructions of his or her General Practitioner or mental health professional with regard to following medication that has been prescribed for mental health issues

7. Support the client in following the instructions of the General Practitioner or mental health professional with regard to terminating the use of medication

8. Understand the effects of the major categories of medication prescribed for mental health issues

9. Understand the way in which medications are prescribed for specific mental health problems

10. Identify when a client's situation is sufficiently complex or multifaceted to require a further opinion

11. Recognise and try and talk sensitively to a client who is at risk and has access to lethal quantities of medication and report according to agency/service guidance concerns to the General Practitioner or mental health professional appropriately

12. Understand cultural differences and their potential impact on clients complying with medication

You must know:

1. Medication treatments for common mental health problems

2. Referral systems to General Practice and Mental Health Services

3. The therapeutic effects of medication prescribed for mental health issues, including knowledge of short-term and long-term (preventative) benefits

4. Psychiatric symptoms that are responsive to medication

5. The importance of following precise information about how drugs are administered and how their use should be terminated

6. When clients are likely to experience beneficial effects of newly prescribed medication

7. Potential side effects of medication

8. Signs and symptoms of common mental health problems and their treatment

9. Where to locate critical research evidence relating to the compatibility of counselling and the use of prescribed drugs

10. General information about diagnostic systems in making diagnoses

Unit CLG10: Support clients suffering from symptoms of physical illness

Element CLG10.1 Support clients suffering from symptoms of physical illness

You must be able to:

1. Recognise that symptoms of physical illness may be indicative of the mental health of the client

2. Assess the on-going risk to the client with regard to physical and mental well-being and take appropriate action

3. Recognise your limitations with regard to knowledge about physical health and refer to medically qualified persons

4. Make an informed decision about referral to a General Practitioner for investigation of physical symptoms

5. Fulfil ethical and organisational requirements with regard to the health and safety of clients by referring a client to his or her General Practitioner to have physical symptoms checked out

6. Work with General Practitioners and other medical professionals to support clients who are in need of both medical and therapeutic help

7. Encourage and support clients suffering from physical illness to access medical help when they are resistant to doing so

8. Enable the client to understand the concept of psychosomatic illness and hypochondria and the way in which therapy may help him or her to overcome or manage physical symptoms

9. Support the client in his or her understanding of why he or she might have been referred for therapy by a General Practitioner instead of being offered medical treatment of symptoms

10. Explore with the client ways of coping with stress-related illnesses including relaxation exercises, deep breathing techniques and visualisation techniques where appropriate

11. Enable clients who have difficulty discussing issues because of cultural or societal taboos to talk about them in the therapeutic relationship

12. Support the client in seeking medical help for problems where physical ill health is apparent, when appropriate

13. Use supervision to sustain you when supporting clients through terminal illness and major surgical procedures

14. Recognise and work with clients with issues of loss resulting from infertility or from major surgical procedures

15. Work as part of a team when supporting clients who suffer from physical ill health

You must know:

1. Psychosomatic illness and the way in which mental illness impacts on physical health and well-being

2. The specific role and functions of primary care multi-disciplinary teams, including General Practitioners, and the provision of advice and intervention with regard to both physical and mental health needs

3. Signs and symptoms of physical illness that need to be checked out by a General Practitioner

4. Systems of referral to General Practitioners, whether or not the client is registered with a General Practitioner

5. Physical symptoms of illness that require immediate attention and the appropriateness of referral to an Accident and Emergency Department

6. Symptoms of physical illness commonly present in individuals suffering from stress, anxiety, depression or other mental health disorders

7. The effects of stress and other common mental health disorders on the body and ways in which symptoms can be ameliorated by relaxation and deep breathing techniques

8. Physical symptoms that are commonly associated with developmental stages, such as puberty and menopause, and their impact on mental well-being

9. Ways in which gender, age, culture and disability impact upon an individual's ability to talk about sexual disease and dysfunction

10. The bereavement process and its effect on physical and mental health

11. The impact of terminal illness on the mental health of individuals and those around them

12. Physical symptoms caused by substance misuse

13. Side effects associated with drugs commonly prescribed for the alleviation of mental health problems

14. How to access information relating to appropriate resources for the treatment of specific disease and dysfunction

15. Working in multi-disciplinary settings when working with clients suffering from physical and mental ill health

Unit CLG11: Identify models of personality and mind development in relation to the client

Element CLG11.1 Use a Model of the person and the mind

You must be able to:

1. Critically appraise the way in which human growth and development and psychological functioning are explained in the core theoretical perspective that underpins practice

2. Critically appraise the way in which human growth and development and psychological functioning are explained in a range of counselling approaches.

3. Distinguish between psychopathological and normal functioning

4. Distinguish between psychopathology and cultural difference

5. Articulate to the client the consistent in-depth theoretical perspective that underpins your therapeutic practice

6. Explain accessibly and clearly to the client the process through which change can be achieved

7. Recognise emotional and behavioural patterns that can be attributed to a particular stage of human growth and development

You must know:

1. In depth, human growth and development and psychological functioning as explained in the consistent and comprehensive theoretical perspective that underpins counselling practice.

2. An awareness of human growth and development and psychological functioning as explained in a range of counselling therapeutic approaches.

3. The nature of psychopathology and 'normal' functioning

4. How psychological problems develop and how the process of counselling facilitates change

5. The origins of a client's psychological difficulties

6. Possible uses of defences and defence mechanisms and their impact upon development

7. Emerging scientific evidence relating to human behaviour and how to access current information

8. Critical evidence-based research that underpins theories of psychological functioning.

9. In depth theories of personality development appropriate to your modality and an awareness of others

Element CLG11.2 Formulate the client's problem

You must be able to:

1. Reflect on complex and sometimes contradictory information elicited from the client in order to clearly articulate core difficulties and their origins

2. In discussion with the client recognise the need for a formulation that summarises clearly and sensitively the client's difficulties, the types of interventions that may be helpful and the evaluation of their likely outcome

3. Integrate information obtained from all sources into a formulation of the case into which relevant predisposing, precipitating, perpetuating and protective factors are highlighted

4. Sensitively reflect back to the client your understanding of the problem or difficulty they have described and check your accuracy

5. Identify appropriate and achievable goals for therapy

6. Include in the formulation your assessment of likelihood of risk to self and/or others

7. Incorporate into the formulation recognition of what has precipitated the search for counselling

8. Include in the formulation anything that might hinder the client's capacity to engage in counselling

9. Demonstrate the capacity to present the formulation accessibly, clearly, concisely and sensitively

10. Make a decision in discussion with the client about appropriate counselling interventions, their length based on the formulation using relevant critical evidence-based research

11. Understand what has motivated the client to reflect on a problem and engage in the process of change

12. Take account of the capacity of a client to recognise and understand his or her psychological functioning and to take responsibility for him/herself and future development

13. Ensure that the formulation is consistent with a coherent and in-depth theoretical understanding.

14. Distinguish between what can reasonably be expected to change through the counselling process and what cannot

You must know:

1. In depth, a consistent theoretical perspective for counselling practice

2. The critical complexity of human functioning

3. Appropriate models of the mind, including the process of development and maintenance of psychological problems

4. In depth psychological development theories appropriate to your modality and an awareness of others

5. In depth theories of human growth and development through the lifespan appropriate to your modality and an awareness of others

6. Theory related to development of gender and sexual identity

7. Theory related to cultural diversity, oppression and prejudice

8. Referral procedures

9. Awareness of research evidence relating to the client's issues

10. The importance of looking at all sources of information including the client's past psychiatric history and history of previous psychotherapeutic interventions as appropriate to your theoretical approach

11. The way in which the family, social, organisational and political systems impact on the functioning of individual

12. How to undertake risk assessment

Unit CLG12: Plan counselling therapy

Element CLG12.1: Make use of evidence of effective practice

You must be able to:

1.   Access and interpret research evidence and organisational guidance about appropriate and effective treatments for particular presentations of personal difficulties

2.   Provide information to clients about the recommended types of counselling for their particular presentation

3.   Explain to the client how your theoretical perspective of counselling practice may help and if others may be helpful too

4.   Ensure that the client is given the opportunity to choose a different counsellor if your therapeutic perspective does not have an evidence base for their particular presenting problem

5.   Facilitate and support the referral of the client if appropriate

6.   Keep yourself well-informed and up-to-date about recommendations for evidence-based practice

You must know:

1.   The types of counselling appropriate for particular presentations of personal difficulties and the client group you work with (i.e. children, young people, adults, older people and other specialist and targeted services)

2.   Up-to-date research and guidance on evidence-based practice

3.   The change process inherent in your consistent in-depth theoretical perspective

4.   A range of counselling theoretical perspectives and modes of delivery in sufficient detail to facilitate explanation to clients

5.   Evidence-based policies relevant to your organisation and client group

6.   Referral systems and protocols

7.   Relevant NICE Guidelines

Element CLG12.2 Make an informed decision about the amount of counselling required by the client

You must be able to:

1. Analyse and make a clear statement about the nature of the client's core problem

2. Make an informed decision about the model or mode of counselling that would be most appropriate to help them

3. Make an informed decision about the number of sessions required in the chosen modality to treat the problem effectively

4. Make an informed decision about whether brief counselling would be appropriate if that is what your service offers

5. Explain to clients the limits of the service provision available and the implications and limitations for working with their particular presentation

6. Provide clear information to the client about the amount of counselling available

7. Explain the process of reviewing therapy at various stages if an open-ended contract is deemed to be appropriate

8. Provide clear information to clients about cost of counselling if appropriate

9. Provide clear information to clients about how the ending will be negotiated

You must know:

1. In depth assessment appropriate to your modality and an awareness of others

2. How to make a therapeutic contract with the client

3. In depth formulation appropriate to your modality and an awareness of others

4. In depth psychopathology appropriate to your modality and an awareness of others

5. In depth attachment theory appropriate to your modality and an awareness of others

6. Where to find and how to understand and use critical evidence-based practice to inform best practice with your specific client group

7. Research evidence relating to presenting problems of clients

8. Relevant legal, national, ethical and organisational requirements, policies and codes of practice

9. Local policy on service provision

10. Local services available

11. Referral procedures

Unit CLG13   Establish and agree the therapeutic contract

Element CLG13.1 Establish and agree the therapeutic contract

You must be able to:

1. Understand the importance of providing a secure contract for the therapy, which will include physical environment, meeting arrangements, ethics and identify any other specific needs of the client for example language or choice about counsellor identity

2. Explain your role as a counsellor when contracting with the client using in a clear and accessible way using appropriate language and pace

3. Discuss and agree a counselling contract with the client in writing or verbally what ever is appropriate

4. Explain clearly and at a level and pace appropriate to your client your theoretical framework and how through this you will address client's needs and issues

5. Agree with client achievable counselling goals

6. Discuss and agree yours and the client expectations when contracting with the client using accessible and appropriate language and pace

7. Ensure you create appropriate opportunities to facilitate clients to express their needs when contracting

8. Negotiate fees where appropriate clearly and at a level and pace appropriate to your client

9. Negotiate length of therapy clearly and at a level and pace appropriate to your client

10. Explain your legal requirements and duties in relation to your ethical framework and your profession

11. Explain clearly and at a level and pace appropriate to your client confidentiality and its boundaries and when and why you might need to seek client consent

12. Understand when and how you may involve others and if there are any issues of client consent

13. Explain clearly and at a level and pace appropriate to your client when and how you may involve others and how you will involve the client

14. Obtain client's informed consent to engage in counselling

15. Identify and address issues of difference and diversity in the counselling relationship

16. Recognise cultural and power differences and how these can undermine the therapeutic alliance

You must know:

1. A consistent, coherent and in depth theoretical perspective of counselling

2. Theory and practice related to contracting for counselling

3. Emerging scientific evidence relating to human behaviour

4. General research, risk factors and guidelines on suicide prevention

5. Clear communication both verbally and in writing with clients when contracting

6. Recognising and empowering clients' preferred ways of communication during contracting

7. Mental health legislation

8. Relevant legal, national, ethical and organisational requirements, policies and codes of practice

9. Anti-discriminatory practice

10. Your own values, principles and prejudices and their implications for your practice

11. Legal issues regarding informed consent particularly for minors and others unable to consent legally for example Gillick guidelines

Unit CLG14 Establish the therapeutic relationship

Element CLG14.1   Build and maintaining the therapeutic relationship

You must be able to:

1. Clearly define the boundaries of the relationship

2. Communicate empathy and understanding of the client

3. Demonstrate a genuine concern for your client's welfare

4. Facilitate the expression of emotion

5. Clearly agree roles and responsibilities with the client whilst in a counselling relationship

6. Communicate clearly using language that is accessible and appropriate for the client

7. Identify and work towards mutually agreed goals with your client

8. Identify and address issues of difference and diversity in the counselling relationship including power imbalance.

9. Develop and sustain a relationship with the client that provides the safety and security required to explore complex emotional concerns.

10. Recognise autonomy of the client and respect boundaries

11. Engage the client in collaborative team work to explore and resolve their difficulties

12. Recognise alliance ruptures and have competency, skills and ethics to be responsive

13. Recognise your emotional, physical and behavioural response to the client and consider ways in which it may be a response to an aspect of the client's communication.

14. Critically appraise research on the counselling alliance, particularly its relationship with outcome.

You must know:

1. Theory and research on the working alliance.

2. How to express empathy and understanding

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3.   How to establish trust at the beginning of the counselling relationship

4.   How to agree roles and responsibilities with client.

5.   Theory and practice that takes account of diversity

6.   The ethical framework for your profession

7.   Optimal interaction between therapist and client linked to favourable outcome

8.   Theory and research related to therapeutic alliance ruptures

9.   Theories of relationship dynamics

10. Non verbal communication

Element CLG14.2   Make use of self in therapy including self-disclosure

You must be able to:

1.   Demonstrate the ability to recognise your emotional response to a client and use it in accordance with your underpinning theoretical perspective

2.   Recognise the implications of using self in the counselling process

3.   Understand the role and function of self-disclosure and other uses of the self in accordance with your theoretical perspective

4.   Understand the difficulties and dangers of insufficiently considered self-disclosure

5.   Assess whether it is appropriate and useful to disclose about yourself in counselling

6.   Assess whether it is appropriate and useful to disclose about your process in counselling

7.   Make an informed decision about when and how to answer client's personal questions

8.   Identify when and how to use self-disclosure to strengthen the counselling alliance

9.   Recognise when the pull towards self-disclosure may be an indicator of the psychopathology of the client

10.   Recognise reflect on and resist the desire to self-disclose as an indicator of your own state of personal depletion

11.   Consider ways in which self-disclosure is conveyed through dress, body language, notices, building signs, building access, photographs and other aspects of the counselling environment along with how welcoming and respectful you/staff are to clients,

12.   Demonstrate a mature approach to relationships and life choices drawing on relevant life experiences

You must know*:

1.   A consistent, coherent and in depth theoretical perspective

2.   Use of self in counselling as appropriate to the theoretical model of practice

3.   Theories of self-disclosure

4.   Timing of self-disclosure

5.   Relevant legal, national, ethical and organisational requirements, policies and codes of practice

6.   The importance of acknowledging and working with the emotional response of the counselling whether disclosed or not

7.   Psychopathology, including borderline personality disorders

8.   Self-awareness

9.   In-session negative impacts and ways of processing them

Element CLG14.3   Work with diversity as part of the process of therapy

You must be able to:

1. Acknowledge diversity relating to gender, age, race, culture, language, ability, spirituality and sexuality as it impacts on the counselling relationship or the process of therapy

2. Acknowledge and demonstrate understanding and empathy of any inequality and discrimination experienced by the client

3. Apply and facilitate communication as appropriate for particular clients

4. Demonstrate knowledge and awareness of the impact of discrimination on mental health

5. Be open to own stereotypes and thinking and their potential to create a discriminatory environment for the client

6. Respect clients' social, cultural, political, religious background

7. Challenge behaviour that discriminates or harms other individuals or communities and take any appropriate action

8. Understand the relationship between discrimination and power at a personal and institutional level

9. Recognise the impact of power imbalances

10. Critically appreciate theory and research underlying diversity in counselling

You must know:

1. The impact of discrimination and prejudice on mental health

2. Relevant theories and practice of cross cultural counselling

3. Relevant theories and practice of counselling in relation to spirituality

4. Relevant theories and practice of counselling in relation to children, young people and older adults

5. Relevant theories and practice of counselling in relation to sexual and gender identity

6. Relevant theories and practice of counselling in relation to any disability

7. Relevant legal, national, ethical and organisational requirements, policies and codes of practice

8. About different cultures and subcultures including lifestyle, 'race', gender, sexuality and age

9. About different religions and how they may influence clients' life-choices

10. How to conduct a non-discriminatory approach to professional and therapeutic counselling relationships

11. Relevant theories of power imbalance between counsellor and client

12. Relevant equal opportunities legislation and human rights legislation

Element CLG14.4   Manage the conclusion of counselling

You must be able to:

1. Review the progress of the counselling at suitable times during the therapeutic process and at the end of counselling

2. Make an informed decision in consultation with the client about how much counselling is sufficient for the client's needs

3. Negotiate an end date with the client allowing sufficient time to process the ending in accordance with a consistent, coherent and in-depth theoretical perspective

4. If time limited, ensure that the counselling ends on the agreed date

5. Discuss the implications and process of ending with the client and the supervisor/manager if you have to terminate counselling (for personal or practical reasons) at short notice and agree with the client if any on-going support/counselling is needed

6. Follow any existing policy/guidance and discuss with your supervisor/manager the implications and process of ending with a client if you decide to terminate counselling against the client's wishes

7. Recognise the client's attachment style and take it into account when planning an ending

8. Analyse and process with the client aspects of their life history that may affect their response to the ending of counselling

9. Facilitate the client in the process of mourning and coming to terms with loss at the end of counselling

10. Record the outcome of counselling in the appropriate systems

11. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements

You must know:

1. Theories and research on bereavement and mourning

2. Attachment theory and its implications on bereavement and loss

3. Psychopathology, particularly personality disorders and attachment disorders

4. Theory and practice underpinning your counselling work

5. How to apply theory and practice in relation to ending as outlined by your theoretical framework

6. Ending processes suitable for different settings and client groups

7. Factors that might affect the ending process

8. Research evidence relating to ending appropriately for particular client problems or client groups

9. Systems of recording and discharging clients after counselling

10. National, local, professional, and organisational requirements relating to Human rights, equal opportunities, discrimination, health and safety, security, confidentiality and data protection

11. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements

12. The importance of complying with different organisational requirements in relation to endings

Unit CLG15   Manage the process of change throughout counselling

Element CLG15.1   Use interventions consistent with your theoretical perspective and the needs of your client group

You need to be able to:

1.   Practice in a way that is informed by a consistent, coherent and in depth theoretical understanding

2.   Develop and sustain a relationship with the client that enables the disclosure of their concerns.

3.   Understand the process of change within your counselling approach and practice

4.   Demonstrate competence in using the interventions prescribed by your consistent, coherent and in depth theoretical perspective

5.   Be empathic and work with intellectual, emotional and behavioural expression from the client

6.   Pay close attention to ways in which clients perceive themselves negatively and use appropriate interventions to challenge and re-evaluate their perceptions

7.   Pay close attention to values and beliefs that create discomfort for clients and use appropriate interventions to challenge and re-evaluate them

8.   Pay close attention to behaviours that create discomfort for clients and use appropriate interventions to challenge and re-evaluate them

9.   Apply interventions as per your counselling theoretical framework that facilitate experiences of self-efficacy and problem-solving in clients

10.   Apply appropriate interventions according to the psychopathology of the client.

11.   Recognise circumstances under which it is necessary to provide a client with supportive interventions and no other.

12.   Recognise the attachment style of the client and consider ways in which it may impact on the process of counselling and the ending of the therapeutic relationship

13.   Use language that can be understood by the client when explaining your counselling practice, its underpinning theoretical perspective, interventions and the process of change

14. Clearly communicate imminent endings for the client and work to ensure these are managed safely and appropriately

15. Respond to silence in the counselling in accordance with your consistent, coherent and in depth theoretical perspective of practice

16. Acknowledge ways in which the therapeutic frame is challenged by the client

17. Check and monitor closely the client's response to each intervention obtaining feedback - be flexible - modify or phrase subsequent interventions that are more empowering and enabling so the client understands and finds the process more accessible

18. Acknowledge changes that have occurred for the client during the course of counselling whether they are practical, behavioural, and emotional or in relationships with the counsellor or others.

19. Review the process and progress of counselling regularly with the client to ensure that there is a mutual understanding and commitment to the task

20. Explore the limitations of your theoretical perspective of practice in working with the non dominant culture

21. When appropriate adapt and be flexible with your counselling interventions to work briefly or long-term in the best interest of your client

You must know:

1. How to apply a consistent, coherent and in depth theoretical perspective of practice in line with your modality.

2. In depth theory and practice underpinning your counselling work

3. The counselling alliance and the stance of the counsellor associated with that model

4. How changes are facilitated according to your theoretical perspective of practice.

5. Interventions that facilitate change according to your theoretical perspective of practice

6. Psychological mechanisms of change

7. How to manage the beginning, middle and end of a counselling relationship according to your theoretical perspective of practice

8. The origin and development of psychological conflicts and difficulties

9.   All aspects of the counselling contract

10.   Relevant theories of attachment

11.   Emerging scientific evidence relating to emotional development

12.   Emerging scientific evidence relating to human behaviour

13.   Assessment of psychopathology and the evidence base for treatment of specific disorders

14.   General principles of counselling interventions for clients with personality disorders

15.   When and how to use silence in counselling

Element CLG15.2   Manage difficulties in the process of counselling.

You must be able to:

1. Identify and analyse the nature of a difficulty and its origins

2. Work with the difficulty within the therapeutic alliance

3. Assess the situation including risks to self and others and record the assessment

4. Contain the client when in crisis by providing information about self-care strategies, access to other support and clear arrangements for future meetings or contact

5. Decide and agree what action to take and when to take it in a way that is appropriate to the immediate needs of the client

6. Assess the ethical decisions to be made in relation to the difficulty

7. Manage interventions that might cause confusion, embarrassment or anxiety

8. Be aware of the potential for vicarious trauma when responding to difficult situations in counselling

9. Be prepared to acknowledge and apologise for your own mistakes

10. When appropriate contact other relevant health professionals for help, support or advice to yourself or the client

11. Ensure that appropriate support is in place to review and debrief following a difficult situation

12. Take the difficulty to supervision/manager and negotiate a course of action with your supervisor

13. Know what policy and procedure ,actions and responses are available to you in the event of difficult situations, including risk to self and others

You must know:

1. Where and how to access research evidence related to risk factors for particular client groups

2. How to undertake risk assessment

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3. Mental health legislation

4. How to comply with all relevant legislation, codes of practice, guidelines and ethical requirements and policies

5. Self–care strategies for clients in distress

6. Appropriate referral and other forms of on-going support

6. Causes of stress and coping strategies for healthcare professionals

7. Appropriate theories of vicarious trauma and how they relate to therapists

8. The importance of strategies and procedures and appropriate referral systems when faced with difficulties

9. Difficulties that are part of the therapeutic process and need to be contained by the therapist, within the therapeutic alliance wherever possible

10. Appropriate decision-making strategies

11. Where to find and how to access mental health related resources

Element CLG15.3   Manage out of session contact with clients

You must be able to:

1. Anticipate the range of out-of-session communication that clients might use, such as email, letters, text, telephone, and visits

2. Determine an appropriate policy for contact with clients out –of sessions and ensure that the client understands it

3. Determine appropriate responses for unexpected or unplanned face-to-face contact with clients out of sessions

4. Consider how unexpected or unplanned face-to-face contact out of sessions will be integrated into an appropriate therapeutic process

5. Determine an appropriate policy for responding to clients who make contact between sessions

6. Be alert to possible danger signals in repeated or unwanted contact by clients out of sessions

7. Consider how repeated or unwanted contacts by clients out of sessions will be responded to

8. Determine an appropriate policy for communicating with clients when they miss sessions

9. Determine an appropriate policy for communicating with clients when they terminate therapy abruptly

10. Reflect on any temptation to meet a client other than in the designated therapy room and discuss this in supervision

You must know:

1. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements

2. The importance of boundaries in out-of-session contact

3. The therapeutic contract

4. Risk Assessment

5. Psychopathology, particularly with respect to borderline personality disorder, manipulative, dependent and potentially dangerous clients

6. Local policies and procedures for managing therapeutic contact

Unit CLG16: Manage breaks and holidays in the context of therapeutic work

Element CLG16.1 Manage breaks and holidays

You must be able to:

1.   Ensure that clients are provided with substantial notice about forthcoming
      breaks and holidays

2.   Establish and agreement about breaks and holidays

3.   Make appropriate arrangements for clients to seek support in case of
      emergency during your absence

4.   Recognise ways in which breaks and holidays may affect the therapeutic
      relationship or therapeutic process and discuss the impact with the client

5.   Plan for regular breaks to enhance and restore your own well-being

You need to know:

1.   The impact of breaks and holidays on clients according to your theoretical
      perspective of practice

2.   The theory and practice underpinning your therapeutic work

3.   Psychological mechanisms of change

4.   The therapeutic frame

5.   All relevant legislation, codes of practice, guidelines and ethical
      requirements

6.   The policy of your organisation on breaks and holidays

Unit CLG17 Explore the social and political context of counselling

Element CLG17.1 Understand the cultural context of service provision

You must be able to:

1. Understand mental health and social, political, ability and disability, and cross-cultural perspectives.

2. Critically appraise the sociology of health and illness

3. Identify your own cultural position and values

4. Recognise the power components of cultural difference and the impact your values and ethos can have on the client

5. Explore sensitively and respectfully with clients their culture and associated values

6. Explore with clients how they view and understand their relationship to other cultures and values

7. Support client's values and reflect on how your therapeutic framework might challenge them

8. Recognise cultural differences with respect to individualism and collectivism

9. Respect personal goals and self-identity and its impact on the counselling process

10. Understand ways in which cultural and religious practices may be confused with mental ill health

11. Recognise ways in which current social issues may impact on psychological well-being

12. Understand the impact of inherited attitudes towards such things as class, disability, mental health and race

13. Understand how historical events (e.g. war; migration; persecution; discrimination) affect individual lives

14. Recognise that some clients, asylum seekers, might experience traumatic response as a consequence of discrimination or oppression

15. Recognise the social, cultural or political barriers to access to counselling services and promote accessibility

16. Identify and work with available resources such as translators

You must know:

1. The nature of culture and methods of analysis

2. The sociology of health and illness

3. The ways in which all cultures are arenas in which values are contested as well as shared

4. The meaning of culture in an organisational context

5. Awareness of the impact of discrimination and prejudice on mental health

6. National, local, professional, and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, and data protection

7. Psychological and sociological theories of individualism and collectivism

8. The importance of a non-discriminatory approach to professional and therapeutic relationships

9. The impact of social and economic circumstances on health and well-being

10. The dynamics of the culture of the organisation in which you are employed

11. Main debates about identity and diversity between and within cultures

12. Aspects of different cultures and subcultures including lifestyle, 'race', colour, gender, sexuality and age

13. Methods of accessing information and support that can inform your practice about clients' cultural needs

14. How to work with clients who have experienced discrimination or prejudice due to their culture or difference

15. How to work with clients who have experienced or are experiencing trauma due to their culture or difference

7. All relevant legislation, codes of practice, guidelines and ethical requirements relevant to counselling

Element CLG17.2 Identify and manage the political context of service provision

You must be able to:

1.   Critically appraise the role and function of counselling in society

2.   Understand national politics in relation to service provision of mental health services

3.   Critically appraise Government policy with respect to mental health

4.   Identify and respond to international, national, regional and local developments with respect to mental health

5.   Broadly understand service user involvement in service provision where appropriate

6.   Encourage user involvement in service provision where appropriate

7.   Critically appraise different systems of social organisation and consequent power dynamics

You must know:

1.   Systems of social organisation and consequent power dynamics

2.   Relevant aspects of social psychology

3.   Relevant aspects of social and political theories and methods of analysis

4.   The way in which the social and political context of the client impacts on his or her mental health and well-being

5.   National politics in relation to service provision of mental health services

6.   Current social policy that directly or indirectly influences the provision of therapy

7.   Relevant aspects of the sociology of professions

8.   Relevant aspects of critical social theory

9.   Relevant aspects of epidemiology of mental health difficulties

10.   The importance of working with diversity in professional and professional and therapeutic relationships

11.   The internal politics of the organisation in which you are employed

12. Awareness of the impact of discrimination and prejudice on mental health

13. The role and function of service users in the delivery, monitoring and evaluation of services

14. Mental Health Service provision at local, regional and national level

Unit CLG18: Work within ethical and legal frameworks

Element CLG18.1 Work within an ethical framework

You must be able to:

1. Practice within an ethical framework

2. Adhere to ethical codes of good practice which underpin professional practice

3. Adhere to contractual and ethical boundaries of relationships with clients

4. Monitor and review the effect of personal values, beliefs, attitudes and behaviours in own practice

5. Monitor and review the impact of the limits of own experience, competence and knowledge when working with clients

6. Use supervision as a forum for monitoring and sustaining standards of safe, competent and ethical practice

7. Identify, consult appropriate others, and resolve any conflicts between ethical requirements and work requirements

8. Analyse complex ethical dilemmas and apply problem solving strategies to resolve them

9. Analyse complex ethical dilemmas and work with others to formulate solutions

10. Exchange mutual support with colleagues to operate within the agreed ethical codes of practice

11. Where appropriate Identify and take action, including consultation, to confront malpractice by other therapists

12. Devise an ethical strategy to withdraw from interactions with clients and seek appropriate support from colleagues when own limits are exceeded

13. Assess risk to client and risk to others by client

14. Interpret and apply codes of good practice to inform the implementation of legislation in the area of therapeutic practice

15. Ensure own practice demonstrates a clear commitment to best practice

16. Comply with the obligations that the legal framework places upon practice, including 'informed consent' and 'capacity'

17. Respect client confidentiality and anonymity but understand when safety to clients and others requires confidentiality to be breached

18. Ensure that clients are clearly informed of the legal limits of confidentiality when sharing of information is called for

19. Protect self and others from danger, harm and abuse

20. Declare interests that might influence judgement and practice

You must know:

1. Ethical decision-making theory and strategies

2. Ethical problem-solving theories and strategies

3. How a former or existing relationship with client, or persons known to client, impacts upon the therapeutic work

4. Risk assessment and legal and ethical requirements regarding risk of harm to client or by client

5. Good practice with regard to risk, health and safety in accordance with legal, ethical and organisational guidelines

6. The processes by which law and ethics are developed, e.g., differences between criminal and civil law, the importance of case law, the relationship between law and ethical frameworks

7. Basic legal concepts such as contract and negligence

8. National, local, professional and organisational requirements concerning security, confidentiality and data protection

9. Legal, professional and organisational requirements pertaining to equal opportunities, diversity and anti-discriminatory practice

10. Legal, ethical and organisational requirements relating to rights and confidentiality under data protection and sharing of information legislation

Element CLG18.2 Work within a legal framework

You must be able to:

1. Understand the "duty of care" that you have towards the client

2. Refer to relevant legislation that affects the practice of counselling

3. Maintain secure and confidential records and reports of clients in accordance with ethical, legal and organisational requirements

4. Ensure that mechanisms are in place for recording information relevant to working with other parties

5. Understand legal requirements and procedures for disclosing confidential information about clients

6. Provide and obtain information for courts and formal hearings in accordance with the above

7. Demonstrate where necessary the ethical uses involved in representing the service or agency in courts and at formal hearings

8. Demonstrate a high level of communication skills in a style appropriate to professionals and clients

9. Communicate information on formulation, risk and treatment to other health professionals

10. Take responsibility for communicating and receiving highly complex, sensitive information

11. Identify barriers to communication and develop methods of overcoming them

12. Ensure own practice is accountable to those in authority and to clients

13. Identify and act upon malpractice by other therapists

You must know:

1. Relevant legislation appropriate to your client group

2. Secure systems for recording and storing data in compliance with the Data Protection Act

3. Accountability, legal liability and duty of care and its implications in a court of law

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4. The processes by which law and ethics are developed, e.g., differences between criminal and civil law, the importance of case law, the relationship between law and ethical frameworks

5. All relevant codes of practice, guidelines and ethical requirements relevant to counselling

6. The principles of professional responsibility in a supervisory capacity, where relevant

7. How to apply interpersonal skills to enable effective communication with a wide diversity of individuals and groups

8. Different methods and styles of communication and their appropriateness in a range of situations

Unit CLG19: Contract for provision of counselling

Element CLG19.1 Establish a counselling service in a context

You must be able to:

1.   Make a contract with the appropriate organisation for the provision of therapy, including the extent of the provision with regard to time, place and resources

2.   Clearly articulate all the components of the therapeutic frame as informed by your consistent theoretical perspective

3.   Maintain a consistent therapeutic frame when working within a multi-disciplinary setting

4.   Set, maintain and review the appropriate structural and relational boundaries at different stages of the therapeutic process

5.   Work safely, including being able to assess and minimise risk and hazard within the working environment

6.   Support the health and safety of staff and clients within the service

7.   Work closely with the organisation's Health and Safety personnel to ensure adherence to legal and organisational requirements

8.   Develop and maintain an environment and culture that improves health, safety and security

9.   Where appropriate participate in case conferences to assess client needs with due attention to confidentiality

10.   Where appropriate participate in case conferences to evaluate and minimise risk with due attention to confidentiality

11.   Comply with all relevant legislation, codes of practice, guidelines and ethical requirements.

You must know:

1. Organisational structure with particular regard to the NHS, education, social services, commerce and the voluntary sector, where relevant

2. Organisational dynamics and the effect on therapy

3. The culture of the organisation within which the therapist works and its impact on the therapy

4. The difference between the culture of the organisation and the culture of therapy and potential sources of conflict between them

5. Power dynamics within organisations and the impact on multi-disciplinary working

6. The need for clear statements and policies concerning the therapist's role and responsibility within the organisation

7. The effect of dual roles on supervision, viz. when the therapist's line manager is also his or her supervisor

8. The impact on supervision when supervisor and therapist are both employees of the organisation

9. The implications for breaches of confidentiality

10. Health and safety legislation and any relevant policies and procedures in force within the organisation, such as incident reporting

11. The roles, responsibilities, accountability and duties of self and others within the organisation with regard to health and safety

12. The range of suitable providers of services in the local area

13. The impact of organisational structure and culture upon the policy and practice of inter-organisational, inter-disciplinary and inter-professional working

14. Organisational requirements or codes of practice for communicating information

15. Organisational guidelines and procedures relating to co-operation and collaboration between agencies

16. Current local, National and European legislation and organisational requirements, procedures and practices for data protection, including recording, reporting, storage, security and sharing of information

17. The principles of quality or quality assurance within an organisation

18. Relevant national, local, professional and organisational requirements related to equal opportunities, discrimination, health and safety, confidentiality, security, data protection

Element CLG19.2 Identify and manage the organisational dynamics as they affect counselling services

You must be able to:

1. Critically appraise the organisational dynamics of your place of work

2. Provide counselling services in a multi-professional context where appropriate

3. Monitor the effect of organisational constraints on the counselling work

4. Support employers and others within organisations in their endeavours to support individuals with mental health needs

5. Where appropriate establish and maintain channels of communication with others within the organisation

6. Communicate with managerial and colleagues/administrative staff within the organisation in ways that are understood and that are within clear ethical boundaries

7. Understand the ways in which confidentiality might be threatened when information is shared within an organisation

8. Develop effective working relationships with others within the organisation

9. Maintain an accurate, current knowledge base of local service provision

10. Maintain an awareness of waiting times when referring clients to services in the local area and provide other on-going support if appropriate

11. In consultation with your client contact relevant professionals or services appropriate to requirements of clients

12. Develop effective working relationships with staff in other agencies and organisations

13. Familiarise yourself with agency/service policy and procedure and other guidance on information sharing and assess with staff in other organisations the implications inherent in sharing information and establish a critical awareness of boundaries to protect client confidentiality

14. Adhere to confidentiality agreements according to legal and organisational requirements when sharing information

15. Adhere to legal and organisational requirements for recording and storing information

16. Identify the supervision needs of counsellors within organisational contexts, to ensure the appointment of appropriate supervisors

17. Monitor the quality of systems and standards of counselling work within the organisation

18. Evaluate and improve the quality, outcomes and cost-effectiveness of counselling services within an organisation

19. Work in partnership with others to evaluate and take forward policies and strategies for service improvement

You must know:

1. Power relationships within groups and organisations

2. Organisational dynamics and their potential impact on the delivery of counselling services

3. The concept of the three-cornered contract in supervision in organisations

4. The roles and responsibilities of manager, supervisor and counsellor in an organisational context

5. Instruments for evaluating the effectiveness of therapy such as the Clinical Outcomes in Routine Evaluation (CORE) and Young People's CORE

6. Group dynamics

7. Conflict resolution

8. Staff organisation and development policies and procedures

9. Quality assurance systems

10. Relevant legislation including Data Protection Act

Unit CLG20: Develop professional relationships

Element CLG20.1 Work as part of a professional community

You must be able to:

1.   Take an active role as a member of a professional community

2.   Participate effectively in inter-professional and multi-agency approaches to mental health where appropriate

3.   Where appropriate work in multidisciplinary teams with other professionals to maximise therapeutic outcomes

4.   Ensure that any counselling provision within the context of a multi-professional team adheres to a clear ethical framework and principles of therapeutic good practice

5.   Be clear as to the specific roles and duties of a counsellors in relation to other members of a team, where relevant

6.   Comply with all relevant legislation, codes of practice, guidelines and ethical requirements

7.   Develop and sustain effective working relationships with mental health professionals

8.   Maintain relationships with other professionals that are culturally sensitive and that respect the rights of others

9.   Conduct relationships with colleagues on an ethical basis with respect for their experience and lines of accountability

10.   Identify and act upon malpractice by other counsellors following related guidance and procedures

11.   Identify networks that could be used to the benefit of the service or practice

12.   Ensure the networks comply with all relevant legislation, codes of practice, guidelines and ethical requirements

13.   Represent one's own service or agency in meetings with other professional services or agencies, when relevant

14.   Devise policies and strategies for liaising and working with other agencies

15.   Identify role boundaries and limits of information relevant to working with other parties

16. Ensure mechanisms for recording information relevant to working with other parties are agreed and in place

17. Ensure that other professionals clearly understand the nature, scope and limitations of your role

18. Demonstrate a high level of communication skills in a style appropriate to professionals and clients

19. Identify barriers to communication and develop methods of overcoming them

You must know:

1. How to communicate effectively with other professionals in the interests of clients and organisation

2. The benefits of multi-disciplinary team working for the client

3. The potential difficulties inherent within multi-disciplinary working, e.g., erosion of boundaries, managing confidentiality, different policy and procedure and working practices

4. Differences in perspective between different professions

5. Practical and theoretical understanding of unique and common features of the roles and responsibilities of other professionals in the fields of mental health, medicine, health and social care and the law

6. Group process and group dynamics and their impact on team working

7. Power dynamics within teams and organisations

8. The relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality and data protection

9. The systems that constitute the 'professional community' and the mechanisms by which those systems can be accessed

10. Interpersonal skills to enable effective communication with a wide diversity of individuals and groups

11. All relevant legislation, codes of practice, guidelines and ethical requirements relevant to counselling

Unit CLG21: Undertake research and evaluation relevant to counselling practice **(Note to SG – WG felt this was important but could not be achieved by all – wondered if there could also be a unit on embrace and utilise research?)**

Element CLG21.1 Carry out research relevant to counselling practice

You must be able to:

1. Access sources of information that can inform practice from a wide range of sources, including electronic data

2. Collect data and information to achieve identified research objectives

3. Adopt systematic approaches to analysing and evaluating information collected

4. Understand and critically appraise methodologies involved in research that evaluate counselling outcome

5. Critically appraise published research on counselling

6. Disseminate research evaluation to professional community

7. Identify own contribution to achieving the objectives of counselling practice

8. Integrate relevant research into practice to develop the knowledge base of counselling with your specific client group

9. Plan and undertake at least a small-scale research project

You must know:

1. What research is and the philosophies underpinning it

2. Various methodologies and their underlying philosophical traditions

3. Process and outcome studies in counselling

4. Qualitative and quantitative methods employed in research in counselling

5. Ethical issues in research

6. How research can be ethically flawed

7. Major research studies in counselling

8. Current research findings related to counselling

9. Use of Boolean and other search strategies to ascertain and discriminate relevant research information

10. How to define a research question and write a research proposal

11. How to find relevant research using on-line and academic databases

12. Methods of gathering, recording and evaluating data and the tools required to do so

13. Strategies and methods for evaluating the knowledge and practice of others

14. Research methods, quantitative and qualitative, required to carry out supervised research work

15. Research methods, quantitative and qualitative, to critically evaluate published research

16. Reliability and validity in quantitative and qualitative research

17. How to identify information that may be contradictory, ambiguous or inadequate

18. How to judge the accuracy, validity, relevance and sufficiency of information required to support decision-making

19. How research can be ethically flawed

Element CLG21.2 Undertake Routine Evaluation of Practice
You must be able to:

1. Evaluate your own and other models of therapy

2. Take part in systematic monitoring of your practice and outcomes for your clients

3. Identify suitable criteria and evaluation tools for evaluating own practice

4. Seek and review feedback from managers, clinical supervisors, other professionals and clients on your own practice

5. Review the effect of own values beliefs, attitudes and behaviours when working as a therapist

6. Manage a practice that remains open to scrutiny of peers and colleagues

7. Participate in clinical practice audit and other quality assurance procedures

8. Incorporate research knowledge related to risk assessment into practice

9. Contribute to risk management activities

10. Use clinical supervision for on-going reflection on and evaluation of practice

You need a working knowledge of:

1. A consistent, coherent and in-depth theoretical understanding

2. Know how to review relevant information to evaluate your own practice

3. A wide range of therapy models

4. A wide range of research methodologies and their underlying philosophical traditions

5. Process and outcome research in counselling

6. Defining evaluation criteria

7. Evaluation tools such as Clinical Outcomes in Routine Evaluation (CORE), instruments or questionnaires derived from a quantitative and qualitative theoretical base

8. How to evaluate own practice against specific criteria

9. Ways to disseminate evaluation findings to the professional community

10. Relevant national local, professional, and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality, and data protection.

11. Ethical principles underlying professional practice