

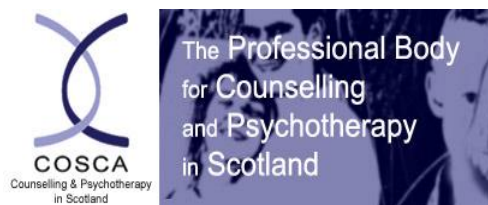


Counselling Skills Course

Student Handbook

2019-20

(Version 1.0, dated 12/09/19)



Short Courses, External Relations Directorate
University of Glasgow, St Andrew's Building, 11 Eldon Street
Glasgow G3 6NH

Please read this Handbook in conjunction with the COSCA Course Outline and the Student Handbook for credit-bearing courses

University of Glasgow COSCA Counselling Skills Course

Welcome to the COSCA Counselling Skills course, which is validated by COSCA and leads to the award of 40 credits by the University of Glasgow. The course provides an opportunity for you to develop your counselling skills and provides you with a comprehensive introductory understanding of the theories of counselling and its various approaches. The experienced tutors aim to create a supportive learning environment where you can develop your own natural counselling skills and personal qualities, underpinned by an appreciation of different counselling approaches.

This is a COSCA (Counselling and Psychotherapy in Scotland) course. It does not qualify you as a counsellor but it is considered by most institutions as a recognised and recommended pre-requisite for a person considering taking further study to become a counsellor/psychotherapist. For most students, simply completing the Certificate will be sufficient in itself. The course is designed to enhance an individual's professional and personal interaction with others in their everyday life. The four main themes of the course are designed to develop knowledge and integration of counselling skills through experiential learning activities centred around; knowledge, skills, ethics and self-awareness. The themes of the Modules develop participants' counselling skills across four broad areas. These are as follows:

- Module 1 Beginnings
- Module 2 Exploration and Expansion
- Module 3 Review and Reflection
- Module 4 Integration.

This course attracts people from a wide variety of backgrounds. Those working in voluntary organisations, teachers, care workers, managers, mutual-help groups and individuals from many other professions. There is an increasing interest from business and industry where managers seek to support their staff through times of change and to maximise the potential of all their employees. We believe that this eclectic mix enhances the overall learning experience and certainly makes for interactive and stimulating classes.

Dr Hannah Gilman
Subject Co-ordinator, Psychology & Counselling Skills

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1. Useful Contacts

The COSCA Counselling Skills course is based in Short Courses, which is part of the University's External Relations Directorate. Administration for the course is located at the following address:

Administration Office
Floor 4, Room N402
St Andrew's Building
University of Glasgow
11 Eldon Street
Glasgow G3 6NH

Tel: 0141 330 1835

Email: shortcourses@glasgow.ac.uk

Web: <http://www.gla.ac.uk/study/short/>

Office hours are typically Monday to Friday, 10.00-13.00 and 14.00-16.00

2. Key contacts

Dr Hannah Gilman
Subject Co-ordinator, Psychology & Counselling Skills
Tel: 0141 330 3252
Hannah.Gilman@glasgow.ac.uk

Andy Gray
Tutor, Counselling Skills
Andy.Gray@glasgow.ac.uk

Stella Heath
Director, Short Courses
Tel: 0141 330 1931
Stella.Heath@glasgow.ac.uk

Richard Michael McCalmont
Tutor, Counselling Skills
RichardMichael.McCalomnt@glasgow.ac.uk

Rachel McIlree
Tutor, Counselling Skills
Rachel.Mcilree@glasgow.ac.uk

Caterina O'Connor
Tutor, Counselling Skills
Caterina.O'Connor@glasgow.ac.uk

Charlotte Phelps
Administrative Assistant, Short Courses
Tel: 0141 330 1853
E-mail: Charlotte.Phelps@glasgow.ac.uk

Dr Janice Ross
Quality Officer, Short Courses
Tel: 0141 330 1825
Janice.r.ross@glasgow.ac.uk

Irene Vezza
Student Guidance Adviser/Disability Adviser, Short Courses
Tel: 0141 330 1823
Irene.Vezza@glasgow.ac.uk

You are encouraged to approach your tutors with any course or teaching-related questions or concerns. If you still have any questions or concerns that cannot be resolved by discussion with your tutors, in the first instance please contact the Subject Co-ordinator for Psychology & Counselling Skills (see above), who will be happy to talk to you and provide advice.

3. Meet the Course Tutors

Andy Gray

Andy is a BABCP Accredited CB Psychotherapist, Clinical Supervisor, Trainer and COSCA Counsellor member (ACCOUKPB) and Accredited Trainer. He has been involved in the practice of Counselling and Psychotherapy in Scotland for approximately 20 years. Andy has taught, practiced and supervised throughout the UK and has worked for 2 professional bodies. He is still actively involved in all roles outlined above.

Richard Michael McCalmont (BA Hons, BACP Counsellor)

Richard Michael was awarded a Post Graduate Diploma in Psychosynthesis Counselling in 2002. He is a practising counsellor and runs a private counselling practice. He is accredited by the BACP, is a registered independent counsellor with the UKRCP and is a member of COSCA. Richard Michael has recently published his first book entitled: *The Buddha's Apprentice: Tales of Love and Wisdom for You to Read with Your Child to Enchant, Enlighten and Inspire*.

Rachel McIlree

Rachel has been a counsellor for over 15 years and has enjoyed practicing in a variety of settings from prisons, addiction services, GP practice and private practice. Her areas of interest include trauma, exploitation and the impact of loss. Having been involved in delivering the COSCA counselling skills course for 10 years, Rachel still welcomes every new opportunity to be part of another group making their way through such a worthwhile course.

Caterina O'Connor (MA Hons, CQSW, DipCPStudies & Dip Training)

Caterina is a qualified social worker and trainer who has taught on the Counselling Skills Course for over 9 years. Caterina works extensively with adults and children who have experienced violence and abuse and provides training, support and supervision to workers in statutory, voluntary community and faith settings. Caterina has significant experience in the development and delivery of courses on counselling, boundaries, gender based violence, discrimination and risk assessment.

4. Location of Course

Administration for the course is located in the St Andrew's Building. However, your class may be located in one of a number of buildings across the University, and you will be advised of this prior to the course starting. For a detailed map of individual University buildings, including the location of the library and the St Andrews Building, please refer to the following web-link <http://www.gla.ac.uk/about/maps/>

The course timetable can be found on Moodle. Evening classes commence at 6pm and finish at 9pm. Full day sessions commence at 10am and finish at 4pm. On the rare occasion that half-day sessions are included in the timetable, these commence at 10am and finish at 1pm.

5. Accessing University systems

IT Helpdesk

If you find that during your studies that you have difficulties accessing University IT systems you can report and seek support at:- <http://www.gla.ac.uk/services/it/helpdesk/>

University GUID

Your GUID (Glasgow University ID) is your 7-digit ID number and the first initial of your family name; your initial password is your date of birth in the format YYMMDD (i.e. reversed).

For example John Smith, whose date of birth is 4th January 1959, and whose ID number is 0604056, would sign in as follows:

Username: 0604056s
Password: 590104

This initial password is not very secure, so you are only permitted to use it a few times before you are locked out of the University's IT systems. To avoid this happening, change your password very soon after receiving it at: <https://password.gla.ac.uk/change/>

Resetting your password

If you have forgotten your password please go to <https://password.gla.ac.uk/reset/> where you will be asked to enter the barcode number found on your student card. If you are unable to proceed in using the reset option please contact IT Services at <http://www.gla.ac.uk/services/it/helpdesk/webform/> who will reset your password.

MyCampus

The University's 'MyCampus' is an online information management system for data on students' 'lifecycle' while at the University, for example: enrolment; academic programmes and plans; classes and attendance; and grades and awards. Different parts of MyCampus can be accessed by both staff and students, to both record and view data.

A record of all courses that you have completed or registered for are held on MyCampus and will become part of your HEAR (Higher Education Achievement Record). Students will be able to access this via MyGlasgow (<http://www.gla.ac.uk/students/myglasgow/>).

Your final grades for each course will be published on MyCampus after the Board of Examiners meeting has been held, therefore it is important that you familiarise yourself with MyCampus. The University will send you an e-mail once your grades have been published on MyCampus.

Moodle

Moodle is the University of Glasgow's centrally supported Virtual Learning Environment which offers secure access to course material. Many of the tutors will use it as an additional resource to lectures. Courses can be accessed via:- <http://moodle2.gla.ac.uk/my/>. It is important that you familiarise yourself with the online materials that have been prepared to supplement and support your studies.

Higher Education Achievement Record (HEAR) / transcript

The University retains a central record of the grades awarded which can be found on MyCampus. Students can request a copy of their Higher Education Achievement Record (HEAR) by contacting Student Services

(studentservices@glasgow.ac.uk):- <http://www.gla.ac.uk/students/sset/transcripts/>. There is no charge to current students for this service.

6. Communicating with the class

General information will be disseminated via Moodle, which delivers messages to your University of Glasgow email address, as well as displaying them in the Moodle news forum.

All personal correspondence will be sent to your University email address. As we will not contact you via any other e-mail address you must check your University email account on a regular basis and should use this account to contact University staff. You can set up your University email account so that all messages received are sent on to another address of your choice; guidance on how to do this can be found at <http://www.gla.ac.uk/services/it/studentemail>

Urgent updates such as a late cancellation of a class will be communicated by text/e-mail so please ensure that your mobile phone number is up-to-date in your records on MyCampus.

7. Learning and teaching on the course

This course requires you to complete a range of work that will encourage you to develop your understanding and knowledge of counselling skills. In successfully completing these assessments you will fulfil the learning outcomes (ILO's) for this course. Some of this work will be in a written form. You will also participate in frequent skills practice sessions with your peers in order to develop your confidence and ability to apply core skills of counselling in live scenarios.

We recognise the value in allowing students to learn through feedback and not simply on the outcome of final assignments. As a result you will have many opportunities to practice and develop a range of counselling skills within a 'formative' context of learning. Examples of this will include the completion of a reflective log throughout the course, short group presentations, and submitted coursework that will allow you review your learning. Your progression on Module 1 will not be formally assessed and you will gain automatic entry into Module 2, subject to attendance and conduct.

References and reading

Students are not expected to purchase a specific textbook for the course. The course tutors will provide you with details about textbooks and other sources which you may find useful to access from the University Library. Recommendations for further reading will be provided throughout the modules and in class.

Assessment

It is important to follow the tutor's instructions posted on Moodle regarding the submission of coursework and the deadlines given. Marking is conducted anonymously; therefore you must use your GUID, and not include your name on your coursework. Assignments should be uploaded as Word documents (and NOT as PDFs) – this is important so that tutors can provide you with written feedback, embedded in your assignments throughout.

The tutors will provide assessment deadlines in writing (including posting these on Moodle). All assignments will be moderated by the tutors and/or the Subject Co-ordinator for Psychology & Counselling Skills. Please note that for Module 3, the audio file that forms part of the assessment must also be submitted (in addition to the transcript). Please see the COSCA Course Outline document for further details.

Please note that all grades released are provisional subject to approval by the Board of Examiners' meeting.

Attendance

Attendance at lectures is monitored, given that they form an essential part of your learning experience.

Participants should plan for 100% attendance on the course and commit in advance to this level of attendance. Due to the experiential nature of the course and its possible impact on the group, absences must be avoided. Planned absences should be discussed in advance with the tutor and may or may not be accepted. As a minimum, COSCA state that it is mandatory for participants to attend **85%** of each module, and have at least a minimum average attendance of 85% for the course as a whole. If this requirement is not met COSCA may be informed.

In addition to an overall course attendance of 85%, students will not be able to continue with the course if they miss more than three consecutive classes. It is the duty of Short Courses to ensure every opportunity for participants to meet and achieve the learning outcomes of the course. However, in the event of attendance falling below the above level, Short Courses will seek COSCA guidance as to whether it is appropriate for the participant to be given the opportunity to catch up and to continue. If it is found that it is not appropriate you will be informed and will be asked to leave the course.

If you are experiencing difficulties that prevent you from submitting your coursework by the due deadline and/or attending classes, you should complete a 'Good Cause' application (please see below). Further information on this is set out below, and details of this can also be found in the Student Handbook for credit-bearing courses (also provided to you).

If you wish to withdraw from the course please inform the Administrative Assistant for the course (Charlotte.Phelps@glasgow.ac.uk), and complete a Student Withdrawal form. It is important that you formally withdraw from the course, if that is your intention; otherwise, your academic record for the course will remain 'live' on My Campus, and you may be finally recorded as having failed the course.

8. Good Cause

With the best will in the world, illness or serious personal circumstances sometimes get in the way of attendance and coursework. If you believe that illness or difficult personal circumstances will prevent/have prevented you from completing your assessments or that these caused you to do less well in assessment than you would have done otherwise, you must bring these circumstances to the attention of your tutors and the Subject Co-ordinator for Psychology & Counselling Skills. You do this by recording a 'Good Cause' in your Student Centre on MyCampus. The MyCampus system will then report this to the Short Courses staff who manage Good Cause submissions. **Please note that Good Cause must be reported via MyCampus and that paper submissions of a Good Cause are not accepted by the University.**

It is extremely important that you understand the University's policy on Good Cause, and that you follow the procedures carefully. Detailed guidance on the University's Good Cause system can be found using the following link: http://www.gla.ac.uk/media/media_420013_en.pdf. We have replicated below this guidance, because of its importance.

Guidance for Students on Reporting Good Cause (from the University's Senate Office, November 2018)

It is **your** responsibility to bring any factors that may have affected your academic performance to the attention of the University.

Submission of a Good Cause Claim is the mechanism which allows your circumstances to be considered by the Board of Examiners. Please note all Good Cause Claims must be submitted within **five working days** of the date of the affected assessment.

How to submit a Good Cause Claim

1. Using **MyCampus** go to the 'Student Center' and select *My Good Cause* from the Academics menu.
2. Select the course(s) where assessments have been affected.
3. Complete the report in MyCampus (there is provision for particularly sensitive information to be provided separately, outwith the system, but a claim report must still be entered into MyCampus).
4. Add supporting evidence by uploading documents. (Scanners are available on Level 3 of the University Library and there may also be scanners more locally in your School or Research Institute).

What Counts as Good Cause?

The Code of Assessment which is published in Regulation 16 of the Fees and General Information section of the *University Calendar* covers incomplete assessment and good cause (paragraphs 16.45 – 16.53). 'Good Cause' means illness or other adverse personal circumstances affecting you and resulting in you missing an examination, **or** failing to submit coursework on time, **or** your performance in the assessment being clearly prejudiced. [Chronic illness is not covered unless there has been a short term worsening of the condition which specifically affects an assessment. If you have a long term chronic medical or mental health condition you are encouraged to register with the Disability Service if you haven't already done so. Further information is available at <https://www.gla.ac.uk/myglasgow/disability/>].

If you were present for the examination, or submitted the assessment, but believe that illness or other personal circumstances affected your performance this must be reported as a Good Cause Claim on MyCampus.

Evidence of Good Cause

This must be in the form of a report that describes the medical condition or other adverse personal circumstances. The report should include a supporting statement from an 'appropriate person' as defined in the University's Student Absence Policy. (In the event of a short-term worsening of a long-term condition, it is possible for your Disability Advisor to provide such a supporting statement if you consulted the Disability Service during the period when the difficulties were occurring.)

What will happen to your Good Cause Claim?

The Course Administrator, Course Co-ordinator and/or Good Cause Co-ordinator will ensure that your claim is considered and this will be in accordance with the section of the Code of Assessment which covers incomplete assessment and good cause (paragraphs 16.45 to 16.53). The outcome of your claim will be posted into the Approval Information section on your Good Cause Claim in MyCampus

Occasionally there is scheduled downtime of MyCampus, for example for system upgrades. Accordingly, the deadline for Good Cause Claims will take into account any periods when the system has not been available to students. If it is accepted that your assessment was affected by good cause, the work in question will be set aside and you will (as far as is practicable) be given another opportunity to take the assessment with the affected attempt discounted. Please note that Boards of Examiners are not permitted to award marks on the basis of undemonstrated performance and therefore your grade(s) will not be increased because your performance was impaired by medical or other personal circumstances.

9. Credits

If you complete the course successfully, you will gain 40 University of Glasgow credits (as defined by the Scottish Credit & Qualifications Framework). These will be published on your HEAR (Higher Education

Achievement Record) should you wish to use them towards another qualification either at the University of Glasgow or at another higher education institution (HEI) (subject to acceptance by the receiving HEI).

10. Useful Websites

www.cosca.org.uk: COSCA is the professional body for counselling and psychotherapy in Scotland. COSCA seeks to advance all forms of counselling and psychotherapy and the use of counselling skills by promoting best practice.

www.bacp.co.uk: The BACP is the professional body for counselling and psychotherapy and an automatic reference point for anyone seeking information on counselling and psychotherapy in the United Kingdom.

11. Protecting Confidentiality in Practice Skills Sessions

All students on this course will be required to sign a contract for 'Participation in recordings of practice counselling skills/counselling sessions' (APPENDIX 1). As part of this COSCA course you are required to participate in practice counselling skills sessions with your fellow students. It is essential that the content of these sessions including your views about these sessions and parties involved (including tutors) remains confidential and is not shared with any third party outside the counselling course (including through social networking sites such as, for example Facebook and Twitter). Please take time to read the contract and return a signed copy to us prior to commencing the course. It is not possible to commence this course without first signing the participation contract.

12. APPENDIX 1

Contract for Participating in Recordings of Practice Counselling Skills/Counselling Sessions

University of Glasgow
Short Courses
St Andrews Building
Eldon Street
Glasgow
G3 6NH

Dear Student

The Counselling Skills Certificate Course run by University of Glasgow is validated by COSCA (Counselling & Psychotherapy in Scotland). As part of the course you are required to participate in practice counselling skills sessions. You will take part in these sessions as either a client (speaker), a counsellor (listener) or an observer. COSCA requires the University of Glasgow to make video recording of these sessions.

You will be given a DVD or equivalent electronic format of those sessions in which you participate for use in your course work. The DVD or equivalent format must be returned to University of Glasgow for destruction of its content. The University of Glasgow may retain a copy of some video recordings for assessment purposes and to meet the requirements for COSCA validation.

Before you may take part in these sessions, The University of Glasgow requires that you agree to the following conditions of participation:

1. You acknowledge that your participation in the mock counselling skills sessions as a client (speaker) may require or result in the disclosure of private or personal details. You agree to permit University of Glasgow to video record any practice counselling skills session in which you take part, to distribute the video recording to other participants in the sessions, and to retain a copy for assessment or other purposes.
2. You acknowledge that copyright in the video recording will belong to University of Glasgow. You agree not to copy the video recording either in whole or in part. You agree not to distribute the video recording (or any part of it) in any form, including in the form of transcriptions, quotations or digital downloads except for the purposes of the course assessment.
3. You acknowledge that the DVD itself will be, and even when in your possession will remain, the property of University of Glasgow. You agree:
 - i) at all times to take all reasonable care to safeguard the DVD/Electronic Format;
 - ii) to notify the University of Glasgow immediately should the DVD be lost or stolen; and
 - iii) to return the DVD/Electronic format to the University of Glasgow on completion of the course or on demand by the University of Glasgow
4. You agree that all information disclosed during practice counselling skills sessions, including all inferences or deductions made by subsequent review or analysis, are strictly confidential. You agree that, unless you have first obtained the express, written permission of both the client (speaker) and University of Glasgow, you will not:
 - i) disclose such information to any third party (including social networking sites – FACEBOOK TWITTER); or
 - ii) view the video recording of any practice counselling skills {counselling} session in the presence of any person not present at that session.

5. You acknowledge that you owe University of Glasgow and the other participants of practice counselling skills sessions a duty to maintain the confidentiality of information disclosed at such sessions. You agree that this duty may be enforced by University of Glasgow or by any person who suffers loss or harm (whether economic or otherwise) as a consequence of your breach of that duty, irrespective of whether the breach is deliberate or negligent.
6. You acknowledge that, if you breach any of these conditions of participation, University of Glasgow has the right to take disciplinary proceedings against you. In particular, you acknowledge that the University of Glasgow may refuse to award you a Counselling Skills Certificate (**or any other award**) should you fail to return any DVD/Electronic format in your possession on completion of the course or on demand from University of Glasgow. You further acknowledge that University of Glasgow may take legal action against you to recover any losses, damages, awards, costs (including legal costs) or expenses incurred by University of Glasgow that arise from or are connected with your breach of these conditions.
7. You agree that, except in the case of death or personal injury, University of Glasgow will have no liability to you for losses, damages or harm of any form (whether economic or otherwise) arising from or in connection with your participation in practice counselling skills sessions and the use of video recording equipment.

These conditions of participation form a legally binding agreement between you, and the University of Glasgow and your fellow participants in the practice counselling skills sessions. If you are uncertain of the implications you are advised to seek independent advice. Please acknowledge your acceptance of these conditions of by signing and dating this letter. You may retain the copy, but the original must be returned to me before you will be permitted to participate in practice counselling skills sessions. Please note that these sessions are a mandatory component of the course, without which you cannot be awarded a Counselling Skills Certificate **{or other award}**.

Yours sincerely

Dr Hannah Gilman, Subject Co-ordinator for Psychology & Counselling Skills
Brian Magee, Chief Executive, COSCA (Counselling & Psychotherapy in Scotland)

I agree to the terms of participation set out above

Name of Participant:

Signature:

Date: