Counselling Skills Course

Student Handbook

2017-18

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

Please read this Handbook in conjunction with 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.

Welcome to the course

Caterina & Richard Michael (Course Tutors)

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 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.

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.
<table>
<thead>
<tr>
<th>CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Useful Contacts</td>
</tr>
<tr>
<td>Key contacts</td>
</tr>
<tr>
<td>2. Location of Course</td>
</tr>
<tr>
<td>3. Accessing University systems</td>
</tr>
<tr>
<td>IT Helpdesk</td>
</tr>
<tr>
<td>University GUID</td>
</tr>
<tr>
<td>MyCampus</td>
</tr>
<tr>
<td>Moodle</td>
</tr>
<tr>
<td>Higher Education Achievement Record (HEAR) / transcript</td>
</tr>
<tr>
<td>4. Communicating with the class</td>
</tr>
<tr>
<td>5. Learning Context</td>
</tr>
<tr>
<td>Assessment</td>
</tr>
<tr>
<td>Attendance</td>
</tr>
<tr>
<td>6. Credits</td>
</tr>
<tr>
<td>7. Useful Websites</td>
</tr>
<tr>
<td>8. Protecting Confidentiality in Practice Skills Sessions</td>
</tr>
<tr>
<td>9. Reference List</td>
</tr>
<tr>
<td>10. APPENDIX 1</td>
</tr>
</tbody>
</table>
1. Useful Contacts

The COSCA Counselling Skills course is located in Short Courses, part of the External Relations Directorate. Administration for the course is based at the address given below:

University of Glasgow
11 Eldon Street
Glasgow G3 6NH

Tel: 0141 330 1835
Email: openstudies-admin@glasgow.ac.uk
Web: http://www.gla.ac.uk/study/short/

Key contacts
Administration
E-mail: openstudies-admin@glasgow.ac.uk

Stella Heath
Director for Short Courses
Tel: 0141 330 1931
E-mail: Stella.Heath@glasgow.ac.uk

Richard Michael McCalmone
Tutor
E-mail: RichardMichael.McCalmont@glasgow.ac.uk

Caterina O’Connor
Tutor
E-mail: Caterina.OConnor@glasgow.ac.uk

Dr Robert Hamilton
Subject Specialist for History, Politics, Literature, Philosophy, Psychology and Counselling Skills
E-mail: Robert.Hamilton@glasgow.ac.uk

Irene Vezza
Student Guidance Adviser/Disability Adviser
Tel: 0141 330 1823
E-mail: Irene.Vezza@glasgow.ac.uk

Dr Janice Ross
Quality Officer, Short Courses
Email: Janice.r.ross@glasgow.ac.uk

We encourage you to approach your tutors with any course or teaching related queries. The Subject Specialist coordinator will be happy to talk to you about any other matters which you feel cannot be answered by your course tutors.
2. 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 building 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.

3. 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 about 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 Examiner 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.

4. 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.

5. Learning Context

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.

Assessment
It is important to follow the tutor’s instructions regarding the submission of coursework on Moodle. Marking is conducted anonymously; therefore you must not include your name on your coursework. Assignments should be uploaded as word documents.

Note that all grades released are provisional subject to approval by the Board of Examiners’ meeting.

Attendance
Attendance at lectures is monitored because 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. 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 the COSCA office will be informed. Due to the experiential nature of the course and its possible impact on the group, absences must be avoided.

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 the provider 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, the training provider 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 wishing to withdraw from the course please inform Centre administration (openstudies-admin@glasgow.ac.uk), by completing the Student Withdrawal form and returning it to the Information Office on the ground floor of the St. Andrews Building. It is in your best interests to keep us informed.

6. Credits

If you complete the course successfully, you will gain 40 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).

7. 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.

8. 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.
9. Reference List

Students are not expected to purchase a specific textbook for the course. The course tutors will provide you with details about which textbooks may be useful to access from the Library. Some useful recommendations are.


10. APPENDIX 1

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

University of Glasgow
Short Courses, External Relations
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, for example, Facebook and 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 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 Robert Hamilton, Subject Specialist, Short Courses, University of Glasgow
Brian Magee, Chief Executive, COSCA (Counselling & Psychotherapy in Scotland)

I agree to the terms of participation set out above

Name of Participant:

Signature: Date: