

GENERAL CERTIFICATE IN ONLINE COUNSELLING SKILLS


How do you learn Online with people you never meet?



- A **weekly email** from the Course Tutor outlines the **tasks for the week** and reminds you of any deadlines for work that is due.
- **Whole group discussions** (synchronous communications) are conducted online from the conference room on our Campus website. Three times during the Course everyone is asked to visit our website conference room at the same time for a 90-minute themed discussion led by a tutor.
- There are also tutor-facilitated online **group discussions using emails or the Campus Noticeboard** (asynchronous communications).
- Each course member will be assigned a **Personal Tutor** who is responsible for a **small group of students** (up to 8). Small group discussions and online meetings are held using **Instant Messenger** (a free software program provided by MSN or Windows).
- Roleplay - course members take part as both counsellor and client in **2 online roleplays**. They experience how counselling by email can feel from both counsellor and client perspectives. They summarise their learning from these roleplays and present it in their online Portfolio of Learning at the end of the Course.
- Each course member emails a **weekly Journal** to their Tutor which describes their learning experiences that week. Their Tutor will offer feedback and further support as necessary. A summary of the learning Journal is included in their online Portfolio at the end of the Course.
- Each course member **researches and presents a single webpage** on a topic of interest to them, which is suitable for online readers. The webpage and notes about its construction are included in their online Portfolio.
- In addition, the **campus website** is an online learning resource, with many different areas including a **Library** (regularly updated with useful articles) and a **Practice Laboratory** where "virtual" clients seek online help and course members can contribute an answer and read other course members' answers.

Example of Course Timetable General Certificate

Week 1	<p>Introducing Ourselves: emails and brief biogs for website. Exchange of Windows Live Messenger names for contacts list. <i>The following tasks are weekly until end of Course:</i></p> <p style="padding-left: 20px;">Registration on website Journal of Learning (send weekly to Tutor) Presentation research (for portfolio web page)</p>
Week 2	<p>Roleplay (week 1) Email discussion "Making an online contract and Being an online Client" Task - visit Library and research contracts. Group Meeting (1) on Messenger "Being in an Online Learning Group" (read Appendix to this Handbook)</p>
Week 3	<p>Roleplay (week 2) Email discussion - replying to client emails (view PowerPoint in Library) Course Task - visit Practice Lab. and respond to the Virtual Client (1)</p>
Week 4	Private Study Week (for tutorials and catching up)
Week 5	<p>Roleplay (week 3) Email discussion "Using Warmth and Empathy Online" (Jones, Suler and Mitchell and Murphy articles in Library) Group Meeting (2) in campus conference room "Managing Time Online"</p>
Week 6	<p>Roleplay (week 4) Email discussion "The challenges of working online" (read Grohol, Childress articles) Course task - research and share favourite websites Visit Practice Lab. virtual client (2)</p>
Week 7	<p>Roleplay (final week) Email discussion "Giving feedback and challenging Online" (read Jones and Munro articles in Library) Course task ending roleplay and giving feedback as client.</p>
Week 8	Private Study Week (for tutorials and catching up)
Week 9	<p>Email discussion - Portfolio questions Group meeting (3) in campus conference room "Making Endings Online" Course Task visit Practice Lab and make ending with virtual client (3)</p>
Week 10	Final week of course - portfolio questions, date for submission to Tutor Keeping in touch

On the following pages you will find notes about the role of the Tutors, the Aims and Outcomes of the Course together with general notes about training with  Counselling Online Ltd..

Course Aims

To encourage course members to experience and use the relevant Internet Computer Technology (ICT) needed for online counselling; to reflect on this experience and present evidence of their learning in an online Portfolio of Learning which may be read by other members of their course group.

Course members will :-

1. Make and experience **different types of online relationship** with people whom they do not meet face to face:-
 - Tutors on the course
 - Other students on the course
 - An online client (in a roleplay)
 - An online counsellor (in a roleplay)
2. Research and record how to **present a webpage** suitable for an online reader.
3. Record, reflect and assimilate all online **learning experiences** in a **Journal** of Personal Learning
4. Take part in **two online roleplays**, one as a counsellor, the other as a client.

Course Outcomes

By the end of this Course students will have:

- Evaluated the suitability for counselling of different synchronous and asynchronous **internet communication platforms** and evidenced this in their online Portfolio of Personal Learning.
- Utilised and appraised **their experience of online relationships** as client, counsellor and course member and evidenced this in their online Portfolio.
- Researched how to **present webpages** that are suitable for an online reader.
- Assembled, assimilated and **presented evidence** of their online learning experiences in their Portfolio.

The Role of the Online Course Tutor

All Course Tutors are experienced online both as counsellors and tutors and have tutored and trained on previous ✨ Counselling Online Ltd. courses. Their role is to:-

- keep online communications running smoothly and drive the Course forwards with **weekly emails**
- facilitate online **group discussions** both asynchronously and synchronously;
- provide support and encouragement for **individual learning**;
- offer **support and feedback** if required during the roleplay (formal supervision is offered on the Advanced Certificate).

Course Contract

✨ Counselling Online Ltd undertakes to offer course members such individual encouragement and support as is needed for them to fulfil the requirements of the Course. In return ✨ Counselling Online Ltd expects its course members to take responsibility for the following:

- ✨ **keep information about each other confidential. Agree to disguise their roleplay clients' true identify and not include identifiable information about them in their Professional Portfolios.**
- ✨ **act as professional therapists throughout the Course, offering interventions which they consider to be suitable to that role and within the code of ethics and practice to which they are professionally bound.**

Student Counselling Service

Whilst students are following a course of study with us, they may make use of our **free online counselling service for students**. Our Campus Counsellor has a profile on the campus website with is a direct email link to make contact.

For further information about this Course please contact:
annestokes@onlineuk.org

Our Mission Statement

✧ Counselling Online Ltd. aims to become a world-wide centre of excellence in developing and delivering training in Internet Communications skills for qualified counsellors and psychotherapists.

Our Training

Our group training courses are delivered entirely online and are designed to assist counsellors and psychotherapists set up and provide counselling services online. Our graduating course members are trained to the highest levels of skill and professionalism in the use of a range of digital media to communicate with their clients.

Equal Opportunities

✧ Counselling Online Ltd. recognises and encourages the valuable and enriching contribution which people from a range of backgrounds and experiences can bring to the life and development of its training courses. It is therefore committed to achieving a service which, in its teaching, administration and support services, actively promotes equality of opportunity and freedom from discrimination on grounds of age, cultural background, disability, ethnicity, gender, religion or sexual orientation in both education and employment.

The ✧ Counselling Online Ltd. Directorate
Alex Chew, Technology
Anne Stokes, Admissions
Gill Jones, Training
Peter Heck, Finance

Copyright

The content of this Brief Course Guide is the property of Counselling Online Ltd. and may not be reproduced, stored or transmitted in any form or by any means, without the prior permission in writing from Gill Jones or another Director of the Company.