

College of Counselling

Student Handbook



22 August 2008

The information and policies contained within this "Student Handbook" were current on the date of printing.
The information and policies contained within this document are subject to change.
It is therefore recommended that students periodically refer to the College's website at www.counsellingcollege.co.uk for a current version of the handbook.

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Welcome

Thank you for becoming a student member of the College of Counselling. On behalf of our staff, I would like to take this opportunity to welcome you to the College.

Counselling is a specialised profession and is different from Psychotherapy or therapy. The training we provide is generally quite different from that undertaken by, say, a Psychologist. Counselling is a profession that is described as 'giving of considered and appropriate advice' to people with everyday behavioural problems, rather than dealing with issues of abnormal behaviour, this being the province of Psychiatrists and Psychologists.

All the materials that you need to complete your course are supplied to you. You will find that it is generally not necessary to include references in your assessment to information other than what is supplied. However all general reading in the counselling area is obviously beneficial.

Seminars form a part of the compulsory curriculum for the program Diploma of Professional Counselling course and, if you have started this course, you will be notified when these are scheduled in your area. If you experience difficulties in attending the live seminar presentations they may be completed by recording your skills or having an assessor assess your skills privately. Diploma seminars include case studies and the application of counselling techniques where relevant theory is applied to contemporary counselling issues. No other College courses require completion of practical components.

Please remember that all College learning materials are fully protected by copyright and other registrations, and as a College member we ask that you do all you can to protect our unique information and methodology. All College material is prepared by qualified and experienced professionals and for this reason we actively seek your help to protect against plagiarism.

If you have any questions regarding the College or your course please contact your College representative.

Yours faithfully,



Simon Clarke
Director
College of Counselling

About the College

The College of Counselling specialises in providing high quality counsellor education, with a particular focus on external and distance education. The College is one of the largest providers of counselling courses in the world, delivering **counsellor education** programs over seventeen years across several continents.

The College of Counselling is affiliated with the Australian Institute of Professional Counsellors, one of the largest and longest established counsellor training providers in the Southern Hemisphere.

We are proud to have helped thousands of people pursue their personal and career interests in counselling. In fact, over **55,000 people in 27 countries** have enjoyed our counselling courses.

The core training program delivered by the College is the internationally acclaimed **Diploma of Professional Counselling**. The Diploma is a thorough 22-unit program covering a broad range of counselling subjects and therapies. Upon completion of the Diploma you'll be confident to practice as a highly proficient counselling professional.

The College also offers a variety of short Certificate courses in specialist counselling fields such as Counselling Skills, Counselling Therapies, Case Management and Counselling Applications.

All College courses can be completed externally, allowing you to fit your studies in with your lifestyle. Practical components can be completed by various means including seminars, private assessment, or recording your skills.

Counsellors have a unique opportunity to create a rewarding career helping others gain a higher level of fulfillment in their lives. As a College-trained counsellor, you will undertake an enjoyable journey of self-discovery as you achieve satisfaction in assisting others attain emotional wellbeing. Becoming a counsellor with the College is the ideal way to gain employment as a counsellor; establish your own counselling practice; develop exceptional skills to assist in your current employment; or simply for personal insight and development.

The educational function of the College is provided by a team of Education Advisers, Lecturers and Tutors who have their principal tertiary qualifications in Behavioural Science, Psychology or other appropriate disciplines and fulfil comprehensive registration requirements. College Lecturers also have several years practical counselling experience combined with recognised instructional skills.

College courses have been developed on the basis of progressive assessment and self paced learning. Upon acceptance of your enrolment with the College you will have received a comprehensive study package including Workbooks and a Book of Readings. Each is designed to make your correspondence studies as comfortable as possible. A Practical Assessment timetable and other relevant information are also provided.

Should you require assistance with your studies, do not hesitate to contact an Education Adviser by emailing tutor@counsellingcollege.co.uk. For all administrative enquiries, please contact admin@counsellingcollege.co.uk. The personalised service offered by the College ensures that your queries will be attended to as quickly and efficiently as possible.

The Courses

The current courses offered by the College of Counselling (UK) are:

Diploma of Professional Counselling (Nationally Recognised Training Program - Australia)

Optional Advanced Study Majors are also available in:

- Abuse Counselling
- Relationship Counselling and Conflict Resolution
- Career Counselling
- Grief and Loss Counselling
- Child Development and Effective Parenting
- Workplace Counselling

The Diploma of Professional Counselling, which is the foundation course of the College, offers a broad practical approach to counselling and prepares the graduate to practise in the field of general counselling.

Advanced Study Majors, which do not form part of the accredited curriculum, will assist graduates in gaining advanced knowledge and skill in specialised counselling areas.

Certificate in Counselling Skills

The Certificate in Counselling Skills covers essential foundational and micro-counselling skills such as communication skills, interpersonal skills and interview skills, the counselling process, ethics and referral.

Certificate in Counselling Therapies

The Certificate in Counselling Therapies covers three of the most popular contemporary therapeutic approaches when working with clients in a counselling setting: Person Centred Therapy, Cognitive Behavioural Therapy and Solution Focused Therapy.

Certificate in Case Management

The Certificate in Case Management provides those already working in a support, social work or welfare role, appropriate and timely case planning and case management skills to ensure client's are receiving a holistic framework of support.

Certificate in Counselling Applications

The Certificate in Counselling Applications covers the most common presenting issues of clients: stress, family issues, relationships and abuse.

Contacting Us

Student Support Centre

Formations House, 29 Harley Street, London W1G 9QR
Telephone: 02070162779
Facsimile: 02071826898

Internet

www.counsellingcollege.co.uk

Study Assistance

Email: tutor@counsellingcollege.co.uk

Studying with the College

Communication

All students can register on our website to receive our fortnightly ezine. This e-newsletter is emailed to you each fortnight containing powerful strategies for personal development, the latest industry news and much more. Visit our web page at www.counsellingcollege.co.uk to register and receive this popular counselling electronic magazine.

Our national quarterly counselling journal, **'The Professional Counsellor'**, is also available electronically at www.aipc.net.au/journal. You will be automatically emailed when the next edition of The Professional Counsellor is available online.

For all student study assistance queries, please email **Study Assistance** at the College at tutor@counsellingcollege.co.uk; please refer to the next section regarding Study Assistance for further information. Alternatively, if you have a query relating to your enrolment, study progress or payments, please contact your Student Support Centre.

Any student who changes their contact details or email address should notify the College within 14 days by sending your updated details to your local Student Support Centre.

Study Assistance

Should you need help or assistance with any of your units or learning material, Education Advisers are readily available to help you with any of your study queries. An Education Adviser can be easily contacted by emailing tutor@counsellingcollege.co.uk and you will receive a response within 24 hours. Or you can access an Online Education Adviser by selecting "Contacts" from the main menu.

You can also access study assistance 24hrs a day, 7 days a week at our Website **"Knowledge Base"** which can be found by going to our web page at www.counsellingcollege.co.uk, logging into the Online Resource Centre and selecting "Knowledge Base". The Knowledge Base contains hundreds of questions and answers relating to the Diploma of Professional Counselling course.

If you are a new student, you will need to register as a New User first for the Online Resource Centre at the College's website. The Online Resource Centre also enables assessments to be easily submitted for marking. Your marked assessment will be emailed back to you.

Worrying about a problem that can easily be resolved is not productive. Please email for assistance should you require it. Remember we are here to help and support you throughout your course.

Practical Components

The Diploma of Professional Counselling includes several practical components that must be completed as part of the course curriculum. The most popular way to complete these practical components is by attending our Seminar Program. Seminars give you the opportunity to practice and demonstrate the practical counselling skills that you learn throughout the course, under the supervision of a qualified and experienced counsellor. You will be regularly provided with a "Seminar Timetable" for a schedule of seminar topics, dates, times and locations.

As each of the seminars is based upon the practical application of a part of the course theory, each seminar has unit pre-requisites that need to be completed before you attend.

Please note that the Certificate courses do not contain practical components.

Alternative Assessment for Practical Components for the Diploma

Students who find it difficult to attend seminars due to distance, disability or work or family commitments, are able to complete the practical course components by “Alternative Assessment”.

There are two main options available for students who complete the course practical components by Alternative Assessment.

1. Recording your skills
2. Having a private assessor assess your skills

If you would like to choose one of these options there are specific guidelines that you will need to follow. Upon application for “Alternative Assessment” you will be provided with complete and easy to follow details and instructions. Please contact your local Student Support Centre for further information.

Getting Started

Studying by correspondence offers many benefits. Some of the advantages of studying by correspondence include being able to study when you have the time, studying from home rather than attending classes, and being able to adjust your study to suit your lifestyle and other commitments.

Study Time

At times, studying by correspondence may result in difficulty in motivating yourself. It is important that you set regular study times for yourself and try to keep to your program. Try to work for periods of approximately two hours at a time with a short break after you have been working for about 70 minutes. Adjust this ‘2 hour’ guideline to suit the study of a section of your Workbook, as it is important that you do not break for long periods of time (more than an hour) when studying a particular topic. If you do have a break for a longer time part way through a topic, it is a good idea to revise what you have read before you continue.

Study Techniques

There are some very simple things that you can do to make study a more pleasurable and rewarding experience. Following is a list of study suggestions, and practical advice on writing assessment.

- Choose a quiet, uncluttered place to study. Set up a study area and always do your study in this area. Do not use this area for other activities. This way you condition your mind that when in this area you study.
- Set a regular study time and stick to it. e.g. 7-9pm Monday and Wednesday and 10 hours over the weekend. Adjust this two hour guideline to suit the study of a particular section. If you have a long break, revise what you have read before you continue.
- Set specific study goals. The course outline you receive when you commence your studies with the College lists recommended due dates for assessment. Mark these dates on a calendar and treat them as study goals. Place the calendar in a prominent place in your home study area and refer to it on a regular basis.
- If there are competing demands, keep sight of your end goal.
- Break up your study goals into smaller parts that can be realistically achieved within a study period. Perhaps study of a section, or part of a section.
- Use a pen or pencil to highlight main points in your readings and texts.
- Record main points and play the recording back when doing other things, such as cleaning or driving, to reinforce your learning. Alternatively, summarise the main points on a page or a file card. This is also useful for later units or general revision.

Assessment Procedures

Unit questions are designed to allow you to express your understanding of the theory and its application to counselling issues. Whilst assessment is not a test of your grammar or spelling ability, care in these areas will make your work easier for the marker to read and understand.

An individual Workbook is supplied for each unit of your course and contains the activities and questions

you will need to complete for each unit. This element of the course is completed by home study distance education. Please undertake each unit in the order shown on the Course Outline. **Once you submit a unit you must wait for its return before submitting a subsequent one.**

Begin study of each unit by starting at Section One of the corresponding Workbook. Read the questions, information, and activities carefully and highlight the key points. Your workbook will also direct you to where you will find the theoretical information that you will need to refer to. In most cases the information has been supplied to you as a part of your course package in a Book of Readings for your easy reference. Refer to the Reading section specified and read the relevant parts of the text. Avoid copying blocks of the text and make notes on the main points before attempting to write your answer. Work your way through the workbook until you have completed all sections.

When you reach an assessment question, type your response to the question into a Word document. It is important to leave a 3½ cm margin on each side of the page and to double space each line. This allows room for your marker to write their feedback on your work. Also make sure that you clearly label the top of the first page of your document with your Student Name, Student Number and the Unit's Title. Also ensure that you clearly number each of your answers with the Activity number shown in the Workbook.

In addition to the completion of a Unit Workbook for each unit, **some units of the Diploma of Professional Counselling** also contain a practical assessment designed to give you the opportunity to apply the theory in counselling practice. Practical components can be completed by either attending a seminar, recording a demonstration of your skills or having a workplace assessor assess your skills.

Your work will be graded as either 'Competent' or 'Not Yet Competent'. In instances where a grade of 'Not Yet Competent' is given, the unit will be returned to you with comments from the marker who will recommend how to improve the unit. You may then resubmit the amended unit for grading. If after several attempts Competency is not achieved, then it may be necessary to be interviewed by a College Education Adviser. Please note that you may find some sections of the workbooks challenging, so don't feel too despondent if you receive a 'Not Yet Competent'. It is common for many students to find aspects of the course challenging: identifying these areas and having the opportunity to clarify these issues is important to assist you with later work in the course and also the overall development of your knowledge and skills as a counsellor.

Submitting a Unit

When all of the questions and activities for each section of a unit Workbook have been completed in your Word document, your assessment responses can be submitted to the College for assessment. Use the following as a checklist before submitting each unit:

- Have all questions and activities been completed and filled in?
- Is your name, student number and Unit title contained in the name of the document and typed at the top of the first page of your document?
- Have you made a copy of all of your work (in case of loss in the mail)?

Submit your completed workbook answers by uploading your Word document via the Submit an Assessment function in the Online Resource Centre on the College website. Whilst we do our best to have your units marked and returned to you as quickly as possible, you may need to allow up to three weeks for their return.

When we receive your assignment electronically, we will confirm receipt via email. If you do not receive a confirmation, please email admin@counsellingcollege.co.uk to confirm non-receipt. If your assignment has not been received, you will need to re-upload your document.

Priority Marking of Assessment

If you require your assessment to be marked faster than the standard marking period and have a genuine reason why, **priority marking** of units is available. Priority marking means that your assessment item is given priority in the marking queue. Another form of priority marking is to submit two units at once for marking (pre-requisites continue to apply). To find out if you are eligible for priority marking, please contact the Manager of your Student Support Centre.

Study Queries

Following are some common questions asked by students, as well as some suggested answers. If you have any further questions please email for assistance.

Q. Do I have to stick to the number of words indicated at the end of a unit or part of a unit section?

A. The approximate number of words it may take you to complete a unit or part of a unit are presented to give you some idea of how much work may be required to successfully answer the question. The approximate number of words can also be used as an indicator of the depth of information required. For example, if you are well under the approximate number of words you may need to ask yourself whether you have been too superficial in your coverage of the unit or part of a unit. If you are well over the word limit, then you may need to ask yourself whether you have included irrelevant information or repeated yourself unnecessarily.

Q. Can I send in more than one unit at a time?

A. No. Most units have a pre-requisite. Unless the pre-requisite has been successfully completed and marked as being “Competent” the proceeding unit cannot be assessed.

Q. What does it mean if I am assessed as “Not Yet Competent” or “NYC” for a particular unit?

A. “Not Yet Competent” or “NYC” means that your work is incomplete or that you have not included some important information or adequately demonstrated your understanding of the information. In this case you should follow the examiner’s recommendations for improvement. There are no penalties for a grade of Not Yet Competent. If you are not sure why you have been requested to resubmit a unit, please contact an Education Adviser on tutor@counsellingcollege.co.uk. Please send your original unit attempt in with the re-submitted unit.

Ways to Stay in Touch

Here at the College, we have developed a number of electronic facilities that are beneficial for students to access during their studies:

Fortnightly eZine

The College’s fortnightly ezine is a popular electronic counselling newsletter. Regularly delivering informative and useful articles on counselling, the latest industry news, and what’s happening at the College, eZine is an easy way for readers and students to keep in contact with the College. Subscribe to the eZine at www.counsellingcollege.co.uk.

The Article Library

This easy-to-access online article library contains articles featured in the College’s various publications. Apart from a wide range of articles from several counselling areas, you can also take advantage of the practical format which allows YOU to be automatically notified of every new publication straight to your PC or laptop. Access the Article Library at www.counsellingcollege.co.uk.

The Counselling Connection Blog

Counselling Connection is a Blog designed to enhance communication between students, encourage networking between industry professionals and increase quality content syndication throughout the industry. An active Support Team posts articles, comments and news on a regular basis, whilst Blog users and members get a chance to receive fresh counselling content, post comments, and get personal with the College's panel of counsellors and psychologists. Access the blog at www.counsellingconnection.com.

The Professional Counsellor Journal

The Professional Counsellor journal is a comprehensive electronic journal that focuses on case studies, ethical issues, and counselling application. Compiled by our professional team of counsellors, psychologists and education specialists, this comprehensive publication is available for FREE. We will email you to let you know when the latest edition is ready and can be accessed at www.aipc.net.au/journal. This site also holds all previous editions of the journal, so please visit any time.

Course Outlines

Diploma of Professional Counselling (DPCC) – NTIS Course Code: 30506QLD			
Unit No. & Unit Code	Unit Topic	Unit Title	Pre-requisite
Unit 1 DPC1C	Introduction to the Counselling Industry	Work within an ethical and legal framework	Nil
Unit 2 DPC2C	Interpersonal Communication	Apply specialist interpersonal communication skills	DPC1C
Unit 3 DPC3C	Counselling Interview Skills	Apply counselling interview skills	DPC2C
Unit 4 DPC4C	The Counselling Process	Facilitate the counselling process	DPC3C
Unit 5 DPC5C	Personality & Human Development	Apply personality and human development theories	Nil
Unit 6 DPC6C	Foundations of Behaviourism	Apply Behaviourism in counselling	DPC1C - DPC5C
Unit 7 DPC7C	Social Learning	Apply social learning (modelling) in counselling	DPC1C - DPC5C
Unit 8 DPC8C	Behaviour Therapy	Apply Behaviour Therapy in counselling	DPC1C – DPC6C
Unit 9 DPC9C	Person Centred Therapy	Apply Person Centred Therapy in counselling	DPC1C – DPC5C
Unit 10 DPC10C	Gestalt Therapy	Apply Gestalt Therapy in counselling	DPC1C – DPC5C
Unit 11 DPC11C	Cognitive Behaviour Therapy	Apply Cognitive Behaviour Therapy in counselling	DPC1C – DPC5C, DPC8C
Unit 12 DPC12C	Solution Focused Therapy	Apply Solution Focused Therapy in counselling	DPC1C – DPC5C
Unit 13 CHCCW13B	Case Work	Work with clients intensively	Nil
Unit 14 CHCCM3B	Case Management	Develop, facilitate and monitor all aspects of case management	Nil
Unit 15 DPC15C	Stress and Stress Management	Plan stress management programs	DPC5C – DPC12C
Unit 16 DPC16C	Family Therapy	Apply family therapy processes	DPC5C – DPC12C
Unit 17 CHCCS7C	Working with Difference	Coordinate the assessment and delivery of services to clients with particular needs	Nil
Unit 18 DPC18C	Introduction to Abuse Counselling	Apply issues relating to abuse	DPC1C – DPC16C
Unit 19 DPC19C	Relationship Issues	Apply relationship issues	DPC1C – DPC18C
Unit 20 CHCGROUP3C	Group Counselling Processes	Plan and conduct group activities	Nil
Unit 21 DPC21C	Ethical Standards	Apply ethical and legal responsibilities to counselling practice	DPC1C
Unit 22 CHCPOL3A	Contemporary Counselling Issues	Undertake research activities	Nil

Important Notes:

- The information included in this Course Outline is indicative of the final curriculum but may not necessarily contain all units necessary for completion of the course. All assessment that you complete throughout your studies will contribute to your final award. The College periodically revises the Diploma curriculum to maintain its position at the forefront of the counselling industry. Any changes, upgrades or expansions to the curriculum will be instigated in such a way that your studies are affected as little as possible.
- The Unit Due Date column applies to those students whom are receiving Austudy, Abstudy, Youth Allowance or Pensioner Education Supplement. Please refer to the next page for further information.
- The following nationally endorsed Units of Competency have been absorbed into the 22 units of the Diploma of Professional Counselling:

CHCCSL601A	Work within a structured counselling process
CHCCSL602A	Facilitate the counselling relationship
CHCCSL603A	Provide support for clients implementing a course of action
CHCCSL604A	Reflect and improve upon counselling skills

CERTIFICATE IN COUNSELLING SKILLS (CCS)

Unit Topic	Unit Title	Pre-requisite Unit
The Counselling Industry	Work within an ethical and legal counselling framework	Nil
Interpersonal Communication	Apply specialist interpersonal communication skills	The Counselling Industry
Counselling Interview Skills	Apply counselling interview skills	Interpersonal Communication
The Counselling Process	Facilitate the counselling process	Counselling Interview Skills
Ethics and Referral	Apply ethical and legal responsibilities to counselling practice	Nil

CERTIFICATE IN COUNSELLING THERAPIES (CCT)

Unit Topic	Unit Title	Pre-requisite Unit
Person Centred Therapy	Apply Person Centred Therapy in counselling	Nil
Cognitive Behaviour Therapy	Apply Cognitive Behaviour Therapy in Counselling	Person Centred Therapy
Solution Focused Therapy	Apply Solution Focused Therapy in counselling	Cognitive Behaviour Therapy

CERTIFICATE IN CASE MANAGEMENT (CCM)

Unit Topic	Unit Title	Pre-requisite Unit
Case Work	Work with clients intensively	Nil
Case Management	Develop, facilitate and monitor all aspects of case management	Case Work
Working with Difference	Coordinate the assessment and delivery of services to clients with particular needs	Case Management

CERTIFICATE IN COUNSELLING APPLICATIONS (CCA)

Unit Topic	Unit Title	Pre-requisite Unit
Stress Management	Plan stress management programs	Nil
Family Therapy	Apply family therapy processes	Nil
Introduction to Abuse Counselling	Apply issues relating to abuse	Family Therapy
Relationship Issues	Apply relationship issues	Introduction to Abuse Counselling

Practices, Policies and Procedures

The following information has been prepared to guide you whilst you are a student with the College. To allow for effective communication between the College and yourself, we have included the following practices, procedures and policies that you should be aware of during your studies.

Should you have any queries about the following, please contact the College.

Code of Practice

The College advises that it:

- has adopted policies and management practices which will maintain high professional standards in the marketing and delivery of its courses and which will safeguard the interests and welfare of course participants.
- markets courses with integrity, accurately and in a professional manner and supplies to participants information that includes:
 - procedures and criteria regarding courses and seminars,
 - award to be issued on completion or part completion,
 - competencies to be achieved to obtain the award,
 - a copy of the Course Cancellation policy,
 - assessment procedures,
 - recognition of qualifications issued by other RTOs,
 - how to apply for Recognition of Prior Learning,
 - grievance and complaints procedures,
 - appeal procedures,
 - behaviour and conduct expectations,
 - counselling, education and support services and assistance available
- guarantees that the recruitment of students will be conducted in an ethical and responsible manner and consistent with the requirements of the curriculum
- recognises qualifications issued by other training organisations.
- complies with relevant laws and regulatory requirements.
- is aware that training providers who do not meet the obligations of this Code or supporting regulatory requirements, where applicable, may have their registrations as training providers withdrawn.
- will honour all guarantees outlined in the Code of Practice

Access and Equity Policy

Policy Statement:

The College acknowledges the diverse nature of its student population and aims to meet the educational needs of all students, irrespective of their background. The College will endeavour to meet the individual needs of students through the integration of access and equity principles. The College will endeavour to ensure that equity principles for all students are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. The College will make reasonable adjustments to training delivery and assessment to increase opportunities for students to participate in their training programs delivered within the vocational education and training system. The College will endeavour to provide training programs that consider the needs of all people within the community. The College's Education Advisers, under the direction of the Education Manager, are responsible for implementing the assurances provided in this Policy.

Students who would like to discuss their individual study and assessment needs should contact a College Education Adviser on tutor@counsellingcollege.co.uk. The College may request that a student supply evidence of the nature and extent of their disability or special needs.

Special needs, options and preferences of each individual student will be discussed during an interview and a plan for delivery of training and assessment prepared based on the student's individual needs. Alternatively, students may wish to contact a relevant organisation themselves. Students can obtain details of relevant organisations by calling the College on 02070162779.

The College of Counselling expresses its commitment to student access and equity by:

1. Ensuring access and equity issues are considered during resource and curriculum development.
2. The establishment of non-discriminatory student selection procedures that encourage fair access for members of under-represented groups.
3. Encouraging reasonable adjustments to training delivery and assessment that will support and assist students with a disability or other special requirements to participate fully in the course without disadvantage.
4. Ensuring that all students have physical access to education facilities in the region in which they are enrolled.
5. Presenting learning materials in a manner that embraces cultural diversity.
6. Providing students with a variety of options for demonstrating how they meet the required competencies.
7. Ensuring that there is a self paced learning option to cater for students with varying time requirements.
8. Providing opportunities for re-assessment of Not Yet Competent assessment.

The College of Counselling demonstrates its commitment by:

9. Interviewing students who express a special need in training delivery and assessment, discussing individual needs, options and preferences and preparing a customised plan for delivery of training and assessment.
10. Making reasonable adjustments to the way in which learning materials are supplied to students including learning materials supplied in alternative formats such as on computer disk, etc.
11. Making reasonable adjustments to the way in which the course is assessed by having provision for oral rather than written questioning and alternative assessment modalities such as audio and videotaped answers. The College also makes provision for alternative means of assessing the practical components of the course. Students in rural or isolated areas or students with a disability or other special needs have a choice in the way the practical element of their course is assessed. These options include, but are not necessarily limited to: being assessed in their local area under the supervision of a College approved private assessor, conducted in a major city through the College's practical workshops, or via a video presentation. The College will negotiate other reasonable assessment options available for trainees with a disability or other special needs if necessary.
12. Making Learning Materials available for external study in a written or on-line format that enables students' access to the information, regardless of their location.
13. Providing all students ongoing access to support services, including access to the Web Knowledge Base.
14. Providing additional support and opportunities for re-assessment for students assessed as Not Yet Competent.
15. Utilising a broad student selection criteria.
16. Ensuring that staff is appropriately informed and aware of access and equity issues.

Language, Literacy and Numeracy Assistance

Policy:

The College of Counselling has a process in place to identify students with language, literacy or numeracy difficulties. Language, literacy and numeracy assessment is available for students. Should a student be assessed as requiring assistance with a language, literacy or numeracy difficulty that prevents the successful completion of their course, they will be:

- a) Referred to an outside agency that is able to provide training in language, literacy and/or numeracy. In this instance, any fees for language, literacy and / or numeracy training will be required to be paid by the student directly to the agency providing the training.

An Education Adviser will provide individual case advice, depending on the student's circumstances, regarding their ability to defer study of their course with the College and re-entry into the course.

- b) Encouraged to access College study support services.
- c) Provided with reasonable adjustments to training/assessment to allow the successful completion of the students training; as deemed applicable by the College.

Should a student require assistance with a language, literacy or numeracy difficulty that prevents their successful completion of their course, they should contact the College on 02070162779.

Procedures:

1. The College has a process in place to identify students with language, literacy or numeracy difficulties. Students with difficulties may be self identified or identified by College assessors.

Self Identification

- a) Enrolment Application Forms require all students to identify whether they will require assistance with language, literacy or numeracy.
- b) Under the Language, Literacy and Numeracy (LL&N) section of the Student Handbook, students who require assistance with LL&N are requested to contact a College Education Adviser.

College Identified

- a) By an Assignment Marker. If after conducting an assessment of a student's work, an Assignment Marker is concerned about a student's language, literacy or numeracy ability they will bring their concerns to the attention of a Senior Education Adviser. Indicators may be things such as a student's inability to construct a sentence coherently and/or an inability to convey information.
 - b) If a concern is raised regarding a student's language, literacy or numeracy ability the student is contacted by a Senior Education Adviser to discuss these concerns and to advise them of the LL&N assessment process.
2. If a language, literacy or numeracy concern is identified, the student will undergo a Language, Literacy and Numeracy assessment.
 - a) Should the assessment indicate that the students' current language, literacy or numeracy level is not sufficient to carry out the tasks required as a counsellor, the College will either: provide a referral from their database of available literacy training or if there is no listing in the student's area the College will source a local referral for the student.

During this time, the College will allow for the student's studies to be deferred until Language, Literacy and/or Numeracy training is complete.

Upon a satisfactory level of language, literacy and numeracy being reached the student is integrated back into their course, under the guidance of an Education Adviser.

- b) If the level is assessed to be sufficient for work as a counsellor, the student will continue on with their course work. In this instance the student will be encouraged to access College study support services such as the Study Assistance Line, Tutorials, etc. As deemed applicable by the College, reasonable adjustments to training/assessment which will allow the students successful completion of their training will be made. Adjustments will be made in consultation with the student and the College's LL&N adviser.

Privacy Policy

The College of Counselling is committed to protecting your privacy.

Personal Information

The College will keep on file personal information such as your name, residential and postal address, date of birth, contact telephone numbers, email address, occupation, education, qualifications, credit card or bank account details and academic records and results. For some students, we will also keep on file their information about special learning requirements and needs.

This information will be disclosed to us through your completion of the Enrolment Application Form, by discussion with any of our client service or educational staff, or via written communication to the College from you.

So that we are able to provide you with a quality educational service, we recommend that you advise us of any changes to your personal information or if there are any errors in the personal information we have on file. We may also update your personal information from information we receive from the organisations listed below under the section **Disclosure of Personal Information**.

How We Use Your Personal Information

Your personal information will be used to:

- Provide you with the educational service you require to successfully complete your course.
- Obtain feedback from you about the course, service and facilities we have provided.
- Advise you of upcoming seminars, tutorials and relevant events.
- Administer and manage these services including billing and collecting debts.
- Further develop and improve our business and educational systems.
- Inform you about new products and services that we may introduce from time to time.

Your personal information will be held by the College of Counselling for a period up to 30 years.

Disclosure of Personal Information

For the purposes set out above, we may disclose your personal information to the following organisations:

- Service providers who assist with managing the services we provide to you including information technology, educational services, marketing and debt recovery.
- Franchisees who provide educational services and qualifications under the College of Counselling banner.
- Government and regulatory authorities during audit of the service we provide to you.
- Organisations involved in the transfer/sale of all or part of our assets or business.

Your personal information will not be disclosed to any other party (except those listed above) unless written permission is received from you.

Extreme care is taken by our staff to ensure that personal information is not released to any party other than those listed above.

Access To Your Personal Information

You have a right to access your personal information. If you would like to do so, please submit your request in writing.

How To Contact Us

If you have any questions in relation to privacy, please write to:

Chief Executive Officer
College of Counselling
Formations House
29 Harley Street
London W1G 9QR

Entry Requirements and Admission Procedures

Students applying to enrol in a College course must meet the minimum entry requirements. For applicants under the age of 21 years, completion of 'O' levels or a minimum of one year of further education or study. Applicants over the age of 21 can either have completed their 'O' levels, a minimum of one year of further education or study, or be able to demonstrate sufficient life experience deemed appropriate by the College.

Once the completed Enrolment Application Form for enrolment and nominated fee payment has been received, the applicant is registered and issued with a Student Number. Course material is forwarded to the student once registration is completed.

Total Costs and Fees

Prior to the commencement of a course, all students are advised of total costs and fees as outlined on the website at www.counsellingcollege.co.uk and the Membership Application form of the day.

Course Cancellation Policy

In instances where a student wishes to be prematurely released from their contractual obligation to the College, they must in the first instance place a request to withdraw from their course in writing addressed to the Manager of the College of Counselling. Verbal requests for course withdrawal will not be accepted. The severance balance of a student account will be determined in accordance with the College policy agreed to upon enrolment.

The College policy states that:

"I agree to follow the College's Course Cancellation Policy and understand that should I wish to discontinue my chosen course I am liable for one twelfth of the full cost of my enrolment for each month of my enrolment. If I discontinue my chosen course before one month into my enrolment, I am liable for one twelfth of the full course cost. I further agree that if I discontinue my chosen course twelve months or more after my initial enrolment, I will be liable for the full amount of the course cost. I further understand that should I wish to discontinue with my chosen course, I must submit my request in writing and return all course materials including the course texts, workbooks, books of readings and any other items bearing the name of the College before my cancellation is processed. I further agree and understand that should my student fees become three or more months in arrears I am immediately liable for the full cost of my course enrolment."

Student Change of Address and Transfers

Any student who changes their residential, mailing or email address should notify the College in writing of their new address within 14 days of address change. All College courses are external courses allowing students to complete their studies from any location.

Competencies to be Achieved

As outlined in the Unit Workbooks for the course undertaken.

Qualification to be Granted

To obtain the award Diploma of Professional Counselling a student must be assessed as being competent in all areas of the course. Should a student not complete a course, a Statement of Attainment will be granted for all units in which a student has obtained a competency.

Students graduating from any of the four Certificate short courses will be provided a Certificate of Completion.

Recognition of Prior Learning

The College of Counselling allows students to apply for Recognition of Prior Learning (RPL). The RPL process enables students to apply for exemption from completing one or more single course units from any of the courses. RPL recognises that students may be competent in particular counselling areas prior to beginning their course, due to relevant life and work experiences and education. Students who have

completed or partially completed a counselling course, who have been working within a counselling environment for a number of years, or who have experience or qualifications gained overseas, are able to apply for recognition of this prior learning or experience. Exemption can be applied for one or more course units. There is no Recognition of Prior Learning application fee.

Diploma students who have completed the same Units of Competency to those shown in the Course Outline are able to apply for Mutual Recognition of these units.

Further details of the Recognition of Prior Learning process and a Recognition of Prior Learning and Credit Transfer Application Kit can be obtained by contacting the College on admin@counsellingcollege.co.uk or calling 02070162779

Mutual Recognition (Credit Transfer) of Qualifications

The College of Counselling recognises the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other training organisations. If you have completed any of the units of competencies listed in the Course Outline for the Diploma of Professional Counselling, they are able to apply to transfer competency of that unit/s towards their studies.

If similar units to those listed above have previously been completed, you are able to apply for Recognition of Prior Learning for the above units.

Further details of the Recognition of Prior Learning process and a Recognition of Prior Learning and Credit Transfer Application Kit can be obtained by contacting the College on admin@counsellingcollege.co.uk or calling 02070162779

To apply for mutual recognition, complete the Recognition of Prior Learning and Credit Transfer Application Kit and forward to the College along with certified copies of your results of these units.

Complaints Policy

The College of Counselling strives to deal with complaints as soon as they emerge in order to avoid further disruption or the need for a formal complaint. To ensure quick resolution, students should lodge their complaint within 28 days of the occurrence.

If a student has a complaint about any aspect of service provided, they are encouraged to speak immediately and in the first instance with a Manager or staff member to resolve the issue.

If the student is not satisfied that the issue has been resolved, he/she may wish to write a letter to the College's Executive Committee, setting out the issues of concern. The address to send this correspondence is:

Chief Executive Officer
College of Counselling
Formations House
29 Harley Street
London W1G 9QR

Upon receipt, the complaint will be investigated internally by the Executive Committee or their representative. All complaints will be responded to in writing from the Executive Committee or Management within 28 days of receipt.

If, however, the matter is still not resolved to the student's satisfaction, the student is able to take their complaint through legal avenues.

Appeal Policy

The College of Counselling provides an avenue for students to appeal decisions made by the College, including the awarding of course and unit results.

Students are able to appeal against their results within 28 days from issue of the result. The appeal querying the result should be forwarded in writing with a copy of the completed Unit Workbook/s including the marker's comments to:

Education Manager
College of Counselling
Formations House
29 Harley Street
London W1G 9QR

Upon receipt, the Education Manager and an Education Adviser will review the result and notify the student in writing of the outcome, including reasons for the decision, within 14 days of receipt of the appeal.

If the student is not satisfied with the outcome of the reviewed assessment, or any other decision made by the College or its representatives, they are able to write to the College's Executive Committee at the following address:

Executive Committee
College of Counselling
Formations House
29 Harley Street
London W1G 9QR

The Executive Committee will investigate and review the situation and will respond in writing to the student within 28 days of receipt.

If the student is still not satisfied with the outcome of the appeal, they will be referred to the appropriate body.

Student Conduct Policy

The College of Counselling is a professional educational College. College staff are required to provide a high level of educational and administrative service to all enquirers and students. To maintain the integrity of this service, students also have obligations, including:

- Treating all College staff with respect and courtesy at all times including during telephone conversations, at seminars and tutorials, in the College premises and training rooms, and via web or email communication.
- Abiding by all College Policies as detailed on the College website (www.counsellingcollege.co.uk) and in the Student Handbook.
- Acting in a polite and professional manner at all times in the areas of language, conduct and behaviour.
- Being punctual in attendance at training and assessment functions (tutorials, seminars or appointments).
- Conducting themselves in a safe manner at all times.
- Not being discriminatory or harassing in any way with College staff and students.

Students, who are found to be in breach of any of the above obligations, or any other action as deemed inappropriate by College management, will be advised in writing of their breach and of the expected level of behaviour and conduct in all future communications and dealings with the College. If, at the time of the breach, the student is in attendance at a tutorial, seminar or premises, the student may, after a verbal warning, be asked to leave the premises with this being at the discretion of the presenter or Manager.

After three written warnings, the student's enrolment and membership may be discontinued. If at any time, the student is not satisfied with the College's approach or decision regarding the student's conduct, a written complaint can be lodged with the College's Executive Committee as per the College's Complaints Policy.

The College's Student Conduct Policy is in place to protect the interests and safety of all students, and to enable College staff to provide a high level of service to all students.

Learning Materials

The College will supply all course study materials with the only exceptions being for those units that contain elements requiring the student to undertake their own research in order to facilitate learning. Learning materials are supplied in the form of a "Study Pack". Each pack contains an introductory audio CD, a Book of Readings and a set of Unit Workbooks.

- Pack 1 – includes learning materials for Units 1- 4 and is issued upon enrolment.
- Pack 2 – includes learning materials for Units 5-7 and is issued only upon successful completion of Unit 3 Workbook.
- Pack 3 – includes learning materials for Units 8-12 and is issued only upon successful completion of Unit 6 Workbook.
- Pack 4 – includes learning materials for Units 13-17 and is issued only upon successful completion of Unit 11 Workbook.
- Pack 5 – includes learning materials for Units 18-22 and is issued only upon successful completion of Unit 16 Workbook.

Issuing of Learning Materials

Students are eligible to receive the learning materials for Packs 2, 3, 4 and 5 when:

The pre-requisite Workbooks (as outlined above) have been successfully completed and marked Competent, and Course fee payments are up to date and no more than 30 days past due.

Facilities and Equipment

Students will require:

- writing equipment including pens and paper, stationery including stapler and paper clips
- envelopes and postage stamps for submitting assessment
- appropriate study facilities ie, table, chair, and adequate lighting
- access to a compact disk player
- access to a computer and printer or a typewriter is advisable (however not compulsory)
- access to a video camera, tripod and blank video cassette tapes is necessary for those students choosing to complete the practical seminar components by the video taping of skills option.

Counselling and Support Services

Students requiring personal counselling or guidance may seek a referral to a College-trained practicing Graduate Member, wherever possible. In this instance the Counsellor will negotiate a professional service fee with the student.

Student Cards

Student Cards are available from the College at \$11 each and are valid for a period of two years from the date of course enrolment. Please refer to your Study Package or contact your local Student Support Centre for an application form.

Plagiarism

The course assessment is designed to allow students to express their own understanding of the relevant theory and its application to counselling issues. In order to be marked as "Competent" on a piece of assessment a student must be able to demonstrate their own understanding of the topic by presenting the assessment in their own words and incorporating their own ideas.

Copying sentences and blocks of text directly from readings, textbooks, or other documents including copying the work of another student does not demonstrate a student's own understanding of the topic. Such practices will be regarded as plagiarism unless the source is appropriately acknowledged.

Students who are unable to appropriately demonstrate their own understanding of a topic will be marked “Not Yet Competent” and will be required to re-submit the assessment.

Copyright

All logos, marks, books, texts, manuals, documents, cassettes, CD's and other educational and administrative material whatsoever owned by the College of Counselling and associated entities are protected by copyright and must not be copied or reproduced either in part or whole or used for gain without the written approval of the Directors of the College.