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Unit CLG1: Take responsibility for your own continuing personal development in counselling

About this unit:

This unit is about taking responsibility for and managing your own continuing personal development.

There are four elements to this unit:

- CLG1.1 Manage your personal values and qualities
- CLG1.2 Establish self awareness in relation to the client/s
- CLG1.3 Engage in development of self
- CLG1.4 Maintain your fitness to practice

This unit is relevant those working in the following counselling contexts:

- Institutions
- Statutory Services
- VCS (Voluntary Community Sector Services)
- Social Enterprises
- Individual Practice
- Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG1: Take responsibility for your own continuing personal development in counselling

Element CLG1.1 Manage your personal values and qualities

You must be able to:

1. Demonstrate a personal commitment to consistency between what is professed and what is done
2. Act in a moral and ethical manner in dealings with others that demonstrates personal straightforwardness, honesty and coherence
3. Demonstrate that you have a capacity for resilience
4. Manage complex and unpredictable client feelings
5. Recognise and cope with uncertainty
6. Demonstrate that you are secure enough in yourself to enable the client to feel safe in your company
7. Demonstrate the capacity to be empathic and understand another person's experience from their perspective
8. Show respect to others and respect ways in which they understand themselves
9. Demonstrate that you have the capacity to work with client's concerns without being personally diminished
10. Apply and articulate appropriate criteria to inform decisions and actions
11. Demonstrate that you have the capacity to manage and make decisions and take appropriate action in the face of known fears, risks and uncertainty when professionally required to do so
12. Apply sound judgement based on your therapeutic/clinical knowledge and/or experience to inform your practice.
13. Apply sound judgement based on evidence-based practice to inform your practice
14. Be aware of all aspects of your own sense of identity, its origins and formation
15. Be aware of your own responses and issues related to identity and the impact of these on others



16. Critically appraise theories underpinning personal development

You must know:

1. How to support the client to take responsibility for themselves and to work towards them being independent of the therapist
2. An in depth knowledge of theories of personality and behaviours related to your own chosen theoretical approaches and have an awareness of others
3. Defence mechanisms or defensive strategies
4. Theories of Stress, Coping and Health
5. How to maintain psychological and physical health and well being
6. The role and function of personal therapy and other forms of personal development in counselling training and practice
7. Theories of identity and self esteem
8. Theories/good practice relating to the use and misuse of power and discrimination
9. An ethical framework and codes of conduct for professional practice and how to apply these in relationships with clients
10. The ethical principles of counselling
11. Own values and beliefs and potential ethical dilemmas and implications for your own practice
12. Anti-oppressive practice
13. Relevant theories of the origins and nature of prejudice
14. Accountability and its implications for your therapeutic practice
15. The impact of therapist attributes in the counselling relationship
16. Theories of sexuality and the development and ethical management of sexual attraction in the therapeutic relationship
17. The importance of risk assessment and resilience factors
18. The impact of differences between the counsellor and the client



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

You must be able to:

1. Engage in rigorous self-examination, monitoring thoughts, feelings, physical sensations and behaviour in the therapeutic relationship
2. Demonstrate awareness and management of idealisation and potential for denigration by the client/s and to bring that awareness into the therapeutic relationship
3. Demonstrate a mature approach to relationships and life choices drawing on relevant life experiences
4. Recognise when your fitness to practice is impaired and take action appropriate to the needs of your client/s
5. Demonstrate awareness of the psychological repercussions of prejudice and discrimination
6. Be resilient (non-retaliatory) and respond appropriately to personal attacks that may emanate from client/s
7. Recognise the limits of your competence as a therapist
8. Plan for regular breaks to enhance and restore your own well-being
9. Recognise unresolved emotional conflicts in your own life and be aware of ways in which these may impact on the client/s
10. Establish and maintain a therapeutic alliance with clients
11. Contain and manage your own emotions appropriately in a therapeutic relationship
12. Maintain appropriate sexual boundaries in the therapeutic relationship
13. Understand the implications of touch in the therapeutic relationship and convey to clients' and colleagues decisions about its use in accordance with a consistent, coherent and in-depth theoretical perspective
14. Recognise and maintain appropriate personal boundaries even when these are challenged by the client/s or others



You must know:

1. In depth theories relating to interpersonal relationships related to your chosen theoretical approaches and have an awareness of others
2. In depth knowledge of theories related to the use of self in therapy related to your chosen theoretical approaches and have an awareness of others
3. Theories concerning the value of personal therapy and personal development for therapists
4. The importance of reflecting on life experiences
5. The importance of learning from mistakes
6. Relevant theories relating to group and one-to-one dynamics
7. In depth knowledge of theories relating to the process of therapy related to your chosen theoretical approaches and have an awareness of others
8. In depth knowledge of theories relating to the therapeutic alliance and other aspects of the therapeutic relationship related to your chosen theoretical approaches and have an awareness of others
9. How to process feedback in a group or one-to-one setting
10. How to critically appraise group or one-to-one process
11. Relevant theories of the origins and nature of prejudice
12. The use of the therapeutic frame for counselling
13. How to establish maintain and sustain the therapeutic alliance
14. Ethical management of sexuality and the development and management of sexual attraction in the therapeutic relationship
15. Relevant theories concerning boundaries related to sexuality and the development and management of sexual attraction in the therapeutic relationship
16. Relevant ethics, theories and good practice concerning the use of touch in therapy
17. Appropriate levels of awareness of relevant guidance and codes of ethics and practice



Element CLG1.3 Engage in development of self

You must be able to:

1. Reflect on your personal development including ways in which you have negotiated developmental stages
2. Demonstrate an ethical approach to relationships and life choices drawing on relevant life experiences
3. Develop an awareness of self
4. Identify and develop ways of monitoring change within self
5. Evaluate process of change within self
6. Identify your own strengths and weaknesses in relationships with others
7. Recognise your own distress or disturbance and secure therapeutic help, support or guidance when needed
8. Recognise when your fitness to practice is impaired and engage appropriate help, support or guidance
9. Demonstrate openness to acquiring and integrating new knowledge about yourself
10. Demonstrate openness to acquiring new knowledge about theory and practice
11. Demonstrate openness to feedback from others and integrate feedback into your self-image and therapeutic practice
12. Give appropriate feedback to others
13. Demonstrate that you can and will ask for help when you need it
14. Identify your personal needs and find ways of ensuring these are met outside the therapeutic relationship with clients

**You must know:**

1. Developmental psychology, in depth appropriate to your chosen theoretical approach(es) and have an awareness of comparative theories
2. In depth knowledge of theory relating to the use of the therapeutic frame related to your chosen theoretical approach(es) and have an awareness of others
3. A clear understanding of theories concerning the value of personal therapy for therapists related to your chosen theoretical approach(es) and have an awareness of others
4. In depth knowledge of theories of interpersonal relationships related to your chosen theoretical approach(es) and have an awareness of others
5. Ethics and guidelines regarding fitness to practice
6. The interface between life experience and the therapeutic process
7. In depth knowledge of theories of personal development as applied to the therapeutic process related to your chosen theoretical approach(es) and have an awareness of others
8. The importance of boundaries for client and counsellor safety and to support the therapeutic work
9. The importance of the use of support networks and referral systems
10. The importance of understanding referral protocols, processes and systems



Element CLG1.4 Maintain your fitness to practice

You must be able to:

1. Develop mechanisms and strategies for reflecting on your fitness to practice
2. Recognise your personal and professional limitations and identify ways of addressing these
3. Recognise the need for self care
4. Consider and develop self-indicators that might highlight concerns regarding your fitness to practice
5. Recognise when you are not fit to practice and seek support from appropriate channels (e.g. manager, colleagues, supervisor, personal therapy)
6. Decide when you are not fit to practice and take responsibility for arranging appropriate action to be taken in the clients' best interests
7. Recognise when colleagues show signs of being unfit to practice and be able to discuss your concerns with them and take appropriate action

You must know:

1. The importance of reflecting on, identifying and addressing your own needs in personal therapy and personal development
2. In depth knowledge of theories of self appropriate to your chosen theoretical approach(es) and an awareness of others
3. In depth knowledge of theories of stress, coping and health related to your chosen theoretical approach(es) and have an awareness of others
4. The importance of taking care of oneself
5. Fitness to Practice ethics and guidelines
6. Relevant codes of practice and ethical frameworks that help define fitness to practice indicators
7. Organisational fitness to practice procedures and guidelines
8. Where support is available and how to access it
9. How to use networks and referral systems



Unit CLG2: Reflect upon your work with clients through supervision and manage your continuing professional development in counselling

About this unit:

This unit is about taking responsibility for and managing your professional development. You will be required to make use of supervision to reflect on your work with clients and to learn about yourself. You will also be expected to keep up to date with developments within the profession

There are two elements to this unit:

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

CLG2.2 Manage your continuing professional development

This unit is relevant those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG2: Reflect upon your work with clients through supervision and manage your continuing professional development in counselling

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

You must be able to:

1. Reflect on the choice, flexibility and appropriateness of counselling interventions and their impact on the client's needs and the therapeutic process
2. Use supervision in an open and transparent way to reflect on your work with clients and other professional concerns
3. Identify when you should sensitively and accurately record information and reflection within the context of agreed information-sharing protocols for the purpose of supervision
4. Reflect on your counselling work with clients between sessions and review and revise your therapeutic strategy
5. Use personal therapy, personal development opportunities, supervision and training to reflect on personal growth and development and to resolve conflict
6. Recognise and understand issues of power and how they may affect the counselling therapeutic relationship
7. Reflect on feelings that are aroused when working with clients, through supervision
8. Reflect on and discuss in supervision or with your organisation your capacity and competence to work with a particular client
9. Reflect on and discuss in supervision or with your organisation your capacity to confront personal prejudices and beliefs that may affect your relationship with the client

You must know:

1. Definitions and theories applicable to the concept of 'reflexivity' as appropriate to your chosen theoretical approach(es) and an awareness of others
2. How who you are (reflexivity) affects your therapeutic practice



3. The importance of reflecting, identifying and addressing personal needs in personal therapy and personal development opportunities
4. Counselling interventions and their impact on the client
5. The importance of reflecting, identifying and addressing professional issues ethically in supervision
6. In depth knowledge of theories of power and discrimination related to your chosen theoretical approach(es) and have an awareness of others
7. Appropriate note and record keeping of client and supervision information
8. Guidance and legislation which relates to recording and sharing information for notes and record keeping
9. Anti-discriminatory practice



Element CLG2.2 Manage Your Continuing Professional Development

You must be able to:

1. Demonstrate a willingness to be open to learning about yourself
2. Access current knowledge relating to theory and practice and relevant research
3. Engage in self-directed learning
4. Identify your own Continuing Professional Development needs
5. Undertake activities that contribute to your Continuing Professional Development
6. Evaluate whether Continuing Professional Development needs have been met
7. Demonstrate a clear understanding of your roles and responsibilities as a professional counsellor
8. Conduct yourself as a professional counsellor with regard to your behaviour towards clients, colleagues and other organisations
9. Demonstrate the use of personal initiative in your contact with other members of the profession and other agencies
10. Demonstrate a clear understanding of roles and responsibilities of other professionals when involved in collaborative/joint working
11. Demonstrate when necessary the formulation of aims and objectives that contribute to the development of an agency
12. Demonstrate an understanding of research relating to counselling theory and practice
13. Critically assess and understand research evidence that informs your theoretical perspective in relation to human growth and development
14. Current issues/developments in the profession
15. Critically assess and absorb the research evidence relating to a range of theoretical perspectives and their underpinning theories in order to make appropriate referrals



You must know:

1. In depth knowledge of theories of counselling related to your chosen theoretical approach(es) and have an awareness of others
2. A chosen consistent, coherent and in-depth theoretical perspective that informs all aspects of clinical practice
3. Research methodologies and their relevance to the therapeutic process in the context in which the counselling takes place i.e. generalist, specialist or targeted services
4. Criteria that define your 'profession'
5. The critical importance of continuing professional development
6. The responsibilities incumbent on being a member of a profession
7. How to actively engage within the professional community
8. How to recognise one's own professional limitations and identify ways of addressing these
9. Career paths and progression routes
10. The importance and benefits of working collaboratively with other professionals and maintaining appropriate client confidentiality
11. The importance of clear roles and responsibilities for successful decision-making



Unit CLG3: Contract for and utilise supervision in counselling

About this unit:

This unit involves you ensuring that supervision arrangements are put into place. It may be that you identify for yourself an appropriate supervisor to support and challenge you, or it may be that within an organisation you are allocated a supervisor. It is your responsibility either way, to ensure that you understand and implement the procedures for supervision within the environment in which you practice.

There are two elements to this unit:

CLG3.1 Contract for supervision

CLG3.2 Utilise supervision

This unit is relevant to those working in the following counselling contexts:

- Institutions
- Statutory Services
- VCS (Voluntary Community Sector Services)
- Social Enterprises
- Individual Practice
- Commercial Enterprises

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Unit CLG3: Contract for and utilise supervision in counselling

Element CLG3.1 Contract for Supervision

You must be able to:

1. Identify the kind of supervision required to support and challenge you as an ethical and effective practitioner
2. Identify a supervisory arrangement that is suitable for your own practice needs and or take up supervision established in your workplace
3. Familiarise yourself with and take up supervision arrangements established in your workplace
4. Engage a potential supervisor and explore whether the arrangement will suit your needs and whether a working alliance can be developed
5. Understand the organisational arrangements and procedures for supervision in your agency
6. Familiarise yourself with the agency's supervisory policy and procedures and /or clarify and agree roles and responsibilities and confirm the objectives of the supervision to be provided
7. Negotiate a supervision fee when it is required
8. Contract clearly the roles of those providing and those receiving supervision when required
9. Follow the agency's guidelines and/or establish clear boundaries and specific agreements about confidentiality in supervision
10. Follow an existing or develop an agreed procedure with your supervisor in the event of disagreement or difficulty in resolving conflict
11. Recognise that you, the counsellor, must maintain responsibility for the therapeutic work with your client at all times and that you have a duty to alert your supervisor/manager and professional body of any related professional concerns
12. Agree the way in which cases will be presented, including whether audio/video recordings of sessions will be brought and ensure that you have sought client consent for any recordings
13. Use ethical decision-making models in supervision
14. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements

**You must know:**

1. The professional requirements for supervision
2. Models of supervision
3. The nature of supervision that is required at different times and for different client groups
4. How events in your private life may impact on client work and bring this into the supervision
5. The frequency and regularity of supervision appropriate to your experience and complying with the minimum requirement of your employer and professional body
6. The objectives of supervision
7. The importance of a supervision contract
8. The benefit supervision is likely to have on therapeutic practice
9. The importance of differentiating between line management and supervision
10. How to negotiate and terminate a supervisory contract
11. Relevant legislation, codes of practice, guidelines and ethical requirements
12. Relevant complaints procedures
13. The importance of avoiding dual relationships



Element CLG3.2 Utilise Supervision

You must be able to:

1. Recognise the need for professional supervision
2. Make a regular commitment to attending supervision and/or comply with your organisation's requirements
3. Negotiate a good working alliance with your supervisor and understand that there may be limitations to this
4. Present information clearly and professionally to the supervisor
5. Identify blocks to learning or understanding the client and present them in supervision
6. Take appropriate steps to safeguard sensitive and confidential material when taking case notes and/or audio visual recordings to supervision and ensure client consent
7. Identify and understand the reporting relationship, roles and responsibilities between yourself, your supervisor and manager if working in an organisational setting
8. Use supervision to reflect on professional and practice issues
9. Discuss personal and professional development needs
10. Maintain and enhance professional practice through supervision
11. Use learning from supervision to inform work with clients and identify and action other training/development needs
12. Recognise your limitations and discuss them with your supervisor
13. Acknowledge and learn from mistakes, accept and process feedback
14. Acknowledge to your supervisor negative, positive, sexual or other uncomfortable feelings towards the client
15. Give feedback to the supervisor about the supervisory relationship
16. Invite feedback from the supervisor about clinical competence
17. Recognise your own values, prejudices and ethical dilemmas and their implications with regard to your practice and learning needs
18. Review and evaluate the benefits of supervision regularly



19. Critically assess research on supervision
20. Record the outcome of supervision in the systems appropriate to your workplace

You must know:

1. The importance of reflecting on, identifying and addressing professional practice issues in supervision
2. The importance of regular supervision
3. Relevant models of supervision
4. How to incorporate learning from supervision into your practice
5. How to recognise and address professional development needs in supervision
6. How to identify ways of addressing professional and personal limitations
7. Theories of personal development in relation to supervision
8. Your workplace systems for recording supervision outcome
9. How to manage professional relationships including referrals
10. Where to find research evidence on supervision
11. Relevant complaints procedures
12. Policy and procedure and any legislative requirements for reporting concerns, risk of client harm to self and others to the supervisor/manager/organisation/property



Unit CLG4: Promote the counselling service

About this unit:

This unit involves you managing and implementing policies and strategies to promote the counselling service. You will have to be aware of the ethical considerations and requirements that affect ways in which the service is promoted. You will also require knowledge of alternative services to which you may refer clients.

There is one element to this unit:

CLG4.1 Promote the counselling service

This unit is relevant to those working in the following counselling contexts:

Those working in a managerial role
Those working in individual practice

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**Unit CLG4: Promote the counselling service**

Element CLG4.1 Promote the counselling service

You must be able to:

1. Manage and implement policy and strategies appropriate to the setting to promote the counselling service
2. Understand the need and potential for development of the service appropriate to the setting and community
3. Agree a strategy for negotiating fees with clients when appropriate
4. Where applicable provide clear information about fee structure
5. Provide clear, correct and accessible information for your generic/specialist or specific client group
6. Be aware of ethical considerations and requirements that affect ways in which the service is promoted
7. Ensure publicity material clearly outlines limitations of the service, such as opening times, type of counselling on offer, confidentiality, number of sessions offered or problems addressed, whether it is a specialist or targeted service focussing on specific needs
8. Ensure service publicity is accessible to all potential clients, including those from different cultures or with disabilities
9. Identify networks that could be used for the benefits of the service
10. Identify alternative services for clients when appropriate and have a working knowledge of protocols and procedures to make referrals
11. Maintain personal contacts within service networks to ensure effective co-operation

You must know:

1. How to promote the counselling service and referral routes and pathways
2. how to assess their suitability of ethical, professional networks that could be used for the benefits of the service
3. How social, political, economic and technical factors in the external environment affect service delivery



4. The legal, regulatory, social and ethical responsibilities of a counselling service
5. Relevant guidelines and codes of practice relating to promotion of counselling services
6. Appropriate and ethical publicity and marketing strategies
7. Ways in which clients access counselling services
8. Agreed referral systems and protocols



Unit CLG5: Manage the counselling practice

About this unit:

This unit is about ensuring all processes and procedures are followed. It will require you to record relevant information from sessions in accordance with your organisational requirements. The unit will also require you to consider your client's needs with regards to the environment in which the counselling is conducted. You will have knowledge of your organisation's Health and Safety procedures and be able to assess risk to yourself or the client. You will need to understand and implement procedures for sharing information with other services. You will need to be able to monitor and evaluate your personal caseload. This unit will also require you to evaluate your own practice and to acquire and review feedback from a variety of sources. In addition you will be required to make judgement with regards to referrals, you will need to explain and discuss referral with the client.

There are six elements to this unit:

CLG5.1 Record and maintain case notes

CLG5.2 Provide an appropriate counselling environment

CLG5.3 Liaise with other services

CLG5.4 Monitor evaluate and review your personal caseload

CLG5.5 Evaluate own practice

CLG5.6 Work with referrals

This unit is relevant to those working in the following counselling contexts though it recognised that some aspects would be given more in depth attention by managers:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

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Unit CLG5: Manage the counselling practice

Element CLG5.1 Record and maintain case notes

You must be able to:

1. Clearly communicate to the client, the policy and/or requirement for recording information and information-sharing protocol
2. Record all relevant information from the session and any actions undertaken
3. Use relevant guidance, documentation and systems to record case notes
4. Ensure case notes are structured to provide a full record with clear, accessible and legible information
5. Demonstrate a critical understanding of how to apply current knowledge of counselling interventions via case notes
6. Comply with relevant legislation, organisational and ethical frameworks and guidelines
7. Store information securely, respecting confidentiality of clients and other agencies

You must know:

1. Theoretical bases of counselling interventions relevant to a consistent, coherent and in-depth theoretical perspective
2. The importance of effective management of cases
3. Appropriate note and record keeping
4. The range and amount of information that should be recorded for different types of cases
5. Systems of record keeping and their importance
6. Legislation related to note and record keeping, confidentiality and information sharing relevant to your setting
7. A range of options available for record keeping and the rationale for decision making
8. People and groups to whom you are accountable
9. Procedures for ensuring safety of client records in the event of the counsellor's illness or death



10. Legal requirements for data protection



Element CLG5.2 Provide an appropriate counselling environment

You must be able to:

1. Be aware of the needs of the client when designing/selecting the environment for conducting counselling
2. Create a safe environment in which to interact with clients
3. Create an environment that is welcoming, consistent with the ethos, needs and perspective of your client group
4. Be aware of self-disclosure and ways in which it is manifest in the counselling therapeutic environment
5. Ensure that all areas conform to legal requirements of health and safety
6. Be aware of procedures to follow in the event of threats to client or counsellor safety
7. Contribute to the development, review and implementation of policies and procedures relating to the management of risk

You must know:

1. The key parameters of a safe environment
2. Features inappropriate to a counselling environment and the particular needs of your client group
3. Self-disclosure and its relevance to the counsellor's theoretical perspective of therapy
4. An in-depth knowledge and understanding of ethical frameworks for good practice
5. Diversity legislation with respect to access
6. The importance of providing an appropriate environment for the counselling frame to be established
7. Health and Safety regulations
8. Additional organisational policies pertaining to client and counsellor safety
9. Policies relating to the management of risk to client, self or others



Element CLG5.3 Liaise with other services

You must be able to:

1. Establish or use established criteria for exchanging information with other services, ensuring that such criteria are communicated clearly to clients where appropriate
2. Discuss with the client the process for exchanging information and the involvement of clients, where their consent is required or sought and in what circumstances it may be breached and why.
3. Clearly identify roles and responsibilities of participants when exchanging information
4. Identify relevance and appropriateness of information that is shared with others
5. Liaise with other services and confirm that the information shared is appropriate to their requirements
6. Record appropriately information provided to and obtained from other services
7. Use appropriate procedures to access relevant sources of information
8. Determine the methods that should be used for obtaining information
9. Ensure that all agencies involved are aware of values and guidance of the ethical framework of your service

You must know:

1. Methods and procedures for exchanging information in a variety of settings and your responsibility to the client in that process
2. The importance of complying with procedures for exchanging information
3. How to decide whether the information is relevant
4. The importance of protecting information sources
5. Systems for recording information
6. Ethical guidelines and Codes of Practice for sharing information across agencies
7. Diversity legislation



8. Secure storage systems and methods
9. Legal requirements for data protection
10. Availability of other relevant services
11. Purpose, culture, ethos and priorities of other services



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

You must be able to:

1. Recognise and understand the importance of reviewing all relevant information on your personal caseload
2. Develop strategies for reviewing personal caseloads
3. Monitor and evaluate progression in your client work
4. Identify challenges and difficulties in progression
5. Ensure that the number of clients in your caseload does not exceed your capacity
6. Ensure that the clients in your caseload are within your area of competence
7. Exchange information on cases according to the procedures of the service
8. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements
9. Consult with experts in the legal field when such guidance is required

You must know:

1. The range of information on personal caseload that should be monitored and reviewed
2. When to review your personal caseload and why it is important
3. The rationale for recommended limits to personal caseload
4. Where to access information to enhance your practice
5. How to manage and review complex and difficult cases
6. The limits of your competence
7. How to ensure that arrangements are made for a professional will
8. The importance of complying with national, local, professional and organisational requirements relating to diversity, discrimination, health and safety, security, confidentiality, information sharing and data protection
9. Ethical guidance on professional wills where appropriate



Element CLG5.5 Evaluate own practice

You must be able to:

1. Demonstrate that you practice in a way that is informed by a consistent, coherent and in depth theoretical understanding
2. Evaluate your own and other models of counselling and therapy
3. Take part in systematic monitoring of your practice and client outcomes
4. Identify suitable criteria and evaluation tools for obtaining client feedback and to evaluate your own practice
5. Know how to review relevant information to evaluate your own practice
6. Review feedback from managers, supervisors, other professionals and clients on your own practice
7. Review the effect of own values, beliefs, attitudes and behaviours when working as a counsellor
8. Manage a practice that remains open to scrutiny of peers and colleagues
9. Critically appraise and evaluate research

You must know:

1. The counselling therapeutic models that are appropriate to the setting/sector you are working in
2. Process and outcome research and tools in counselling
3. Evaluation criteria that could be employed
4. Evaluation tools, instruments or questionnaires derived from a quantitative and qualitative theoretical base
5. Factors that should be incorporated into the evaluation criteria
6. How to evaluate your own practice against specific criteria
7. How to communicate, in a clear, articulate and accessible way, evaluation findings to the professional community and the community you work within
8. Relevant national, local, professional and organisational requirements relating to diversity and discrimination, health and safety, security, confidentiality and data protection



9. Principles underlying professional practice



Element CLG5.6 Work with referrals

You must be able to:

1. Recognise your own professional limitations and make referrals where appropriate
2. Make professional judgements with regard to the appropriateness of referral in consultation with the client
3. Access clear, relevant and current information on other services to which referrals might be made
4. Assess the suitability of other services for meeting requirements of the client
5. Interpret the acceptance criteria and procedures of other services
6. Investigate whether other services have the capacity and resources to deal with additional clients
7. Review referral options with the client
8. Identify the advantages and disadvantages of the referral options for the client
9. Give a clear explanation to the client regarding the reasons for referral to other therapists or organisations
10. Provide sufficient information to enable clients to make informed decisions about referral
11. Take account of and explore client's responses to referral
12. Acknowledge own feelings about referral
13. Discuss referral in supervision
14. Review the boundaries of confidentiality with the client and clarify what information needs to be passed to the other service
15. Explain clearly to the client the reasons for communicating with and/or collaborating with other professionals
16. Obtain written permission from clients in order to share confidential client information with a third party
17. Review referrals from other sources to determine suitability for the service



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

You must know:

1. Appropriate assessment skills and how to use them
2. The referral procedure and the impact of referral on clients
3. Specific referral procedures of your own and other services
4. Requirements for recording full details of referral according to the procedures laid down by the counselling organisation where appropriate
5. Secure systems for recording and storing data in compliance with the Data Protection Act
6. A critical awareness of boundaries with regard to the extent to which confidential information should be imparted to a third party
7. The need for respect, transparency and inclusion with regard to the client when accessing help from other professionals
8. How to evaluate the suitability of other services
9. How to obtain information on acceptance criteria
10. Differences in perspective between different professions
11. The roles and responsibilities of others in the fields of mental health, medicine, health and social care and the law
12. Legal, ethical and organisational requirements and Codes of Practice relating to rights and confidentiality under data protection and sharing of information legislation



Unit CLG6: Use effective communication within the counselling environment

About this unit:

This unit is about use of effective communication. It involves communicating both verbally and in writing with clients and colleagues, in an appropriate manner. You will require an in-depth knowledge of human communication relevant to your chosen theoretical approach(es). You will also be required to work in teams determining ways in which information can be shared. Teams may exist within your organisation or externally through networks. You will require knowledge of relevant theories of teams and group dynamics. In addition you will be required to establish and work with networks for the benefit of the agency.

There are three elements to this unit:

CLG6.1 Communicate with others verbally and in writing

CLG6.2 Work effectively in teams

CLG6.3 Carry out effective networking

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Element CLG6.1 Communicate with others verbally and in writing

You must be able to:

1. Communicate appropriately and clearly with clients and colleagues both verbally and in writing
2. Use language that can be understood by the client when explaining and conducting counselling
3. Communicate in a manner and at a level appropriate to the client
4. Communicate sensitively and accurately with clients and other professionals
5. Assess and recognise the circumstances when consent is not achievable when responding to concerns about risk to the client, others and legislation
6. Respect confidentiality when communicating about the client and obtain client consent
7. Communicate essential information about the client to other professionals when required and with client consent, where this is possible and achievable
8. Demonstrate understanding when receiving information from other professionals about clients
9. Evaluate communication strategies and skills used with the client

You must know:

1. The language in which counselling is conducted to a high level of competence
2. How to communicate clearly both in writing and verbally with clients and colleagues
3. In depth knowledge of theories of human communication relevant to your chosen theoretical approach(es) and an awareness of others
4. How to recognise when to actively listen and use silence
5. The importance of managing silence
6. The types of non-verbal communication and their relevance
7. Effect of the social environment on clients, when communicating with the client and colleagues and when keeping notes



8. Client consent with respect to passing on confidential information
9. Legal, ethical and organisational requirements and Codes of Practice relating to rights and confidentiality and information sharing under data protection when communicating with clients and colleagues
10. The limitations of confidentiality when managing concerns regarding risk to the client or others



Element CLG6.2 Work effectively in teams

You must be able to:

1. Determine the methods that should be used when working in teams
2. Allocate roles and responsibilities to the team where appropriate
3. Determine the ways in which information can be shared within the team or network
4. Maintain personal contacts within teams to ensure effective co-operation
5. Determine the limits and type of information that can be shared within the team
6. Critically appraise group process

You must know:

1. The importance of complying with procedures when working in teams
2. The validity of teamwork
3. The importance of protecting information sources
4. Leadership and management theories
5. Relevant theories of conflict resolution
6. Relevant theories of team building
7. Relevant theories of team and group dynamics
8. Relevant theories of how groups operate
9. Relevant theories of interpersonal relationships
10. Ways in which you can provide help, support and guidance to other team members
11. How to process feedback in a group setting
12. Purpose, culture, ethos and priorities of other team members



Element CLG6.3 Carry out effective networking

You must be able to:

1. Determine the methods that should be used when networking
2. Identify networks that can be used for the benefit of the agency or service
3. Identify and resolve any potential conflict of interest between the network and the agency or service
4. Maintain personal contacts within networks to ensure effective co-operation
5. Determine the ways in which information can be shared within the network
6. Determine the limits and type of information that can be shared within the network
7. Critically appraise group process

You must know:

1. Types of and availability of services
2. Methods and procedures for networking
3. The validity of networking
4. The importance of protecting information sources
5. Theories of interpersonal relationships
6. Purpose, culture, ethos and priorities of other services



Unit CLG7: Manage the counselling assessment process

About this unit:

This unit is about developing and/or using a clear policy on pre-assessment communication. You will be required to develop or implement pre-assessment tools and provide information to the potential client about the service being offered. You will also be required to conduct an assessment interview during which you will be expected to use critical appraisal to identify key aspects of the client's circumstances and presenting problems. You will need to discuss and agree with the client their and your responsibility to the counselling contract. You must be able to carry out a risk assessment to identify any risk of harm to the client's self or others. You will then be required to interpret all the information you have been given and make decisions with regard the appropriateness of counselling.

There are four elements to this unit:

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

CLG7.2 Conduct an assessment interview

CLG7.3 Carry out risk assessment

CLG7.4 Make decisions in assessment

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG7: Manage the counselling assessment process

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

You must be able to:

1. Develop a clear policy and/or implement agency procedure on pre-assessment communication with the client consistent with your/your organisations aims, ethos and objectives, your client group and the counselling theoretical perspective
2. Develop and/or implement pre-assessment tools compatible with your counselling theoretical perspective, agency ethos and client group
3. Provide clear and transparent information in an accessible format to the potential client about the counselling service that you/or your agency are offering and how it works
4. Provide clear and accessible instructions about ways in which the client can contact you or your service
5. Provide clear information in an accessible format to referring agencies about the service you or your agency are offering
6. Ensure that the client's first contact with you/or the organisation is positive, welcoming and professional
7. Implement the agency's existing policy and/or develop a procedure for the practice arranging appointments that may include providing information about waiting times or waiting lists
8. Implement the policy and/or use the agency's existing procedure for collecting information about the client and client concerns prior to the first appointment consistent with your theoretical perspective
9. Use the pre-assessment information in the initial assessment interview to inform the process and outcome of the interview where appropriate

You must know:

1. Pathways and routes which a wide range of clients use to access counselling services in the settings you work in
2. The importance of anti-discriminatory practice in developing pre-therapy information and knowledge of the legislation that informs practice
3. Relevant legal, ethical and organisational requirements and Codes of Practice relating to service provision
4. The importance of facilitating access to services in a professional manner



5. Factors that influence the achievement of best practice
6. The requirement for pre-assessment information that is consistent with the counselling theoretical perspective that underpins organisation/or your counselling practice
7. The range of standardised assessment tools that are available
8. Research approaches to process and outcome management
9. Ways in which pre-assessment tools are coded and interpreted
10. Transparent criteria for assessment as appropriate to the service that is to be provided



Element CLG7.2 Conduct an assessment interview

You must be able to:

1. Implement the agency policy and/or develop a procedure for conducting an assessment process with a client that is compatible with the client group, the setting and the counselling intervention
2. Undertake an assessment interview and understand its relevance to an ongoing counselling and therapeutic relationship
3. Provide accessible, clear information to the client about the assessment process, its purpose, the timescale and the way in which an outcome will be reached, discussed and communicated
4. Conduct the assessment process in an appropriate manner suited to your client and consistent with your theoretical counselling perspective
5. Integrate pre-counselling information into the assessment process for further exploration with the client
6. Identify any potential situations in which the assessment process should be halted and take appropriate action
7. Use critical appraisal skills to identify key aspects of the client's circumstances and presenting problems
8. Exercise a critical understanding of presenting symptoms and indicators in the assessment process
9. Discuss, familiarise yourself with related policy/procedure/guidance and identify areas of potential risk for the client, such as suicide and self-injury, and possible danger to self and others
10. Discuss and be open about confidentiality with your client, the limitations of confidentiality concerning risk, in what circumstance breaches might occur and where issues of consent will be sought, legal process and other relevant legislation when conducting an assessment interview
11. Evaluate critically whether the type of counselling offered by you or your service will be beneficial to the client, making referrals if appropriate
12. Discuss with the client their motivation for counselling
13. Discuss and agree with the client their and your responsibility to the counselling contract
14. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements



15. If appropriate discuss with the client any other needs relating to for example, culture, faith, ethnicity, language, sexuality, disability, age and difference
16. Record outcomes of assessment interviews in accordance with agency/your policies for record keeping

You must know:

1. How to conduct an assessment process in a way that is informed by a consistent, coherent and in-depth theoretical understanding and agency/your policy and procedure
2. Assessment processes that are appropriate to different settings and client groups
3. Factors that might affect the assessment process
4. Assessment of the suitability of clients for counselling in general
5. Factors that affect the suitability of clients for particular models of counselling
6. How and when it is appropriate to provide opportunities for clients to review, evaluate and feedback their experience of the assessment
7. How and when it is appropriate discuss with the client any other needs relating to for example, culture, faith, ethnicity, language, sexuality, disability, age and difference
8. How and where to locate research findings relating to appropriate types of counselling for particular client problems or client groups
9. National, local, professional and organisational requirements relating to diversity, discrimination, health and safety, security, confidentiality and data protection, disclosure of risk and abuse
10. Confidentiality policy, its limitations and procedures for breaches, seeking consent and how responses should be managed and communicated to the client



Element CLG7.3 Carry out risk assessment

You must be able to:

1. Familiarise yourself and implement/develop the agency/service comprehensive risk assessment and make use of specific assessment tools or guidelines
2. Recognise the language used by the client that may imply risk of harm to self or others
3. Ask direct questions about the client's intention to harm self or others
4. Facilitate the client's ability to talk about specific suicide plans and quantify the likelihood of the client carrying them out
5. Apply ethical and organisational guidelines that relate to risk assessment
6. Consult with other health professionals/colleagues whenever there are indications of potential risk to the client, self or others
7. Recognise the potential stress for you as a practitioner in working with a suicidal client and utilise supervision and self-care strategies
8. Assess and discuss the client's support system outside the therapeutic relationship
9. Take appropriate action, including referral to other health professionals, if you decide that the level of risk to the client or others is significant
10. Implement a competent care plan influenced by research, current best practice and/or agency policy and procedure
11. Keep a detailed record of the assessment process, the outcome and a care plan
12. Contribute to the development, implementation, review of a risk management policy or guidance document to ensure that best practice is supported, as appropriate
13. Ensure that the assessment process is transparent and easily understood by the client
14. As far as possible involve the client in the risk assessment process using a straightforward, empowering, bounded and sensitive approach

**You must know:**

1. How to locate and use research evidence relating to risk factors with specific client groups
2. How to locate and use research evidence relating to risk factors associated with environmental circumstances
3. A theoretical framework for thinking about self harm and violence
4. How to locate and use research evidence relating to risk factors associated with life events
5. How to locate and use research evidence relating to risk factors associated with previous experience of attempted suicide and suicide plans
6. National policy and guidelines on suicide prevention
7. Appropriate mental health legislation
8. Relevant legal, national, ethical and organisational requirements, policies and codes of practice
9. Causes of stress and coping strategies for healthcare professionals
10. How to formulate and use a comprehensive risk assessment strategy and appropriate referral system
11. Appropriate risk assessment tools



Element CLG7.4 Make decisions in assessment

You must be able to:

1. Make a concise formulation of the client's presentation
2. Use all available information, including pre-assessment information, client presentation in the interview, therapist response to the client, quantitative and qualitative measures, to make a decision about appropriate counselling interventions
3. Analyse and interpret all forms of information collected in the assessment process
4. Consider and discuss with the client the use of appropriate counselling interventions using critical evidence-based guidelines in relation to the client's problem or circumstances
5. Discuss with the client the outcome of the assessment to the client using accessible language appropriate to the client's understanding
6. Make a referral to another agency or practitioner when it is appropriate to the clients needs
7. Discuss and explain sensitively to the client the reasons why counselling would not be beneficial to them and suggest other options/services and provide information/support on how to access them
8. Employ knowledge, skill and/or experience to make an estimate of the amount of counselling that will needed to be able to address the specific goals and needs/problems of the client
9. Explore with the client whether or not the therapy or service available offers the optimum benefits for his or her problem

You must know:

1. A range of mind-body models of human functioning
2. Awareness of the causes and development of psychiatric disorders
3. Awareness of psychological, behavioural and physical symptoms that are indicators of mental ill health
4. How client's medication could affect their presentation
5. Research evidence relating to risk assessment
6. Guidelines on the use of evidence-based research in your practice



7. In depth knowledge of developmental psychology as appropriate to your chosen theoretical approach(es) and an awareness of others
8. A consistent, coherent and in-depth theoretical understanding that underpins counselling practice
9. Predominant models of counselling that might be locally or nationally available
10. Mental health legislation
11. Quantitative and qualitative research methods
12. Data analysis related to methods, instruments and tools used in assessment
13. The integral role that assessment and risk assessment have in planning the appropriate counselling intervention or the need for other care and support
14. Decision-making strategies
15. Self-knowledge
16. Equal opportunity legislation anti-oppressive practice guidelines and human rights legislation
17. Relevant legal, national, ethical and organisational requirements, policies and codes of practice



Unit CLG8: Demonstrate equality and diversity awareness when working in counselling

About this unit:

This unit is about demonstrating an understanding of diversity and the rights and responsibilities of the client. You will be required to demonstrate that you can relate to and communicate with a diverse range of clients. You will be expected to develop awareness of your own culture and cultural style and to identify monitor your own thoughts and prejudices.

There is one element to this unit:

CLG8.1 Demonstrate equality and diversity awareness

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG8 Demonstrate equality and diversity awareness when working in counselling

Element CLG8.1 Demonstrate equality and diversity awareness

You must be able to:

1. Show awareness and understanding of diversity, anti-discriminatory practice and the rights and responsibilities of clients
2. Relate to and communicate with clients differing in gender, age, 'race', language, national or ethnic origin, culture, class, ability, sexuality, religion and belief
3. Develop awareness and knowledge of your own culture and cultural style, race and racial origins and belief systems that can impact on the counselling relationship
4. Monitor your own thoughts and feelings in order to identify your own assumptions, prejudices and stereotypes
5. Engage in continuing professional development activities that enhance understanding of issues of difference
6. Explore your interactions with clients in supervision to identify relational dynamics with particular reference to the response of the counsellor
7. Understand the power dynamics inherent in the counselling relationship with regard to diversity
8. Understand the implications of learning disability and special educational needs and refer for support and assessment when necessary
9. Be prepared to make reasonable adjustment to your service provision/practice to accommodate clients with disabilities
10. Demonstrate awareness and sensitivity in the use of language in inter-cultural counselling
11. Recognise the potential for misunderstanding when the client or counsellor is not speaking in his or her first language
12. Contribute to promoting a culture that values and respects the diversity of individuals
13. Explore client's unique experience regardless of their culture and racial origins, sexuality, gender, age etcetera
14. Promote the needs, rights and interests of all clients equally



15. Be aware that 'political correctness' can prevent open and honest communication in the counselling environment and in supervision
16. Explicitly acknowledge and explore issues of difference within the counselling process when appropriate
17. Understand the complexity of working with difference
18. Comply with relevant policy and legislation

You must know:

1. Relevant legislation
2. Relevant policies and codes of your employing organisation, including diversity statements, disability statements and widening participation strategies
3. Power dynamics, especially with regard to age, gender, colour, sexuality and ability
4. Appropriate theory related to diversity and identity
5. Research evidence relating to working with difference in a therapeutic setting
6. Theory and practice relating to inter-cultural, gender, sexuality, learning disabilities, children, young people, older adults and spirituality and religion issues



Unit CLG9: Identify the mental health needs of clients when counselling and refer in an appropriate manner

About this unit:

This unit is about being constantly alert to possible indications of mental ill health. You are expected to keep up to date with regards to mental health needs. You will be expected to assess any immediate risk to the client or to others. You will need to follow any organisational/service policies and procedures and seek advice when appropriate. You will also need to recognise physical signs and symptoms caused by the client receiving medication for mental health issues and make an informed decision about the compatibility of counselling and interventions caused by medication. You will be required to understand the effects of major categories of medication prescribed for mental health issues.

There are two elements to this unit:

CLG9.1 Identify and respond to mental health needs

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

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG9: Identify the mental health needs of clients when counselling and refer in an appropriate manner

Element CLG9.1 Identify and respond to any mental ill health when working with clients

You must be able to:

1. Remain constantly alert to possible indications of mental health needs
2. Regularly update your knowledge about the range of mental health needs
3. Identify and recognise the importance of the individual's identity: ethnicity, sexuality etcetera and socio-cultural context in relation to mental health needs
4. Respond promptly to any indications of mental health needs in order to ensure that an appropriate intervention is made
5. Involve the client in the mental health assessment process as much as possible to ensure an empowering approach and discuss and agree confidentiality its boundaries and limits
6. Assess any immediate risk to the client and/or to others including self that may result from worsening/declining mental ill health
7. Discuss with the client where possible and take prompt action appropriate to your assessment of risk
8. Identify and refer clients, providing ongoing support through the process if required, when the mental health needs can not be met through counselling
9. In discussion with the client ask for information about any previous diagnosis the client has received, and any related conditions and behaviour
10. Identify any statutory responsibilities in consultation with your supervisor/manager you may have with regard to potential risk including the need to promote independent living or protect others from risk of harm
11. Recognise the need to follow any organisational/service policy and procedure, the need to seek advice from the supervisor/manager/mental health consultant when the mental health of the client shows marked deterioration
12. Demonstrate the capacity to make a clear and concise case presentation
13. Recognise indications of drug/alcohol/substance misuse (including prescribed drugs), seek advice and take appropriate action if necessary



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

You must know:

1. How to recognise the indicators of mental ill health
2. The use and effects of medication and how it might influence or hinder the use of counselling by the client
3. NICE and other relevant guidelines with regard to mental health
4. The range of mental health needs and their effects
5. The physical, behavioural, emotional and psychological indication of mental health needs
6. How to evaluate information provided by the individual or from other sources as indicating mental health needs
7. The information required to make a reasoned judgment about mental health, including the use of appropriate objective measures, supervisor/ manager/community mental health specialist
8. Sources of information on mental health and related services
9. Methods of referral to mental health and related services
10. The range interventions appropriate for clients with mental health needs and methods of deciding on appropriate action
11. Assessment of the need for urgency of action when referring individuals to services
12. Signs and symptoms of common mental health disorders
13. Signs and symptoms of harm and abuse
14. The impact of societal factors on the likelihood of risk, abuse, harm or failure to protect
15. Relevant legal, national, ethical and organisational requirements, policies and codes of practice
16. Policy and procedure for risk assessment



17. The physical, behavioural and psychological range indications of substance misuse
18. Commonly prescribed medication that may be lethal if taken in overdose



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

You must be able to:

1. Recognise carefully and sensitively physical signs and symptoms that accompany or mimic psychiatric disorders
2. Make an informed decision about referral to a General Practitioner or Mental Health Professional if you anticipate that medication may be required to help the client manage chronic or acute symptoms
3. Make an informed decision about the compatibility of counselling and interventions caused by medication the client is taking for mental health issues
4. Understand how medication for mental health can influence or hinder the counselling process
5. Understand the need to encourage and support the client in discussing his/her use of medication with his/her General Practitioner and/or other mental health professionals
6. Support the client in following the instructions of his or her General Practitioner or mental health professional with regard to following medication that has been prescribed for mental health issues
7. Support the client in following the instructions of the General Practitioner or mental health professional with regard to terminating the use of medication
8. Understand the effects of the major categories of medication prescribed for mental health issues
9. Understand the way in which medications are prescribed for specific mental health problems
10. Identify when a client's situation is sufficiently complex or multifaceted to require a further opinion
11. Recognise and try and talk sensitively to a client who is at risk and has access to lethal quantities of medication and report according to agency/service guidance concerns to the General Practitioner or mental health professional appropriately
12. Understand cultural differences and their potential impact on clients complying with medication



You must know:

1. Medication treatments for common mental health problems
2. Referral systems to General Practice and Mental Health Services
3. The therapeutic effects of medication prescribed for mental health issues, including knowledge of short-term and long-term (preventative) benefits
4. Psychiatric symptoms that are responsive to medication
5. The importance of following precise information about how drugs are administered and how their use should be terminated
6. When clients are likely to experience beneficial effects of newly prescribed medication
7. Potential side effects of medication
8. Signs and symptoms of common mental health problems and their treatment
9. Where to locate critical research evidence relating to the compatibility of counselling and the use of prescribed drugs
10. General information about diagnostic systems that are used in making diagnoses by health professionals



Unit CLG10: Support and/or refer clients suffering from symptoms of physical illness when counselling

About this unit:

This unit is about recognising that the client's symptoms of physical illness may be indicative of their mental health. You will need to assess the on-going risk of the client and take appropriate action including referral to \ General Practitioner where appropriate. You will be expected to encourage and support the client to access medical help where they are reluctant to do so. You will also be expected to enable the client to understand the way in which therapy may help him or her to overcome or manage their physical symptoms.

There is one element to this unit:

CLG10.1 Support clients suffering from symptoms of physical illness

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG10: Support and/or refer clients suffering from symptoms of physical illness when counselling

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

You must be able to:

1. Recognise that symptoms of physical illness may be indicative of the mental health of the client
2. Assess the on-going risk to the client with regard to physical and mental well-being and take appropriate action
3. Recognise your limitations with regard to knowledge about physical health and refer to medically qualified persons
4. Make an informed decision about referral to a General Practitioner for investigation of physical symptoms
5. Fulfil ethical and organisational requirements with regard to the health and safety of clients by referring a client to his or her General Practitioner to have physical symptoms checked out
6. Work with General Practitioners and other medical professionals to support clients who are in need of both medical and therapeutic help
7. Encourage and support clients suffering from physical illness to access medical help when they are resistant to doing so
8. Enable the client to understand how mental illness can affect physical health and the way in which therapy may help him or her to overcome or manage physical symptoms
9. Support the client in his or her understanding of why he or she might have been referred for therapy by a General Practitioner instead of being offered medical treatment of symptoms
10. Explore with the client ways of coping with stress-related illnesses including relaxation exercises, deep breathing techniques and visualisation techniques where appropriate
11. Enable clients who have difficulty discussing issues because of cultural or societal taboos to talk about them in the therapeutic relationship
12. Use supervision to sustain you when supporting clients through terminal illness and major surgical procedures
13. Recognise and work with clients with issues of loss resulting from infertility or from major surgical procedures



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

You must know:

1. The way in which mental illness and the way in which mental illness impacts on physical health and well-being
2. The specific role and functions of primary care multi-disciplinary teams, including General Practitioners, and the provision of advice and intervention with regard to both physical and mental health needs
3. Signs and symptoms of physical illness that need to be checked out by a General Practitioner
4. Systems of referral to General Practitioners, whether or not the client is registered with a General Practitioner
5. Physical symptoms of illness that require immediate attention and the appropriateness of referral to an Accident and Emergency Department
6. Symptoms of physical illness commonly present in individuals suffering from stress, anxiety, depression or other mental health disorders
7. The effects of stress and other common mental health disorders on the body and ways in which symptoms can be ameliorated by relaxation and deep breathing techniques
8. Physical symptoms that are commonly associated with developmental stages, such as puberty and menopause, and their impact on mental well-being
9. Ways in which gender, age, culture and disability impact upon an individual's ability to talk about sexual disease and dysfunction
10. The bereavement process and its effect on physical and mental health
11. The impact of terminal illness on the mental health of individuals and those around them
12. How and when to support the client in seeking medical help for problems where physical ill health is apparent
13. Physical symptoms caused by substance misuse
14. Side effects associated with drugs commonly prescribed for the alleviation of mental health problems



15. How to access information relating to appropriate resources for the treatment of specific disease and dysfunction
16. Working in multi-disciplinary settings when working with clients suffering from physical and mental ill health



Unit CLG11: Identify models of personality and mind development in relation to the client in counselling and develop appropriate intervention

About this unit:

This unit is about understanding in depth, human growth and development and psychological functioning in the theoretical perspective that underpins your counselling practice. You will need to know how psychological problems develop and how the process of counselling facilitates change. You will also need to undertake discussion with the client to develop a formulation that summarises clearly and sensitively, their difficulties, the types of intervention that may be helpful and the evaluation of their likely outcome. You will need to take account of the capacity of the client to recognise and understand his or her psychological functioning and to take responsibility for him/her self and future development.

There are two elements to this unit:

CLG11.1 Use a model of the person and the mind

CLG11.2 Formulate the client's problem

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

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Unit CLG11: Identify models of personality and mind development in relation to the client in counselling and develop appropriate intervention

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

You must be able to:

1. Critically appraise the way in which human growth and development and psychological functioning are explained in the core theoretical perspective that underpins your practice
2. Critically appraise the way in which human growth and development and psychological functioning are explained in a range of counselling approaches.
3. Distinguish between psychopathological and normal functioning
4. Distinguish between psychopathology and cultural difference
5. Articulate to the client the consistent in-depth theoretical perspective that underpins your therapeutic practice
6. Explain accessibly and clearly to the client the process through which change can be achieved
7. Recognise emotional and behavioural patterns that can be attributed to a particular stage of human growth and development

You must know:

1. In depth, human growth and development and psychological functioning as explained in the consistent and comprehensive theoretical perspective that underpins your counselling practice.
2. An awareness of human growth and development and psychological functioning as explained in a range of counselling therapeutic approaches.
3. The nature of psychopathology and 'normal' functioning
4. How psychological problems develop and how the process of counselling facilitates change
5. The origins of a client's psychological difficulties
6. Possible uses of defences and defence mechanisms and their impact upon development



7. Emerging scientific evidence relating to human behaviour and how to access current information
8. Critical evidence-based research that underpins theories of psychological functioning.
9. In depth theories of personality development appropriate to your chosen theoretical approach(es) and an awareness of others



Element CLG11.2 Formulate the client's problem

You must be able to:

1. Reflect on complex and sometimes contradictory information elicited from the client in order to clearly articulate core difficulties and their origins
2. In discussion with the client recognise the need for a formulation that summarises clearly and sensitively the client's difficulties, the types of interventions that may be helpful and the evaluation of their likely outcome
3. Integrate information obtained from all sources into a formulation of the case into which relevant predisposing, precipitating, perpetuating and protective factors are highlighted
4. Sensitively reflect back to the client your understanding of the problem or difficulty they have described and check your accuracy
5. Identify appropriate and achievable goals for therapy
6. Include in the formulation your assessment of likelihood of risk to self and/or others
7. Incorporate into the formulation recognition of what has precipitated the search for counselling
8. Include in the formulation anything that might hinder the client's capacity to engage in counselling
9. Demonstrate the capacity to present the formulation accessibly, clearly, concisely and sensitively
10. Make a decision in discussion with the client about appropriate counselling interventions, their length based on the formulation using relevant critical evidence-based research
11. Understand what has motivated the client to reflect on a problem and engage in the process of change
12. Take account of the capacity of a client to recognise and understand his or her psychological functioning and to take responsibility for him/herself and future development
13. Ensure that the formulation is consistent with a coherent and in-depth theoretical understanding.
14. Distinguish between what can reasonably be expected to change through the counselling process and what cannot



You must know:

1. In depth, a consistent theoretical perspective for counselling practice
2. The critical complexity of human functioning
3. Appropriate models of the mind, including the process of development and maintenance of psychological problems
4. In depth psychological development theories appropriate to your chosen theoretical approach(es) and an awareness of others
5. In depth theories of human growth and development through the lifespan appropriate to your chosen theoretical approach(es) and an awareness of others
6. Theory related to development of gender and sexual identity
7. Theory related to cultural diversity, oppression and prejudice
8. Referral procedures
9. Awareness of research evidence relating to the client's issues
10. The importance of looking at all sources of information including the client's past psychiatric history and history of previous psychotherapeutic interventions as appropriate to your theoretical approach
11. The way in which the family, social, organisational and political systems impact on the functioning of individuals
12. How to undertake risk assessment



Unit CLG12: Prepare, discuss and agree a plan for counselling therapy

About this unit:

This unit is about accessing and interpreting research evidence and organisation policies about appropriate and effective treatments for particular presentations of personal difficulties. You will be expected to provide information to clients about the recommended counselling and to explain how it may be helpful. You must ensure the client is given the opportunity to choose a different counsellor if your therapeutic perspective does not have an evidence base for their presenting problem. In such circumstances you are expected to facilitate and support the referral of the client. This unit requires that you keep up to date about recommendations for evidence based practice. You must also be able to make an informed decision about the number of sessions required to treat the client if you have decided that counselling is appropriate. You will need to understand about brief counselling and about an open-ended contract and when each is deemed to be appropriate.

There are two elements to this unit:

CLG12.1 Make use of evidence of effective practice

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

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG12: Prepare, discuss and agree a plan for counselling therapy

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

You must be able to:

1. Access and interpret research evidence and organisational guidance about appropriate and effective treatments for particular presentations of personal difficulties
2. Provide information to clients about the recommended types of counselling for their particular presentation
3. Explain to the client how your theoretical perspective of counselling practice may help and if others may be helpful too
4. Ensure that the client is given the opportunity to choose a different counsellor if your therapeutic perspective does not have an evidence base for their particular presenting problem
5. Facilitate and support the referral of the client if appropriate
6. Keep yourself well-informed and up-to-date about recommendations for evidence-based practice

You must know:

1. The types of counselling appropriate for particular presentations of personal difficulties and the client group you work with (i.e. children, young people, adults, older people and other specialist and targeted services)
2. Up-to-date research and guidance on evidence-based practice
3. The change process inherent in your consistent in-depth theoretical perspective
4. A range of counselling theoretical perspectives and modes of delivery in sufficient detail to facilitate explanation to clients
5. Evidence-based policies relevant to your organisation and client group
6. Referral systems and protocols
7. Relevant NICE Guidelines



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

You must be able to:

1. Analyse and make a clear statement about the nature of the client's core problem
2. Make an informed decision about the model or mode of counselling that would be most appropriate to help them
3. Make an informed decision about the number of sessions required in the chosen theoretical approach to treat the problem effectively
4. Make an informed decision about whether brief counselling would be appropriate if that is what your service offers
5. Explain to clients the limits of the service provision available and the implications and limitations for working with their particular presentation
6. Provide clear information to the client about the amount of counselling available
7. Explain the process of reviewing therapy at various stages if an open-ended contract is deemed to be appropriate
8. Provide clear information to clients about any costs related to the proposed counselling
9. Provide clear information to clients about how the ending will be negotiated

You must know:

1. In depth assessment appropriate to your chosen theoretical approach(es) and an awareness of others
2. How to make a therapeutic contract with the client
3. In depth formulation appropriate to your chosen theoretical approach(es) and an awareness of others
4. In depth psychopathology appropriate to your chosen theoretical approach(es) and an awareness of others
5. In depth attachment theory appropriate to your chosen theoretical approach(es) and an awareness of others
6. Where to find and how to understand and use critical evidence-based practice to inform best practice with your specific client group



7. Research evidence relating to presenting problems of clients
8. Relevant legal, national, ethical and organisational requirements, policies and codes of practice
9. Relevant ways of client payment including the concept of donation where appropriate
10. Local policy on service provision
11. Local services available
12. Referral procedures



Unit CLG13: Establish and agree the therapeutic contract

About this unit:

This unit is about the importance of providing a secure contract for therapy. It will involve discussing and agreeing the contract with the client in an appropriate way. You will need to discuss the client's expectations and discuss and agree the achievable counselling goals. You will need to be able to explain to the client your legal requirements and duties in relation to your ethical framework and your profession. This unit also involves communication and negotiating any relevant fees.

There is one element to this unit:

CLG13.1 Establish and agree the therapeutic contract

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG13 Establish and agree the therapeutic contract

Element CLG13.1 Establish and agree the therapeutic contract

You must be able to:

1. Understand the importance of providing a secure contract for the therapy, which will include physical environment, meeting arrangements, boundaries, ethics and identify any other specific needs of the client for example language or choice about counsellor identity
2. Explain your role as a counsellor when contracting with the client in a clear and accessible way using appropriate language
3. Discuss and agree a counselling contract with the client in writing or verbally as appropriate to your client
4. Explain clearly and appropriately to your client your theoretical framework and how through this you will address client's needs and issues
5. Discuss and agree yours and the client expectations when contracting with the client using accessible and appropriate language
6. Discuss and agree with client achievable counselling goals
7. Ensure you create appropriate opportunities to facilitate clients in expressing their needs when contracting
8. Communicate and/or negotiate the level of fees
9. Negotiate length of therapy and frequency of sessions clearly and appropriately to your client
10. Explain your legal requirements and duties in relation to your ethical framework and your profession
11. Explain clearly and appropriately to your client, confidentiality and its boundaries and when and why you might need to seek client consent
12. Understand when and how you may involve others and if there are any issues of client consent
13. Explain clearly and appropriately to your client when and how you may involve others and how you will involve the client
14. Obtain client's informed consent to engage in counselling



15. Identify and address issues of difference and diversity in the counselling relationship
16. Recognise cultural and power differences and how these can undermine the therapeutic alliance

You must know:

1. A consistent, coherent and in depth theoretical perspective of counselling
2. Theory and practice related to contracting for counselling
3. Emerging scientific evidence relating to human behaviour
4. General research, risk factors and guidelines on suicide prevention
5. Clear communication both verbally and in writing with clients when contracting
6. Recognising and empowering clients' preferred ways of communication during contracting
7. Mental health legislation
8. Relevant legal, national, ethical and organisational requirements, policies and codes of practice
9. Anti-discriminatory practice
10. Your own values, principles and prejudices and their implications for your practice
11. Legal issues regarding informed consent particularly for minors and others unable to consent legally for example Gillick guidelines



Unit CLG14: Establish and maintain the therapeutic relationship

About this unit:

This unit is about building and maintaining the therapeutic relationship. The boundaries of the relationship will need to be clearly defined. You will need to communicate empathy and understanding to your client whilst working towards mutually agreed goals. You will need to understand the complications of using self in the counselling process. You must be able to identify when and how to use self-disclosure and be aware of the difficulties and dangers of insufficiently considered self-disclosure. You will need to work with diversity as part of the process of therapy and challenge behaviour that discriminates or harms others. You must be able to recognise the impact of power imbalances. You must be able to review the progress of counselling at suitable times during the therapeutic process and be able to negotiate an end date with the client allowing sufficient time to process the ending in accordance with your theoretical perspective. You must facilitate the client in the process of mourning at the end of counselling.

There are four elements to this unit:

CLG14.1 Build and maintain the therapeutic relationship

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

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

CLG14.4 Manage the conclusion of counselling

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG14 Establish and maintain the therapeutic relationship

Element CLG14.1 Build and maintain the therapeutic relationship

You must be able to:

1. Clearly define the boundaries of the relationship
2. Communicate empathy and understanding of the client
3. Demonstrate a genuine concern for your client's welfare
4. Facilitate the expression of emotion
5. Clearly agree roles and responsibilities with the client whilst in a counselling relationship
6. Communicate clearly using language that is accessible and appropriate for the client
7. Identify and work towards mutually agreed goals with your client
8. Identify and address issues of difference and diversity in the counselling relationship including power imbalance
9. Develop and sustain a relationship with the client that provides the safety and security required to explore complex emotional concerns
10. Recognise autonomy of the client and respect boundaries
11. Engage the client in collaborative team work to explore and resolve their difficulties
12. Recognise alliance ruptures and have competency, skills and ethics to be responsive
13. Recognise your emotional, physical and behavioural response to the client and consider ways in which it may be a response to an aspect of the client's communication
14. Critically appraise research on the counselling alliance, particularly its relationship with outcome

You must know:

1. Theory and research on the working alliance.
2. How to express empathy and understanding



3. How to establish trust at the beginning of the counselling relationship
4. How to agree roles and responsibilities with client.
5. Theory and practice that takes account of diversity
6. The ethical framework for your profession
7. Optimal interaction between therapist and client linked to favourable outcome
8. Theory and research related to therapeutic alliance ruptures
9. Theories of relationship dynamics
10. Non verbal communication



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

You must be able to:

1. Demonstrate the ability to recognise your emotional response to a client and use it in accordance with your underpinning theoretical perspective
2. Recognise the implications of using self in the counselling process
3. Understand the role and function of self-disclosure and other uses of the self in accordance with your theoretical perspective
4. Understand the difficulties and dangers of insufficiently considered self-disclosure
5. Assess whether it is appropriate and useful to disclose about yourself in counselling
6. Assess whether it is appropriate and useful to disclose about your process in counselling
7. Make an informed decision about when and how to answer client's personal questions
8. Identify when and how to use self-disclosure to strengthen the counselling alliance
9. Recognise when the pull towards self-disclosure may be an indicator of the psychopathology of the client
10. Consider ways in which self-disclosure is conveyed through dress, body language, notices, building signs, building access, photographs and other aspects of the counselling environment along with how welcoming and respectful you/staff are to client

You must know:

1. A consistent, coherent and in depth theoretical perspective
2. Use of self in counselling as appropriate to the theoretical model of practice
3. Theories of self-disclosure
4. Timing of self-disclosure
5. Relevant legal, national, ethical and organisational requirements, policies and codes of practice



6. The importance of acknowledging and working with your emotional response to the counselling whether disclosed or not
7. Psychopathology, including borderline personality disorders
8. Self-awareness
9. In-session negative impacts and ways of processing them



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

You must be able to:

1. Acknowledge diversity relating to gender, age, race, culture, language, ability, spirituality and sexuality as it impacts on the counselling relationship or the process of therapy
2. Acknowledge and demonstrate understanding and empathy of any inequality and discrimination experienced by the client
3. Apply and facilitate communication as appropriate for particular clients
4. Demonstrate knowledge and awareness of the impact of discrimination on mental health
5. Be open to own stereotypes and thinking and their potential to create a discriminatory environment for the client
6. Respect clients' social, cultural, political, religious background
7. Challenge behaviour that discriminates or harms other individuals or communities and take any appropriate action
8. Understand the relationship between discrimination and power at a personal and institutional level
9. Recognise the impact of power imbalances
10. Critically appreciate theory and research underlying diversity in counselling

You must know:

1. The impact of discrimination and prejudice on mental health
2. Relevant theories and practice of cross cultural counselling
3. Relevant theories and practice of counselling in relation to spirituality
4. Relevant theories and practice of counselling in relation to children, young people and older adults
5. Relevant theories and practice of counselling in relation to sexual and gender identity
6. Relevant theories and practice of counselling in relation to any disability
7. Relevant legal, national, ethical and organisational requirements, policies and codes of practice



8. About different cultures and subcultures including lifestyle, 'race', gender, sexuality and age
9. About different religions and how they may influence clients' life-choices
10. How to conduct a non-discriminatory approach to professional and therapeutic counselling relationships
11. Relevant theories of power imbalance between counsellor and client
12. Relevant diversity legislation and human rights legislation



Element CLG14.4 Manage the conclusion of counselling

You must be able to:

1. Review the progress of the counselling at suitable times during the therapeutic process and at the end of counselling
2. Make an informed decision in consultation with the client about how much counselling is sufficient for the client's needs
3. Negotiate an end date with the client allowing sufficient time to process the ending in accordance with a consistent, coherent and in-depth theoretical perspective
4. Ensure that time limited counselling ends on the agreed date
5. Discuss the implications and process of ending with the client and the supervisor/manager if you have to terminate counselling (for personal or practical reasons) at short notice and agree with the client if any on-going support/counselling is needed
6. Follow any existing policy/guidance and discuss with your supervisor/manager the implications and process of ending with a client if you decide to terminate counselling against the client's wishes
7. Recognise the client's attachment style and take it into account when planning an ending
8. Analyse and process with the client aspects of their life history that may affect their response to the ending of counselling
9. Facilitate the client in the process of mourning and coming to terms with loss at the end of counselling
10. Record the outcome of counselling in the appropriate systems
11. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements

You must know:

1. Theories and research on bereavement and mourning
2. Attachment theory and its implications on bereavement and loss
3. Psychopathology, particularly personality disorders and attachment disorders



4. Theory and practice underpinning your counselling work
5. How to apply theory and practice in relation to ending as outlined by your theoretical framework
6. Ending processes suitable for different settings and client groups
7. Factors that might affect the ending process
8. Research evidence relating to ending appropriately for particular client problems or client groups
9. Systems of recording and discharging clients after counselling
10. National, local, professional, and organisational requirements relating to Human rights, diversity, discrimination, health and safety, security, confidentiality and data protection
11. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements
12. The importance of complying with different organisational requirements in relation to endings



Unit CLG15: Manage the process of change throughout counselling

About this unit:

This unit is about understanding and managing the process of change within your counselling approach and practice. It will involve you paying close attention to way in which clients perceive themselves negatively and mean you using appropriate interventions to challenge and re-evaluate their perceptions. You may also need to help the client to manage change in relationships with family and friends and co-workers as a result of their changing though counselling. You will also be required to recognise and analyse any difficulties in the counselling process. You will work with the difficulty within the therapeutic alliance and assess the situation for risk to self or others. You will be required to make ethical decisions in relation to the difficulty. In addition you will have to demonstrate how you manage out of session contact with clients and determine an appropriate policy to deal with such contact.

There are three elements to this unit:

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

CLG15.2 Manage difficulties in the process of counselling

CLG15.3 Manage out of session contact with clients

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG15 Manage the process of change throughout counselling

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

You need to be able to:

1. Practice in a way that is informed by a consistent, coherent and in depth theoretical understanding
2. Develop and sustain a relationship with the client that enables the disclosure of their concerns
3. Understand the process of change within your counselling approach and practice
4. Demonstrate competence in using the interventions prescribed by your consistent, coherent and in depth theoretical perspective
5. Be empathic and work with intellectual, emotional and behavioural expression from the client
6. Pay close attention to ways in which clients perceive themselves negatively and use appropriate interventions to challenge and re-evaluate their perceptions
7. Pay close attention to values and beliefs that create discomfort for clients and use appropriate interventions to challenge and re-evaluate them
8. Pay close attention to behaviours that create discomfort for clients and use appropriate interventions to challenge and re-evaluate them
9. Apply interventions as per your counselling theoretical framework that facilitate experiences of self-efficacy and problem-solving in clients
10. Apply appropriate interventions according to the psychopathology of the client.
11. Recognise circumstances under which it is necessary to provide a client with supportive interventions
12. Help the client manage change in relationships with family, friends and co-workers as a result of their changing through counselling
13. Recognise the attachment style of the client and consider ways in which it may impact on the process of counselling and the ending of the therapeutic relationship



14. Use language that can be understood by the client when explaining your counselling practice, its underpinning theoretical perspective, interventions and the process of change
15. Clearly communicate imminent endings for the client and work to ensure these are managed safely and appropriately
16. Respond to silence in the counselling in accordance with your consistent, coherent and in depth theoretical perspective of practice
17. Acknowledge ways in which the therapeutic frame is challenged by the client
18. Check and monitor closely the client's response to each intervention obtaining feedback - be flexible - modify or phrase subsequent interventions that are more empowering and enabling so the client understands and finds the process more accessible
19. Acknowledge changes that have occurred for the client during the course of counselling whether they are practical, behavioural, and emotional or in relationships with the counsellor or others.
20. Review the process and progress of counselling regularly with the client to ensure that there is a mutual understanding and commitment to the task
21. Explore the limitations of your theoretical perspective of practice in working with the non dominant culture
22. When appropriate adapt and be flexible with your counselling interventions to work briefly or long-term in the best interest of your client

You must know:

1. How to apply a consistent, coherent and in depth theoretical perspective of practice in line with your chosen theoretical approach(es).
2. In depth theory and practice underpinning your counselling work
3. The counselling alliance and the stance of the counsellor associated with that model
4. How changes are facilitated according to your theoretical perspective of practice.
5. Interventions that facilitate change according to your theoretical perspective of practice
6. Psychological mechanisms of change



7. How to manage the beginning, middle and end of a counselling relationship according to your theoretical perspective of practice
8. The origin and development of psychological conflicts and difficulties
9. All aspects of the counselling contract
10. Relevant theories of attachment
11. Emerging scientific evidence relating to emotional development
12. Emerging scientific evidence relating to human behaviour
13. Assessment of psychopathology and the evidence base for treatment of specific disorders
14. General principles of counselling interventions for clients with personality disorders
15. When and how to use silence in counselling



Element CLG15.2 Manage difficulties in the process of counselling

You must be able to:

1. Identify and analyse the nature of a difficulty and its origins
2. Work with the difficulty within the therapeutic alliance
3. Assess the situation including risks to self and others and record the assessment
4. Contain the client when in crisis by providing information about self-care strategies, access to other support and clear arrangements for future meetings or contact
5. Decide and agree what action to take and when to take it in a way that is appropriate to the immediate needs of the client
6. Assess the ethical decisions to be made in relation to the difficulty
7. Manage interventions that might cause confusion, embarrassment or anxiety
8. Be aware of the potential for vicarious trauma when responding to difficult situations in counselling
9. Be prepared to acknowledge and apologise for your own mistakes
10. Ensure that appropriate support is in place to review and debrief following a difficult situation
11. Take the difficulty to supervision/manager and negotiate a course of action with your supervisor
12. Know what policy and procedure, actions and responses are available to you in the event of difficult situations, including risk to self and others

You must know:

1. Where and how to access research evidence related to risk factors for particular client groups
2. How to undertake risk assessment
3. Mental health legislation



4. How to comply with all relevant legislation, codes of practice, guidelines and ethical requirements and policies
5. Self-care strategies for clients in distress
6. Appropriate referral and other forms of on-going support
6. Causes of stress and coping strategies for healthcare professionals
7. Appropriate theories of vicarious trauma and how they relate to therapists
8. The importance of strategies and procedures and appropriate referral systems when faced with difficulties
9. Difficulties that are part of the therapeutic process and need to be contained by the therapist, within the therapeutic alliance wherever possible
10. When it is appropriate to contact other relevant health professionals for help, support or advice for yourself or the client
11. Appropriate decision-making strategies
12. Where to find and how to access mental health related resources



Element CLG15.3 Manage out of session contact with clients

You must be able to:

1. Anticipate the range of out-of-session communication that clients might use, such as email, letters, text, telephone, and visits
2. Determine an appropriate policy for contact with clients outside of sessions and ensure that the client understands it
3. Determine appropriate responses for unexpected or unplanned face-to-face contact with clients out of sessions
4. Consider how unexpected or unplanned face-to-face contact out of sessions will be integrated into an appropriate therapeutic process
5. Determine an appropriate policy for responding to clients who make contact between sessions
6. Be alert to possible danger signals in repeated or unwanted contact by clients out of sessions
7. Consider how repeated or unwanted contacts by clients out of sessions will be responded to
8. Determine an appropriate policy for communicating with clients when they miss sessions
9. Determine an appropriate policy for communicating with clients when they terminate therapy abruptly
10. Reflect on any temptation to meet a client other than in the designated therapy room and discuss this in supervision

You must know:

1. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements
2. The importance of boundaries in out-of-session contact
3. The therapeutic contract
4. Risk Assessment
5. How to manage contact with the client in social occupational settings



6. Psychopathology, particularly with respect to borderline personality disorder, manipulative, dependent and potentially dangerous clients
7. Local policies and procedures for managing therapeutic contact



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

About this unit:

This unit is about managing breaks and holidays and ensuring that clients are provided with notice about forthcoming breaks and holidays. You will be required to make appropriate arrangements in case the client needs to seek support during your absence. You will be required to recognise and understand the way in which breaks and holidays may affect the therapeutic relationship.

There is one element to this unit:

CLG16.1 Manage breaks and holidays

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



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

Element CLG16.1 Manage breaks and holidays

You must be able to:

1. Ensure that clients are provided with substantial notice about forthcoming breaks and holidays
2. Establish an agreement about breaks and holidays
3. Make appropriate arrangements for clients to seek support in case of emergency during your absence
4. Recognise ways in which breaks and holidays may affect the therapeutic relationship or therapeutic process and discuss the impact with the client
5. Plan for regular breaks to enhance and restore your own well-being

You need to know:

1. The impact of breaks and holidays on clients according to your theoretical perspective of practice
2. The theory and practice underpinning your therapeutic work
3. Psychological mechanisms of change
4. The therapeutic frame
5. All relevant legislation, codes of practice, guidelines and ethical requirements
6. The policy of your organisation on breaks and holidays



Unit CLG17: Demonstrate an understanding of the social and political context of counselling

About this unit:

This unit requires that you demonstrate an understanding of mental health and social, political, ability and disability and cross-cultural perspectives. You are required to explore and recognise the power components of cultural difference and the impact that your own values and ethos can have on the client. You are required to access information and support that can inform your practice about clients' cultural needs. You are also required to critically appraise the role and function of counselling in society and government policy with regards to mental health.

There are two elements to this unit:

CLG17.1 Understand the cultural context of service provision

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

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG17 Demonstrate an understanding of the social and political context of counselling

Element CLG17.1 Understand the cultural context of service provision

You must be able to:

1. Demonstrate an understanding of mental health and social, political, ability and disability, and cross-cultural perspectives.
2. Critically appraise the sociology of health and illness
3. Identify your own cultural position and values
4. Recognise the power components of cultural difference and the impact your values and ethos can have on the client
5. Explore sensitively and respectfully with clients their culture and associated values
6. Explore with clients how they view and understand their relationship to other cultures and values
7. Support client's values and reflect on how your therapeutic framework might challenge them
8. Explore and respect personal goals and self-identity and its impact on the counselling process
9. Demonstrate an understanding of ways in which cultural and religious practices may be confused with mental ill health
10. Demonstrate an understanding of ways in which current social issues may impact on psychological well-being
11. Demonstrate an understanding of the impact of inherited attitudes towards such things as class, disability, mental health and race
12. Access information and support that can inform your practice about clients' cultural needs
13. Recognise the social, cultural or political barriers to access to counselling services and promote accessibility
14. Identify and work with available resources such as translators



You must know:

1. The nature of culture and methods of analysis
2. The sociology of health and illness
3. The ways in which all cultures are arenas in which values are contested as well as shared
4. The meaning of culture in an organisational context
5. Awareness of the impact of discrimination and prejudice on mental health
6. National, local, professional, and organisational requirements relating to diversity, discrimination, health and safety, security, confidentiality, and data protection
7. Psychological and sociological theories of individualism and collectivism
8. The importance of a non-discriminatory approach to professional and therapeutic relationships
9. The impact of social and economic circumstances on health and well-being
10. The dynamics of the culture of the organisation in which you are employed
11. Main debates about identity and diversity between and within cultures
12. Aspects of different cultures and subcultures including lifestyle, 'race', colour, gender, sexuality and age
13. Methods of accessing information and support that can inform your practice about clients' cultural needs
14. How to work with clients who have experienced discrimination, prejudice or trauma due to their culture or difference
15. All relevant legislation, codes of practice, guidelines and ethical requirements relevant to counselling



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

You must be able to:

1. Critically appraise the role and function of counselling in society
2. Critically appraise Government policy with respect to mental health
3. Identify and respond to international, national, regional and local developments with respect to mental health
4. Broadly understand service user involvement in service provision where appropriate
5. Encourage user involvement in service provision where appropriate
6. Critically appraise different systems of social organisation and consequent power dynamics

You must know:

1. Systems of social organisation and consequent power dynamics
2. Relevant aspects of social psychology
3. Relevant aspects of social and political theories and methods of analysis
4. The way in which the social and political context of the client impacts on his or her mental health and well-being
5. Relevant national politics in relation to service provision of mental health services
6. Current social policy that directly or indirectly influences the provision of therapy
7. Relevant aspects of the sociology of professions
8. Relevant aspects of critical social theory
9. Relevant aspects of epidemiology of mental health difficulties
10. The importance of working with diversity in professional and therapeutic relationships
11. The internal politics of the organisation in which you are employed
12. Awareness of the impact of discrimination and prejudice on mental health



13. The role and function of service users in the delivery, monitoring and evaluation of services
14. Mental Health Service provision at local, regional and national level



Unit CLG18: Interpret and apply ethical and legal frameworks in the practice of counselling

About this unit:

This unit is working within ethical and legal frameworks and analysing and solving any ethical dilemmas. It encourages you to interpret and apply good codes of practice. You are required to have knowledge of basic legal concepts such as contracts and negligence. You are also required to understand the duty of care that you have towards the client and have knowledge of the relevant legislation that affects the practice of counselling.

There are two elements to this unit:

CLG18.1 Work within an ethical framework

CLG18.2 Work within a legal framework

This unit is relevant to those working in the following counselling contexts:

Institutions
Statutory Services
VCS (Voluntary Community Sector Services)
Social Enterprises
Individual Practice
Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG18: Interpret and apply ethical and legal frameworks in the practice of counselling

Element CLG18.1 Work within an ethical framework

You must be able to:

1. Practice within an ethical framework
2. Adhere to ethical codes of good practice which underpin professional practice
3. Adhere to contractual and ethical boundaries of relationships with clients
4. Monitor and review the effect of personal values, experience, beliefs, attitudes and behaviours in own practice
5. Monitor and review the impact of the limits of own experience, competence and knowledge when working with clients
6. Use supervision as a forum for monitoring and sustaining standards of safe, competent and ethical practice
7. Identify, consult appropriate others, and resolve any conflicts between ethical requirements and work requirements
8. Analyse complex ethical dilemmas and apply problem solving strategies to resolve them
9. Analyse complex ethical dilemmas and work with others to formulate solutions
10. Exchange mutual support with colleagues to operate within the agreed ethical codes of practice
11. Devise an ethical strategy to withdraw from interactions with clients and seek appropriate support from colleagues when own limits are exceeded
12. Assess risk to client and risk to others by client
13. Identify and act upon malpractice by other therapists
14. Interpret and apply codes of good practice to inform the implementation of legislation in the area of therapeutic practice
15. Ensure own practice demonstrates a clear commitment to best practice
16. Comply with the obligations that the legal framework places upon practice, including 'informed consent' and 'capacity'



17. Respect client confidentiality and anonymity but understand when safety to clients and others requires confidentiality to be breached
18. Ensure that clients are clearly informed of the legal limits of confidentiality when sharing of information is called for
19. Protect self and others from danger, harm and abuse
20. Declare interests that might influence judgement and practice

You must know:

1. Ethical decision-making theory and strategies
2. Ethical problem-solving theories and strategies
3. How a former or existing relationship with client, or persons known to client, impacts upon the therapeutic work
4. Risk assessment and legal and ethical requirements regarding risk of harm to client or by client
5. Good practice with regard to risk, health and safety in accordance with legal, ethical and organisational guidelines
6. Basic legal concepts such as contract and negligence
7. What action to take to confront malpractice by other therapists
8. National, local, professional and organisational requirements concerning security, confidentiality and data protection
9. Legal, professional and organisational requirements pertaining to diversity and anti-discriminatory practice
10. Legal, ethical and organisational requirements relating to rights and confidentiality under data protection and sharing of information legislation



Element CLG18.2 Work within a legal framework

You must be able to:

1. Demonstrate a "duty of care" towards the client
2. Refer to relevant legislation that affects the practice of counselling
3. Maintain secure and confidential records and reports of clients in accordance with ethical, legal and organisational requirements
4. Ensure that mechanisms are in place for recording information relevant to working with other parties
5. Work within legal requirements and procedures for disclosing confidential information about clients
6. Provide and obtain information for courts and formal hearings in accordance with the above
7. Demonstrate where necessary the ethical uses involved in representing the service or agency in courts and at formal hearings
8. Demonstrate a high level of communication skills in a style appropriate to professionals and clients
9. Communicate information on formulation, risk and treatment to other health professionals
10. Take responsibility for communicating and receiving highly complex, sensitive information
11. Identify barriers to communication and develop methods of overcoming them
12. Ensure own practice is accountable to those in authority and to clients
13. Identify and act upon malpractice by other therapists

You must know:

1. Relevant legislation appropriate to your client group
2. Secure systems for recording and storing data in compliance with the Data Protection Act
3. Accountability, legal liability and duty of care and its implications in a court of law



4. The processes by which law and ethics are developed, e.g., differences between criminal and civil law, the importance of case law, the relationship between law and ethical frameworks
5. All relevant codes of practice, guidelines and ethical requirements relevant to counselling
6. The principles of professional responsibility in a supervisory capacity, where relevant
7. How to apply interpersonal skills to enable effective communication with a wide diversity of individuals and groups
8. Different methods and styles of communication and their appropriateness in a range of situations



Unit CLG19: Contract for provision of counselling

About this unit:

This unit is about making a contract with an organisation for the provision of therapy. The contract will include such details as the extent of the provision with regard to time, place and resources. You will be required to assess and minimise risk and hazard in the working environment. In addition you will also be required to critically appraise the organisational dynamics of the workplace and monitor the effects of the organisational constraints on the counselling work. You will be required to demonstrate an understanding of the ways in which confidentiality might be threatened when information is shared within an organisation.

There are two elements to this unit:

CLG19.1 Establish a counselling service in a context

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

This unit is predominantly relevant to managers but may inform the work of others

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG19: Contract for provision of counselling

Element CLG19.1 Establish a counselling service in a context

You must be able to:

1. Make a contract with the appropriate organisation for the provision of therapy, including the extent of the provision with regard to time, place and resources
2. Clearly articulate all the components of the therapeutic frame as informed by your consistent theoretical perspective
3. Maintain a consistent therapeutic frame when working within a multi-disciplinary setting
4. Set, maintain and review the appropriate structural and relational boundaries at different stages of the therapeutic process
5. Work safely, including being able to assess and minimise risk and hazard within the working environment
6. Support the health and safety of staff and clients within the service
7. Work closely with the organisation's Health and Safety personnel to ensure adherence to legal and organisational requirements
8. Develop and maintain an environment and culture that improves health, safety and security
9. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements.



You must know:

1. Organisational structure with particular regard to the NHS, education, social services, commerce and the voluntary sector, where relevant
2. Organisational dynamics and the effect on therapy
3. The culture of the organisation within which the therapist works and its impact on the therapy
4. The difference between the culture of the organisation and the culture of therapy and potential sources of conflict between them
5. Power dynamics within organisations and the impact on multi-disciplinary working
6. The need for clear statements and policies concerning the therapist's role and responsibility within the organisation
7. The effect of dual roles on supervision, for example when the therapist's line manager is also his or her supervisor
8. The impact on supervision when supervisor and therapist are both employees of the organisation
9. The implications for breaches of confidentiality
10. Health and safety legislation and any relevant policies and procedures in force within the organisation, such as incident reporting
11. The roles, responsibilities, accountability and duties of self and others within the organisation with regard to health and safety
12. The range of suitable providers of services in the local area
13. The impact of organisational structure and culture upon the policy and practice of inter-organisational, inter-disciplinary and inter-professional working
14. Organisational requirements or codes of practice for communicating information
15. Organisational guidelines and procedures relating to co-operation and collaboration between agencies
16. Current local, National and European legislation affecting organisational requirements, procedures and practices for data protection, including recording, reporting, storage, security and sharing of information



17. The principles of quality or quality assurance within an organisation
18. Relevant national, local, professional and organisational requirements related to diversity, discrimination, health and safety, confidentiality, security, data protection



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

You must be able to:

1. Critically appraise the organisational dynamics of your place of work
2. Provide counselling services in a multi-professional context where appropriate
3. Monitor the effect of organisational constraints on the counselling work
4. Support employers and others within organisations in their endeavours to support individuals with mental health needs
5. Establish and maintain channels of communication with others within the organisation as appropriate
6. Communicate with staff within the organisation in ways that are understood, and are within clear and ethical boundaries
7. Demonstrate an understanding of the ways in which confidentiality might be threatened when information is shared within an organisation
8. Develop effective working relationships with others within the organisation
9. Maintain an accurate, current knowledge base of local service provision
10. Maintain an awareness of waiting times when referring clients to services in the local area and provide other on-going support if appropriate
11. In consultation with your client, contact relevant professionals or services appropriate to requirements of clients
12. Develop effective working relationships with staff in other agencies and organisations
13. Familiarise yourself with agency/service policy and procedure and other guidance on information sharing and assess with staff in other organisations the implications inherent in sharing information and establish a critical awareness of boundaries to protect client confidentiality
14. Adhere to confidentiality agreements according to legal and organisational requirements when sharing information
15. Adhere to legal and organisational requirements for recording and storing information



16. Identify the supervision needs of counsellors within organisational contexts, to ensure the appointment of appropriate supervisors
17. Monitor the quality of systems and standards of counselling work within the organisation
18. Evaluate and improve the quality, outcomes and cost-effectiveness of counselling services within an organisation
19. Work in partnership with others to evaluate and take forward policies and strategies for service improvement

You must know:

1. Power relationships within groups and organisations
2. Organisational dynamics and their potential impact on the delivery of counselling services
3. The concept of the three-cornered contract in supervision in organisations
4. The roles and responsibilities of manager, supervisor and counsellor in an organisational context
5. Instruments for evaluating the effectiveness of therapy such as the Clinical Outcomes in Routine Evaluation (CORE) and Young People's CORE
6. Group dynamics
7. Conflict resolution
8. Staff organisation and development policies and procedures
9. Quality assurance systems
10. Relevant legislation including Data Protection Act



Unit CLG20: Taking an active role in the wider professional community for counselling

About this unit:

This unit is about recognising that you are part of a wider professional community and taking an active role in that wider community. You are expected to participate effectively in inter-professional and multi-agency approaches to mental health as required by your practice. You are required to develop and sustain effective working relationships with mental health professionals and conduct relationships with colleagues on an ethical basis with respect for their experience and lines of accountability. You will need to know the benefits and difficulties that arise when people from different disciplines work together along with the differences in perspective between different professions.

There is one element to this unit:

CLG20.1 Work as part of a professional community

This unit is relevant to those working in the following counselling contexts:

- Institutions
- Statutory Services
- VCS (Voluntary Community Sector Services)
- Social Enterprises
- Individual Practice
- Commercial Enterprises

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Unit CLG20: Taking an active role in the wider professional community for counselling

Element CLG20.1 Work as part of a professional community

You must be able to:

1. Take an active role as a member of a professional community
2. Participate effectively in inter-professional and multi-agency approaches to mental health as required by your practice
3. Work with other professionals to maximise therapeutic outcomes, as required by your practice
4. Ensure that any counselling provision within the context of a multi-professional team adheres to a clear ethical framework and principles of therapeutic good practice
5. Be clear as to the specific roles and duties of a counsellor in relation to other members of a team, where relevant
6. Comply with all relevant legislation, codes of practice, guidelines and ethical requirements
7. Develop and sustain effective working relationships with mental health professionals
8. Maintain relationships with other professionals that are culturally sensitive and that respect the rights of others
9. Conduct relationships with colleagues on an ethical basis with respect for their experience and lines of accountability
10. Identify and act upon malpractice by other counsellors following related guidance and procedures
11. Identify networks that could be used to the benefit of the service or practice
12. Ensure the networks comply with all relevant legislation, codes of practice, guidelines and ethical requirements
13. Represent one's own service or agency in meetings with other professional services or agencies, when relevant
14. Devise policies and strategies for liaising and working with other agencies
15. Identify role boundaries and limits of information relevant to working with other parties



16. Ensure mechanisms for recording information relevant to working with other parties are agreed and in place
17. Ensure that other professionals clearly understand the nature, scope and limitations of your role
18. Utilise a high level of communication skills in a style appropriate to professionals and clients
19. Identify barriers to communication and develop methods of overcoming them

You must know:

1. How to communicate effectively with other professionals in the interests of clients and organisation
2. The benefits for the client of multi-disciplinary team working
3. The potential difficulties that arise when people from different disciplines work together
4. Differences in perspective between different professions
5. Understanding at a practical and theoretical level the areas where counsellors have the same roles and responsibilities as other professionals in the fields of mental health, medicine, social care and the law and the areas where roles and responsibilities for counsellors are different
6. How group processes and group dynamics impact on team working
7. Power dynamics within teams and organisations
8. The relevant national, local, professional and organisational requirements that relate to diversity, discrimination, health and safety, security, confidentiality and data protection
9. How to access the systems that the 'professional community' operates
10. Interpersonal skills to enable effective communication with a wide diversity of individuals and groups
11. All relevant legislation, codes of practice, guidelines and ethical requirements relevant to counselling



Unit CLG21: Undertake routine evaluation of your own counselling practice

About this unit:

This unit is about evaluating your own and other models of therapy. It requires that you take part in systematic monitoring of your practice and outcomes for your clients. You are required to seek and review feedback from a range of sources. You are also required to participate in clinical practice audit and/or other relevant quality assurance procedures.

There is one element to this unit:

CLG21.1 Undertake routine evaluation of practice

This unit is relevant to those working in the following counselling contexts:

- Institutions
- Statutory Services
- VCS (Voluntary Community Sector Services)
- Social Enterprises
- Individual Practice
- Commercial Enterprises

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG21 Undertake routine evaluation of your own counselling practice

Element CLG21.1 Undertake routine evaluation of practice

You must be able to:

1. Evaluate your own and other models of therapy
2. Take part in systematic monitoring of your practice and outcomes for your clients
3. Identify suitable criteria and evaluation tools for evaluating own practice
4. Seek and review feedback from managers, clinical supervisors, other professionals and clients on your own practice
5. Review the effect of own values, beliefs, attitudes and behaviours when working as a therapist
6. Manage a practice that remains open to scrutiny of peers and colleagues
7. Participate in clinical practice audit and other quality assurance procedures
8. Incorporate research knowledge related to risk assessment into practice
9. Contribute to risk management activities
10. Use clinical supervision for on-going reflection on and evaluation of practice

You need a working knowledge of:

1. A consistent, coherent and in-depth theoretical understanding
2. Know how to review relevant information to evaluate your own practice
3. A wide range of therapy models
4. A wide range of research methodologies and their underlying philosophical traditions
5. Process and outcome research in counselling
6. Defining evaluation criteria
7. Evaluation tools such as Clinical Outcomes in Routine Evaluation (CORE), instruments or questionnaires derived from a quantitative and qualitative theoretical base



8. How to evaluate own practice against specific criteria
9. Ways to disseminate evaluation findings to the professional community
10. Relevant national local, professional, and organisational requirements relating to diversity, discrimination, health and safety, security, confidentiality, and data protection.
11. Ethical principles underlying professional practice



Unit CLG22: Undertake research and evaluation relevant to counselling

About this unit:

This unit is about undertaking research to improve your practice. It requires that you access various sources of information that can inform practice. You are required to collect data and information to achieve your research objectives. You must adopt a systematic approach to analysing and evaluating the information collected. You are required to understand and critically appraise methodologies involved in research that evaluate counselling. You are also required to disseminate research to the professional community. You are required to undertake at least one small-scale research project.

There is one element to this unit:

CLG22.1 Carry out research and evaluation relevant to counselling practice

This unit is predominantly relevant to those undertaking further development and managers but may inform the work of others.

All units within the suite of National Occupational Standards for Counselling are not specific to any theoretical model.



Unit CLG22: Undertake research and evaluation relevant to counselling practice

Element CLG22.1 Carry out research and evaluation relevant to counselling practice

You must be able to:

1. Access sources of information that can inform practice from a wide range of sources, including electronic data
2. Collect data and information to achieve identified research objectives
3. Adopt systematic approaches to analysing and evaluating information collected
4. Understand and critically appraise methodologies involved in research that evaluate counselling outcome
5. Critically appraise published research on counselling
6. Disseminate research evaluation to professional community
7. Identify own contribution to achieving the objectives of counselling practice
8. Integrate relevant research into practice to develop the knowledge base of counselling with your specific client group
9. Plan and undertake at least a small-scale research project

You must know:

1. What research is and the philosophies underpinning it
2. Various methodologies and their underlying philosophical traditions
3. Process and outcome studies in counselling
4. Qualitative and quantitative methods employed in research in counselling
5. Ethical issues in research
6. How research can be ethically flawed
7. Major research studies in counselling
8. Current research findings related to counselling



9. Use of Boolean and other search strategies to ascertain and discriminate relevant research information
10. How to define a research question and write a research proposal
11. How to find relevant research using on-line and academic databases
12. Methods of gathering, recording and evaluating data and the tools required to do so
13. Strategies and methods for evaluating the knowledge and practice of others
14. Research methods, quantitative and qualitative, required to carry out supervised research work
15. Research methods, quantitative and qualitative, to critically evaluate published research
16. Reliability and validity in quantitative and qualitative research
17. How to identify information that may be contradictory, ambiguous or inadequate
18. How to judge the accuracy, validity, relevance and sufficiency of information required to support decision-making
19. How research can be ethically flawed