



GCS DIPLOMA IN PSYCHODYNAMIC COUNSELLING SKILLS

TRAINEE HANDBOOK

COURSE PROVIDER



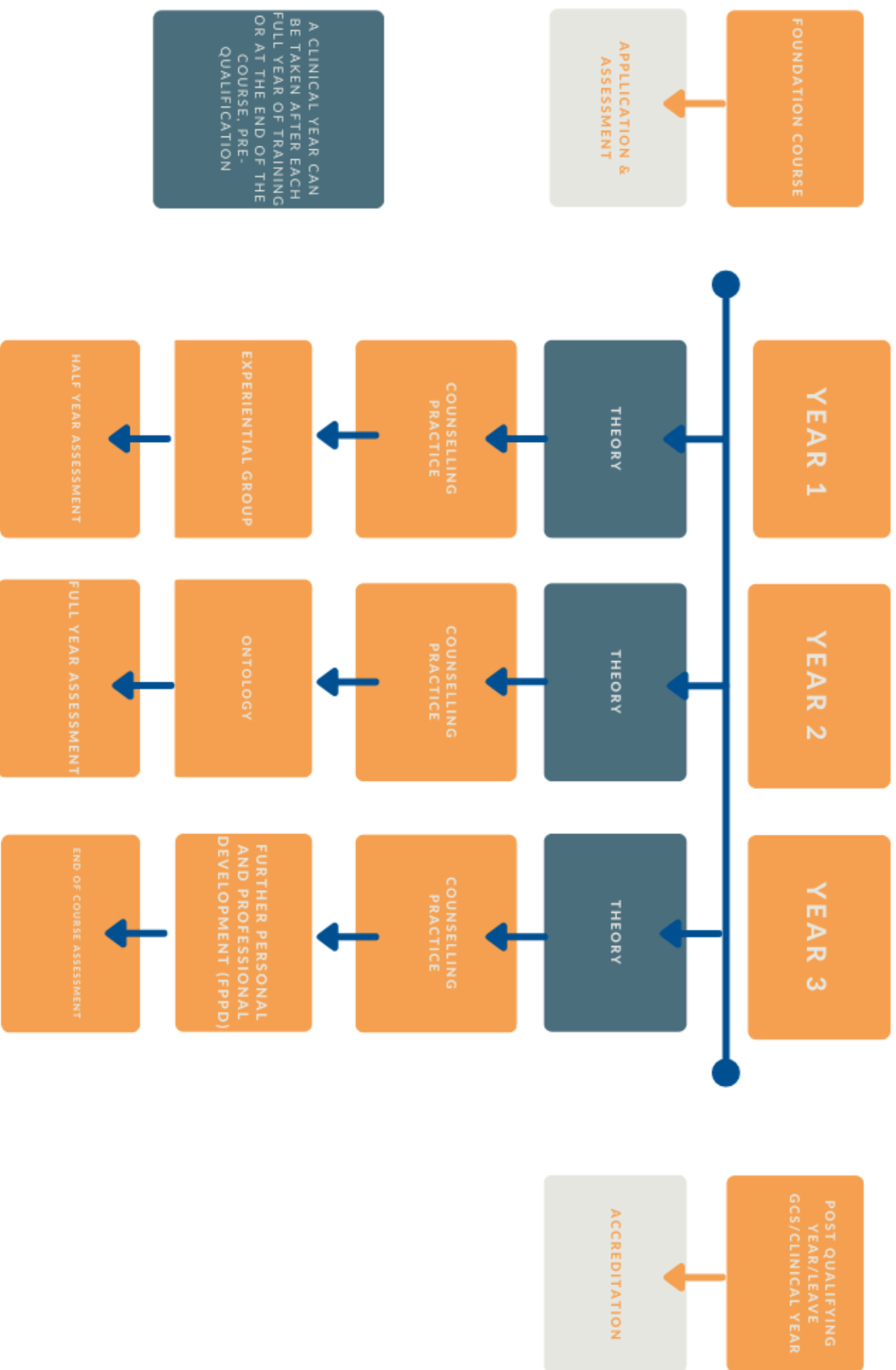
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TRAINING ROUTE



TERM DATES AND TIMETABLE

Week	YEAR 1 / 3 (MONDAY)	Week	YEAR 2 (TUESDAY)
INDUCTION	16 th September - YEAR 3		
INDUCTION	23 rd September - YEAR 1	INDUCTION	24 th September - YEAR 2
1	30 th September	1	1 st October
2	7 th October	2	8 th October
3	14 th October	3	15 th October
4	21 st October	4	22 nd October
HALF TERM 28 th – Nov 1 st			
5	4 th November	5	5 th November
6	11 th November	6	12 th November
7	18 th November	7	19 th November
8	25 th November	8	26 th November
9	2 nd December	9	3 rd December
10	9 th December	10	10 th December
CHRISTMAS HOLIDAY Dec 16 th – Jan 10 th			
1	13 th January	1	14 th January
2	20 th January	2	21 st January
3	27 th January	3	28 th January
4	3 rd February	4	4 th February
5	10 th February	5	11 th February
HALF TERM Feb 17 th – 21 st			
6	24 th February	6	25 th February
7	3 rd March	7	4 th March
8	10 th March	8	11 th March
9	17 th March	9	18 th March
10	24 th March	10	25 th March
EASTER HOLIDAY March 31 st – April 25 th			
1	28 th April	1	29 th April
BANK HOLIDAY MONDAY May 5 th			
2	12 th May	2	6 th May
3	19 th May	3	13 th May
		4	20 th May
HALF TERM 26 th – 30 th			
4	2 nd June	5	3 rd June
5	9 th June	6	10 th June
6	16 th June	7	17 th June
7	23 rd June	8	24 th June
8	30 th June	9	1 st July
9	7 th July	10	8 th July - END
10	14 th July - END		

YEAR 3 MONDAY		YEAR 1 MONDAY		YEAR 2 TUESDAY	
MODULE	TIMINGS	MODULE	TIMINGS	MODULE	TIMINGS
THEORY	9.30 – 11.00	THEORY	13.10 - 14.40	THEORY	13.00 – 14.30
FPPD	11.30 – 13.00	SUPERVISION	15.30 – 17.00	SUPERVISION	15.30 – 17.00
SUPERVISION	Various Arrangements	GROUP EXPERENTIAL	17.30 – 19.00	ONTOLOGY	17.30 – 19.00

Year 1 Timetable

1.10 – 2.40 pm	Theory Seminar
2.45 – 3.25 pm	Break. Course meetings with staff and tutorials are also held during this time
3.30 – 5.00 pm	Supervision
5.00 – 5.30 pm	Break
5.30 – 7.00 pm	Experiential

Year 2 Timetable

1.00 – 2.30 pm	Theory Seminar
2.30 – 3.30 pm	Break. Course meetings with staff and tutorials are also held during this time
3.30 – 5.00 pm	Supervision
5.00 – 5.30 pm	Break
5.30 – 7.00 pm	Ontology

Year 3 Timetable

9.30 – 11.00 pm	Theory
11.00 – 11.30 pm	Break. Course meetings with staff and tutorials are also held during this time
11.30 – 1.00 pm	FPPD
From 1.00pm	Supervision

It may be possible to arrange Year 3 supervision groups at different times during the week. This will be discussed with you towards the end of Year 2.

FEES & PAYMENT SCHEDULE

Throughout your training you will be asked to pay fees to GCS. You will receive an email from our Finance system Xero, with an Invoice attached. You have 14 days from date of invoice to make payment before late payment fees are applied. Please refer to your tuition fee agreement for further details.

Good communication with the finance department around finance, and financial difficulties, is taken into account as part of your yearly assessment. If you have any problems regarding payment of fees please contact the finance administrators.

Bank: Santander Corporate and Commercial Banking

Acc Name: Gloucestershire Counselling Service

Sort Code: 09-02-22

Account No: 10628072

Reference: Your full name

Please note that course fees are subject to CPI or 2% annual increase, whichever is the greater.

COURSE RATIONALE AND CONTENT

The training you have embarked on is a three-year Diploma in Psychodynamic Counselling. All aspects of the training are designed to develop you as a professional psychodynamic counsellor. As such, theory seminars, supervision, self-awareness, clinical practice and personal therapy are intended to complement and work alongside each other to support your thinking and understanding of what it means to be working as a psychodynamic counsellor.

Theoretical Modules (Years 1, 2 and 3)

The content of the seminars and workshops in these modules concern a psychodynamic approach to counselling. This includes focusing on the early developmental years, the counselling relationship, psychopathology, working with the unconscious and the relevance of theoretical ideas to counselling. Space is also given to other therapeutic perspectives, for instance, family and couples work, and the trainee's own philosophical premises will need to be both challenged and reflected upon.

In Year 1 trainees focus on theories of infant development and how early psychic structures can influence later thinking and behaviour. You will explore the theories of child and adolescent development across the lifespan before turning to a consideration of key clinical concepts, including the work of Sigmund Freud, Melanie Klein, Donald Winnicott and Wilfred Bion, before moving on to consider how theory shapes psychodynamic practice. Working with the unconscious is explored, focusing on defences, transference and counter transference, and the interpretation of dreams.

In year 2 the aim is to further familiarise trainees with some of the main psychodynamic working concepts and their history, and how they relate to a range of clinical situations. You will look at the therapeutic frame, phases of therapy, the nature of the therapeutic relationship, and begin to develop a grasp of psychopathology and its uses. The focus will always be on your developing experience as a practitioner, and the sense you currently make of psychodynamic concepts and thinking. The work of Sigmund Freud and Melanie Klein is further explored in depth, before moving on to psychopathology, looking at the true and false self, the schizoid personality, anxiety, borderline, and narcissistic disorders.

In Year 3 trainees consider further the significance of pre-verbal experiences and how these impact on relationships and relating, thinking about transference in the counselling relationship. You will explore ways in which clients defend against the pain of the past coming alive in the present and how this might be seen and expressed in the transference/countertransference. Trainees then focus on the preparation and writing of a case study, helped by the use of Balint groups, while continuing to think about factors that can inhibit psychic change. Latterly you will consider ways in which theory and practice develop post qualification.

COURSE RATIONALE AND CONTENT

Counselling Practice Modules (CPM) including Supervision (Years 1, 2 and 3)

Supervision of client work will take place for 1.5 hrs per week for 42 weeks a year. Case material is presented both in the close focus of a single session and also covering the longer-term development of cases.

Personal and Professional Development Modules (Years 2 & 3)

In the Second Year the Experiential Group sessions are replaced by Ontology seminars, and the Third Year by seminars on Further Personal and Professional Development (FPPD). In these sessions, trainees have the chance to re-evaluate their attitudes, both towards themselves and wider social and philosophical issues and to discover what has meaning and value for them.

BESPOKE WORKSHOPS

On Page 9 you will find information on CPD requirements.

In addition to the wide variety of topics presented in CPD forums we also provide bespoke workshops which are tailored to the needs of each year group. These workshops are held on Saturdays, on average, three a year. They provide an opportunity to meet as a group outside of the regular training day and to experience different trainers. CPD is voluntary, although a minimum of 15 hours per year is required. The bespoke workshops are mandatory and your attendance is expected.

Whilst there is a cost associated with all CPD events these bespoke and tailored workshops are included in your course fees and there is no extra payment.

Details of these bespoke workshops are given out to trainees as early as possible in the academic year to facilitate full attendance.

COURSE RATIONALE AND CONTENT

EXPERIENTIAL GROUP (YEAR 1)

Since self-awareness is thought to be one of the most influential factors in affecting a counsellor's profession, activities that promote personal-understanding is a central component in the Diploma.

The purpose of the Experiential Group (sometimes referred to as a self-awareness group) is to promote self-awareness and awareness of others and, as the group progresses, it is hoped that trainees will become increasingly aware of some of the main characteristics of group behaviour, and the different phases through which groups pass.

The Experiential Group will ultimately help you to work more freely, effectively and creatively with clients by enabling you to find words to articulate your own feelings and those of others. The group provides an opportunity for you to focus on your feelings and explore your inner world. During the group process these feelings can be expressed and contained by the group, allowing you greater emotional freedom for personal growth within the training.

Whilst we set the environment for you, your particular group experience will be unique. There is no set syllabus. The group facilitator is non-directive and will help the process by reflecting and clarifying; s/he will help you find the way but not lay it down for you. The facilitator's role includes keeping time and content boundaries, whilst group members are responsible for bringing their own feelings to the group for exploration. The group facilitator will not discuss your personal work or disclosures with other staff on the course.

ASSESSMENTS

Assessment is continuous throughout the training and aims to be constructive. The assessment procedure is intended to be as fair and as open as possible, encouraging a dialogue between Training Staff and trainees.

The purpose of assessment at GCS is to encourage trainee counsellors to develop their own reflective capacity with the guidance of experienced practitioners. The annual assessment schedule, particularly with regard to the placement of half-yearly reports, is arranged so that there should be no surprises at the outcome of the end of the year Assessment Panel and that any issues or concerns are worked with throughout the year.

At the end of the third term of each year, an Assessment Panel meets to consider the outcome of the various academic and counselling reports and assessed pieces. The Panel considers all trainees across all three years of the Diploma. It does not re-mark work that has already been assessed: discussions are held around the written reports that have already been shared with trainees. The Panel maintains objectivity by including an external examiner and an objective observer.

For year 1 and year 2 trainees, the recommendations concern a trainee's development needs for the next year; for Year 3 trainees the panel makes recommendations regarding the award of the Diploma. Trainees are notified privately of any recommendations and full discussions are held with trainees if appropriate or requested.

The journey to becoming a Psychodynamic Counsellor is rigorous and demands significant personal growth and transformation. As a result, some trainees may need more than the three years to complete their Diploma. Developing the ability to self-reflect and effectively use own's own thoughts and feelings for the benefit of clients can take time. In some instances, trainees may struggle to fully achieve this level of self-awareness, which could prevent them from completing the course.

It will sometimes be the case that a trainee is asked to repeat one or more modules of the course, or to give specific attention to their counselling practice through a clinical year rather than to the academic modules for a time.

Trainees must pass all assignments, and observed role-plays, before progressing into the next year, or graduating. Trainees get a chance to rewrite, or do a partial rewrite, or resit an observed role-play as needs be.

For a more detailed description of assessment procedures, please refer to the Guide to Assessment and Written Work found on the Trainee SharePoint site.

A guide to individual assignments is provided in each module handbook, details of which can be found on the Trainee SharePoint site.

GCS employs an internal moderating marker who monitors quality and fairness in feedback and marking to trainees.

CRITERIA FOR THE AWARD OF THE DIPLOMA

- Trainees are required to have completed a minimum of 200 hours of supervised client work by the end of their training.
- 45 hours Continuing Professional Development (CPD) - Trainees are expected to complete at least 15 hours CPD each year. CPD is an opportunity to explore areas of professional development or interest that are not covered by the formal Diploma syllabus. During your training you will be invited to specific workshops and forums as a year group, these bespoke workshops are mandatory. Other workshops are also provided for trainees, staff and practitioners which you may choose to attend. For example, a workshop on 'Climate Emergency: its impact on our work with clients', attending this workshop would count towards your CPD. Likewise, attending a talk at the Cheltenham Literature Festival on grieving; watching a Ted Talk on Defences, or reading a relevant book not set on a reading list, would count. A demonstrated commitment to maintaining one's CPD is considered to be good practice within the profession and is a requirement for accrediting organisations such as BPC and BACP. We recommend that you keep a diary of all CPD and a record of CPD hours. Please note that CPD events are an additional cost to your course fees. GCS Staff and Trainees are offered a reduced rate for any CPD events which GCS facilitate.
- Attendance: We expect full attendance. Missing any part of the training can be detrimental to your learning and to your group. Trainees must attend at least 80% of the sessions. Prolonged absence due to illness or for other reasons may necessitate a trainee repeating a year or withdrawing from the course.
- Please note that client work and the requirement to attend supervision continues outside the academic terms and into holiday times.
- Trainees must have been in continuous once-weekly personal therapy with an approved therapist for the full course.
- If you consider leaving therapy before the end of the course, it is essential that you discuss this with the Therapy Advisor and the Diploma Course Lead first.
- Satisfactory self-assessment and tutor/supervisor/administration reports (please refer to the Assessment Calendar and module handbooks which can be found on the Trainee SharePoint site)



SUPPORT FOR TRAINEES

THE COURSE TEAM

The course tutors are qualified and experienced counsellors / psychotherapists. They are all in practice which enables their teaching to be firmly based on experience.

Group facilitators are responsible for the self-awareness group work. They are experienced group facilitators and make available to the group members their interpretation of group activity as it facilitates self-awareness. They are also responsible for the maintenance of boundaries appropriate to this work.

TUTORIALS

Seminar tutors will offer one-to-one tutorials to trainees during the course. The tutorial is an opportunity to discuss anything related to the course seminar material.

PASTORAL TUTOR

A Pastoral Tutor is available to provide a space for trainees to discuss any matters arising from the course or from your personal response to the training. Here you can talk about your experience of the course, and how you are experiencing your tutors, supervisor and colleagues. You might want to explore stresses and strains in your personal life that are impacting your learning, or worries about time, capacity and resources.

In Year 1 you will be assigned a Pastoral Tutor and they will be in touch accordingly. Year 1 Trainees meet three times a year with their PT, twice in Year 2 and Year 3.

Meeting with your Pastoral Tutor is mandatory and considered part of your training. These sessions are an important opportunity to meet with a GCS staff professional who will be with you to support you throughout your training.

These sessions are in confidence unless, by mutual agreement, you wish matters raised to be passed on to the Diploma Course Lead. Extra Pastoral Tutor sessions will be available if need arises. Please contact the Diploma Course Lead in the first instance to discuss.

FEEDBACK MEETINGS

Trainees meet with the Diploma Course Lead three times a year, at the end of every academic term.

These meetings offer an important space in which trainees can reflect on their experience of the training; what has been helpful? Enjoyed? Good and positive? Or not helpful? What challenges have trainees been facing?

We want to hear from you, so we can learn from you, and take in your thoughts and reflections.

Outside of these meetings, trainees can always request a meeting with the Diploma Course Lead as required.

At the end of the academic year you will be sent a link from Training to invite you to share your thoughts on the year you have just been through. You will be asked to consider all aspects of the training, and if desired, can do this anonymously. Please fill this in - we listen to feedback and rely on it to ensure we maintain the high standards of which we are so proud.

PERSONAL THERAPY

As a BACP accredited service provider we have a duty of care to both trainees and our clients. Trainees must be in once-weekly in-person therapy and be in therapy for at least three months prior to seeing clients within their placement at GCS. This is a mandatory condition of the Diploma. As a general principle the earlier therapy is commenced, the more beneficial it is to both trainees and potential clients.

Therapy is a requirement of the Diploma and it is compulsory that this continues for the duration of the course and placement (i.e., if a trainee has completed the theory element of the course, but still not achieved 200 supervised client hours, then therapy must be continued until these contact hours are achieved).

The cost of therapy is negotiated by the trainee with the therapist they have chosen from the Approved List and is in addition to course fees.

With issues around your personal therapy please contact Nick Smith, our Therapy Advisor: nick.s@gloscounselling.org.uk

TRAINING OFFICE SUPPORT

For all practical course enquiries please contact:

training@gloscounselling.org.uk

This email address is managed by our team of Training Coordinators who will be able to deal with any practical enquiries, IT support, or escalate an issue if required. Please note their main working hours are Monday to Wednesday 9:00-2:30.

STUDY SKILLS AND SUPPORT

GCS understands that some trainees entering the Diploma programme may not have engaged in academic study or written work for many years, which might be a concern. To support you, GCS offers one-to-one tutorials with senior staff who can assist with structuring essays and other written assignments.

If you have previously struggled with completing written assignments or have a neurodiversity that makes organising work challenging (such as dyslexia), please indicate this at the start of the course. GCS can arrange up to two tutorials with a Study Skills Advisor per year. Please contact 'Training' about this if help is needed. If further support is sought after this it will be invoiceable at a rate of £25 per half hour session. Signposting to external funding may be available and we will signpost you to any available resources known to GCS.

Resources are limited, so regular on-going support from a Study Skills Advisor would need to be discussed with the Diploma Course Lead. Please also note that the Trainee Site on SharePoint has a number of links to helpful resources offering advice and practical tips to assist all students in written work.

Training Staff

Contact Details & Hours

Diploma & Post Qualifying Year Course Lead

Emails are regularly checked, but core hours are:

Sally Regan
sally.r@gloscounselling.org.uk
Monday-Wednesday

Training Coordinator's

Hayley Turner
Bella Hawkes
Training@gloscounselling.org.uk
Monday-Wednesday 9:00 -2:30

Study Skills Advisors: contact Training Office

Therapy Advisor

Nick Smith
Nick.S@gloscounselling.org.uk

Year 1

Theory Seminar Tutor

Luke Fielder

Group Facilitators

Lin Revington/Mary Price

CPM Tutors (Term 1)

Frankie Campion
Maria Savage

Supervisors (Term 2 onwards)

Paul North
Kate Varney
Frankie Campion
Maria Savage
Elena Dunn

Year 2

Theory Seminar Tutor

Joe Rees

Ontology Seminar Tutor

Jessie Dawson

Supervisors

Anna Portus
Mary Price
Saira Todd
Frances MacLean
Paul North

Year 3

Theory Seminar Tutor

Sally Regan

FPPD Tutor

Frankie Campion

Supervisors

Mary Price
Kate Varney
Maria Savage
Paul North
Elena Dunn



LIBRARY

Although most of the readings for seminars will be provided, there are some books that are essential to purchase. The titles of these books are given in the Module Handbooks and can usually be found on sites such as Amazon UK and Abe Books. Psychological Therapy Books is a dedicated online retailer of texts for psychodynamic training courses.

A physical library is available for you to borrow from at Alma House in Stroud. The library is located in the Counsellors Room.

You can access the room at your convenience, the library cupboards are kept open. Please inform Training of any books you take out. Please do not hold on to these books for longer than a month.

OTHER MATTERS

PLACEMENT WITHIN GCS COUNSELLING SERVICE

As part of the Diploma in Psychodynamic Counselling a trainee becomes a volunteer with GCS - a BACP accredited counselling service.

Before they begin clinical practice, trainees are required to sign a contract which details the mutual obligations and responsibilities of trainees for working with clients. Trainees need to have been in personal therapy for at least three months before starting to work with clients. At all times, trainees are in regular weekly supervision to support them in this work.

Year 1

In year 1 trainees are placed in supervision groups where they learn the skills necessary to begin working with clients. During this year following successful assessment by their supervisor, trainees can request to be allocated a client from GCS counselling service. Careful consideration is given by the GCS Clinical Service Managers (CSMs) in allocating clients to trainees appropriate to the trainee's skill level.

Please note that clients are allocated on a weekly basis and takes into account the client's and the trainee's availability. GCS wants you to have a positive experience of your start to working with clients and for you to give the client a beneficial experience of counselling which promotes their wellbeing and facilitates change.

It is recommended that you consider two venues from which to meet with clients.

Years 2 & 3

In years 2 and 3 the number of clients a trainee can have allocated to them and the level of complexity of the client's presenting issues will depend on the trainee's developing skill level and experience gained. This will be different for each trainee and will be reflected across your year group as a whole, with some individuals gaining more hours faster than others. This relates to many factors, but importantly a trainee's ability to contain a client safely and build a therapeutic alliance, as well as the client's wish to remain in counselling for a period of time.

Your placement

Although your placement may be considered 'in-house' this does not automatically entitle you to client allocations. GCS counselling service reserves the right to suspend client work if there are concerns about a trainee's competency or the resources available to support client work. The counselling service holds full clinical responsibility, and while your supervisor will contribute to the assessment of your competency, the final decision rests with the Head of Clinical Services.

The Head of the Clinical Service may require you to complete additional written work, participate in role-plays, or attend meetings to address any concerns before further client allocations resume or commence. GCS prioritises the welfare of its clients above the needs of trainees. While this process may be challenging, it is intended to encourage self-reflection and learning. It is not a judgement of you as an individual but rather an assessment of your current skill level and the experience you have gained, and evidenced, so far.

In year 3 trainees can seek an external placement to gain further hours, deepen their work, and/or build relationships with other organisations - there are strict criterion around this in order to meet BPC requirements. Please inquire with 'Training' for more information.

FEEDBACK

Feedback is essential throughout training - in experiential, personal therapy, by tutors and supervisors. We value hearing from trainees about their experience of training, and regular meetings with the Diploma and Post Qualifying Course Lead are provided throughout to facilitate this.

Further to this, we email out to trainees a template seeking written feedback at the end of the academic year.

BACP STUDENT MEMBER

We recommend that all trainees consider becoming a Student Member of the BACP. Please refer to the BACP website for more information, including the benefits. This stands our trainees in good stead for eventually becoming registered and then accredited with the BACP.

ABSENCES

If you are unable to attend a training or supervision session, please directly notify the Training Team via training@gloscounselling.org.uk copying in relevant staff including your Tutor, Supervisor and Group Facilitator. Except in extreme circumstances, **it is not acceptable to ask a colleague to pass on a message for you.**

REMOTE LEARNING

In the event of a government mandatory lockdown, all training and supervision will move to remote learning. Please ensure you have a quiet confidential space where this can take place. In the event of a lockdown, GCS will be in regular contact with updates and risk assessments.

If you are well, but unable to attend the training/supervision, it is *not* permissible to attend remotely (Zoom or Teams).

LEAVING THE COURSE

The Diploma is accredited by the BPC and facilitated by a highly qualified and experienced group of training staff with every effort made to support trainees on their training pathway.

Trainees do sometimes come to a decision to leave the course, for a variety of reasons. In this instance, should a trainee wish to leave the course they should speak to a Tutor, Supervisor, their Pastoral Tutor, and/or the Diploma Course Lead who will explore this decision with them.

In the event of a trainee leaving the course, and dependant on circumstances, a discussion is recommended around how this ending might be communicated to their peer group.

As outlined in the Tuition Fee Agreement that you sign, no refund will be given and you will be required to pay any fees due for the remainder of the year. Should a trainee wish to re-join training at a later date, a re-application (and associated fees) would be required.

If a trainee is asked to leave the course by the Diploma Course Lead this would follow considered conversations and is not a decision taken lightly. The trainee can appeal this decision. Information on the appeals procedure can be found on the Trainee Site on SharePoint. Though rare, sometimes trainees are asked to leave the course because of concerns around health, emotional wellbeing, robustness for the learning, engagement with Psychodynamic concepts, poor ethical practice, and competency.

CLINICAL YEAR/PERIOD

The training journey is often not a straight trajectory, as life, personal capacity and lack of resources can get in the way.

A trainee might come to a decision that they need to focus on client work only and/or take a step back from training. This might be due to personal reasons (health, for example), and circumstance. Such a decision can be difficult, and in the first instance is often discussed in supervision, but this decision reflects maturity and evidence of self-awareness.

We do not regard it in any way as a 'failing', but rather as a reflection that the journey of training is not always linear. If you take a clinical year after Year 1 or Year 2, you would be considered part of the Diploma Course, and every support will be given to you. During a clinical year or period, this includes access to a Pastoral Tutor, CPD events, and a supervisor who will meet you weekly to consider your clinical practice. You would be expected to stay in weekly personal therapy during a clinical year.

Further to this, towards the end of each academic year an Assessment Panel is held to reflect on each trainee's development. For some trainees, the panel advises a clinical year is taken and trainees will receive guidance on why this decision has been made and the suggested next steps. Although this decision can be hard to hear, the thinking around this is considered and in the best interests of the trainee. With your half year, and full year reports, both in supervision and theory, such a decision should not come as a complete surprise.

A clinical period is sometimes necessary following year 3, if clinical hours are needed in order to graduate (trainees need 200 clinical hours to graduate). Again, you would be placed with a supervisor and supported in your work until you have reached the required hours. You need to be in personal therapy during this time and your supervisor will submit half year, and end of year supervisor reports.

POST-QUALIFICATION ACCREDITATION

Most organisations such as BACP and BPC that offer individual accreditation to counsellors require a certain amount of post-graduate practice (and in some cases, CPD) before granting accreditation. Many graduates of our programme have, after completing these post-graduate requirements, successfully applied for accreditation with the BACP, or register with the BPC. The our post-graduate PQY (Post Qualifying Year) is intended to support qualified counsellors in consolidating their learning, supporting the transition from training, and gaining clinical hours post-training.

Please contact us for further information on accreditation or refer directly to accrediting bodies for their full requirements.

COMPLAINTS AND APPEALS

The documents which describe our complaints procedure, and appeals procedure, can be found on the Trainee Site on SharePoint.

DATA BREACHES

Please familiarise yourself with our Data Security Policy which can be found [here](#).

We all make mistakes, and despite IT systems designed to minimise them, it's important to respond appropriately. If you become aware of a breach of data (sending a client a communication intended for someone else, for example), please notify Fiona Phelps (CEO). An investigation will follow; this is not intended to be punitive, but to see how we can learn from the mistake and make necessary changes. This investigation is a legal requirement and is concurrent with the expectations of the BACP and BPC.

WAIVERS

- GCS reserves the right to cancel a Diploma programme at any time if there are insufficient numbers of trainees to make the course viable.
- GCS may have to adapt to government guidelines in relation to the Coronavirus pandemic – in this instance timetabling changes may occur to facilitate social distancing and / or remote working.
- GCS reserves the right to terminate or extend the training agreement with a trainee in the event of the trainee not meeting the requirements of the Diploma programme and/or those of GCS.
- GCS reserves the right to refuse the offer of a place on the Diploma programme
- GCS operates a Complaints Policy. Complaints should be in writing addressed to the Chief Executive and will be dealt with in accordance with the Complaints Procedure, a copy of which is available on request.
- GCS operates an Appeals Policy. A trainee accepted onto the Diploma course wishing to appeal against a training decision during their training should put this in writing addressed to the Chief Executive and it will be dealt with in accordance with the Appeals Procedure, a copy of which is available on request.

WAIVERS cont...

In the event of institution failure we would ensure that we developed a communication plan, support transfer options, review teach-out arrangements, assess financial protections and provide additional pastoral support for trainees.

Communication Plan

Establish a clear communication plan to inform trainees promptly if there is any risk of course withdrawal or institutional failure. Provide regular updates on the situation and outline the steps being taken to address it.

Transfer Options

Explore partnerships with other accredited institutions or counselling programs to facilitate the transfer of trainees in the event of a course withdrawal. Doing this at an organisational level can help to expedite the process.

Teach-Out Arrangements

Develop a "teach-out" plan that outlines how the charity will ensure the completion of the course for existing students. This plan could include alternative course delivery methods, additional support, or collaboration with other educational providers.

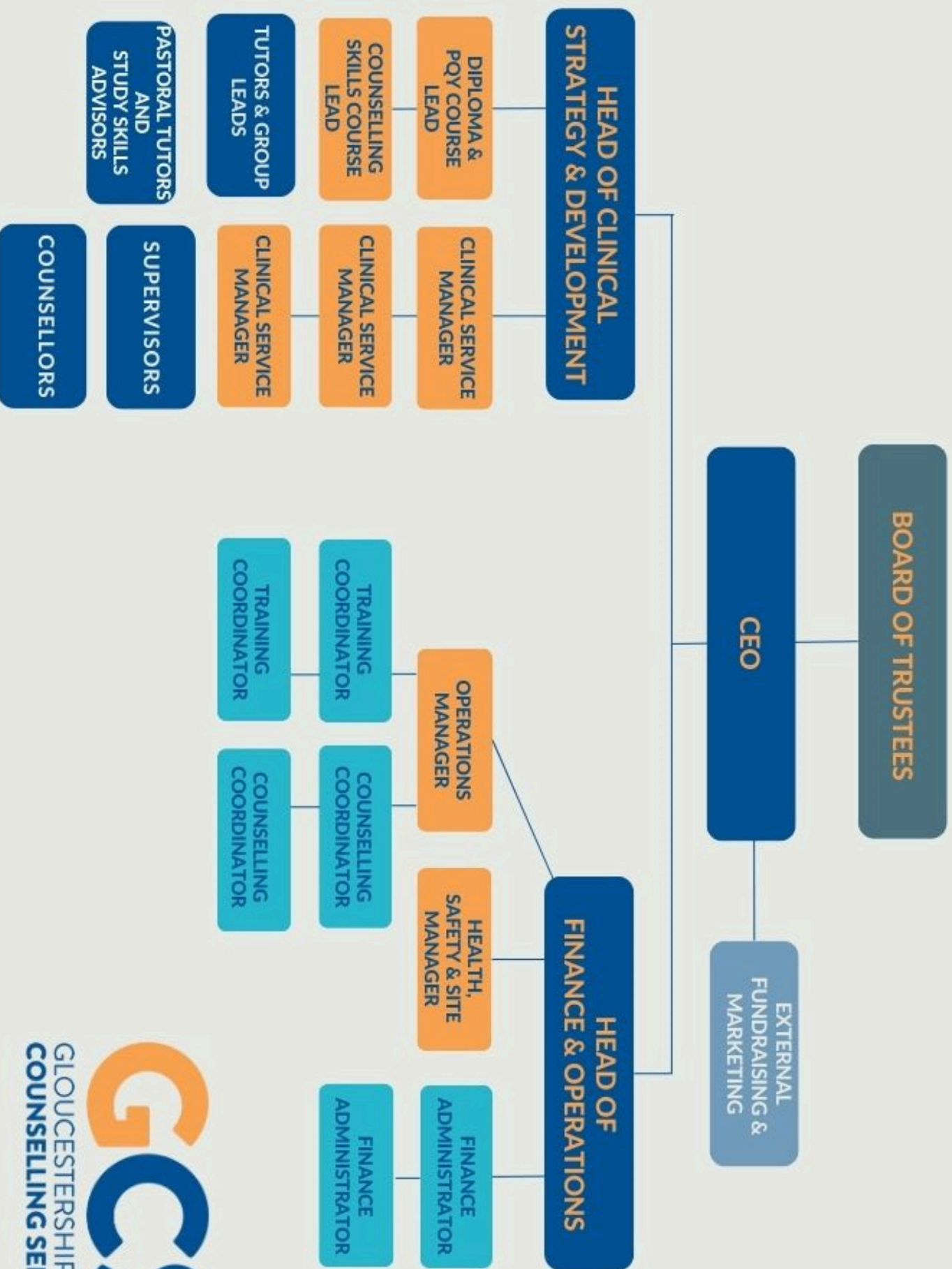
Financial Protections

Consider implementing financial protections, such as tuition reimbursement or financial assistance, for students who may face additional costs or challenges due to the course withdrawal. This demonstrates a commitment to supporting trainees during transitions.

Pastoral support for Trainees

Strengthen student support services, in the form of pastoral sessions to help students navigate the uncertainty caused by a course withdrawal or institutional failure.

GCS ORGANISATION CHART



FIRE PROCEDURE



Upon hearing the alarm (continuous ring) please evacuate the building; close the window and door to the room you are vacating.

ESCAPE ROUTES

1st Floor

From all rooms: down the main stairs to the main entrance

Top Floor

From rooms 13 & 14: down the stairs from room 13 to the 1st floor. If stairs impassable through small Fire Door to room 9 then down stairs to the 1st floor and then down the stairs to the main entrance.

From rooms 9, 10, 11 & 12 down the stairs to the 1st floor. If stairs impassable through small Fire Door in room 9 to room 13 then down stairs from room 13 to the 1st floor and then down the stairs to the main entrance.

SESSION LEADERS/COUNSELLORS

Should make sure that:

- Attendants (trainees/clients) vacate the premises safely to the assembly point.
- YOU ensure that Windows and doors are closed when leaving the room as the last person
- Your group assembles at the assembly point and all are accounted for, no one is to leave or re-enter the building until given the 'all clear'

ASSEMBLY POINT: In the Shambles market area

STAY CALM but please evacuate the building as quickly and safely as possible even if you suspect it is a false alarm. DURING 'OFFICE HOURS' office staff will contact the emergency services. OUT OF 'OFFICE HOURS' should you discover a fire and the alarm has not yet been heard please raise the alarm by breaking a fire point (alarm button). On evacuation please contact the emergency services as soon as possible.

PERSONAL DETAILS & EMERGENCY CONTACTS

We ask that you provide some personal details including 2 people we can contact in case of emergency - these do not need to be your next of kin.

How do I complete the information?

We will email you to let you know that we have registered you on our HR system 'Bright', you will then sign in and you will be asked to provide us with all the information needed.

What do you do with the information I provide?

The information provided is stored within Bright. This is only accessible to Management Office Staff. We do not share your information and will only use it if necessary.

What if my details change?

If your details change, please log in to Bright and update your details.

Do I have to provide all the details?

Yes, we do need to be provided with both your details and the details of your emergency contacts.

HEALTH AND SAFETY

GCS has a duty of care to all its staff, and to all clients. When starting the course you will be helped to join our HR system called Bright HR. Amongst other important documents, Bright HR holds a number of Health and Safety policies, such as Lone Working for example. Once signed in, please take time to explore what is held here.

INFORMATION TECHNOLOGY

EQUIPMENT

GCS operates an entirely paperless distribution of counselling documentation. We also make much use of our secure internal email system for communications, counselling placement and other service matters. It is therefore important that you have access to IT, email and printing facilities with most trainees choosing to use a laptop or Office 365 compatible tablet.

In addition to the online library that is used for the distribution of course material, our secure internal email system is used for communications regarding your assessed work (such as essays), counselling placement and other service matters. GCS's IT systems are built on the Microsoft Office 365 platform. You will be given an Office 365 user account and your computer should be capable of running this platform.

It is important for your studies with us that you have access to IT, email, and printing facilities. Please speak to us if this will be difficult for you in order that we know what further support to offer you.

Once set up on O365 please go to 'settings' and 'auto signature' - it is important that under your name you title yourself **Counsellor-in-Training**.

WIFI

The guest wi-fi access code is: **glos766310**

PAPERWORK

We have an entirely paperless system for the distribution of course material and the submission of work and reports. You will be given further information about this and provided with full training on using the systems during the first term.

All course material, including papers and readings, will be made available through the GCS online library. Papers and readings will not be distributed in paper form as a matter of course. A charge will be made for printing.

OFFICE 365 APP GUIDE & COMPETENCY EXPECTATIONS

Microsoft Office 365 is a cloud based piece of software containing a number of different apps such as Sharepoint, Word, Excel, Teams etc. We will be providing IT training as part of your induction day but it would be beneficial for you to familiarise yourself with the following videos prior to induction:

We will aim our IT training at beginner level for those who have never or barely used Office 365 so please feel free to do your own research to suit your experience level.

Video - [Introduction to Office 365 Apps](#)

EXPECTATION

Video - [What is OneDrive?](#)

Upload, store and share documents to and from Onedrive

Video - [What is Outlook?](#)

Read and reply to emails, attach documents, search for contacts
navigate calendar and accept/decline meeting requests

Video - [What is Sharepoint?](#)

Navigate to different Sharepoint Groups and Sites, view documents, upload documents, make copies of template documents and share documents

Video - [What is Teams?](#)

Communicate using the Chat function, understand how to navigate calendar, join a meeting and the functionality available within a meeting

Further drop in training sessions will be scheduled throughout the year and whilst we do not have an internal IT support department, our Training Coordinators are happy to provide 1-2-1 guidance where this would be beneficial.

ELECTRONIC COMMUNICATIONS POLICY

The GCS Electronic Communications Policy (ECP) which has been approved by the Trustees and Senior Leadership Team (SLT) will be sent to you at your new GCS Office 365 email address.

The ECP provides details about the expectations and requirements on users with GCS Office 365 accounts. It will be important, in the first instance, to have a discussion regarding the policy and guidelines with your supervisor in supervision. There are some protocols that they may want to agree, before use of direct email with clients that are crucial to the flow of the counselling work you are engaged in.

It will be essential to BCC (Blind Copy) the office (info@gloscounselling.org.uk) into all communications with clients. This ensures all communications can be filed on to client's record. In the event of a client file being subpoenaed, GCS must comply and this will include email correspondence with clients.

It is imperative that communications are kept to a brief and professional minimum so as to ensure that the therapy does not continue outside of the counselling room.

We only communicate through GCS email, so please ensure you can log on. Any teething problems please let us know so that we can ensure you are in the communication loop. For IT support, please contact training@gloscounselling.org.uk

It will no longer be appropriate to use any other email address to carry out work related to GCS.