

**Rules & Regulations**

**Council for Counsellors in SA**

Updated: 2016



## **Rules AND REGULATIONS 2016**

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## **RULES AND REGULATIONS OF THE COUNCIL FOR COUNSELLORS IN SOUTH AFRICA**

### **PREAMBLE**

The purpose of this association is to meet the urgent need for a professional body to regulate non-psychological counsellors. The need is to provide consistency in standards across and within provinces in South Africa, and across different counselling contexts. Many voluntary counsellors currently work in a variety of contexts often in environments where mental health professional such as psychologists and social workers are not necessarily accessible to the majority of the population. The CCSA will provide the following function: A consistent basis for evaluating and regulating counselling at this level to ensure greater access to ethical and professional counselling services.

Counselling can be defined as that process of assistance that enables one or more people to go through the process of finding solutions to their concerns or difficulties. Counselling may take various forms, including with individuals, couples, families or domestic units and groups. Counsellors need to undergo basic Education and Training to qualify them to be recognized within the context of current national health and social service priorities. Ideally, counsellors will operate under supervision. The term “holistic” refers to the fact that these counsellors are not psychologists, but work in a multi-disciplinary setting in ministering to the total person – body, mind and spirit.

The mission of the CCSA is to develop lay counsellors who know their scope of practice, behave ethically in a counselling context, conform to minimum standards, know when to refer clients and understand the psychological consequences for clients if counsellors are incompetent or overstep their scope of practice. Their designations will be that of:

1. **Student Counsellor** – Is a person that is enrolled for a training programme in counselling and registers with the CCSA to be in a position to do practical work under a code of ethics.
2. **Institutional Counsellor (IC)** - Registration requirement a certificate or diploma in counselling. Institutional counsellors are required to work in an institution under supervision of a professional such as a counsellor or pastor or social worker, or psychologist. The IC must submit a form filled in by a willing supervisor to keep on record at the CCSA office (See or request Supervisor form from the office please).
3. **Counsellor** – Reg. Requirement: Bachelor or B(Hons.) degree
4. **Specialist Counsellor** – Relevant post graduate qualification

Members may not refer to themselves as psychologists or psychological counsellors. The CCSA will make provision for an RPL process to assess the level and standards of informal qualifications of prospective candidates.

### **Primary health care sectors**

The counsellors who qualify for registration at the CCSA are community or workplace-based counsellors who work in structured and supervised environments including, but not limited to private and government Institutions, schools, Non-Governmental Organisations including Faith Based, Community Based and Not-for-Profit Organisations, the South African Police Service, Counselling Call Centres, Hospitals, Clinics and Support Agencies, Sports Centres, Education and Training facilities, Health and Emergency services and facilities, and in the case of counsellors also as private counselling initiatives.

### **Alignment**

The Vision of the CCSA is to provide a professional body that could meet the needs of a wide variety of work roles including, but not limited to spiritual/religious workers, traditional healers, trauma counsellors, HIV/AIDS counsellors, career counsellors and health and wellness practitioners. The CCSA will endeavour to articulate these services with the following areas of specialization:

- Social Work.
- Psychology/Counselling.
- Christian Theology and Ministry.
- Nursing.
- Emergency Care.
- Traditional Health Care

### **Fields:**

- Victim Empowerment.
- Community Health Work.
- Primary Response in Emergencies.
- Community Development.
- Primary Health Care
- Traditional health care

## **Areas of work**

1. Youth work
2. Life Skills Counsellor
3. Marriage Counsellor
4. Wellness Counsellor
5. Pastoral/spiritual
6. Traditional health/folk medicine
7. Trauma/victim empowerment

8. Relationships/social groups
9. Clinical sociology

## 2. **CONSULTATION FEES**

**CCSA counsellors may not claim from medical aids since a practice number is required. They may, however, charge for consultation services rendered per private agreement with the client.**

**The following presents a mere guideline for fees that may be charged by counsellors for their services:**

**Counsellor Level:** Up to R120-00 - R160-00 per hour.

**Specialist level:** R160-00 –R200-00 per hour.

As this is a guideline, consultation fees may vary in accordance with the socio-economic level of the area in which a counsellor may work.

**Note.** Since counsellors do not qualify for claim through medical aids, clients will be responsible to pay for consultations. This must be clearly communicated to the client prior to consultation.

## **REGISTRATION CERTIFICATE**

- 1) The Registration Certificate will be in a format approved by the CCSA from time to time.
- 2) Registration is renewable annually. The office will email a renewal reminder annually on the birth date of your first registration. A certificate of registration will be issued upon renewal and payment of the annual fees.

## **CPD TRAINING**

1. **Continuous Professional Development** is a system in which all health professionals are required to participate in order to stay abreast of the latest research, legislation and statutory requirement regarding counselling.
2. **CPD training program.** Registered members are obliged to do CPD training and the number of CPD points is determined by the category in which you are registered. CPD training can be done by attending annual workshops, or by completing prescribed assignments via distance education based on the CPD training material that the CCSA will supply. The CPD program is advertised at the beginning of each calendar year.
3. **External CPD's.** Members may opt to do CPD training at other CPD training organizations that are recognized. Application, for the recognition of external CPD's at a minimal cost per CPD, must be applied for at the CCSA – request the form from the office: Application for recognition of external CPD's.

**4. CPD structure:**

CATEGORY	MINIMUM NUMBER OF CPD'S PER ANNUM
Student Counsellor	6 (If not in full time study – see note below.)
Institutional Counsellor	6
Counsellor	12
Specialist Counsellor	18

**Note.** Counsellors who are enrolled for a full time study programme, may apply for the exemption of CPD for the period of study. Please write a letter to the CCSA office in this regard.

## ANNUAL REGISTRATION CERTIFICATES

Annual renewal certificates shall be issued to members who qualify for such renewal.

- Renewal forms will be emailed one month before registration expires
- Completed renewal forms must please be returned to the office of the CCSA within one month.

## FIRST REGISTRATION

The following documents need to be completed for first registration of membership:

- A membership certificate indicating the level of registration
- Certified copies of relevant qualifications
- The Code of Ethics
- A copy of the Rules and Regulations.
- An affidavit which must be completed before a Commissioner of Oaths and which must be thereafter be returned to the Registrar within a period of one month.

## Indemnity Cover (When applicable)

Provision is made for an indemnity cover per member

Provision is made for the CCSA as legal entity

## Ethical Foundation and Practice Policy for Counsellors

### 2. Introduction

2.1 The purpose of this code is to establish and maintain standards for counsellors who are members of the CCSA and to inform and protect people who seek or use their services.

2.2 All members of the CCSA are required to abide by the current codes appropriate to their responsibilities to clients, colleagues, members of the CCSA and the wider community. No code can resolve all issues relating to ethics and practice. In this code we aim to provide a framework for addressing ethical issues and encouraging best possible levels of practice. Members must determine which parts apply to the particular settings, taking into account any conflicting responsibilities.

2.3 The CCSA has a Complaints Procedure that can lead to the expulsion of members for breaches of its Codes of Ethics and Practice.

### 3. The Nature of Counselling

3.1 The overall aim of counselling is to provide an opportunity for the client to work towards living in a way he or she experiences as more satisfying- and resourceful. The term 'counselling' includes work with individuals, pairs or groups of people often, but not always, referred to as 'clients'. The objectives of particular counselling relationships will vary according to the client's needs. Counsellors know that the majority of people are quite capable of resolving most of their own day-to-day problems. It is when problems become too complex, for example when values seem to conflict, when facts appear to be contradictory, when reasoning becomes trapped within a circle, or when life seems to become meaningless that a trained counsellor can be of greater help than an average friend or family member.

Counselling may be concerned with problematic issues, addressing and resolving specific problems, making decisions, coping with crisis, facilitating personal insight and knowledge, working through feelings of inner conflict or improving relationships of others. The counsellor's role is to facilitate the client's work in ways that respect the client's values, personal resources and capacity for choice within his or her cultural context.

3.2 Counselling involves a deliberately undertaken contract with clearly agreed boundaries and commitment to privacy and confidentiality. It requires explicit and informed agreement. The use of counselling skills in other contexts, paid or voluntary, is subject to the Code of Ethics and Practice for Counselling Skills.

### 4. Equal Opportunities Policy

#### Statement

All CCSA members abide by its Equal Opportunities Policy Statement. The full statement can be found at the end of this Code.

## 5. The Structure of this Code

This code has been divided into two parts. The Code of Ethics outlines the fundamental values of counselling and a number of general principles arising from these. The Code of Practice applies these Principles to the Counselling situation.

### A. CODE OF ETHICS

#### Values

Counsellors' basic values are integrity, impartiality and respect.

#### A.1. Responsibility

All reasonable steps should be taken to ensure the client's safety during counselling sessions. Counselling is a non-exploitative activity. Counsellors must take the same degree of **care** to work ethically whatever the setting or the financial basis of the counselling contract.

#### A.2. Anti-discriminatory Practice

Counsellors must consider and address their own prejudices and stereotyping and ensure that an anti-discriminatory approach is integral to their counselling practice.

#### A.3 Confidentiality

Counsellors offer the highest possible levels of confidentiality in order to respect the client's privacy and create the trust necessary for counselling.



#### **A.4. Contracts**

The terms and conditions on which counselling is offered shall be made clear to clients before counselling begins. Subsequent revision of these terms should be agreed in advance of any changes.

#### **A.5. Boundaries**

Counsellors must establish and maintain appropriate boundaries around the counselling relationships. Counsellors must take into account the effects of any overlapping or pre-existing relationships.

#### **A.6. Competence**

Counsellors shall take all reasonable steps to monitor and develop their own competence and to work within the limits of that competence. Counsellors must have appropriate, regular and ongoing counselling supervision

## **B. PRACTICE POLICY**

### **Introduction**

This code applies these values and ethical principles outlined above to more specific situations that may arise in the practice of counselling. The sections and clauses are arranged in the order of the ethics section and under the same headings. No clause or section should be read in isolation with the rest of the Code.

### **B.1 Issues of Responsibility**

B.1.1 The counsellor-client relationship is the foremost ethical concern. However, counselling does not exist in social isolation. Counsellors may need to consider other sources of ethical responsibility. The headings in this section are intended to draw attention to some of these.

B.1.2 Counsellors take responsibility for counselling decisions and the use of counselling methods and techniques in their work with clients to meet client needs.

B.1.3 Responsibility to the Client: The counsellor cannot and should not make any decisions on behalf of their clients.

B.1.4 Cultural contexts, personal beliefs and group dynamics must be respected in the counselling situation.

### **Client Safety**

B.1.3.1 Counsellors must take all reasonable steps to ensure that the client suffers no harm during counselling sessions.

B.1.3.2 Counsellors must not exploit their client financially, sexually, emotionally, or in any other way. Suggesting or engaging in sexual activity with a client is unethical.

B.1.3.3 Counsellors must provide privacy for counselling sessions. The sessions should not be overheard, recorded or observed by anyone other than the counsellor without informed consent from the client. Normally any recording would be discussed as part of the contract. Care must be taken that sessions are not interrupted.

### **Client Self-determination**

B.1.3.4 In counselling the balance of power is unequal and counsellors must take care not to abuse their power.

B.1.3.5 Counsellors do not normally act on behalf of their clients. If they do, it will be only at the express request of the client, or else in exceptional circumstances.

B.1.3.6 Counsellors do not normally give advice, they facilitate decision making.

B.1.3.7 Counsellors have a responsibility to establish with clients, at the outset of counselling, the existence of any other therapeutic or helping relationships in which the client is involved and to consider

whether counselling is appropriate. Counsellors should gain the client's permission before conferring in any way with other professional workers.

### **Breaks and Endings**

B.1.3.8 Counsellors work with clients to reach a recognised ending when clients have received the help they sought or when it is apparent that counselling is no longer helping or when clients wish to end.

B.1.3.9 External circumstances may lead to endings for other reasons that are not counselling related. Counsellors must make arrangements for care to be taken of the immediate needs of clients in the event of any sudden and unforeseen endings by the counsellor or breaks to the counselling relationship.

B.1.3.10 Counsellors should take care to prepare their clients appropriately for any planned breaks from counselling. They should take any necessary steps to ensure the well-being of their clients during such breaks.

### **B.1.4 Responsibility to other Counsellors**

B.1.4.1 Counsellors must not conduct themselves in their counselling-related activities in ways that undermine public confidence either in their role as a counsellor or in the work of other counsellors.

B.1.4.2 A counsellor who suspects misconduct by another counsellor, which cannot be resolved or remedied after discussion with the counsellor concerned, should implement the Complaints Procedure, doing so without breaches of confidentiality agreed with the client.

### **B.1.5 Responsibility to Colleagues and Others**

B.1.5.1 Counsellors are accountable for their services to colleagues, employers and funding bodies as appropriate. At the same time they must respect the privacy, needs and autonomy of the client as well as the contract of confidentiality agreed with the client.

B.1.5.2 No-one should be led to believe that a service is being offered by the counsellor that is not in fact being offered as this may deprive the client of the offer of such a service from elsewhere.

B.1.5.3 Counsellors must play a demonstrable part in exploring and resolving conflicts of interest between themselves and their employers or agencies, especially where this affects the ethical delivery of counselling to clients.

### **B.1.6 Responsibility to the Wider Community Law**

B.1.6.1 Counsellors must take all reasonable steps to be aware of current law as it applies to their counselling practice.

### **Research**

B.1.6.2 Counsellors must conduct any research in accordance with CCSA guidelines

### **Resolving Conflicts between Ethical Priorities**

B.1.6.3 Counsellors may find themselves caught between conflicting ethical principles, which could involve issues of public interest. In these circumstances, they are urged to consider the particular situation in which they find themselves and to discuss the situation with a counselling supervisor and / or other experienced counsellors. Even after conscientious consideration of the salient issues, some ethical dilemmas cannot be resolved easily or wholly satisfactorily.

### *B.2 Anti-discriminatory practice Client Respect*

B.2.1 Counsellors work with clients in ways that affirm both the common humanity and the uniqueness of each individual. They must be sensitive to the cultural context and world view of the client, for instance whether the individual, family or the community is taken as central.

### **Client Autonomy**

B.2.2 Counsellors are responsible for working in ways that respect and promote the client's ability to make decisions in the light of his/her own beliefs, values and context.

### **Counsellor Awareness**

B.2.3 Counsellors are responsible for ensuring that any problems with mutual comprehension due to language, cultural differences or for any other reason are addressed at an early stage. The use of an interpreter needs to be carefully considered at the outset of counselling.

B.2.4 Counsellors have a responsibility to consider and address their own prejudices and stereotyping attitudes and behaviour and particularly to consider ways in which these may be affecting the counselling relationship and influencing their responses.

### **B.3 Confidentiality**

B.3.1 Confidentiality is a means of providing the client with safety and privacy and thus protects clients autonomy. For this reason any limitation on the degree of confidentiality is likely to diminish the effectiveness of counselling.

B.3.2 The counselling contract will include an agreement about the level and limits of confidentiality offered. This agreement can be reviewed and changed by negotiation between counsellor and client. Agreements about confidentiality continue after the client's death unless there are overriding legal or ethical consideration.

#### **B.3.3 Settings**

B.3.3.1 Counsellors must ensure that they have taken all reasonable steps to inform the client of any limitations to confidentiality that arise within the setting of the counselling work e.g. updating doctors in primary care, team case discussions in agencies. These are made explicit through clear contracting.

B.3.3.2 Many settings place additional specific limitations on confidentiality. Counsellors considering working in these settings must think about the impact of such limitations on their practice and decide whether or not to work in such settings.

#### **B.3.4 Exceptional Circumstances**

B.3.4.1 Exceptional circumstances may arise which give the counsellor good grounds for believing that serious harm may occur to the client or to other people. In such circumstances the client's consent to a change in the agreement about confidentiality should be sought, whenever possible, unless there are also good grounds for believing that the client is no longer willing or able to take responsibility for his/her actions. Normally the decision to break confidentiality should be discussed with the client and should be made only after consultation with a counselling supervisor or if one is not available, an experienced counsellor.

B.3.4.2 Any disclosure of confidential information should be restricted to relevant information, conveyed only to appropriate people and for appropriate reasons likely to alleviate the exceptional circumstances. The ethical considerations include achieving a balance between acting in the best interests of the client and the counsellor's responsibilities to the wider community.

B.3.4.3 Counsellors hold different views about the grounds for breaking confidentiality, such as potential self-harm, suicide, and harm to others. Counsellors must consider their own views, as they will affect their practice and communicate them to clients and significant others e.g. supervisor, agency.

#### **B.3.5 Management of Confidentiality**

B.3.5.1 Counsellors should ensure that records of the client's identity are kept separately from any case notes.

B.3.5.2 Arrangements must be made for the safe disposal of client records, especially in the event of the counsellor's incapacity or death.

B.3.5.3 Care must be taken to ensure that personally identifiable information is not transmitted through overlapping networks of confidential relationships.

B.3.5.4 When case material is used for case studies, reports or publications the client's informed consent must be obtained wherever possible and their identity must be effectively disguised.

B.3.5.5 Any discussion about their counselling work between the counsellor and others should be purposeful and not trivialising.

B.3.5.6 Counsellors must pay particular attention to protecting the identity of clients. This includes discussions of cases in counselling supervision.

B.3.4.7 Counsellors are bound to make their clients aware of the fact that should they divulge information about criminal activities and sexual offences, the counsellor will be legally obliged to report it to the authorities for investigation.

## **B.4 Contracts**

### **B.4.1 Advertising Public Statements**

B.4.1.1 Membership of CCSA is not a qualification and it must not be used as if it were. In press advertisements and telephone directories, on business cards, letterheads, brass plates and plaques each counsellor should limit the information to name, relevant qualifications, address, telephone number, hours available, a listing of the services offered and fees charged. Members should refrain from presenting membership of the CCSA as an academic qualification.

B.4.1.2 In oral statements, letters and pre-counselling leaflets to the public and potential clients, CCSA membership may not be mentioned without a statement that it means that the individual, and where appropriate the organisation, abides by the Codes of Ethics and Practice and is subject to the Complaints Procedure of the CCSA. Copies of these Codes and the Complaints Procedure are available from CCSA.

B.4.1.3 Counsellors who are accredited and registered are encouraged to mention this.

B.4.1.4 All advertising and public statements should be accurate in every particular.

B.4.1.5 Counsellors should not display an affiliation with an organisation in a manner that falsely implies sponsorship or validation by that organisation.

### **B.4.2 Pre-counselling information**

B.4.2.1 Any publicity material and all written and oral information should reflect accurately the nature of the service on offer, and the relevant counselling training, qualifications and experience of the counsellor.

B.4.2.2 Counsellors should take all reasonable steps to honour undertakings made in their pre-counselling information.

### **B.4.3 Contracting with Clients**

B.4.3.1 Counsellors are responsible for reaching agreement with their clients about the terms on which counselling is being offered, including availability, the degree of confidentiality, offered arrangements for the payment of any fees, cancelled appointments and other significant matters. The communication of essential terms and any negotiations should be concluded by having reached a clear agreement before the client incurs any commitment or liability of any kind.

B.4.3.2 The counsellor has a responsibility to ensure that the client is given a free choice whether or not to participate in counselling. Reasonable steps should be taken in the course of the counselling relationship to ensure that the client is given an opportunity to review the counselling.

B.4.3.3 Counsellors must avoid conflicts of interest wherever possible. Any conflicts of interest that do occur must be discussed in counselling supervision and where appropriate, with the client.

B.4.3.4 Records of appointments should be kept and clients should be made aware of this. If records of counselling sessions are kept, clients should also be made aware of this. At the client's request, information should be given about access to these records, their availability to other people, and the degree of security with which they are kept.

B.4.3.5 Counsellors must be aware that computer-based records are subject to statutory regulations. It is the counsellor's responsibility to be aware of any changes the government may introduce in the regulations concerning the client's right of access to his/her records.

B.4.3.6 Counsellors are responsible for addressing any client dissatisfaction with the counselling.

## **B.5 Boundaries with Clients**

B.5.1 Counsellors are responsible for setting and monitoring boundaries throughout the counselling sessions and will make explicit to clients that counselling is a formal and contracted relationship and nothing else.

B.5.2 The counselling relationship must not be concurrent with a supervisory or training relationship.

### **With Former Clients**

B.5.3 Counsellors remain accountable for relationships with former clients and must exercise caution into entering into friendships, business relationships, sexual relationships, training, supervising and other relationships. Any changes in relationships must be discussed in counselling supervision. The decision is about any change(s) in relationship with former clients should take into account whether the issues and power dynamics present during the counselling relationship have been resolved.

B.5.4 Counsellors who belong to organisations which prohibit sexual activity with all former clients are bound by that commitment.

## **B.6 Competence**

### **B.6.1 Counsellor Competence and Scope of Practice**

Counsellors must have achieved a level of competence before commencing counselling and

B.6.2 must maintain continuing professional development (CPD points).

B.6.1.2 Counsellors must actively monitor their own competence through counselling supervision and be willing to consider any views expressed by their clients and by other counsellors.

B.6.1.3 Counsellors will monitor their functioning and will not counsel when their functioning is impaired by alcohol or drugs. In situations of personal or emotional difficulty, or illness, counsellors will monitor the point at which they are no longer competent to practise and take action accordingly.

B.6.1.4 Competence includes being able to recognise when it is appropriate to refer a client elsewhere. Referral becomes necessary when it becomes clear to the counsellor that (1) personality problems of the client require the specialized help of a psychologist (2) where the client becomes a threat to him/herself or a third party, (3) when the problem of the client requires police or social services intervention, (4) when the counsellor lacks competence to help the client within a reasonable time period. Discretion of the counsellor in all these matters is of utmost importance.

B.6.1.5 Counsellors are responsible for ensuring that their relationships with clients are not unduly influenced by their own emotional needs.

B.6.1.6 Counsellors must consider the need for professional indemnity insurance and when appropriate take out and maintain adequate cover.

B.6.1.7 When uncertain as to whether a particular situation or course of action may be in violation of the Code of Ethics and Practice, counsellors must consult with a counselling supervisor and/or other experienced practitioners.

B.6.1.8 Competence also includes knowing the scope of practice and not to overlap with the scope of psychological counsellors.

B.6.1.9 The CCSA recommends that counsellors seek personal indemnity and malpractice insurance.

### **B.6.2 Counsellor Safety**

B.6.2.1 Counsellors should take all reasonable steps to ensure their own physical safety.

### **B.6.3 Counselling Supervision**

B.6.3.1 Counselling supervision refers to a formal arrangement that enables counsellors to discuss, where necessary, their counselling with one or more people who are normally experienced as counselling practitioners and have a understanding of counselling supervision. Its purpose is to ensure the efficacy of the counsellor-client relationship. It is a confidential relationship.

B.6.3.2 The counselling supervisor role should, wherever possible, be independent of the line manager role. However, where the counselling supervisor is also the line manager, the counsellor must have additional regular access to independent counselling supervision.

## **Ethical Foundation and Practice Policy for Supervisors of Counsellors**

### **1. Status of the Code**

1.1 In response to the experience of members of the non statutory CCSA for Counsellors in South Africa (CCSA), this Code is the Code of Ethics and Practice for the Supervision of Counsellors.

### **2. Introduction**

2.1 The purpose of the Code is to establish and maintain standards for supervisors who are members of the CCSA and to inform and protect counsellors seeking supervision. Throughout this Code the terms Counsellor and Counselling are used in accordance with the definition of counselling in the Code of Ethics and Practice for Counsellors.

2.2 All members of this Association are required to abide by existing Codes appropriate to them. They thereby accept a common frame of reference within which to manage their responsibilities to supervisees, and their clients, colleagues, members of this Association and the wider community. Whilst this Code cannot resolve all ethical and practice related issues, it aims to provide a framework for addressing ethical issues and to encourage optimum levels of practice. Supervisors and supervisees (counsellors) will need to judge which parts of this Code apply to particular situations. They may have to decide between conflicting responsibilities.

2.3 Counselling Supervision is a formal and mutually agreed arrangement for counsellors to discuss their work regularly with someone who is normally an experienced and competent counsellor and familiar with the process of counselling supervision. The task is to work together to ensure and develop the efficacy of the supervisee's counselling practice.

Counselling Supervision is the term that will be used throughout this Code. It is also known as supervision, consultative support, clinical supervision or non-managerial supervision. It is an essential part of good practice for counselling. It is different from training, personal development and line management accountability.

2.4 This Association has a Complaints Procedure which can lead to the expulsion of members for breaches of its Codes of Ethics & Practice.

### **3. Nature of Counselling Supervision**

3.1 Counselling supervision provides supervisees with the opportunity on a regular basis to discuss and monitor their work with clients. It should take account of the setting in which supervisees practice. Counselling supervision is intended to ensure that the needs of the clients are being addressed and to monitor the effectiveness of the counselling results.

3.2 Counselling supervision may contain some elements of training, personal development or line management, but counselling supervision is not primarily intended for these purposes and appropriate management of these issues should be observed.

3.3 Counselling supervision is a formal collaborative process intended to help supervisees maintain ethical and professional standards of practice and to enhance creativity.

3.4 It is essential that counsellor and supervisor are able to work together constructively as counselling supervision includes supportive and challenging elements.

3.5 There are several modes of counselling supervision (see 5), which vary in appropriateness according to the needs of supervisees. More than one mode of counselling supervision may be used concurrently. This Code applies to all Counselling supervision arrangements.

3.6. The frequency of counselling supervision will vary according to the volume of counselling, the experience of supervisees and their work setting.

#### **4. Anti-discriminatory Practice in Counselling**

##### **Supervision**

4.1. Anti-discriminatory practice underpins the basic values of counselling and counselling supervision as stated in this document and in the Code of Ethics and Practice for Counsellors. It also addresses the issue of the client's social context, **B.2.7.3** of that Code.

4.2. Supervisors have a responsibility to be aware of their own issues of prejudice and stereotyping, and particularly to consider ways in which this may be affecting the supervisory relationship. Discussion of this is part of the counselling supervision process.

4.3 Supervisors need to be alert to any prejudices and assumptions that counsellors reveal in their work with clients and to raise awareness of these so that the needs of clients may be met with more sensitivity. One purpose of counselling supervision is to enable supervisees to recognise and value difference. Supervisors have a responsibility to challenge the appropriateness of the work of a supervisee whose own belief system interferes with the acceptance of clients.

4.4. Attitudes, assumptions and prejudices can be identified by the language used, and by paying attention to the selectivity of material brought to counselling supervision.

#### **5. Modes of Counselling Supervision**

There are different modes of counselling supervision. The particular features of some of these modes are outlined below. Some counsellors use combinations of these for their counselling supervision.

##### *5.1. One to One, Supervisor-Supervisee*

This involves a supervisor providing counselling supervision on an individual basis for an individual counsellor who is usually less experienced than the supervisor. This is the most widely used mode of counselling supervision.

##### *5.2. Group Counselling Supervision with Identified Counselling Supervisor(s)*

There are several ways of providing this form of counselling supervision. In one approach the supervisor acts as the leader, takes responsibility for organising the time equally between the supervisees, and concentrates on the work of each individual in turn. Using another approach the supervisees allocate counselling supervisor time between themselves with the supervisor as a technical resource.

##### *5.3. One to One Peer Counselling Supervision*

This involves two participants providing counselling supervision for each other by alternating the roles of supervisor and supervisee. Typically, the time available for counselling supervision is divided equally between them. This mode on its own is not suitable for all practitioners.

##### *5.4. Peer Group Counselling Supervision*

This takes place when three or more counsellors share the responsibility for providing each other's counselling supervision with the group. Typically they will consider themselves to be of broadly equal status training and/or experience. This mode on its own is unsuitable for inexperienced practitioners.

5.5. Particular issues of competence for each mode are detailed in the Code of Practice B.2.6.

## Concise Code of Ethics

### THE COUNSELOR SHALL:

*Retain a high level of competence in the interest of the profession and the public in general;*

*Be aware of the influence of personal morals, ethics, values and norms on the quality of service;*

*Ensure that public statements are directed at the provision of information decisions in general. Such statements shall be accurate, qualified and objective;*

*Guarantee the confidentiality of personal information acquired during counselling or instruction and regard all disclosures as privileged;*

*Respect colleagues and individuals in the professional and counselling sphere. Conflicts in direction, evaluation, training procedures and loyalty shall be clearly defined to encourage freedom of participation;*

*Acknowledge the requirements, competence and responsibilities of colleagues and other professional organizations;*

*Undertake research while protecting and recognizing the welfare, dignity and respect of the participant;*

*Terminate counselling as soon as it becomes apparent that no professional contribution can be made as a consequence of a lack of special knowledge or personal limitations;*

*Refer a client to a designated specialist in circumstances which reasonably require such referral;*

*Decline further counselling where a client refuses to recognize a reasonable referral for specialist attention.*



## **Equal Opportunities Policy Statement**

The CCSA is committed to promoting Equality of Opportunity of access and participation for all its members in all of its structures and their workings. CCSA has due regard for those groups of people with identifiable characteristics which can lead to visible and invisible barriers thus inhibiting their joining and full participation in CCSA. Barriers can include age, colour, creed, culture, disability, education, 'ethnicity', gender, information, knowledge, mobility, money, nationality, race, religion, sexual orientation, social class and status.

The work of CCSA aims to reflect this commitment in all areas including services to members, employer responsibilities, the recruitment of and working with volunteers, setting, assessing, monitoring and evaluating standards and the implementation of the complaints procedures. This is particularly important as the CCSA has a responsibility to the wider world.

The CCSA will promote and encourage commitment to Equality of Opportunity by its Members.

