

To demonstrate your understanding of the learning outcomes for **Unit 2: Application of counselling skills in a range of occupational settings**, you should collate the content of this project report and presentation.

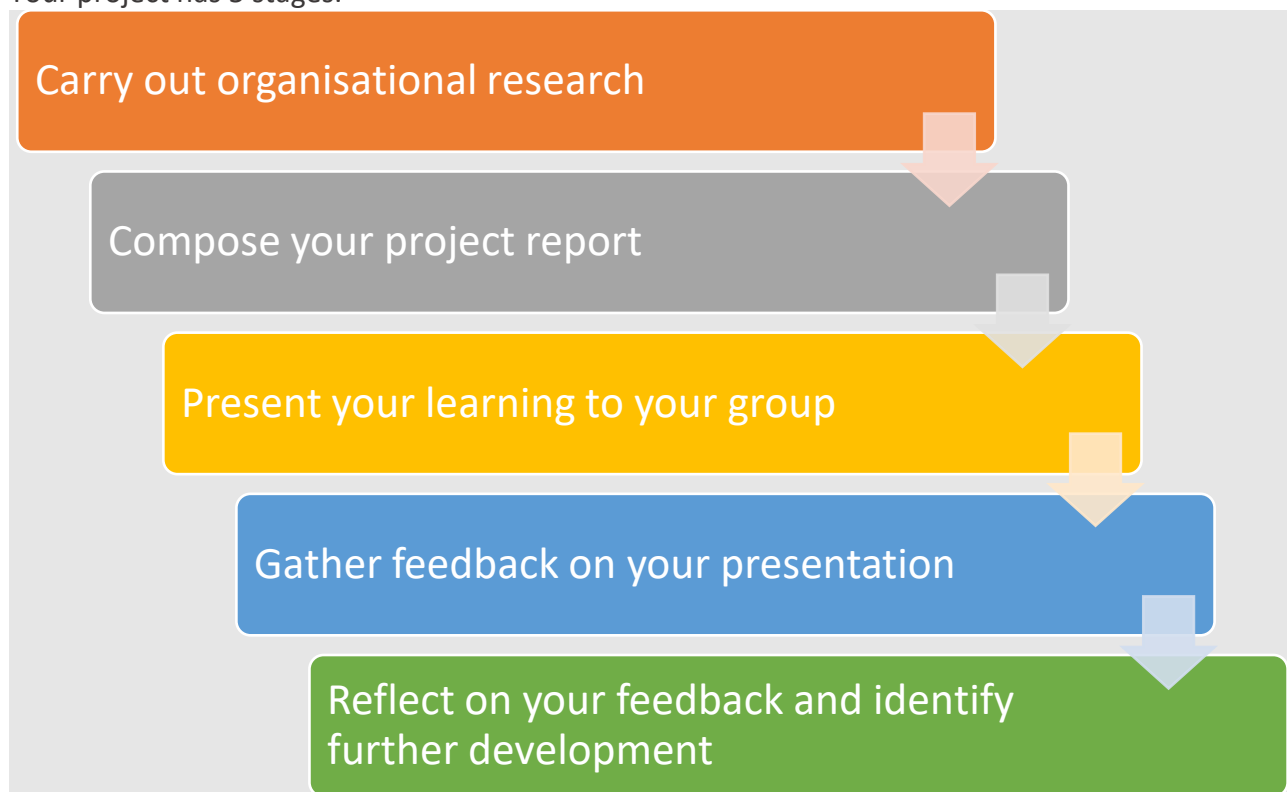
This project requires you to contact organisations where counselling skills are being used to enhance roles, which are not classed as counselling roles. For example, youth support worker, health promotion worker, bereavement volunteer, Samaritans listening worker, or teaching assistant. You should choose one organisation as the focus of your project.

Your centre/tutor will support you to contact appropriate organisations. There are a variety of ways to complete your research, you may:

- Use the internet to find out information about a suitable organisation
- Make online contact with an organisation, e.g., email, video calls, online chat
- Make phone contact with an organisation, e.g., interviewing someone in a helping role
- Make an in-person visit to an organisation
- Offer to shadow a worker in a suitable organisation to gather information
- Offer to volunteer for a suitable organisation to gather information and experience being in this role

You will need to collect copies of relevant policies, codes of practice and make reference to the working practices of at least one appropriate organisation. There is an example of a note taking template at the bottom of this guide.

Your project has 5 stages:



Structure of your Project Report:

Introduction:

Here you could:

Give a range of organisations that would be classed as 'allied professions/helping professions'. Explain which one you have chosen for your report and say why.

1. Explain the ethical, legal, and professional frameworks of your chosen organisation

Here you could:

- Say whether your organisation has a written ethical code it works within. Is this unique to the company, or used across a whole sector? How is this implemented?
- Say what areas of legislation apply to your organisation. Why are these relevant? How are they upheld? What did you learn about these pieces of legislation through your research?
- Say whether your organisation has a professional framework? What are the key principles? How are they upheld?

2. Explain the nature of the helping relationships within your chosen organisation

Here you could:

- Say what sort of job roles take place in your organisation. Why are these 'helping roles' but not 'counselling roles'?
- Explain how 'counselling skills' are used in these roles? How does the use of counselling skills enhance these roles?

3. Explain how your chosen organisation works effectively with diversity and uses empathy

Here you could:

- Say whether your organisation has an equality, diversity and inclusion policy or statement. How is this implemented?
- Explore how staff at your organisation use empathy to understand the lived experiences of the individuals they work with.

4. Explain how working alliances are formed at your chosen organisation

Here you could:

- Say whether the staff at your organisation create a formal contract with the clients/patients/customers/service users they work with. How is this carried out?
- Discuss how staff explain the sort of relationship they can offer the people they work with?
- Discuss how staff explain the sort of skills, whether counselling skills, helping skills, or other skills, that they can use to the people they work with?
- Explore whether this process is collaborative. Does it evolve over time? How does it end?

5. Consider the importance of working with self-awareness when working for your chosen organisation

Here you could:

- Explore how staff keep healthy work/life boundaries at your organisation

- Discuss how staff ensure that when using counselling skills, they do not become over-involved and lose sight of their primary role?

6. Explain the helping framework that applies to your chosen organisation

Here you could:

- Say what approach to helping is used by your organisation. Do they have a theory or framework that underpins their work? e.g., Egan's Skilled Helper, Person-Centred Care, Motivational Interviewing, Carkhuff's Human Relations, Hill's Three Stage Model.
- Explore the terminology that is used to define the 'helper' and the 'helpee' and whether these are connected to the framework used.
- Compare the approach used to the theoretical approaches to counselling that you have studied.

7. Explain how feedback and reflection are used in your chosen organisation to support the work

Here you could:

- Say what sort of professional support is accessed by workers in your organisation, e.g., line management, coaching, supervision. How might this differ from the support used by counsellors.
- Explore how workers in your organisation have time to reflect on their work, gain feedback from others, and identify opportunities for personal development

You could include as appendices copies of your organisation's professional framework, ethical framework, examples of contracts to agree a working alliance, EDI statements, notes from your contact with the organisation.

The Presentation

Once you have conducted your research, and started to draft your written report, you will be asked by your tutor to present what you have learned to your group. Your tutor will provide you with guidance and timings on how to do this.

The Feedback

When you present your peers and tutor will make notes and will provide you with feedback on the content and style of your presentation. You can use this feedback to improve your written project report before you submit it to your tutor.

The Reflection

After your presentation you should review your feedback and consider what you have learnt from the research and presentation process. Your tutor will share with you a format for your self-reflection. In this you can consider your own personal and professional goals and whether these have changed or been re-focused because of the project work.

The Report

You should submit your written project report, presentation notes/slides/etc, peer and tutor feedback, and self-reflection to your tutor for assessment. You should show where you are evidencing assessment criteria, you can use CAS sheets for this purpose. Include your entire project in your portfolio.

Example Candidate Research Notes Template for Project Report

Name of organisation.....

Contact name.....

Contact email / Tel no.....

Research activity Online/In-person/Shadow/Volunteer/Other

Candidate name.....

| Area | Notes |
|--|--------------|
| Ethical codes | |
| Relevant legislation | |
| Professional frameworks | |
| Helping roles using counselling skills | |
| Use of counselling skills | |
| EDI policy or statement | |
| Use of empathy | |
| Contracting with clients/service users | |

| | |
|--------------------------|--|
| Types of relationships | |
| Relationship skills used | |
| Boundaries | |
| Helping approaches | |
| Definitions of helping | |
| Support | |
| Reflective practice | |