

OPCP-L5 – Guidance to Writing a Practice Review

Purpose of the Practice Review:

The Practice Review is an opportunity to show that you have applied the skills and techniques needed to develop a meaningful therapeutic relationship as an online and phone counsellor that is effective, safe and ethical.

The seven CPCAB processes provide section headings for each area of this piece of work. Under each section there are ticked bullet points as suggestions to guide you through the writing of your Practice Review. These also indicate where assessment criteria can be demonstrated, should you write in sufficient depth. The Practice Review is internally assessed by your tutor.

The Practice Review should provide a coherent summary of your online or phone counselling work in simulated skills practice and/or with real clients (where applicable).

You can give specific examples from your work throughout, which may include brief examples of what was said where relevant, but the practice review should not be a transcript, nor should it be a session-by-session account. **Confidentiality must be maintained at all times.**

The Practice Review should:

- evidence your work as an online and phone counsellor at level 5.
- reflect on how you integrate theory into your work as an online and phone counsellor.
- demonstrate a coherent framework for assessing clients for online and phone counselling which is suitable for online and phone work.
- evidence a clear understanding of the therapeutic relationship and the therapeutic process with reference to features of online and or phone practice.

Writing the Practice Review:

- Please reference your work accurately and include a bibliography at the end.
- The total word count - including all quotations should be between 3,000 – 3,500 words.
- It is recommended that you attach a Criteria Assessment Sheet to your Practice Review showing which assessment criteria you feel you have met and submit this to your tutor for assessment.

Practice Review Structure:

You should present your Practice Review under the seven headings given below:

1. Work safely, legally and ethically as an online and phone counsellor

You should:

- ✓ Reflect on your ability to work ethically and manage ethical dilemmas, with reference to your ethical framework (1.1, 1.3)
- ✓ Explain how you have worked within limits of competence and made referrals or signposted appropriately (1.2)
- ✓ Reflect on your ability to respond to and manage issues of confidentiality and data protection, with reference to relevant legislation (1.4)
- ✓ Explain how you work with issues of safeguarding, risk and emergency situations in online and phone counselling (1.5)

2. Work with complex aspects of the online and phone counselling relationship

You should:

- ✓ Evaluate your ability to establish and maintain therapeutic relationships, including establishing and sustaining professional boundaries (2.1, 2.2)
- ✓ Evaluate how you have worked with challenges, difficulties and containment issues that arise in online and phone counselling (2.3)

3. Work with difference and diversity in online and phone practice

You should:

- ✓ Evaluate your ability to work effectively with diversity in online and phone counselling (3.1, 3.2)
- ✓ Explain how you have used empathy to communicate understanding and acceptance in online and phone counselling (3.3)

4. Use a coherent approach to respond to the needs of individual clients in online and phone counselling

You should:

- ✓ Describe how you have assessed client suitability for online and phone counselling using a recognised client assessment tool (4.1)
- ✓ Evaluate how you have negotiated a collaborative working agreement to establish a focus for the work, and reviewed this to respond to the changing needs of the client (4.2, 4.3)

5. Work with self-awareness as an online and phone practitioner.

You should:

- ✓ Evaluate your ability to create meaningful therapeutic connections in online and phone counselling, and consider how your own experiences might help or hinder this process (5.1, 5.3)
- ✓ Reflect on your experiences of working as a lone worker in online and phone counselling, and the potential impacts of this (5.2)

6. Use theory, research and skills within a coherent framework for online and phone counselling practice

You should:

- ✓ Evaluate how you have applied your own modality within online and phone counselling, with reference to theory and research (6.1, 6.3)
- ✓ Reflect on how well you have been able to use the skills and techniques associated with your modality in online and phone counselling (6.2)

7. Work self-reflectively to monitor and maintain professional effectiveness as a counsellor in online and phone practice

You should:

- ✓ Use feedback you have received to critically evaluate your own effectiveness as an online and phone counsellor (7.1)
- ✓ Reflect on your areas for development as an online and phone counsellor and identify how you might work on these (7.2)