

OPCP-L5 Quick Reference Criteria

Learning Outcomes	Assessment Criteria	
1	Work safely, legally and ethically as an online and phone counsellor	
	1.1 1.2 1.3 1.4 1.5	Work within a professional, legal and ethical framework for online and phone counselling. Work within limits of competence and make referrals or signpost appropriately. Demonstrate ability to manage ethical dilemmas in online and phone counselling. Respond to and manage issues of confidentiality and data protection. Monitor and work with issues of safeguarding, risk and emergency situations in online and phone counselling.
2	Work with complex aspects of the online and phone counselling relationship	
	2.1 2.2 2.3	Establish and maintain therapeutic relationships in online and phone counselling settings. Establish and sustain personal and professional boundaries for the duration of online and phone counselling relationships. Work with challenges, difficulties and containment issues that arise in online and phone counselling.
3	Work with difference and diversity in online and phone practice	
	3.1 3.2 3.3	Evaluate ability to work with diverse communities in online and phone counselling. Reflect on diversity issues that can challenge access to online or phone counselling. Use empathy to communicate understanding and acceptance in online and phone counselling.
4	Use a coherent approach to respond to the needs of individual clients in online and phone counselling	
	4.1 4.2 4.3	Use a recognised client assessment tool to assess client suitability for online and phone counselling. Negotiate a collaborative working agreement to establish a focus for the work for online and phone counselling. Review and respond to the changing needs of the client in online and phone counselling.
5	Work with self-awareness as an online and phone practitioner	
	5.1 5.2 5.3	Evaluate own use of self to create meaningful therapeutic connections in online and phone counselling. Evaluate the personal and professional impact and risks of lone working in online and phone counselling. Reflect on own experiences that might enhance or limit working with online and phone counselling.
6	Use theory, research and skills within a coherent framework for online and phone counselling practice	
	6.1 6.2 6.3	Evaluate the application of your modality within online and phone counselling. Demonstrate use of skills and techniques associated with your modality in online and phone counselling. Use research findings to evaluate application of skills in online and phone counselling.
7	Work self-reflectively to monitor and maintain professional effectiveness as a counsellor in online and phone practice	
	7.1 7.2	Use feedback to evaluate own effectiveness as an online and phone counsellor. Reflect on areas for development as an online and phone counsellor and outline a plan for continuing professional development.