

Document Name and Version	7.4. Quality Assurance of Workplace Learning: Masters in Pluralistic Counselling and Psychotherapy. (incorporating Clinical Placement Policy and Procedure)
Policy Number	7.4
Policies that Interact with Policy 7.4	7.3 Quality Assurance of Workplace Learning
Approval Body	Academic Council
Date of Approval	February 2020
Date Policy Comes into Force	25 th January 2021
Date of Review	2025
Revisions	

1. Preamble.

1.1. A core element of professional therapeutic training is the clinical placement. This provides a context for theoretical training, as well as the supervision and skills components of all programmes.

1.2. IICP College ensures that programme work placements provide an appropriate learning environment, and that the practicum allows for the fair assessment of the learner.

1.3. This policy addresses:

1.3.1. QQI Core Statutory Quality Assurance Guidelines¹, Section 5 (Teaching and Learning), which requires that the provider ensures that all learning environment (including work-based learning) are appropriate.

1.3.2. ESG, sections 1.3-1.6 are relevant here.

2. Scope.

2.1. This policy applies where learners are engaged in clinical placements that are within their scope of practice. Specifically, this policy applies to Postgraduate Diploma and Masters in Pluralistic Counselling and Psychotherapy.

3. Purpose.

3.1. The purposes of this policy are:

3.1.1. To ensure an effective and consistent approach to the monitoring and review of workplace facilities and resources;

3.1.2. To create and maintain a workplace learning environment that promotes and fosters the achievement of College, Programme and learner learning goals.

¹ Quality and Qualifications Ireland. (2016) *Core Statutory Quality Assurance Guidelines*. Available at: <https://www.qqi.ie/Downloads/Core%20Statutory%20Quality%20Assurance%20Guidelines.pdf> (Accessed 20 October 2018).

4. Responsibility.

4.1. The Head of Academic Studies is responsible for the overall management of Practice Placements, including assessment and supervision.

4.2. The Assistant Dean of Academic Affairs is responsible for reviewing, monitoring and the ongoing supervision of work placements. The Programme coordinator is the key contact for learners related to placement and coordinates the vetting and communication with placements and placement managers.

4.3. The following table breaks down the tasks, roles and responsibilities in relations to placement management:

PERSONNEL	STATUS	TASKS/RESPONSIBILITIES
Head of Academic Studies	IICP Employee	Management & Oversight of Placement Function With Programme Coordinator, communicates results of 'Readiness to Commence Clinical Placement Applications'
Assistant Dean of Academic Affairs	IICP Employee	Coordination of Placements Coordinate Vetting of Placements Liaise with Placement Managers Liaise with Learners around Endorsement Provision of Support around Placement Specific to MA PCP, the Programme Coordinator facilitates monthly placement manager meeting with MAPCP students who are undertaking their workplace learning in their private practice.
Internal Supervisors	IICP Employees	Delivery of Supervision Groups to Learners Sign off on Supervision Group Log
Programme Team	IICP Employees	Review and Evaluate Learners 'Readiness to Commence Clinical Placement' applications.
Clinical Placement Lecturers	IICP Employees	Provide Information to Learners Related to Placement Provide Support to Learners Assess Learners' Clinical Work Recordings
Assistant Manager in Registry	IICP Employee	Processes placement documents submitted by learners Administration Check that All Documents are Submitted and Completed Correctly
External Supervisor	External to IICP	Provision of One-to-One Supervision to Learners Contract to Report to IICP on Supervision Provide Two External Supervisor's Reports to IICP
Placement Manager	External to IICP	Provides Placement for Learners Line Management of Learners on Placement Complete and Return Placement Report Forms to IICP

5. Policy.

- 5.1. Programmes run by IICP College are designed to be applied directly to the practice of Counselling and Psychotherapy. Where programmes include a practice element then the practice placement must provide an appropriate teaching, learning and assessment environment. In addition, all programme content and assessment activities of an accredited programme apply equally to workplace learning.
- 5.2. Any practice placement must allow for the fair assessment of the learner. The assessment of learners in work placement is the responsibility of, and is conducted by, IICP College.
- 5.3. Clinical supervision plays an essential role in learning in practice placements. It supports counsellors and therapists in training in their efforts to become effective and reflective practitioners. Furthermore, it plays a key role in ensuring that therapists meet their ethical obligations. As a central teaching and learning experience, the quality of supervision is monitored by IICP College.

6. Procedure.

- 6.1. Learners from IICP may choose to undertake their clinical placement in The Village Counselling Service (VCS) based in Killinarden, Dublin 24 or any other approved placement centres throughout Ireland. IICP has approved placements with voluntary counselling services such as VCS, Jigsaw, Living Life, Ballyfermot Start etc. Where a learner has difficulty availing of the approved placements, for example due to location, IICP College will consider the possibilities of other placements. Please note that any alternative placement must be quality assured, and this requires that there is an agreement in place between the College, the placement and the learner.
- 6.2. In this programme learners are qualified counsellors, who are in the main already in clinical workplace environments. Consequently, the programme will attempt to accommodate, where reasonably possible, learners who wish to do their placement outside of the voluntary sector, such as in statutory or private practice setting.

Learners should note that this may not be possible. All setting must meet the minimum placement requirements of the College, which include adequate resources and facilities. It is also expected and required that work placements will take part in annual and periodic quality assurance activities, such as inputting into programmatic and institutional review.

6.3. IICP College ensure care and support of learners in work placement in the following ways:

6.3.1. Each work placement must have in place management supervision that ensures co-ordination between the College, the workplace and the learner.

6.3.2. Each workplace setting must have in place policies and procedures that ensure that legal and regulatory requirements are met.

6.3.3. Placements must provide opportunities for specific Teaching and Learning Activities, most notably supervision and case management feedback.

6.4. The approval of a placement requires the following steps:

6.4.1. The Assistant Dean of Academic Affairs identifies a suitable placement manager for any clinical placement. In some situations a suitable placement manager may not be available within the service. This can occur where there is a conflict of interest between the learner's employment or contractual obligations and the training requirements of the programme. In this case the Assistant Dean of Academic Affairs, in consultation as appropriate, will decide whether IICP College work placement management meetings are suitable and adequate to the workplace setting.

6.4.1.1. Learners should note that where IICP College placement management is required for their placement then they must attend additional monthly management meetings with the designated IICP College placement management. These meetings are in addition to the scheduled hours of the programme, and are required for progression.

6.4.2. IICP College discusses with the placement manager the services and facilities that will be available to the learner during their placement. In order to be accepted, the placement must positively identify the existence of minimum

supports, including mechanisms to ensure the safety and welfare of learners, clients and the public. These are identified in the supporting documentation: “Criteria for Approving Placements”.

6.4.3. Where placements meet the approval criteria, then a placement may proceed. Learners must await confirmation in writing from the College before continuing to their placement.

6.5. Monitoring of the placement requires the following:

6.5.1. Where necessary or useful, the Assistant Dean of Academic Affairs visits the workplace. This may not occur where there is an ongoing relationship with the placement. In addition, a three-way meeting maybe held with the learner and the placement manager to discuss the learner’s progress and any concerns or strengths that have been identified.

6.5.2. IICP College faculty engage learners in a discussion about placement progress during their review meetings, ensuring that they are fully supported.

6.6. Supports for learners in their placement include the following:

6.6.1. Learners have external supervision for the duration of their placement, and the supervisor submits reports to the College about the learner’s progress.

6.6.2. Learners have internal group supervision while on placement, ensuring that faculty can guide and support learners during their practicum.

6.6.3. Learners have a placement manager, who may be based in the workplace or in IICP College.

6.7. Monitoring of Supervision requires the following:

6.7.1. IICP College requires that Clinical Supervisors are accredited with IACP, BACP or IAHIP, or an equivalent professional body, as supervisors. Supervision status must be current. This ensures that they have the experience and training required to supervise learners, and are engaged in ongoing Continuous Professional Development as required by their professional body.

- 6.7.2. Teaching and learning in clinical practice includes a focus on supervision, where the learner's experience of supervision, their client caseload, and their selfcare are explored.
- 6.7.3. The clinical relationship between counsellor and supervisor, including confidentiality, is governed by professional body guidelines. However, as part of the contract with learners, supervisors are required to complete supervision reports with and on behalf of the learner they are supervising. Additionally, as IICP College hold ultimate responsibility for learner's development, supervisors are required, on the rare occasion when issues of safeguarding, ethical breaches and serious concerns about a learner's practice emerge, and with the learner's knowledge, to communicate their concerns to IICP College programme management. Programme management manage these concerns through clinical, professional and learner-focused policies and procedures.
- 6.7.4. IICP College furnishes each learner with a letter for their clinical supervisor, outlining the course requirements specific to their programme. This clearly communicates the Supervisors' responsibilities.
- 6.7.5. IICP College hold ultimate responsibility for learners on the programme. The Supervision Report informs the assessment process and is therefore included with the learner's assessment material. Any issues identified by the supervisor will be discussed with the learner, and if required with the supervisor who wrote the report.
- 6.7.6. In the event of a supervisor raising an ethical issue or otherwise not approving the continuing of the learner in clinical practice, then other IICP College policies may be invoked.

7. Supporting Documentation

7.1. Criteria for Approving Placements: Information for learners

Learners should note that a placement is an agreement between IICP College, the learner and the agency. This agreement cannot be arranged until IICP College has approved the placement provider. Therefore, learners are required to liaise by email (clinicalplacements@iicp.ie) within the registry department of any placement they are considering in good time. While learners can and are encouraged to research placements to ensure they meet the necessary

learner placement governance requirements in advance of applying for a placement, IICP College is responsible for the quality assurance and ultimate approval of the placement. Please note there are an abundance of excellent therapy services in the country, but they may not necessarily be equipped to provide clinical placements for learners.

General Guidelines for Learners: Clinical Placement Work

- Learners understand that placement work during training is carried out in an appropriate agency setting. Where the agency has arrangements for client payment and/ or contributions, the learner should be informed of the arrangements and their involvement in the administration and/or accountability of any payments received on behalf of the agency.
- Learners understand that it is normal practice for workplace learning to be unpaid/ voluntary work.
- Learners are required as part of their clinical placement contract to be well informed and adhere to individual counselling service's policies and procedures.
- Learners are reminded of ethical obligations to inform prospective clients of any supervisory or training arrangements that may impact on them. This includes supervision, case reports and assignments. It should be noted that anonymising clients does not remove this obligation.
- Learners understand that in the case of any ethical issues arising during placement they must consult with their placement manager / workplace supervisor, their personal supervisor and where necessary a member of the faculty team.
- Due to the ethical concerns which inevitably arise from managing dual roles, learners cannot accept or take up clinical placement positions with their personal counsellors or supervisors or in a situation where a possible conflict of interest exists.

Guidelines for the Keeping of a Professional Log of Client hours

- Learners are obliged to keep a 'professional log' of their client work. The log should be structured in such a way that the sessions with each client are stored in a sequential manner.

- Learners need to keep themselves fully informed of the legal and regulatory implications of keeping such a log and have due regard for the manner in which they record, store and destroy all of their information. Professional body requirements relating to confidentiality as well as Data Protection regulations are relevant here. Please note that some placements will also be covered by the *Freedom of Information Act (2003)*. Placements should have in place policies relating to record keeping in their context.

7.2 Placement Vetting Check List

IICP College Pre-Approval Placement Vetting Check-list			
Name of placement			
Address of placement			
Contact person in placement			
Telephone of contact person			
Criteria for Approving Placements – Initial Phone Assessment			
No.	Criterion	Approval	
1.	The service has a designated child protection liaison officer.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2.	The service has a written child protection policy.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3.	The service has a written suicide prevention policy.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	The service has Data Protection policy and procedures in place.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5.	There is a policy in place to manage cases where risk is indicated.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6.	There is a Health and Safety statement in place.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7.	The service is amenable to the learner utilising outcome and process measures as part of the therapeutic process.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8.	The service is amenable to the learner taping (with client consent) sessions for assignment purposes.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
9.	The service will take part in annual and periodic quality assurance activities of IICP College, including providing feedback to the College on an annual basis	Yes <input type="checkbox"/>	No <input type="checkbox"/>
OFFICE USE ONLY			
Completed by:	<p>_____</p> <p>(Member of Registry) Date: _____</p>		
Recommendation:	Passed Placement Visit Screening <input type="checkbox"/> Does not Meet Criteria <input type="checkbox"/> Queries for Follow up <input type="checkbox"/>		
	Comments		
Approved by:	<p>_____</p>		

Placement Report Form – Part 1

Thank you for providing our learner a placement within your organisation. Please complete this confidential internship form at the start of the placement and return it to the learner who will submit it before they commence their placement.

Name of Learner	
Name of Placement	
Address of Placement	
Contact Person in Placement	
Telephone Number of Contact Person	
Agreed Time & Place of Placement	

The aforementioned student is a learner on our Level 9 MA in Pluralistic Counselling & Psychotherapy. As part of this module, learners are required to complete 100 hours of clinical practice under supervision. The clinical learning outcomes for this programme are as follows:

- Evaluate and incorporate into professional practice key issues in Pluralistic Psychotherapeutic theory and research (i.e. work with client goals and preferences, use outcome measures, apply an integrated, pluralistic approach etc.).
- Critically reflect on and engage appropriately and effectively with therapeutic, supervisory and managerial relationships.
- Critically reflect on and apply the ethical, legal and professional standards related to counselling & psychotherapy.
- Engage with, critically explore, and apply theories of self and self in relationship, and reflect on the use of self in the therapeutic process
- Engage appropriately, confidently and effectively in therapy, supervision, and related professional practices.
- Demonstrate a personal world view which recognises the impact of social-cultural contexts on personal and community identity. Critically examine their own attitudes about diverse and/or underrepresented groups.

The assessment strategy of the programme involves use of outcome measures (i.e. CORE, SRS, ORS etc) with clients and includes preparation of transcripts and evaluation of taped sessions with clients. Learners on placement are required to tape some sessions, with client consent, and if this is not possible in your agency, we would appreciate it if you could let the college know, so that we can support them in obtaining an alternative placement. We appreciate that not all placements can facilitate taping or use of outcome measure, but as it is a course requirement, we want to be transparent about the requirement. IICP require that learners have professional indemnity in place. Before commencing clinical work, learners will contract with their individual supervisor. They are also encouraged to attend any group or onsite supervision provided by the placement agency, however this is considered additional to one-to-one supervision. While learners

on this programme are qualified practitioners, they are undertaking additional Level 9 training in Pluralistic Counselling and Psychotherapy. As such, although they will be competent and confident practitioners in work with adults, this placement will essentially be a work-place learning activity for learners regarding clinical work from a pluralistic perspective. As placement manager, you agree to support and conduct placement specific teaching and learning activities such as:

- Designing appropriate learning activities for the learner (i.e. involvement at placement management meetings/case conferences etc.).
- Provision of appropriate guidance and scaffolding to learning.
- Providing feedback to learner on their performance.
- Providing feedback on progress toward achievement of the learning outcomes.

In order to provide a safe, productive and supportive learning environment for our learners and the clients with whom they engage, we require that you confirm the following:

1. The service has a designated child protection liaison officer.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. The service has a written child protection policy.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3. The service has a written suicide prevention policy.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4. The service has Data Protection policy and procedures in place.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5. There is a policy in place to manage cases where risk is indicated.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6. There is a Health and Safety statement in place.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7. The service is amenable to the learner utilising outcome and process measures as part of the therapeutic process.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8. The service is amenable to the learner taping (with client consent) sessions for assignment purposes.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
9. The service will take part in annual and periodic quality assurance activities of IICP College, including providing feedback to the College on an annual basis	Yes <input type="checkbox"/>	No <input type="checkbox"/>

You will also be required to complete part 2 of this form at the end of the clinical placement for the MA. If you are happy to agree to the placement requirements as set out above, please sign and return pages 1-2 of this form to the learner or directly to the placement officer at IICP

Signature _____
(Placement manager)

Date _____

Placement Report Form – Part 2

Please complete this confidential internship form when confirming the number of counselling hours completed by the learner at the end of the placement arrangement.

Learner's name	
IICP Learner Number	
Name of placement	
Address of placement	
Contact person in placement	
Telephone of contact person	
Number of therapy hours completed by learner on placement	
Range of presenting problems	
How would you describe the learner's time keeping and punctuality?	
How would you describe the learner's attitude to their work?	
How well did the learner engage with management and any on-site clinical supervision (if applicable)?	
How well did the learner manage the administration requirements of the placement?	
How well did the learner manage the regulatory & ethical requirements?	

As part of the placement, you are asked to give an assessment of the learner's attainment of some of the clinical learning outcomes. IICP hold ultimate

responsibility for the summative grade awarded, however, your perception is valuable and can inform the learning. Please indicate your observation of learning outcome attainment, with 1 indicating very poor and 10 indicating excellent.

Evaluate and incorporate into professional practice key issues in Pluralistic Psychotherapeutic theory and research.									
1	2	3	4	5	6	7	8	9	10

Critically reflect on and engage appropriately and effectively with therapeutic, supervisory and managerial relationships.									
1	2	3	4	5	6	7	8	9	10

Critically reflect on and apply the ethical, legal and professional standards related to counselling & psychotherapy.									
1	2	3	4	5	6	7	8	9	10

Engage with, critically explore, and apply theories of self and self in relationship, and reflect on the use of self in the therapeutic and research process.									
1	2	3	4	5	6	7	8	9	10

Engage appropriately, confidently and effectively in therapy, supervision, and related professional practices.									
1	2	3	4	5	6	7	8	9	10

Demonstrate a personal world view which recognises the impact of social-cultural contexts on personal and community identity. Critically examine their own attitudes about diverse and/or underrepresented groups.									
1	2	3	4	5	6	7	8	9	10

- 1) Do you feel the learner has achieved the clinical learning outcomes?
Yes No
- 2) Recommendation based on your evaluation of the Learner?
Pass Fail
- 3) Have you completed this form collaboratively with the Learner?
Yes No

Signature: _____
(Placement Manager)

Date: _____