

Academic Discipline of
Psychology and Counselling

MSC/MA Super Saturday
Session One – Ruth Groff
Changing the face of counselling?
Online Counselling: reflections through
COVID-19



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Yr Athrofa
Addysg a'r Dyniaethau
Education and Humanities





Images of Counselling and Psychological Support Today



“Computers are likely to overtake humans in intelligence at some point in the next 100 years. When that happens, we will need to make sure computers have goals aligned with ours.”

(Hawking, 2015)

COVID-19 Pandemic

*“Evolutionary Catalyst
for the developments in
Online Counselling”
Hanley (2020)*



Ruth's Story

Addressing:
Self-Doubt/Competence
& Resistance

Counselling Practice – Am I prepared? COVID & ME

Counselling Lecturer/Trainer – What needs to be done?

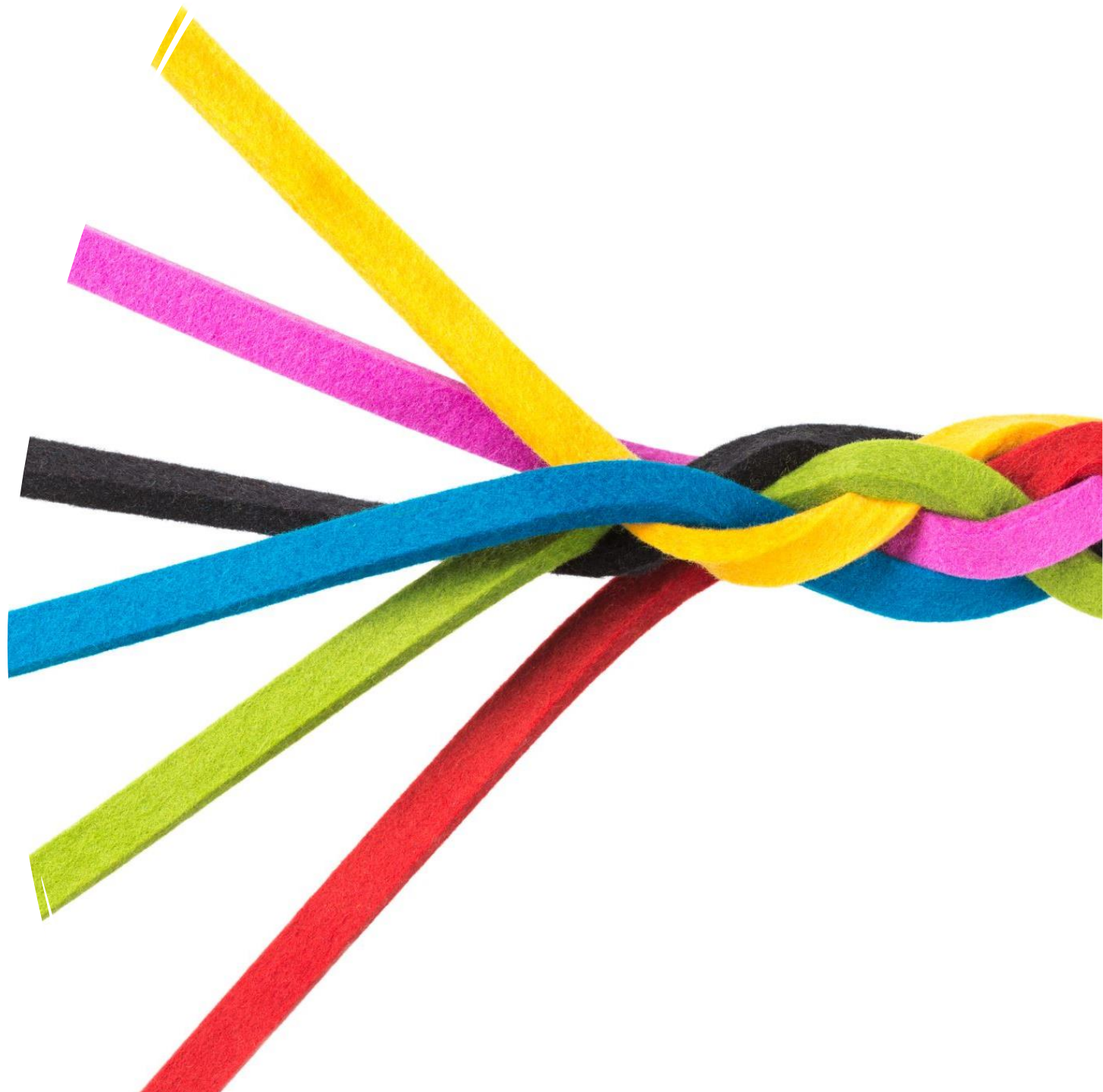
Ethical Considerations – Client Safety and my own safety?

Technology - What training do I need?

The Clients Experience-Therapeutic Alliance/Relationship

Group Work –

*Reflecting on
Experiences as
Practitioners and
Researchers*



BACP

Online and phone therapy competence framework (OPT) 2021

The framework identifies the following core areas of competence:

- **Knowledge**
- **Professional competences**
- **Therapeutic competences**
- **Assessment, planning and referral**
- **Meta-competences**

It is intended that the competences support and extend the BACP Ethical Framework for the Counselling Professions (EFfCP) and expand upon the first iteration of the framework i.e. the Telephone and e-counselling competence framework (2016) to promote and maintain vigorous professional standards whatever the medium of communication and/or setting in which practitioners and clients meet

BPS Divisions DCP & CP

Digital
Competence
for
Psychological
Professions

The DCP Digital Healthcare Sub-Committee Digital Competencies for Psychological Professions
www.digitalhealthskills.com

NHS digital guidance: <https://digital.nhs.uk/data-and-information/looking-after-information/datasecurity-and-information-governance/information-governance-alliance-iga/information-governanceresources/information-governance-and-technology-resources>

BACP Working online in the counselling professions factsheet: www.bacp.co.uk/media/2162/bacp-working-online-supplementary-guidance-gpia047.pdf

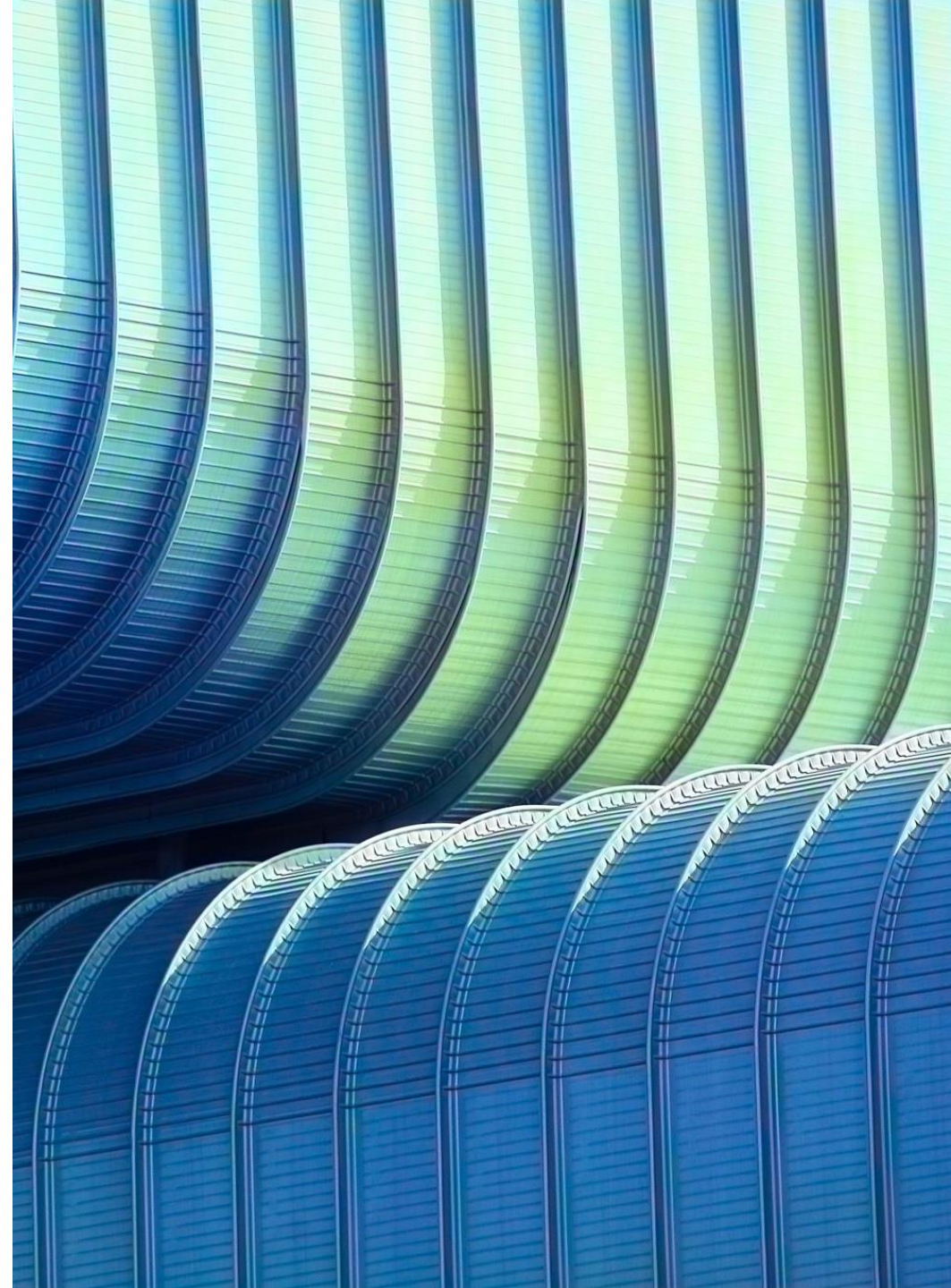
American Psychological Association Guidelines for the Practice of Telepsychology
www.apa.org/practice/guidelines/telepsychology

[New guidance launched for psychologists using online video for work with young people | BPS](#)

A Way Forward – Potential for Delivery and future Research

Online Therapy is here to stay?

Challenges and opportunities for practitioners and researchers?



Vostanis and Bell
(2020) Post Covid
Response

'We have considerable tools to draw from, theory, practice, and evidence, but we also need to apply those to new circumstances and develop new ones' p.391

Resources

BACP Online and Phone Competency Framework (2021) [Online and phone therapy \(OPT\) competence framework \(bacp.co.uk\)](https://www.bacp.co.uk/online-and-phone-therapy-opt-competence-framework) & [BACP Online and phone therapy \(OPT\) training curriculum 2021](https://www.bacp.co.uk/online-and-phone-therapy-opt-training-curriculum-2021)

BPS [Effective therapy via video - top tips.pdf \(bps.org.uk\)](https://www.bps.org.uk/effective-therapy-via-video-top-tips)

Hanley, T.(2021).Research online counselling and psychotherapy, The past, the present and the future *Counselling Psychotherapy Research*.(21) 493-497.
<https://doi.org/10.1002/capr.12385>

Hanley. T. (2021). Online counselling and psychotherapy textbooks for the person-centered and experiential psychotherapies: from COVID-19 and beyond, *Person-Centered & Experiential Psychotherapies*.
<https://doi.org/10.1080/14779757.2021.193818>

Hanley, T. (2021) [Online Counselling Psychology — Terry Hanley / Serious Science - YouTube](https://www.youtube.com/watch?v=...)

Simpson S, Richardson L, Pietrabissa G, Castelnuovo G, Reid C. (2021). Videotherapy and therapeutic alliance in the age of COVID-19. *Clinical Psychology Psychotherapy*. (28) 409–421 <https://doi.org/10.1002/cpp.2521>

Vostanis, P. & Bell, C. (2020). Counselling and psychotherapy post COVID-19. *Counselling Psychotherapy Research* (20) 389-383. <https://doi.org/10.1002/capr.12325>