



LOTUS TRAINING
for Counselling and Mindfulness

Student Handbook

Level 2

Award in effective listening skills

CPCAB Accredited

This Handbook tells you about the course and includes the information you will need to complete the Level 2 award in effective listening skills. If anything is unclear or you need further information, please contact your core tutor/s in the first instance:

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Some of the information you will need is on the CPCAB website.

For all enquiries about fees and payments, please contact Julie Jeffs at the office, info@psychotherapyplymouth.co.uk Tel: 01752 560002

Welcome to the Level 2 Award In Effective listening skills

First, we wish to extend you a very warm welcome to Lotus Training for Counselling and Mindfulness. The course will take place at the Waterloo Wellbeing Centre in Plymouth.

At Lotus Training we emphasise the development of mindfulness and open-heartedness. We regard these as an essential starting point for the processes of healing and growth. We understand wellbeing to be a truly expansive state of presence, compassion, joy and peace which can manifest in any aspect of our human condition, including suffering.

About the Qualification

The Level 2 in effective listening skills is intended for candidates who wish to develop their listening skills. ***It will not teach you to be a counsellor.*** During the course you will learn the following:

- Improve communication;
- Improve existing work roles;
- Enhance personal relationships;
- Improve collegial relationships within work place teams;
- Enhance helping relationships;
- Promote better community relations;

The course takes place over 7 weeks and each session last for 2 ¼ hours. It is made up of one mandatory unit which has seven learning outcomes as follows:-

1. Create a safe place for an individual to talk
2. Help and individual to talk about their concerns
3. Understand the importance of being non-judgemental
4. Listening attentively
5. Understand the importance of self-awareness
6. Manage the listening activity sensitively
7. Use reflection to develop effective listening skills

To achieve the qualification you must be assessed by your tutor as **Proficient** in all seven learning outcomes. During the course your tutor will help and guide you to meet criteria.

Mindfulness

During the course there will be an opportunity to learn some basic mindfulness techniques. Mindfulness-based practices are intended to help in practical ways. Developing these skills can help us to appreciate and access our ever-present inner

awareness. Mindfulness is taught through meditation practice, which includes bringing attention to the breath and the body during stillness and movement. During the course You will be encouraged to take time out of each to notice how you are feeling and to reflect on your day. Practicing mindfulness can really help with this aspect of the course.

Internal Assessment

At the start of the course you will be handed a candidate guide. Your candidate portfolio can be found at the back of this guide.

Your portfolio is made up of three parts. All three parts will need to be completed. The first part is a Self-Review, which has seven questions. Each question is worth 1 mark. ***You must get 4 marks out of a possible 7 to pass this part of the portfolio.*** The second part of this section is for your journal notes, where you can summarise your thoughts and feelings in relation to your learning.

Part 2 – Trainer Observation:

During the course your tutor will observe you practising your skills. Your tutor will complete this part of your portfolio.

Part 3 – Testimony:

One of your peers will also observe you practising your skills. They will complete this part of the portfolio.

Keeping a portfolio of your course work will not only provide evidence of your learning, but also really helps with the learning process itself.

External Assessment

There is no external assessment for this qualification.

Student support system and pastoral support

Students are encouraged to talk with a tutor whenever they have any concerns which may affect their ability to fulfil course requirements, or when there are reasons why they feel unwell or stressed.

If you need support, our approach is straightforward. In the first instance you are asked to talk with one of your tutors, who take a strong pastoral interest in each student. You can speak to a tutor in a break or by phone, in order to set up an appointment.

If you experience difficulties which hamper your ability to complete the course requirements, it is important that you discuss this with a tutor as soon as possible.

In most cases they will be able to create a plan with you to address your question or your concerns.

Equal opportunities and reasonable adjustments

We like to work with each student to help you develop your own individual learning plan and learning strategy. If you have any difficulties in working with aspects of the internal assessment process, or believe you will have difficulties, it is important to discuss this with a tutor and, together with your tutor, to develop a learning plan and strategies that work for you and that you can follow.

Where serious difficulties of language or disability affect any student's ability to complete the portfolio, we will work alongside them to help solve the problems involved.

Attendance and Punctuality

You are required to attend all sessions, with a minimum attendance requirement of 85%. Unless otherwise stated, all sessions will commence promptly at the announced time. If a student is aware that they are going to be delayed they should contact a tutor, alternatively they may ask a member of the group to inform the tutor. In exceptional circumstances a tutor may authorise a student's absence but this must be discussed, and agreed prior to the session. We appreciate that there may be unforeseen circumstances which may occasionally make you late, but we understand that reliable and prompt attendance is an important part of the learning experience in preparing to effective listening skills.

About the Tutors

Julie and Heather are very experienced qualified counsellors and psychotherapists, who are also engaged in client practice. We adhere to the BACP Ethical Framework and also the Lotus Training Code of Ethics. We follow the codes, concepts and principles as applied to counselling training and supervision within our teaching practice and relationships with students. We have many years of experience as trainers and supervisors of new and experienced counsellors and psychotherapists.

Ethical Framework

We ask that all our staff and trainees commit to the intention of non-harm. This forms one of the ground rules established by each group for working together. We understand that all work in relationship needs to be supported by recognised ethical codes of practice and community procedures for implementing these codes.

You are asked to follow appropriate codes of ethics and practice for counselling and counselling training throughout the course and this includes respectful and appropriate communication with all colleagues and staff on the training. The BACP code of ethics is

available on their website, and we ask you to familiarise yourself with this, as the BACP ethical framework is the most relevant for this training.

Complaints

We hope that if you are not happy about anything you will be able to discuss the matter with your tutors and it can be resolved. In all situations where there is something you want to bring to our attention, this discussion is the first place to begin.

Lotus Training has a grievance procedure for all students (Procedure for dealing with difficulties, disagreements and informal complaints) as well as a formal complaints procedure. These procedures must be followed in the event of a complaint and you can obtain guidance on how to follow the procedure from your tutor or Centre staff.

Progression

Once you have completed this qualification, those aged 16 or over may wish to progress to Level 2 Award in Introduction to Counselling Skills. Your tutors will be happy to provide further details about future training at the end of the course.