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1. Message from the Vice-Chancellor and President Swinburne University of Technology

It is my privilege to welcome you to the Executive Counselling & Training Academy (ECTA), which Swinburne University of Technology accredits.

As you embark on your studies you may be feeling a mix of emotions – nervous, excited and also eager to meet other students pursuing a career in counselling. Let me assure you that you have chosen to study with a university that will provide you with a world-class education.



Swinburne is an internationally recognised research-intensive university that is focused on delivering research that creates social and economic impact.

We are ranked in the top 400 universities by the Academic Ranking of World Universities (ARWU) in 2018 and the top 45 for the 2019 QS Top 100 Universities Under 50, an index of the world's top universities under the age of 50.

For more than fourteen years, Swinburne has held a strong relationship with the ECTA. We share a commitment to quality education and attentive clinical supervision, while ensuring courses are internationally relevant.

You may also be interested to learn that Swinburne has a strong relationship with Singapore. There are almost 2000 graduates residing here and regular networking and social events are held throughout the year. I encourage you to join these events

University can be a wonderful time of self-development and growth. I encourage you to make the most of the opportunities that are presented to you and push the boundaries of what you think is possible.

Best of luck with this new chapter in your life. I wish you every success with your studies and future endeavours.

A handwritten signature in black ink, appearing to read 'Linda Kristjanson'. The signature is fluid and cursive, with a long horizontal line extending to the right.

Professor Linda Kristjanson AO, FAICD, FTSE, PhD
Vice-Chancellor and President

2. Message from Clinical and Academic Director



Greetings to all ECTA students!

The Master of Counselling (Advanced) which incorporates the Graduate Certificate of Counselling and the Graduate Diploma of Counselling programme as well as the Graduate Certificate and Graduate Diploma in Clinical Supervision are offered by the Swinburne University of Technology and the Executive Counselling and Training Academy (ECTA)¹.

These three counselling courses are fully recognised by the Australian Counselling Association (ACA) and the Singapore Association for Counselling (SAC) as programmes that prepare students to be clinical counsellors. The main objective of ECTA's counselling and supervision programmes is to ensure the acquisition of an advanced level of knowledge of key counselling approaches, and the development of critical competencies for immediate application in counselling and supervision practice.

As you embark on your studies, you are encouraged to undertake the following to prepare yourself for a rewarding learning experience:

1. Read through the information provided in this Handbook which has been specially designed for you.
2. Attend the Course Orientation.
3. View the YouTube video clip on Practicum Briefing at: <http://youtu.be/urE3thRydSs>

¹ ECTA is a registered Private Education Institution (PEI) with the Committee for Private Education (CPE), Singapore. CPE is a statutory board established under the Private Education Act to regulate the private education sector in Singapore.

4. Work with the Head of Supervision & Practicum and promptly secure your Placements. This is a competitive process and it is important to get this done well ahead of time.
5. Meet up with your assigned Clinical Supervisor at least one hour before starting your first Placement.
6. Apply yourself diligently to the study and ensure you are aware of the Attendance Criterion. This is an important requirement for graduation.

We wish you, our ECTA students, an enriching journey of learning and growing!



Dr Jessica Leong
CEO
Clinical and Academic Director
Executive Counselling and Training Academy
Director, Swinburne ECTA Programs
Singapore
210 Middle Road #07-02
Singapore Pools Building
Singapore 188994
Tel: +65 9757 6234
Fax: +65 6334 2911

3. ECTA (Executive Counselling and Training Academy)

Profile

The Executive Counselling and Training Academy (ECTA) is a Private Education Institution (PEI) registered with the Committee for Private Education (CPE).

Our Academy is committed to fulfilling the learning needs of potential professional counsellors by providing post-graduate courses to individuals interested in counselling as a professional career. As ECTA students, you will develop mastery of various counselling theories, develop deep competencies in counselling, and apply your learning in supervised practicum experiences on this two-year counselling journey with ECTA.

ECTA's degrees are accredited and awarded by the Swinburne University of Technology, Australia.

ECTA offers a 3-stage counselling curriculum that is recognised by the Singapore Association for Counselling (SAC) and the Australian Counselling Association (ACA) for building counselling professionals. The Graduate Diploma in Clinical Supervision awarded by the Swinburne University of Technology, meets the standards of eligibility for ACA's Professional College of Supervisors.



Vision, Mission, Core Values and Culture Statement

OUR VISION

To be the leading provider of professional counselling education in Singapore.

OUR MISSION

To provide high-quality courses in professional counselling.

OUR CORE VALUES

- P**rofessionalism - We are committed to being consistent and conscientious at all times.
- R**esilience - We are mentally resilient in challenging situations.
- I**ntegrity - We are honest in all interactions.
- D**edication - We are dedicated to providing excellent service.
- E**thics - We uphold the highest ethical standards in all situations.

CULTURE

Professionalism is the defining feature of ECTA's culture. We aspire to deliver our courses with integrity to our learners, and engage our stakeholders and academic partners with professionalism. We engage academic staff who meet the standards of their respective professional bodies and associations. Through rigorous coaching, we ensure that our administrative staff conduct themselves with excellence and demonstrate care and support for our learners.

Sunflower and Logo

The Sunflower






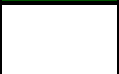
Help | Heal | Hope

Sunflowers are a symbol of loyalty and constancy. No matter where they are planted, sunflowers will tilt up their faces and follow the sun across the sky. When the sun sets, sunflowers will tilt down only to lift up their faces yet once again towards the sun the next day. The petals of the sunflower resemble the rays of the sun, beaming warmth, joy and hope. This bright, nourishing and energetic disposition of the sunflower serves as a metaphor for the purpose and intent of Counsellors – we seek to charge a positive energy that Helps, Heals, and gives Hope.

ECTA's Logo



Legend

	The red element represents the Master of Counselling (Advanced)
	The blue element, the Graduate Diploma of Counselling
	The green element, the Graduate Certificate of Counselling
	The white element represents our Journey of Learning

Board of Directors

Prof Tan Chue Tin
Chairman and Medical Director
MBBS (Singapore), FAM (Singapore), DPM (England)
MRC Psych (London)
FRANZCP (Australia & New Zealand)



Dr Jessica Leong
CEO and Clinical & Academic Director
PhD (Counselling Psychology), Australia
MA in Counselling, Keele University, UK
MSc TA Psychotherapy, Middlesex University, UK
Certified Counsellor cum Psychotherapist [BACP,
UKCP (UK) PACFA (Australia)]
Master Clinical Member, SAC (Singapore)
Teaching and Supervising Transactional Analyst
(Clinical) [ITAA, EATA]
SAC Recognized Clinical Supervisor



Dr Augustine Tan
Director
PhD (Counsellor Education and Supervision), Regent
University (USA)
Post-Masters Training in Family Therapy, Philadelphia
Child Guidance Centre (USA)
MA (Counselling), Franciscan University of
Steubenville (USA)
LLB (Hons), National University of Singapore
National Certified Counsellor (USA)
Master Clinical Member, SAC (Singapore)
SAC Recognized Clinical Supervisor

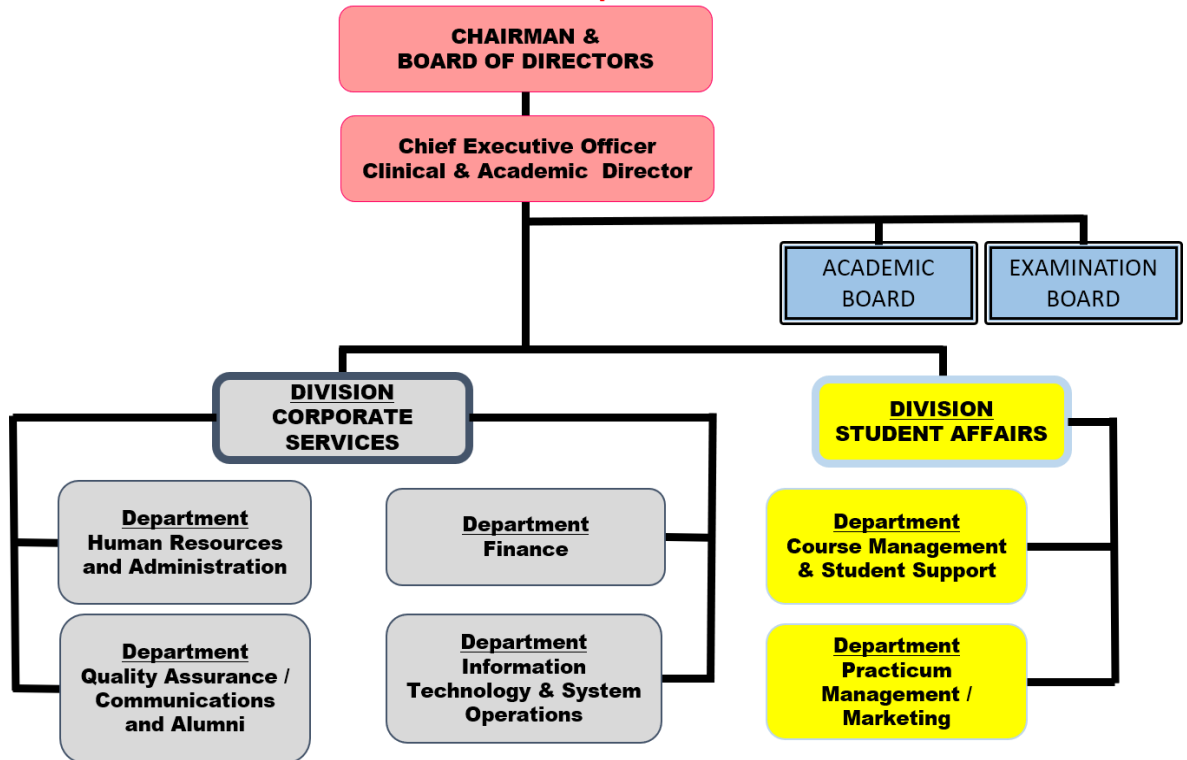


Dr Daphne Tan
Director
MBBS (University College London)
MSocSc (Professional Counselling), Swinburne
University of Technology



Organisation Chart
Apr 2018

2 Divisions and 6 Departments



4. The Academic and Examination Board

MEMBERS OF THE ACADEMIC BOARD

Dr Augustine Tan (Chairman)

Professor Tan Chue Tin

Dr Jessica Chan Lai Cheng (Dr Jessica Leong)

Professor Christopher Pilgrim

Professor Chong Siow Ann

Mr Benny Bong

MEMBERS OF THE EXAMINATION BOARD

Professor Tan Chue Tin (Chairman)

Dr Jessica Chan Lai Cheng (Dr Jessica Leong)

Professor Janet Hiller

Dr Daphne Tan

Dr Harold Robers

Mr Alan Yeo

5. Professional Counselling Organisations

Singapore Association for Counselling (SAC)

The Singapore Association for Counselling (SAC) recognises the Master of Counselling (Advanced) course (accredited and awarded by Swinburne University of Technology), which consists of three progressive stages and 1,000 curriculum hours spread over two years, as a programme that prepares individuals to be registered counsellors in Singapore.

The recognition of the Master of Counselling (Advanced) awarded by Swinburne University of Technology has been extended by SAC to 31 October 2018.



Australian Counselling Association (ACA)

The Australian Counselling Association (ACA) recognises the following courses which are accredited and awarded by Swinburne University of Technology:

- Graduate Diploma of Counselling
- Master of Counselling (Advanced)
- Graduate Diploma in Clinical Supervision

The Graduate Diploma in Clinical Supervision is recognised by the Australian Counselling Association as a specialist training programme that meets ACA criteria for entry into ACA's College of Supervision.



6. External Partners

Swinburne University of Technology



Swinburne University of Technology: A future-focused university

Established as a university in 1992, Swinburne is a world-class multidisciplinary institution that leads the way in science, technology, business, design and innovation. The university's strengths build on the founding principles of equal opportunity, student-focused learning and industry engagement.

Much of Swinburne's research is concentrated in its specialist centres, which are noted for their industry links, community service and multidisciplinary approach. Graduates are widely recognised for their skills in solving important practical problems through applied, interdisciplinary research and are making significant contributions to industry, business and society both in Australia and globally.

Swinburne has established a strong international reputation and built highly successful relationships with universities around the world. International collaboration with and mobility between partner universities provide Swinburne students with a truly international experience.

Rankings

Swinburne's standing in prestigious world academic ranking lists reflects Swinburne's commitment to high-quality teaching and research and graduate outcomes.

Times Higher Education World University Rankings

- In 2018, Swinburne has once again ranked in the Young University Rankings, being placed at number 65 out of 250 institutions. The Young University Rankings recognise the world's top universities under 50 years old.
- In 2016-17, for the fourth consecutive year, Swinburne was ranked among the world's top 400 universities by the Times Higher Education World University Rankings.

QS University Rankings

- In 2018, QS World University Rankings ranked Swinburne in the world's top 400 universities, placing us in the top three per cent of universities worldwide.

- Swinburne was recognised for the third time in the QS Top 100 Under 50 in 2017.
- Swinburne was recognised as having one of the best design schools in the world by the 2018 QS World Rankings of Universities by Subject. The university was listed in the top 40 for the Art and Design subject area.

Academic Ranking of World Universities

- The Academic Ranking of World Universities (ARWU) ranked Swinburne as one of the world's top 350 universities in 2017.
- Swinburne achieved a top 75 ranking in the ARWU in the field of civil engineering.
- Swinburne ranked in the top 200 institutions in the world in science in 2016.

Research impact

Swinburne's international recognised focused research creates jobs, improves lives, connects science and technology with business and the community, and elicits real change in the world. Swinburne's research and development activities occur in five key areas: future manufacturing, sustainable futures, digital frontiers, personal and societal wellbeing, and inspirational science and technology.

Swinburne Advantage

Swinburne courses are designed with student's future in mind. Swinburne offers high-quality teaching, opportunities to engage with industry, state-of-the-art facilities and flexible study options. Swinburne courses are well recognised by professional organisations and have close ties with industry and provide invaluable workplace experience.



SWINBURNE UNIVERSITY OF TECHNOLOGY

Leaders of Swinburne University of Technology

Prof Linda Kristjanson AO
Vice-Chancellor and President
BN, MN (Research) (Manitoba)
PhD (Arizona)
FAICD



Prof Scott Thompson-Whiteside
Faculty Pro Vice-Chancellor (Faculty of Health, Arts
and Design)
PhD (Higher Education Policy) (Aust)
MA (Design Leadership) (UK)
BA (Industrial and Product Design) (UK) (1st Class
Hons)



Prof Janet Hiller
Dean of Faculty of Health, Arts and Design
FPHAA (Aust)
PDF (USA)
PhD (USA)
MPH (ISRAEL)
BA (Psychology) (Melb)
Dip SocStuds(Melb)



Prof Sunil Bhar
Chair Department of Psychological Sciences
Faculty of Health, Arts and Design
PhD (Aust)
MA (Clinical Psychology) (Aust)
BA (Psycholgy) (Aust)



Prof Stephen Theiler
Associate Professor
Faculty of Health, Arts and Design
PhD (Aust)
GradDipAppPsych (Aust)
BaPsych&Soc (Aust)



Mount Elizabeth Hospital

3 Mount Elizabeth Singapore 228510

Mount Elizabeth Hospital, a 345-bed private tertiary acute care hospital, is one of the largest in the region and has an established reputation in private healthcare in Asia.

Recognised throughout the region for its speciality services and excellent physicians, Mt Elizabeth Hospital offers Cardiology, Neurosciences, and many other tertiary services. It opened the first private cancer centre in the region and was the first private hospital in Singapore to offer Cardiac Catheterisation, Cardiac and Neurosurgery and other advanced medical procedures.

The hospital provides a wide range of medical and surgical services and is known for its specialists' expertise, quality nursing care and state-of-the-art technology. Mt Elizabeth Hospital performs the largest number of cardiac surgeries and neurosurgeries in the private sector in the region. The hospital is Joint Commission International accredited.



MOUNT ELIZABETH HOSPITAL
ACADEMIC PARTNER

Parkway College of Nursing and Allied Health

168 Jalan Bukit Merah, Tower 3 #02-05
Singapore 150168

Parkway College of Nursing and Allied Health (Parkway College) is a wholly-owned subsidiary of Parkway Holdings Pte Ltd.

Parkway College of Nursing and Allied Health aspires to be the premier global private educational institution in the niche fields of Nursing, Allied Health and Healthcare Management. It provides opportunities for life-long learning, and equips its students with the skills and knowledge to succeed in the workplace.



**PARKWAY COLLEGE OF NURSING AND ALLIED HEALTH
ACADEMIC PARTNER**

Websites

Executive Counselling and Training Academy

<http://www.ecta.edu.sg>

Swinburne University of Technology

<http://www.swinburne.edu.au>

Mount Elizabeth Hospital

<http://www.mountelizabeth.com.sg>

Parkway College of Nursing and Allied Health

<http://www.parkwaycollege.edu.sg>

Singapore Association for Counselling

<http://www.sac-counsel.org.sg>

Australian Counselling Association

<https://www.theaca.net.au/>

Committee for Private Education (CPE)

<https://www.cpe.gov.sg/>

SkillsFuture

<http://www.skillsfuture.sg/>

7. Facilities and Services

Getting to ECTA

Our Address

Executive Counselling and Training Academy
210 Middle Road, #07-02
Singapore Pools Building
Singapore 188994



Our Operating Hours

Monday – Friday	:	8.45am – 6.30pm
Saturday	:	8.45am – 5.30pm
Sunday & Public Holidays	:	Closed

By Bus

- Bus Stop No: 07571
Bus Services: 56, 64, 65, 131, 139, 147, 166, 857
- Bus Stop No: 07518
Bus Services: 56, 980

By Train

The nearest MRT Stations are:

- DT13 – Rochor Station (Take Exit A and walk along Prinsep Street)
- DT21 – Bencoolen Station (Take Exit A and walk towards Middle Road)
- NS24 – Dhoby Ghaut Station (Take Exit A and walk towards Prinsep Street)
- EW12 – Bugis Station (Take Exit A and walk towards Rochor Road)

By Car

- If you are driving, please park your vehicle at the car park located within the Singapore Pools Building.

Amenities within close proximity of ECTA

ECTA is conveniently and ideally positioned within close proximity to a variety of amenities such as food centers, a public library and shopping centres.

Amenity / Facility	Address
National Library / Lee Kong Chian Reference Library	100 Victoria Street Singapore 188064
Bugis Junction Shopping Centre (Cold Storage supermarket in the basement)	200 Victoria Street Singapore 188021
Raffles Hospital	585 North Bridge Road Singapore 188770
Sim Lim Square (for electronic devices and IT equipment)	1 Rochor Canal Road Singapore 188504
Peace Centre (for printing and photocopy services)	1 Sophia Road Singapore 228149
Fortune Centre (for vegetarian and non-vegetarian food)	190 Middle Road Singapore 188979
OG Albert	60 Albert Street OG Albert Complex Singapore 189969

Training Facilities at ECTA

There are two training rooms, Training Room 1 (TR1) and Training Room 2 (TR2), both of which are equipped with projectors, audio systems and flipcharts.

Training Room 1 (TR1)
Size: 160.91 m²



Training Room 2 (TR2)
Size: 103.12 m²



There is a Student Group Work Room with reading resources provided for ECTA students. A Student Support Room where students may use for official and personal exigencies. A Board Room for small group discussions and interviews.

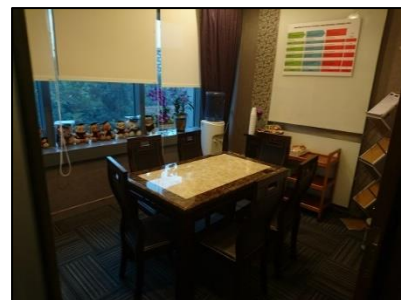
Student Group Work
Room
Size: 24.15 m²



Student Support
Room
Size: 9.85 m²



Board Room
Size: 10.22 m²



Wireless Internet access is available in ECTA.

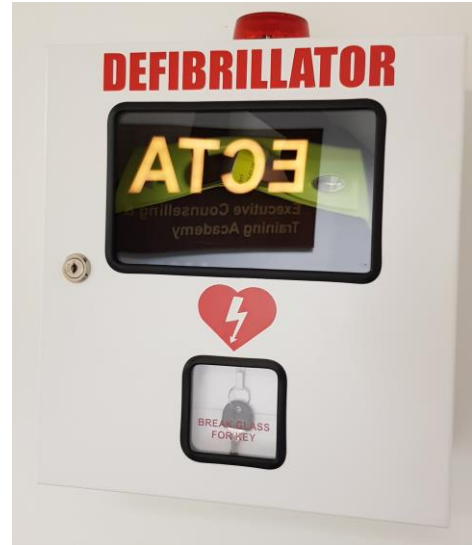
First Aid Kit and Defibrillator

A First Aid Kit is available in ECTA and a Defibrillator (AED) is available for use in the Singapore Pools Building should an emergency situation arise.

First Aid Kit
Located at Pantry Area



Defibrillator (AED)
located outside ECTA's Main Entrance
at Level 7 and Main Lobby Level 1



Emergency and Helplines Phone Numbers

In the event of an emergency, please call

Speciality	Organisation	Telephone
Emergency	Singapore Police Force	999
	Ambulance / Fire	995
General Health Services	National Healthcare Group Polyclinics	6355 3000
	Singapore Health Services (SingHealth Polyclinics)	6236 4800
	Early Psychosis Intervention Programme (EPIP)	6389 2972
	IMH Mental Health Helpline	6389 2222
	Singapore Association of Mental Health Helpline	1800 283 7019
Crisis Helpline	Family Service Centre	1800 838 0100
	Samaritans of Singapore (SOS)	1800 221 4444
	Association of Women for Action & Research (AWARE)	1800 774 5935

Note

The Singapore International Country Code prefix for telephone numbers is +65.

ECTA Telephone Numbers:

+65 6346 6411

+65 6339 5191

Fire Escape Routes

It is the responsibility of all ECTA staff and students to be acquainted with the location of the Fire Exit Stairs and Fire Escape Routes.



Green Policy

ECTA adopts a 'Keep Green Policy' where all staff and students are strongly encouraged to follow the three 'Rs' of Reduce, Reuse & Recycle. Specially designated bins are in place at the premises of ECTA to promote the 'Sustainability' campaign. As an ECTA student, you are strongly encouraged to make this joint effort with ECTA to make Singapore an even greener country than it is now. With your active participation in the 'Keep Green Policy', ECTA is confident that waste can be minimised and significantly reduced.

Environmentally Friendly Practices

ECTA is a friend of the environment, and has put in place the following practices:

a) Lights

ECTA uses energy saving motion-sensor lights. The lights will automatically turn off in the meeting rooms when the rooms are not in use. This is to reduce the negative impact of wasteful electricity use on the environment.



b) Reduce, Reuse and Recycle

ECTA encourages students and staff to reduce, reuse and recycle materials wherever feasible. As far as possible (unless specifically requested), all lecture notes and reading materials will be printed on both sides of a piece of paper.



c) Save Water

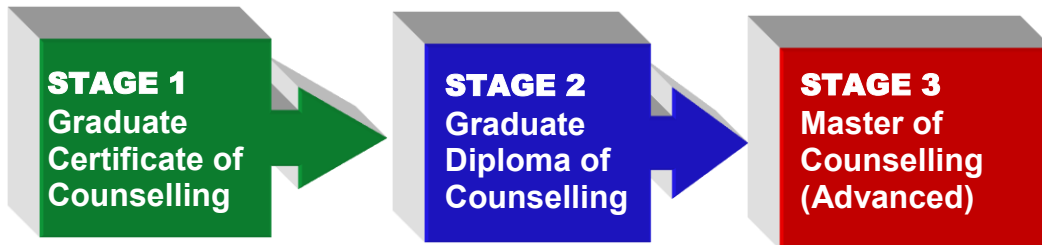
ECTA uses visual reminder to encourage students and staff to play their part in making water conservation a way of life in Singapore.



8. Counselling Courses

Course Structure Overview

2 - Year Counselling Programme



50 CREDIT POINTS 182 CONTACT HOURS		50 CREDIT POINTS 250 CONTACT HOURS		100 CREDIT POINTS 568 CONTACT HOURS		200 C.P 1000 hrs	
Lectures	90	Lectures	125	Lectures	277		492 hrs
Case Management	28	Case Management	30	Case Management	100		158 hrs
Group Supervision	6	Group Supervision	9	Group Dynamics & Interventions	24	Individual Supervision	39 hrs
Individual Supervision	5	Individual Supervision	6	Individual Supervision	12		23 hrs
Counselling Direct Contact Hours	10	Counselling Direct Contact Hours	30	Counselling Direct Contact Hours	60		100 hrs
Personal Counselling	3	-	-	-	-		3 hrs
Related Counselling Activities	10	Related Counselling Activities & Counselling Facilities: Experience	24	Related Counselling Activities & Counselling Facilities: Experience	47		81 hrs
Personal Journal	30	Personal Journal	26	Personal Journal	48		104 hrs
Duration: 6 months		Duration: 6 months		Duration: 12 months			24 months

Upon completion of the Master of Counselling (Advanced), graduates may apply to progress to Research Programmes such as the Doctor of Philosophy at Swinburne University of Technology.

Entry Requirements: 3 Pathways

Pathway 1: Entry Requirements to Master of Counselling (Advanced)

Applicants should possess a recognised Bachelor degree, and be at least 25 years old.

Pathway 2: Entry Requirements with Academic Credit Policy

Applicants should possess a recognised Bachelor degree, and relevant counselling degrees or its equivalent such as a Diploma or Degree in Counselling.

Pathway 3: Entry Requirements to Graduate Certificate of Counselling

Students who are at least 25 years old, and are not Bachelor degree holders, but who have *substantial experience* as defined by the Swinburne University of Technology University's Recognition of Prior Learning (RPL) criteria, can be admitted into Stage 1 of the Graduate Certificate of Counselling.

The term *substantial experience* is defined as relevant work experience in the human services or educational setting, in nursing, para-counselling, assistant social work, human resources, and work within helping voluntary organizations. A minimum of seven (7) years' experience is required for a person holding a Certificate (comparable to 'O' Levels); six (6) years for a person holding a Victorian Certificate of Education (comparable to 'A' levels); and five (5) years for a person holding a Diploma.

The above criteria will be assessed on a case-to-case basis and will be subjected to the Executive Counselling and Training Academy's Board decision and approved by the Academic Leader of the School of Health Sciences within the Faculty of Health, Arts and Design.

If students perform satisfactorily in Stage 1, they can be admitted into Stage 2 of the Graduate Diploma of Counselling.

Students who continue to perform satisfactorily in Stage 2, will be admitted into Stage 3 of the Master of Counselling (Advanced).

Both Stages 1 and 2 are part of the Master of Counselling (Advanced) programme.

Additional Entry Requirements

All applicants will be assessed for suitability through:

- (a) a face-to-face interview;
- (b) submission of an essay of 200 words explaining why they have chosen to pursue a counselling programme, and what they intend to do with the qualifications attained; and
- (c) submission of one (1) character reference where the referee identified should have a good knowledge of the applicant's character and personality.

Entry Requirements to Graduate Certificate and Graduate Diploma in Clinical Supervision

Applicants should be at least 28 years old and possess a Master Degree in Counselling / Social Work / Nursing / Health / Services / Human Services or its equivalent.

Applicants who possess a basic degree in similar disciplines, and have significant professional experience in a relevant field may be considered for enrolment via the "Recognised Prior Learning" (RPL) pathway.

Applicants should also have completed a minimum of 300 face-to-face direct counselling hours (post-graduate) and a minimum of 30 hours of individual/group supervision (post-graduate).

Graduate Certificate of Counselling

COURSE STRUCTURE	Credit Points (CP)
<p>PSC60013: Theories and Foundations of Counselling</p> <ul style="list-style-type: none"> – Overview of Counselling Theories – Human Development – An Introduction to Multi-Cultural Counselling – An Introduction to Personality Theories – Person-Centered Therapy – Satir’s Ice Berg Framework 	12.5
<p>PSC60014: Counselling Processes and Interventions</p> <ul style="list-style-type: none"> – Counselling Process: The Skilled Helper – Intervention Skills and Problem Solving 	12.5
<p>PSC60012: Specific Skills in Counselling</p> <ul style="list-style-type: none"> – Micro-Skills in Counselling – Interviewing Psycho-Geriatric Patients – Rapport and Counselling Relationship 	12.5
<p>PSC60011: Professional Ethics and Supervision</p> <ul style="list-style-type: none"> – Writing of Case Reports – Group Supervision – Face-to-Face Direct Counselling – Related Counselling Activities – Individual Supervision – Personal Counselling 	12.5

Awarded with a Graduate Certificate of Counselling

Credit Points: 50

Duration: Part-time, 6 months

Contact Hours (182 Hours)

Lectures	90
Case Management	28
Group Supervision	6
Individual Supervision	5
Counselling Direct Contact Hours	10
Personal Counselling	3
Related Counselling Activities	10
Personal Journal	30

Synopsis

The Graduate Certificate of Counselling is designed to provide counselling practice and training for professionals involved in mental health and social services as well as those in fields where counselling skills play a primary occupational role. The course offers a broad approach to counselling with an introduction to practical counselling skills and the processes of counselling. It also provides opportunities for skills acquisition and application. The course is practical in nature and is tailored to help the student develop an awareness of self, and to obtain a well-articulated understanding of the stages of counselling.

Course Objectives

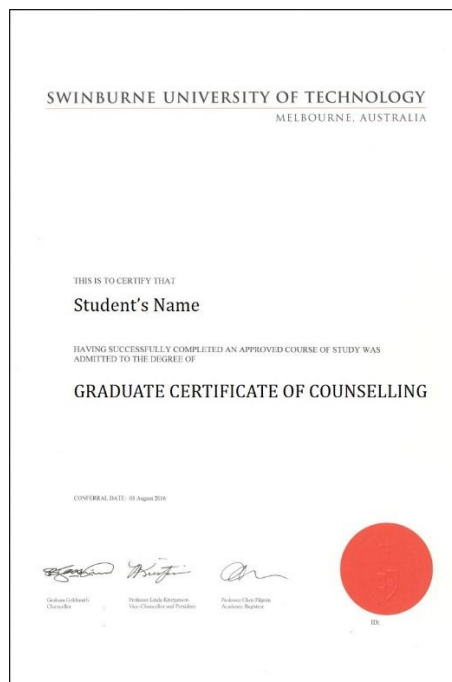
By the end of the course, the student will be able to:

- (a) gain an understanding of the major counselling approaches;
- (b) use counselling processes and interventions;
- (c) develop generic helping skills to manage counselling cases;
- (d) be aware of professional counselling ethics; and
- (e) grow with individual and group supervision.

Graduation and Recognition

Students who successfully complete the ECTA programmes offered will be awarded Swinburne University of Technology degrees. The degrees conferred are the same as that awarded to on-campus Swinburne University of Technology students. Graduates may add the following academic credentials (degrees) after their names:

- Graduate Certificate of Counselling (Swinburne University)



Graduate Diploma of Counselling

COURSE STRUCTURE	Credit Points (CP)
PSC70015: Specific Approaches to Counselling <ul style="list-style-type: none"> – Transactional Analysis Psychotherapy – Marital Family Therapy – Solution-Focused Brief Therapy – Cognitive Behavioural Therapy 	12.5
PSC70017: Advanced Interventions in Counselling and Group Processes <ul style="list-style-type: none"> – Counselling Ethics – Group Supervision of Practicum Case Studies – Face-to-Face Direct Counselling – Related Counselling Activities – Attachment to Clinical Facilities – Individual Supervision 	12.5
PSC70002: Assessment and Treatment of Psychological Disorders <ul style="list-style-type: none"> – Overview of Mental Disorders – Depression – Anxiety – Overview of Suicide and Suicide Statistics – Suicide Prevention & Crisis Management 	12.5
PSC70009: Counselling Research Processes <ul style="list-style-type: none"> – Counselling Research Group Project 	12.5

Awarded with a Graduate Diploma of Counselling

Credit Points: 50

Duration: Part-time, 6 months

Contact Hours (250 Hours)

Lectures	125
Case Management	30
Group Supervision	9
Individual Supervision	6
Counselling Direct Contact Hours	30
Related Counselling Activities & Counselling Facilities: Experience	24
Personal Journal	26

Synopsis

The Graduate Diploma of Counselling is designed to develop counselling competencies and provide training for professionals who seek to incorporate advanced counselling skills in their primary occupational role. The aim is to equip our students with the knowledge, skills and dispositions to establish and maintain an effective alliance with their Clients in order to assist them to work through issues and concerns towards making an effective change. The course will introduce our students to the major theoretical principles and develop in them an understanding on how various interventions can be applied in counselling settings. Students will also learn to competently apply research methodology in a multi-cultural setting. The course is intended to prepare students for professional practice as a counsellor in a range of human service organisations.

Course Objectives

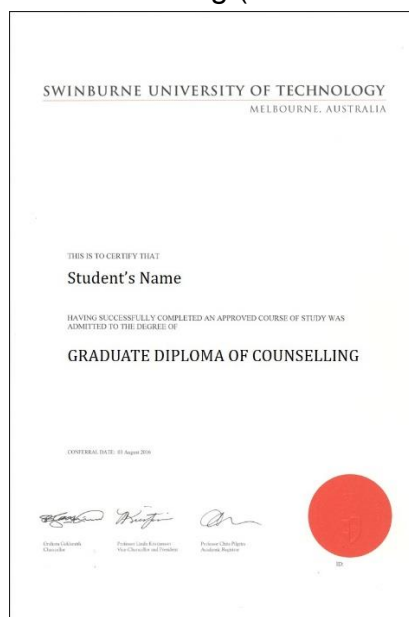
By the end of the course, the student will be able to:

- (a) gain a deeper understanding of the major theoretical approaches;
- (b) examine professional ethics;
- (c) undertake research into cross-cultural issues; and
- (d) develop knowledge and competencies to manage counselling issues and interventions.

Graduation and Recognition

Students who successfully complete the ECTA programmes offered will be awarded Swinburne University of Technology degrees. The degrees conferred are the same as that awarded to on-campus Swinburne University of Technology students. Graduates may add the following academic credentials (degrees) after their names:

- Graduate Diploma of Counselling (Swinburne University)



Master of Counselling (Advanced)

COURSE STRUCTURE	Credit Points (CP)
PSC80010: Advanced Counselling Theories <ul style="list-style-type: none"> – Psychodynamic Psychotherapy – Redecision Psychotherapy – Narrative Therapy – Reality Therapy – Adlerian Therapy 	25.0
PSC80011: Professional Practice & Counselling Settings <ul style="list-style-type: none"> – Multicultural Counselling & Therapy – Boundary Issues in Counselling Practice – Counselling the Disabled – Pathological/Complicated Grief – Grief & Bereavement – Basic Psychopathology – Classifications of Mental Disorders – Common Mental Health Problems in Children & Adolescents – Addiction Counselling – Post-Traumatic Stress Disorder – Know the Law as a Counsellor 	25.0
PSC80004: Advanced Counselling Placement <ul style="list-style-type: none"> – Group Supervision / Group Dynamics – Face-to-Face Direct Counselling – Individual Supervision – Related Counselling Activities – Advanced Counselling Interventions – Advanced Counselling Interventions: Marital and Family – Advanced Counselling Interventions: Domestic Violence – CBT Live Demo – FT Live Demo – Case Formulation / Conceptualisation – Advanced Counselling Interventions: Crisis Intervention – Integrating Psychodynamic Therapy, Reality Therapy, Redecision Therapy and Schema Therapy 	25.0
Electives	

COURSE STRUCTURE	Credit Points (CP)
PSC80012: Advanced Training in Cognitive Behavioural Interventions	25.0
OR	
PSC80005: Advanced Training in Family Therapy Interventions	25.0

Awarded with a Master of Counselling (Advanced)
 Credit Points: 100.0
 Duration: Part-time, 12 months

Contact Hours (568 Hours)

Lectures	277
Case Management	100
Group Dynamics & Interventions	24
Individual Supervision	12
Counselling Direct Contact Hours	60
Related Counselling Activities & Counselling Facilities: Experience	47
Personal Journal	48

Synopsis

The Master of Counselling (Advanced) is jointly offered by the Swinburne University of Technology and the Executive Counselling and Training Academy. The programme is specifically designed to deepen counselling knowledge mastery and heighten skills-performance. Apart from keeping abreast of new and emerging counselling theories, our students will have ample opportunities to explore and analyse advanced intervention models and approaches and apply them in various authentic counselling settings.

The Master of Counselling (Advanced) programme is taught and facilitated by academics with extensive clinical and field experience, and is awarded by the Swinburne University. The programme which can be completed in 24 months provides a professional qualification and is suitable for professionals involved in human resources, health, social services, and education. Professionals who are keen to enhance their communication and listening skills as well as hone further their skills in helping others to grow, will learn to transform their natural talents, abilities and inclinations towards a rewarding professional career.

An integral component of the programme is its 1000 contact hours, which include 492 lecture contact hours; 23 hours of individual supervision; 39 hours of group supervision; and 100 hours of client counselling during Practicum placements.

Other features of the course outside of these contact hours include counselling-related learning, such as clinical experiences at Mount Elizabeth Hospital, observations and activities at Child Guidance Clinic, Institute of Mental Health, Family Service Centres, case note documentation, attendance at conferences and meetings as well as participation in discussions on case management with families, educators, social workers, doctors, psychiatrists and other professionals involved in mental health.

The main objectives of the programme are to ensure the acquisition of an advanced level of knowledge of key counselling approaches; and the development of critical competencies for immediate application in counselling practice. The Master of Counselling (Advanced) is recognised by the Singapore Association for Counselling (SAC) and Australian Counselling Association (ACA).

Course Objectives

By the end of the course, the student will be able to:

- (a) apply counselling, psychotherapeutic and psychological theories at an advanced level;
- (b) implement various counselling approaches especially in Cognitive Behavioural Therapy or Family Therapy;
- (c) act as a professional counsellor in accordance with ethical guidelines and professional boundaries;

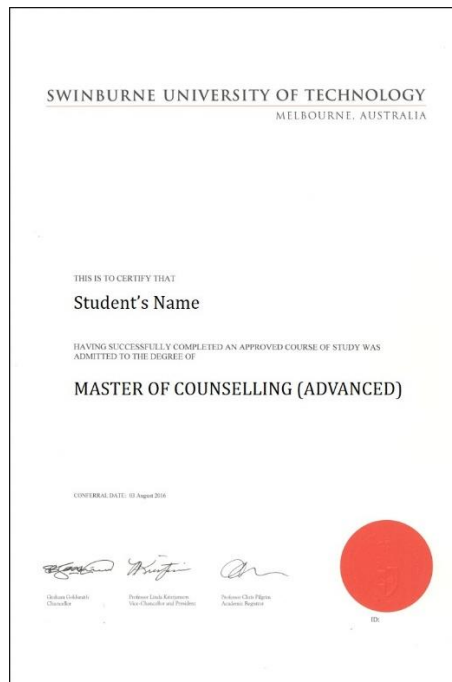
- (d) apply process of self-monitoring, self-examination and self-awareness in on-going personal and professional development; and
- (e) utilise a set of advanced interpersonal skills which emphasises processes of facilitation.

Graduation and Recognition

Students who successfully complete the ECTA programmes offered will be awarded Swinburne University of Technology degrees. The degrees conferred are the same as that awarded to on-campus Swinburne University of Technology students. Graduates may add the following academic credentials (degrees) after their names:

- Master of Counselling (Advanced) (Swinburne University)

Students are encouraged to attend the ECTA Graduation Ceremony in Singapore.



Graduate Certificate in Clinical Supervision

COURSE STRUCTURE

PSC60015 Introduction to Clinical Supervision

- Role of supervision in professional practice – responsibilities, ethical issues
- Evidence-based for supervision and evidence-based supervision practice - evaluation of supervision
- The supervisory relationship: models, evolution, techniques and skills in developing effective supervisory alliance
- Developmental models in supervision
- Fostering learning and development in supervisees - reflexive practice
- Working with diversity in supervision
- Provision of feedback
- Assessment of supervisee's competencies-role of facilitative and summative assessments

PSC60016 Ethical and Legal Issues in Supervision

- Introduction to common ethical and legal issues in supervision
- Overview of Ethical Principles for supervisors
- Ethical Practice: Adherence to Guidelines, the supervisory working alliance
- Confidentiality, clients' privacy and privileged communication
- Informed Consent with Supervisees regarding supervision
- Introduction to the Ethical Decision-making Model
- Major Ethical Issues and elements of malpractice claims
- Boundary Issues in the supervisory relationship

PSC60017 CBT Models in Supervision

- Basic Tenets of Cognitive-behaviour therapy
- Supervision Models in Cognitive-behaviour therapy (competencies, processes)
- Role of supervisor and supervisee
- The Supervision Relationship – Collaborative empiricism
- Conceptualizing client/supervisee progress – identification of strengths, expectations, beliefs, negative emotions
- Hypothesis generation and testing
- Knowledge and skill development
- Use of behavioral techniques: modelling, role plays
- Implementation and evaluation
- Developing reflective practice
- Role of objective, reliable measures to evaluate practice
- Evaluation of supervisee competencies

PSC60018 Peer and Group Practical Supervision and Assessment

- Supervision in the organisational and professional context
- The supervisory relationships – establishing rapport, building confidence, roles and responsibilities and context
- Increasing confidence and independence- the supervisee development
- Assessment and evaluation - summative and formative assessment – designing and assessing
- Feedback vs Assessment/evaluation
- Reflective practice

Awarded with a Graduate Certificate in Clinical Supervision

Duration: Part-time, 6 months

Synopsis

The Graduate Certificate in Clinical Supervision provides high quality multi-disciplinary training in clinical supervision for professionals working in the mental health area. It addresses the growing gap between demand and availability of comprehensive training in the area of clinical supervision.

The course is intended to provide specialised skills in supervision across a range of professional disciplines, and is designed to meet the needs of suitably qualified professionals (e.g., qualified counsellors, psychologists, psychiatrists, social workers and other mental health professionals) who are currently in supervisory capacity or intend to become supervisors.

Course Objectives

At the completion of the Graduate Certificate in Clinical Supervision, students will be able to:

- apply cognitive skills to review, analyse, consolidate and synthesise knowledge and identify and provide solutions to complex problems within the supervisory context, and to think critically to generate and evaluate complex ideas;
- apply specialised and advanced technical and creative skills in the professional practice of supervision;
- use communication skills to demonstrate an advanced and broad understanding of theoretical concepts in supervision, to transfer complex knowledge and ideas to a variety of audiences;
- demonstrate the application of knowledge and skills to make high level, independent judgements in a range of technical or management functions in varied specialised clinical contexts;
- initiate, plan, implement and evaluate supervision practice within varied specialised technical and/or creative contexts; and

- (f) demonstrate responsibility and accountability for personal outputs and all aspects of the supervisory work or function of others (e.g., supervisees).

Graduation and Recognition

Students who successfully complete the ECTA programmes offered will be awarded Swinburne University of Technology degrees. The degrees conferred are the same as that awarded to on-campus Swinburne University of Technology students. Graduates may add the following academic credentials (degrees) after their names:

- Graduate Certificate in Clinical Supervision (Swinburne University)



Graduate Diploma in Clinical Supervision

COURSE STRUCTURE

PSC60015 Introduction to Clinical Supervision

- Role of supervision in professional practice – responsibilities, ethical issues
- Evidence-based for supervision and evidence-based supervision practice - evaluation of supervision
- The supervisory relationship: models, evolution, techniques and skills in developing effective supervisory alliance
- Developmental models in supervision
- Fostering learning and development in supervisees - reflexive practice
- Working with diversity in supervision
- Provision of feedback
- Assessment of supervisee's competencies-role of facilitative and summative assessments

PSC60016 Ethical and Legal Issues in Supervision

- Introduction to common ethical and legal issues in supervision
- Overview of Ethical Principles for supervisors
- Ethical Practice: Adherence to Guidelines, the supervisory working alliance
- Confidentiality, clients' privacy and privileged communication
- Informed Consent with Supervisees regarding supervision
- Introduction to the Ethical Decision-making Model
- Major Ethical Issues and elements of malpractice claims
- Boundary Issues in the supervisory relationship

PSC60017 CBT Models in Supervision

- Basic Tenets of Cognitive-behaviour therapy
- Supervision Models in Cognitive-behaviour therapy (competencies, processes)
- Role of supervisor and supervisee
- The Supervision Relationship – Collaborative empiricism
- Conceptualizing client/supervisee progress – identification of strengths, expectations, beliefs, negative emotions
- Hypothesis generation and testing
- Knowledge and skill development
- Use of behavioral techniques: modelling, role plays
- Implementation and evaluation
- Developing reflective practice
- Role of objective, reliable measures to evaluate practice
- Evaluation of supervisee competencies

PSC60018 Peer and Group Practical Supervision and Assessment

- Supervision in the organisational and professional context
- The supervisory relationships – establishing rapport, building confidence, roles and responsibilities and context
- Increasing confidence and independence- the supervisee development
- Assessment and evaluation - summative and formative assessment – designing and assessing
- Feedback vs Assessment/evaluation
- Reflective practice

PSC70019 Developmental and Psychodynamic Models in Supervision

- Overview of major theoretical models of supervision
- Social Role Models – overview and discussion
- Developmental Models of Supervision
- Role of supervisor within the developmental framework
- The Supervisory Context
- Identifying Issues in Supervision
- Motivating Factors of Supervision
- Psychotherapy based models of supervision
- Basic Concepts in Psychodynamic Supervision

PSC70020 Integrative and Postmodern Models in Supervision

- The basic concepts of Solution Focused Brief Therapy (SFBT): history, tenets and assumptions
- Basic Interviewing Skills in SFBT and their role in supervision
- The solution building skills in relation to supervision
- Brief group supervision
- Developing and practicing SFBT skills among supervisees
- Supervisor's knowledge, skills, expertise, professionalism and development
- Supervisor's attention on the focus of therapist's awareness and the therapist functional modes
- Addressing problems in supervision – building solutions
- Evaluation of the Supervision and supervisee
- The process of supervision

PSC70021 Systemic Model in Supervision and Group Based Interventions

- Systemic Theory and Models of Therapy in Supervision
- Goals and outcomes of Supervision
- Different Styles of Systemic Supervision
- Congruence of Model and Supervision
- A process approach in supervision
- Developing hypotheses systemic approach to supervision
- Case presentation and example of Systemic Hypothesis

PSC70022 Live Supervision and Placement

- Supervision in practice – practical placement
- A “live” supervision conducted by the candidate supervising the therapist showcasing their competencies.
- Focus on:
 - Establishment of Rapport
 - Candidate’s Use of Content
 - Supervisory Process (Congruence, Respect and Professionalism)
 - Formulation of Interventions
 - Pacing with the Supervisee
 - Impact on Supervisee
 - Identification of Supervisory Issues
 - Fulfilment of Contract
 - Understanding of Ethical Issues
 - Provision of Feedback
 - Facilitator’s Overall Comments for Growth and Development

Awarded with a Graduate Diploma in Clinical Supervision
Duration: Part-time, 12 months

Synopsis

The Graduate Diploma in Clinical Supervision provides high quality multi-disciplinary training in clinical supervision for professionals working in the mental health area. It addresses the growing gap between demand and availability of comprehensive training in the area of clinical supervision.

The course is intended to provide specialised skills in supervision across a range of professional disciplines, and is designed to meet the needs of suitably qualified professionals (e.g., qualified counsellors, psychologists, psychiatrists, social workers and other mental health professionals) who are currently in supervisory capacity or intend to become supervisors.

Course Objectives

At the completion of the Graduate Diploma in Clinical Supervision, students will be able to:

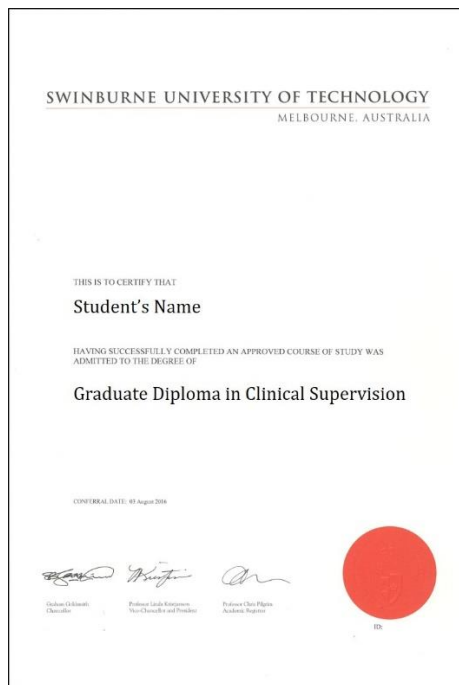
- (a) apply cognitive skills to review, analyse, consolidate and synthesise knowledge and identify and provide solutions to complex problems within the supervisory context, and to think critically to generate and evaluate complex ideas;
- (b) apply specialised and advanced technical and creative skills in the professional practice of supervision;

- (c) use communication skills to demonstrate an advanced and broad understanding of theoretical concepts in supervision, to transfer complex knowledge and ideas to a variety of audiences;
- (d) demonstrate the application of knowledge and skills to make high level, independent judgements in a range of technical or management functions in varied specialised clinical contexts;
- (e) initiate, plan, implement and evaluate supervision practice within varied specialised technical and/or creative contexts;
- (f) demonstrate responsibility and accountability for personal outputs and all aspects of the supervisory work or function of others (e.g. supervisees); and
- (g) apply a broad range of theoretical models of, and skills in, supervision at an advanced level in a range of professional contexts.

Graduation and Recognition

Students who successfully complete the ECTA programmes offered will be awarded Swinburne University of Technology degrees. The degrees conferred are the same as that awarded to on-campus Swinburne University of Technology students. Graduates may add the following academic credentials (degrees) after their names:

- Graduate Diploma in Clinical Supervision (Swinburne University)



9. Student Information

Admission and Enrolment Procedures

Currently (as of January 2017) ECTA accepts only Local students for enrolment into its academic programmes. All applications for admission are reviewed and approved based on admission requirements and policies established by SUT and ECTA. Local students refer to Individuals who reside in Singapore and do not require a Student's Pass. Local students consist of Singapore Citizens, Permanent Residents, Dependent Pass holders, Employment Pass holders, and "S" Pass holders.

Admissions/Entry Requirements

All admission/entry requirements for the courses are described in the relevant sections of this Handbook, in ECTA's course brochures, and on ECTA's website at www.ecta.edu.sg.

Course Information

Prospective students are advised to refer to the respective course brochures and ECTA website at www.ecta.edu.sg for comprehensive details of the course they wish to enrol in.

Admission and Enrolment Procedure

STEP 1

Online application

The prospective student can access ECTA's website at www.ecta.edu.sg to submit an online application of the course of study.

STEP 2

Arrangement for interview

A member of ECTA's enrolment staff will contact the prospective student to arrange for an interview at a mutually available time.

STEP 3

Interview conducted

The prospective student attends an interview/pre-course counselling session during which he/she is briefed on important matters such as admission requirements, fee protection scheme, and course requirements.

During the interview, the prospective student submits the course application form, together with the relevant documents listed below, and makes payment of a non-refundable Application Fee.

Documents to be submitted:

- One recent passport-size photo of applicant
- One copy of the applicant’s resume
- One photocopy of the applicant’s Identity Card (both sides) and Passport
- One copy of the applicant’s GCE “O” Level Certificate and any other degrees, diplomas, certificates and official transcripts
- A letter from the applicant describing the motivation for wanting to enrol in a counselling course
- A recommendation letter from character referee

The modes of payment accepted by ECTA are cash, cheque, and internet banking. Cheques are to be made payable to “ECTA”. Payment via cheque/cashier’s order should be mailed or hand-delivered directly to ECTA with the following information provided. For payment via internet banking, please refer to the following information:

Bank Account Name	: Executive Counselling and Training Academy Pte Ltd (ECTA)
Bank Account Number	: 765439 -001
Bank Code	: 7339
Branch Code	: 512
Swift Address	: OCBC SGSG
Branch	: Oversea-Chinese Banking Corporation Limited Katong Branch

Fee Protection Scheme

At the interview, the prospective student will be advised on the Fee Protection Scheme (FPS). Details of the FPS and the amount payable by each student will be explained.

STEP 4

Letter of Offer

A Letter of Offer will be issued to all successful applicants upon approval of application by SUT. Students are required to acknowledge receipt of the Letter of Offer and return a signed copy to the school for record keeping.

STEP 5

Orientation Programme

ECTA will provide a comprehensive Course Orientation session which will take place at least 10 days before Course Commencement, and will cover the following areas:

- Course structure
- Topics and the lecturers
- Assessments, essays, and assignments
- Course schedule
- Graduating criteria

Student Orientation Programme

All newly-enrolled ECTA students will go through an orientation programme which includes the following:

- a. A detailed course outline including graduating criteria.
- b. Disseminating and reiterating course information and other essential information listed in the Student Contract, Student Handbook, brochure and ECTA website.
- c. Information detailing students' rights, including channels for feedback and complaints, dispute resolution procedures, fee protection scheme and references for students in the form of hyperlinks to CPE official website.
- d. Information on SUT's and ECTA's policies related to Leave of Absence, and policies relevant to the administrative aspects of the course.
- e. Certificate awarded upon successful completion of each course.

STEP 6

Administration of Pre-Course Counselling Process

At the Administration of Pre-Course Counselling Process which will take place at least 10 days before Course Commencement, students will be given a comprehensive briefing covering these areas:

- Student Contract
- Advisory Note Form 12
- Attendance criteria and biometric attendance-taking
- Cancellation of lectures
- Withdrawal policy and procedures
- Leave of Absence policy and procedures
- Refund policies and processes
- Lecturer evaluation
- Student welfare
- Student complaint resolution procedures
- Ethics of audio-recording lectures
- Student Identity Management System
- Swinburne Online Library Resources
- Fire escape routes

STEP 7

Signing of Student Contract and Payment of Fees

After signing the Student Contract, students will be required to make payment for the 1st Instalment of their Course Fees, and the full amount of the Miscellaneous Fees.

An Official Receipt will be issued on-the-spot to students who make payment in cash. For payments by cheque and internet banking transfer, an Official Receipt will be issued when the cheques are cleared or when the funds have been credited to ECTA's bank account.

STEP 8

Arranging for Fee Protection Scheme

ECTA will arrange for a Fee Protection Scheme for each enrolled student within 7 working days of receiving payment of the 1st instalment of the Course Fees.

Course Notes

All assigned handouts will be provided by ECTA.

In the event that you are absent from a lecture, it is your responsibility to seek your peer's help in collecting a copy of the notes/handouts on your behalf.

ECTA will not be accountable for ensuring that you have any sets of notes distributed in your absence.

Career and Course Referral Letters

ECTA is ready and willing to help all ECTA graduates with referral letters for future careers and further education.

Academic Lecturers

All lecturers appointed by ECTA to conduct academic programmes and lectures have a minimum Master Degree qualification in relevant disciplines. These lecturers are available for consultation before and after classes.

National University of Singapore Library Membership

Through the course of your study, you will need to access resources for your assignments. You are encouraged to apply for membership at the National University of Singapore Library using the Membership Application Form obtainable from the ECTA office.

ECTA Reading Room

ECTA has a collection of books, journals and media that students can choose to browse through or loan for up to 14 days. These materials are recommended resources for their course of study.

Swinburne University Online Library Resources

To search for journal articles, do the following:

- Go to <http://www.swin.edu.au/library>
- Click on MY ACCOUNT
- Enter your SIMS ID (Swinburne ID number) and Password and Sign in
- On the top of the page, Click on A-Z DATABASES
 - Alternatively, if you know the title of journal you are looking for, you can click on the A-Z JOURNALS function
- On the left under REFINE YOUR SEARCH, click on the tab HEALTH AND COMMUNITY SERVICES to expand the list and click on Psychology. A table of Psychology related databases will be listed
- Select and click on a database to begin your search. The following Swinburne electronic resources are currently available to students enrolled via ECTA:
 - Proquest Central which includes ProQuest, Psychology Journals, APA databases, PsyBooks, PsycInfo, PsycArticles and PsycTests
 - SpringerLink Journals and ebooks
 - Wiley Interscience journals and ebooks

SpringerLink and Wiley Interscience are multidisciplinary databases – they include Psychology titles but not exclusively.

Due to licensing conditions, students enrolled in offshore Swinburne programs are not able to use some library online resources.
- Enter your SIMS Username and Password again if prompted
- Enter your search term(s) e.g., “Transactional Analysis”
- You may refine your search to narrow down your search results (Articles are in HTML or PDF format) e.g., by keying in the Author’s name.

10. Pastoral Guidance, Counselling and Welfare

Pre-Course Guidance

Pre-course guidance is conducted by the Course Management Administrators to:

- assess prospective student's needs;
- provide appropriate guidance and advice on the suitability of courses available; and
- provide career guidance related to courses.

Pastoral Counselling and Academic Counselling

- ECTA will appoint counsellors to provide pastoral counselling and emotional support for students to help them cope with mental stress related to a new environment or a course of study;
- Support will also be provided to students who do not appear to be coping well with academic activities. The student concerned may be referred to the Academic Director who may recommend or direct the student to attend supplementary classes or have arrangements made for him/her to develop the relevant academic areas to a level deemed adequate to perform satisfactorily in the course.

Counselling Services

Personal Counselling (Optional)

ECTA will provide students enrolled into the Graduate Certificate of Counselling with three (3) hours of personal counselling. Two Counselling Rooms have been designated for this purpose.

The intent of the personal counselling is to enhance students' personal development and to help students step into a Client's shoes and enter the world of the Client. As this is part of the learning, students are to log the personal counselling hours in the Practicum Logbook provided by ECTA.

Counselling Room 1



Counselling Room 2



Student Welfare: Meals, Snacks and Refreshments

Hot and cold water dispensers, beverages such as coffee and tea, and biscuits are available to all ECTA students at all times.



Water Dispensers



Beverages



Hot Water Dispenser



Biscuits



Lunch

During full-day (from morning to evening) classes, on examination days, before Course Orientation sessions, and before Course Closure sessions, a complimentary buffet meal (lunch or dinner, depending on timing of the session) will be catered for students and lecturers.

11. Policies

Attendance

Most topics in the course have a minimum attendance requirement. Certain topics have a 100% attendance requirement, while some topics have a 80% attendance requirement.

Local (Singaporean and/or Permanent Residents) ECTA students are required to maintain a class attendance rate of above 80%.

For topics with a 80% minimum attendance requirement, International students are required by the Immigration & Checkpoints Authority (ICA) to have an attendance percentage of 90%. International students who have an attendance rating below 90% without a valid reason will be reported to ICA (www.ica.gov.sg).

If a Local or International student does not meet the stated attendance criterion, he/she may not be eligible for graduation.

ECTA will make arrangements for a student who misses a lecture to attend a make-up class or receive academic instruction via some other appropriate means approved by the Academic Director, in order to fulfil the attendance criteria.

It is important to record your attendance which is taken via the Biometric system. Please remember to scan your fingerprint before and after class, in order for your attendance to be captured.

Even if a Medical Chit/Certificate (MC) is submitted for a lecture missed, you will still be considered as having been ABSENT for that particular lecture.

The attendance criterion is an IMPORTANT HURDLE requirement. In the event that you are not able to fulfill the stated hurdle requirement, only the Academic Director is empowered to consider your case for exemption. However, even in the event of an exemption, ECTA will not change the attendance percentage.

If you should miss fulfilling the hurdle requirement, please immediately attend the next available free make-up class conducted for the next cohort of students. In the event that you miss the make-up class, charges will be levied for any make-up lecture, including for Group Supervision.

Absence from Lectures

Students intending to apply for leave based on grounds listed in the table below, are required to submit to the Course Management Administrator an official “Request for Excuse from Lecture Form” along with relevant supporting documents.

Reason(s) of Absence
Illness
Official work-related duties (local)
Official work-related duties (overseas)
Personal emergency
Marriage / childbirth / other important family commitment
Other reasons

Monitoring of Student Attendance

Any form of absenteeism without any prior notice or approval from ECTA will result in the following steps:

Number of Days Absent	Course of Actions
3 scheduled lectures without any valid reason	1 st email notification sent
5 scheduled lectures without any valid reason	2 nd email notification sent
7 scheduled lectures without any valid reason or below 80% attendance	Clinical & Academic Director to intervene



REQUEST FOR EXCUSE FROM LECTURE

I, _____, (NRIC: _____), am unable to be present for the following lecture for the reason(s) given below, and understand that I am required to attend make-up classes or receive an alternative form of academic instruction due to my absence in order to successfully complete my course and meet the criteria for graduation.

Cohort: _____

Unit Code: PSC _____ Topic: _____

Date of Absence: _____ Time of Absence: _____

Reason(s) for Absence (please tick):

- Illness
- Official work-related duties (local)
- Official work-related duties (overseas)
- Personal emergency
- Marriage / childbirth / other important family commitment: _____
- Other reason: _____

Intern's Signature: _____

Date: _____

For Official Use Only

Verified by Course Management Administrator		Approved by Clinical & Academic Director, ECTA; Director, Swinburne-ECTA Programs, Singapore	
Date		Date	

Attendance - Scanning of Thumbprint

Recording of Attendance will be done via a biometric system.

Please scan your fingerprint before and after class.

Attendance is an audited item required by the Swinburne University of Technology, ECTA, Singapore Association for Counselling (SAC), and the Committee for Private Education (CPE).

It is the role of the lecturer to ensure that the students marked present are physically present in the classroom.



Code of Conduct

Do's

- Do follow ECTA's rules and regulations at all times.
- Do show courtesy to your fellow course mates, lecturers and the administrative staff.
- Do try to attend to incoming calls only after the lesson or during break times.
- Do adhere to the lesson schedule and be punctual in attendance.

Don'ts

- Do not instigate other students to cause disruption which may lead to inconvenience to all (e.g. riot; no demonstration).
- Do not leave the class frequently to attend to phone calls.
- Do not use vulgarities in class.
- Do not vandalise ECTA's properties or cause damage to equipment and facilities.
- Do not litter.

Ethics for Audio Recording

Prior to any audio recording, students **MUST** ensure the following is done:

- Obtain permission from the respective lecturers prior to the commencement of the lecture.
- Inform the lecturer at the commencement of the lecture that you are audio recording his/her session.
- Establish that this is a classroom contract between the respective lecturers and the students.

Please note the following:

- Audio-recording is not allowed during the Group Supervision sessions.
- Video-recording of lectures is not permissible.



SAC Code of Ethics

This code of ethics sets out the standards for members' professional conduct.

- Preamble
- Section A: General
- Section B: Counselling Relationship
- Section C: Measurement and Evaluation
- Section D: Research and Publication
- Section E: Public Statements

Preamble

The Singapore Association for Counselling (SAC) is a professional organisation whose members are dedicated to the enhancement of the worth, dignity, potential and uniqueness of individuals, couples, families and groups and thus to the society.

The SAC is aware of the diversity of role definitions and work settings of its members. This includes a wide variety of academic disciplines, levels of academic training and agency settings. Such diversity reflects the extent of SAC's influence and interest.

SAC is also aware of the need to set standards for members' professional conduct. Such code of conduct is herein established to provide principles that define ethical behaviour of SAC members.

Section A: General

1. Members influence the development of the profession by their continuous effort to improve and promote professional practice, training, writing and research. Members are expected to enhance their skills, remain abreast of new developments in counselling knowledge and practice and grow professionally through continuous educational activities, learning and development.
2. Members have a responsibility both to the clients who are served and to the agencies within which the service is provided, to maintain high standards of professional conduct and competence in their work.
3. Members neither claim nor imply professional qualifications exceeding those possessed and are responsible for correcting any misrepresentations of these qualifications by others.
4. Members do not participate in activities in which it appears likely that their skills or data will be misused by others, unless corrective mechanisms are available.
5. When members provide information to the public or to subordinates, peers or supervisors, they have a responsibility to ensure that the content is general and consists of objective, factual data.

6. If members learn of misuse or misrepresentation of their work, they take reasonable steps to correct or minimise the misuse or misrepresentation.
7. With regard to the delivery of professional services, members should accept only those appointments or responsibilities for which they are professionally qualified by education, training or experience.
8. Where differences of age, gender, race, ethnicity, cultural background, religion, sexual orientation, disability, language, or socio-economic status significantly affect members' work concerning the particular individuals or groups, members should obtain the training, experience, consultation, or supervision necessary to ensure the competence of their services, or they make appropriate referrals.
9. In their work-related activities, members respect the rights of others to hold values, attitudes, and opinions that differ from their own.
10. Members do not knowingly engage in behaviour that is harassing (sexual in nature or otherwise) or demeaning to persons with whom they interact in their work, based on factors such as those persons' age, gender, race, ethnicity, cultural background, religion, sexual orientation, disability, language, or socio-economic status.
11. Members recognise that their personal problems and conflicts may interfere with their effectiveness. Accordingly, they refrain from undertaking an activity when they know or should know that their personal problems are likely to lead to harm to a client, colleague, student, research participant, or other person to whom they owe a professional or scientific obligation. In addition, members have an obligation to be alert to signs of, and to obtain assistance for, their personal problems at an early stage, in order to prevent significantly impaired performance. When members become aware of personal problems that may interfere with their performing work-related duties adequately, they take appropriate measures, such as obtaining professional consultation or assistance, and determine whether they should limit, suspend, or terminate their work-related duties.
12. Members take reasonable steps to avoid harming their clients, research participants, students, and others with whom they work, and minimise harm where it is foreseeable and unavoidable.
13. Because members' professional judgement and actions may affect the lives of others, they are to guard against any personal, financial, social, organisational, or political factors that might lead to misuse of their influence.
14. Members should not solicit goods, services, or other non-monetary remuneration from clients in return for counselling services in order to avoid potential exploitation or distortion of the professional relationship.
15. Members avoid establishing dual relationships with clients that could impair professional judgement or potentially lead to exploitation of the clients.

Section B: Counselling Relationship

This section refers to practices and procedures of individual and/or group counselling relationships.

1. The primary obligation of members is to respect the integrity and promote the welfare of the clients, whether the clients are assisted individually or in a group situation.
2. If members determine an inability to be of professional assistance to the client, they must either avoid initiating the counselling relationship or immediately terminate that relationship.
3. Members discuss with clients as early as feasible in the therapeutic relationship appropriate issues, such as the nature and anticipated course of counselling, fees, and confidentiality.
4. When members are interns, clients are informed of that fact.
5. Members make reasonable efforts to answer clients' questions and to avoid apparent misunderstanding about the counselling. Whenever possible, members provide oral and/or written information, using language that is reasonably understandable to the client.
6. All experimental methods of treatment must be clearly indicated to prospective recipients and safety precautions are to be adhered to by members.
7. The counselling relationship and information resulting therefrom must be kept confidential, consistent with the obligations of members as professional persons.
8. When the client's condition indicates that there is clear and imminent danger to the client or others, members must take reasonable personal action or inform responsible authorities. Consultation with other professionals must be used where possible.
9. Members obtain clients' consent before videotaping, audio-recording or permitting third party observation.
10. Records of the counselling relationship, including interview notes, test data, correspondence, video and tape recordings, and other documents, are to be considered professional information for use in counselling.
11. Use of information derived from counselling sessions for purposes of counsellor training or research shall be confined to content that can be disguised to ensure full protection of the identity of the client.
12. Members store or dispose of client records in ways that maintain confidentiality.
13. When members engage in short-term group treatment or training programmes (e.g. marathons and other encounter-type or growth groups), they must ensure that there is professional assistance available during and following the group experience.
14. Members do not engage in sexual intimacies with current clients or with former clients within two years of cessation or termination of services.
15. Members do not accept as clients people with whom they have engaged in sexual intimacies.
16. Members make reasonable efforts to plan for facilitating care in the event that counselling services are interrupted by factors such as the counsellor's illness, death, unavailability, or relocation or by the client's relocation or financial limitations.

17. Members terminate a professional relationship when it becomes reasonably clear that the client no longer needs the service, is not benefiting, or is being harmed by continued service.
18. Prior to termination for whatever reason, except where precluded by the client's conduct, members discuss the client's views and needs, provides appropriate pre-termination counselling, suggests alternative providers as appropriate, and takes other reasonable steps to facilitate transfer of responsibility to another provider if the client needs one immediately.

Section C: Measurement and Evaluation

This section refers to practices and procedures of individual and/or group counselling relationships.

1. Members must provide specific orientation or information to the client prior to and following the test administration so that the results of testing may be placed in proper perspective with other relevant factors. In so doing, members must recognise the effects of socio-economic, race, ethnic and cultural factors on test scores.
2. In selecting tests for use in a given situation or with a particular client, members must consider carefully the specific validity, reliability, and appropriateness of the test(s).
3. Members make appropriate adjustment in the administration or interpretation of the test based on factors such as the race, ethnicity, cultural background or socio-economic status.
4. The purpose of testing and the explicit use of the results must be made known to the client prior to testing.
5. Reasonable steps must be taken by members to explain the results of the test(s) using language that is understandable to the client assessed or to another legally authorised person on behalf of the client.
6. The client's welfare and explicit prior understanding must be the criteria for determining the recipients of the test results. The interpretation of test data must be related to the client's particular concerns.
7. Members must guard against the appropriation, reproduction, or modifications of published tests or parts thereof without acknowledgement and permission from the previous publisher.

Section D: Research and Publication

The primary purpose of research is to advance the frontiers of knowledge and practice in the area of counselling. Members respect the dignity and protect the welfare of the research participants during the conduct of research.

1. In planning any research activity dealing with human subjects, members must be aware of and responsive to all pertinent ethical principles and ensure that the research problem, design and execution are in full compliance with them.
2. All research participants must be informed of the purpose of the study except when withholding information or providing misinformation to them is essential to

the investigation. In such research members must be responsible for corrective action as soon as possible following completion of the research.

3. Members respect participants' right to decline participation in or withdraw from a research study at any time.
4. When reporting research results, explicit mention must be made of all variables and conditions known to the investigator that might affect the outcome of the investigation or the interpretation of the data.
5. Members must give due credit through joint authorship, acknowledgement, footnote statements, or other appropriate means to those who have contributed significantly to the research and/or publication, in accordance with such contributions.

Section E: Public Statements

Public statements relating to professional services, products, or publications must comply to the Ethics Code. They include paid or unpaid advertising, brochures, printed matter, directory listings, personal resumes or curriculum vitae, interviews or comments for use in media, statements in legal proceedings, lectures and public oral presentations, and published materials.

1. Members do not make public statements that are deceptive or misleading concerning their work and those of persons or organisations with which they are affiliated.
2. Members do not make false or deceptive statements concerning (1) their training, experience or competence; (2) their academic degrees; (3) their credentials; (4) their institutional or association affiliations; (5) their services; (6) the scientific or clinical basis for, or results or degree of success of, their services; (7) their fees; or (8) their publications or research findings.

Sections of this Code of Ethics are influenced by or adapted from the following:

- Revised AAMFT CODE OF ETHICS, American Association for Marriage and Family Therapy (1998).
- CODE OF ETHICS, Association of Psychological and Educational Counsellors of Asia (1990).
- ETHICAL PRINCIPLES OF PSYCHOLOGISTS AND CODE OF CONDUCT, American Psychological Association (1992).
- ETHICAL STANDARDS, American Association of Counselling and Development (1981 revision).



ACA Code of Ethics and Practice

1. Preamble

- (a) The Australian Counselling Association ("the ACA (INC)") has been established to;
 - i) To provide an industry based Association for persons engaged in counsellor education and practice.
 - ii) To monitor, maintain, set and improve professional standards in counsellor education and practice.
 - iii) To be a self-regulatory body to provide for registration of members and to provide a mechanism for dealing with complaints about members.
 - iv) To liaise with Government for the benefit of members and the public.
- (b) Membership of the ACA (INC) commits members to adhere to the ACA (INC) Code of Ethics and Practice. The Code of Ethics and Practice applies to counsellors work related activities. It includes the clinical or counselling practice as well as research, teaching, supervision of trainees and other activities that relate to the overall general training and employment of the counselling profession.
- (c) The Code of Ethics and Practice is intended to provide standards of profession conduct that can be applied by the ACA (INC) and by other bodies that choose to adopt them in Australia. Depending upon the circumstances compliance or non-compliance with the Code of Ethics and Practice may be admissible in some legal proceedings.

2. Code of Ethics

- (a) The helping relationship constitutes the effective and appropriate use of helper's skills that are for the benefit and safety of the client in his or her circumstances. Therefore as members (regardless of level) of the Australian Counselling Association we will:
 - i. Offer a non-judgmental professional service, free from discrimination, honouring the individuality of the client
 - ii. Establish the helping relationship in order to maintain the integrity and empowerment of the client without offering advice.
 - iii. Be committed to ongoing personal and professional development
 - iv. Ensure client understanding of the purpose, process and boundaries of the counselling relationship.
 - v. Offer a promise of confidentiality and explain the limits of duty of care.
 - vi. For the purpose of advocacy, receive written permission from the client before divulging any information or contacting other parties.
 - vii. Endeavour to make suitable referral where competent service cannot be provided.

- viii. Undertake regular supervision and debriefing to develop skills, monitor performance and sustain professional accountability.
- ix. Be responsive to the needs of peers and provide a supportive environment for their professional development
- x. Not act as or practice legal counsel on behalf of or to a client when practicing as a counsellor or act as an agent for a client
- xi. Not initiate, develop or pursue a relationship be it sexual or nonsexual with past or current clients, within 2 years of the last counselling session.
- xii. Be responsible for your own updating and continued knowledge of theories, ethics and practices through journals, the association and other relevant bodies.
- xiii. Be committed to the above code of ethics and recognise that procedures for withdrawal of membership will be implemented for breaches.

3. Code of Practice

- (a) This Code applies those values and ethical principles outlined above to more specific situations which may arise in the practice of Counselling. Many clauses and/or sections of the Code are inter-related and this should be kept in mind both when reading and applying the Code.

3.1 Issues of Responsibility

- (a) Counsellors have both a duty of care and a responsibility not to mislead, misguide or misdirect [either overtly by publication or covertly by omission] clients as to the counsellors level of competence, experience or qualifications. To do so is considered to be a most serious ethical breach as it increases the risk of harm to the client and damages the credibility of the profession in the eyes of the general public.
- (b) Counsellors take responsibility for clinical/therapeutic decisions in their work with clients.
- (c) Counsellors also have responsibilities to associated parties, i.e. any individual or organisation other than the client/s with whom the Counsellor interacts in the course of rendering a counselling service, This is inclusive of but not limited to:
 - i. client's' relatives, friends, employees, employers, carers and guardians;
 - ii. other professionals or experts;
 - iii. representative from communities or organisations.

In reference to the Code of Ethics and Practice what applies to the client(s) also applies to associated parties.

- (d) The counsellor-client relationship is the foremost ethical concern. However, counselling does not exist in social isolation. Counsellors may need to

consider other sources of ethical responsibility. The headings in this section are intended to draw attention to some of these.

3.2 Responsibility to the client

(a) Client Safety

- i. Counsellors must take all reasonable steps to ensure that the client does not suffer physical, emotional or psychological harm during counselling sessions.
- ii. Counsellors must not exploit their clients financially, sexually, emotionally, or in any other way. Suggesting or engaging in sexual activity with a client is unethical.
- iii. Counsellors must provide privacy for counselling sessions. The sessions should not be overheard, recorded or observed by anyone other than the counsellor without informed consent from the client. Normally any recording would be discussed as part of the contract. Care must be taken that sessions are not interrupted.

(b) Client Self-determination

- i. In counselling the balance of power is unequal and counsellors must take care not to abuse their power.
- ii. Counsellors do not normally act on behalf of their clients. If they do, it will only be with express written consent of their client, or else in exceptional circumstances.
- iii. Counsellors do not normally give advice.
- iv. Counsellors have a responsibility to establish with clients at the outset of counselling the existence of any other therapeutic or helping relationships in which the client is involved and to consider whether counselling is appropriate. Counsellors should gain the client's permission before conferring in any way with other professional workers.

(c) Breaks and Endings

- i. Counsellors work with clients to reach a recognised ending when clients have received the help they sought or when it is apparent that counselling is no longer helping or when clients wish to end.
- ii. External circumstances may lead to endings for other reasons which are not therapeutic. Counsellors must make arrangements for care to be taken of the immediate needs of clients in the event of any sudden and unforeseen endings by the counsellor or breaks to the counselling relationship.
- iii. Counsellors should take care to prepare their clients appropriately for any planned breaks from counselling. They should also take steps to ensure the wellbeing of their clients during such breaks.

(d) Responsibility to other Counsellors

- i. Counsellors must not conduct themselves in their counselling-related activities in ways which undermine public confidence either in their role as a counsellor or in the work of other counsellors.

- ii. A counsellor who suspects misconduct by another counsellor which cannot be resolved or remedied after discussion with the counsellor concerned, should implement the Complaints Procedure, doing so without breaches of confidentiality other than those necessary for investigating the complaint.

(e) Responsibility to Colleagues and Others

- i. Counsellors are accountable for their services to colleagues, employers and funding bodies as appropriate. At the same time they must respect the privacy, needs and autonomy of the client as well as the contract of confidentiality agreed with the client.
- ii. No-one should be led to believe that a service is being offered by the counsellor that is not in fact being offered, as this may deprive the client of the offer of such a service elsewhere.
- iii. Counsellors must play a demonstrable part in exploring and resolving conflicts of interest between themselves and their employers or agencies, especially where this affects the ethical delivery of counselling to clients.

(f) Responsibility to the Wider Community Law

- i. Counsellors must take all reasonable steps to be aware of current law as it applies to their counselling practice not only Federal Law but the particular laws of their State or Territory. This includes those legal rights that refer to client rights protected under laws and statutes of the Commonwealth, State or Territory in which the Counsellor provides counselling services.

(g) Resolving Conflicts Between Ethical Priorities

- i. Counsellors may find themselves caught between conflicting ethical principles, which could involve issues of public interest. In these circumstances, they are urged to consider the particular situation in which they find themselves and to discuss the situation with their counselling supervisor and/or other experienced counsellors. Even after conscientious consideration of the salient issues, some ethical dilemmas cannot be resolved easily or wholly satisfactorily. In all such cases careful and complete notes should be kept – especially in relation to what consultation has taken place and with whom.

3.3 Anti-Discriminatory Practice

(a) Client Respect

- i. Counsellors work with clients in ways that affirm both the common humanity and the uniqueness of each individual. They must be sensitive to the cultural context and worldview of the client, for instance whether the individual, family or the community is taken as central.

(b) Client Autonomy

- i. Counsellors are responsible for working in ways that respect and promote the clients ability to make decisions in the light of his/her own beliefs, values and context.

(c) Counsellor Awareness

- i. Counsellors are responsible for ensuring that any problems with mutual comprehension due to language, cultural differences or for any other reason are addressed at an early stage. The use of an interpreter needs to be carefully considered at the outset of counselling.
- ii. Counsellors have a responsibility to consider and address their own prejudices, stereotyping attitudes and behavior. They are to give particular consideration to ways in which these may be affecting the counselling relationship and influencing their responses.

3.4 Confidentiality

- (a) Confidentiality is a means of providing the client with safety and privacy and thus protects client autonomy. For this reason any limitation on the degree of confidentiality is likely to diminish the effectiveness of counselling.
- (b) The counselling contract will include any agreement about the level and limits of the confidentiality offered. This agreement can be reviewed and changed by negotiation between the counsellor and the client. Agreements about confidentiality continue after the client's death unless there are overriding legal or ethical considerations. In cases where the client's safety is in jeopardy any confidentially agreements that may interfere with this safety are to be considered void (see 3.6 'Exceptional circumstances').

3.5 Settings

- (a) Counsellors must ensure that they have taken all reasonable steps to inform the client of any limitations to confidentiality that arise within the setting of the counselling work, e.g. updating doctors in primary care, team case discussions in agencies. These are made explicit through clear contracting.
- (b) Many settings place additional specific limitations on confidentiality. Counsellors considering working in these setting must think about the impact of such limitations on their practice and decide whether or not to work in such settings

3.6 Exceptional Circumstances

- (a) Exceptional circumstances may arise which give the counsellor good grounds for believing that serious harm may occur to the client or to other people. In such circumstance the client's consent to change in the agreement about confidentiality should be sought whenever possible unless there are also good grounds for believing the client is no longer willing or able to take responsibility for his/her actions Normally, the decision to break confidentiality should be discussed with the client and should be made only after consultation with the counselling supervisor or if he/she is not available, an experienced counsellor.
- (b) Any disclosure of confidential information should be restricted to relevant information, conveyed only to appropriate people and for appropriate reasons likely to alleviate the exceptional circumstances. The ethical considerations include achieving a balance between acting in the best interests of the client

and the counsellor's responsibilities under the law and to the wider community.

- (c) While counsellors hold different views about grounds for breaking confidentiality, such as potential self-harm, suicide, and harm to others they must also consider those put forward in this Code, as they too should imbue their practice. These views should be communicated to both clients and significant others e.g. supervisor, agency, etc.

3.7 Management and Confidentiality

- (a) Counsellors should ensure that records of the client's identity are kept separately from any case notes.
- (b) Arrangements must be made for the safe disposal of client records, especially in the event of the counsellor's incapacity or death.
- (c) Care must be taken to ensure that personally identifiable information is not transmitted through overlapping networks of confidential relationships.
- (d) When case material is used for case studies, reports or publications the clients informed consent must be obtained wherever possible and their identity must be effectively disguised.
- (e) Any discussion of their counselling work with other professionals should be purposeful and not trivializing.
- (f) Counsellors must pay particular attention to protecting the identity of clients.

3.8 Contracts

(a) Advertising and Public Statements

- i. Counsellors who hold accredited qualifications and who are members of recognised bodies are encouraged to display and/or mention this fact.
- ii. All advertising and public statements should be accurate in every particular.
- iii. Counsellors should not display an affiliation with an organisation in a manner which falsely implies sponsorship or validation by that organisation.

(b) Pre-Counselling Information

- i. Any publicity material and all written and oral information should reflect accurately the nature of the service on offer, and the relevant counselling training, qualifications and experience of the counsellor.
- ii. Counsellors should take all reasonable steps to honour undertakings made in their pre-counselling information.

(c) Contracting with Clients

- i. Counsellors are responsible for reaching agreement with their clients about the terms on which counselling is being offered, including availability, the degree of confidentiality offered, arrangements for the payment of any fees, cancelled appointments and other significant matters. The communication of essential terms and any negotiations

should be concluded by having reached a clear agreement before the client incurs any commitment or liability of any kind.

- ii. The counsellor has a responsibility to ensure that the client is given a free choice whether or not to participate in counselling. Reasonable steps should be taken in the course of the counselling relationship to ensure that the client is given an opportunity to review the counselling.
- iii. Counsellors must avoid conflicts of interest wherever possible. Any conflicts of interest that do occur must be discussed in counselling supervision and where appropriate with the client and/or associated parties.
- iv. Records of appointments should be kept and clients should be made aware of this. If records of counselling sessions are kept, clients should also be made aware of this. At the clients request information should be given about access to these records, their availability to other people, and the degree of security with which they are kept.
- v. Counsellors must be aware that computer-based records are subject to statutory regulations. It is the counsellor's responsibility to be aware of any changes the government may introduce in the regulations concerning the clients right of access to his/her records.
- vi. Counsellors are responsible for addressing any client dissatisfaction with counselling services received.

3.9 Boundaries

(a) With Clients

- i. Counsellors are responsible for setting and monitoring boundaries throughout the counselling sessions and will make explicit to clients that counselling is a formal and contracted relationship and nothing else.
- ii. The counselling relationship must not be concurrent with a supervisory, training or other form of relationship (sexual or non-sexual).

(b) With Former Clients

- i. Counsellors remain accountable for relationships with former clients and must exercise caution over entering into friendships, business relationships, training, supervising and other relationships. Any changes in relationships must be discussed in counselling supervision. The decision about any change(s) in relationships with former clients should take into account whether the issues and power dynamics presented during the counselling relationship have been resolved. Section 3.9 (b) ii below is also of relevance here.
- ii. Counsellors are prohibited from sexual activity with all current and former clients for a minimum of two years from cessation of counselling.

3.10 Competence

(a) Counsellor Competence and Education

- i. Counsellors must have achieved a level of competence before commencing counselling and must maintain continuing professional development as well as regular and ongoing supervision.
- ii. Counsellors must actively monitor their own competence through counselling supervision and be willing to consider any views expressed by their clients and by other counsellors.
- iii. Counsellors must have a zero tolerance alcohol and illicit drug policy in their workplace and, for the counsellor, up to eight hours before – and of course during – their working hours. Counsellors are responsible for monitoring their functioning and will not counsel when their functioning is impaired by alcohol or drugs (be they illicit or licit). In situations of personal or emotional difficulty, excessive tiredness or illness, counsellors will monitor the point at which they are no longer competent to practice and take action accordingly. Counsellors should always err on the side of caution in such cases.
- iv. Competence includes being able to recognise when it is appropriate to refer a client elsewhere.
- v. Counsellors should take reasonable steps to seek out peer supervision to evaluate their efficiency as counsellors on a regular basis as required by the ACA (INC) membership guidelines.
- vi. Counsellors must recognise the need for continuing education in their chosen profession to maintain a professional level of awareness of current scientific and professional information and education in their particular fields of activity.
- vii. Counsellors should take steps to maintain and improve their level of competence through on-going professional development and to keep up to date with best practice.
- viii. Counsellors are responsible for ensuring that their relationships with clients are not unduly influenced by their own emotional needs.
- ix. Counsellors must have professional indemnity insurance and maintain adequate cover.
- x. When uncertain as to whether a particular situation or course of action may be in violation of the Code of Ethics and Practice, counsellors must consult with their counselling supervisor and/or other practitioners.

3.11 The Counselling Environment

There are two environmental factors to be considered:

- i. physical factors
- ii. emotional factors

because of this,

(a) ideally the counselling room should:

- i. be well lit and ventilated, and preferably have window(s) have a temperature that is set at a comfortable level for both counsellor and client.

- ii. have the exit easily accessible to the client should they choose to avail themselves of it.
 - iii. provide for confidentiality while allowing the client to feel safe.
 - iv. have within it a comfortable open space between the counsellor and the client, insofar as the work environment allows.
- (b) In terms of ethics, a failure to provide such an environment could be seen as leading to a breach of:
- 3.2(a) i “Counsellors must take all reasonable steps to ensure that the client does not suffer physical, emotional or psychological harm during counselling sessions.”
- depending upon the effect of the counselling environment both physically and emotionally upon the client.

Academic Credits (Exemptions)

Academic Credits may be granted if applicants can show documentary evidence that their qualifications are equivalent to the requirements of the Graduate Certificate of Counselling or the Graduate Diploma of Counselling. Swinburne University of Technology will only grant Academic Credits of not more than 50% of the two-year Master degree programme.

Cancellation of Lectures

SUDDEN CANCELLATION OF LECTURES DUE TO UNFORSEEN CIRCUMSTANCES

In the event a lecture has to be cancelled or rescheduled because of unforeseen circumstances, ECTA will make every effort to notify students either by email, SMS or WhatsApp.

It is therefore important to check your email, SMS and WhatsApp regularly, especially before commencement of each class.

Please update ECTA on any changes to your contact details.

Please be assured that ECTA will arrange for a make-up lecture to replace any classes that are re-scheduled.

Rules and Regulations

Confidentiality of Information

All student-related information and data are classified “CONFIDENTIAL”. Staff managing and processing student information, including course assessment materials and results shall strictly abide by the Personal Data Protection Act (PDPA).

Student data will be acquired, disclosed (with student’s consent), and used only in ways that respect student privacy. Access to student-related and sensitive information is restricted to dedicated staff performing the work.

Dress Code for Lectures at ECTA

Students may dress comfortably but should avoid attire that may be perceived to be inappropriately revealing, or insensitive to religious or cultural sentiments.

Dress Code for Practicum Site and Clinical Attachment

Students should dress professionally (smart casual at the minimum) in keeping with the expectations and requirements of the site.

Consumption of Food and Drinks

Consume all food and drinks in the pantry area. Only plain water is allowed in the lecture rooms.

Smoking

ECTA does not encourage smoking nor permit smoking in its premises in compliance with NEA Regulations.

Discipline

Students are liable for disciplinary actions if they are in serious breach of ECTA’s rules and regulations or violations of the local laws and regulations. A warning letter may be issued to the student where deemed necessary, and appropriate actions shall be taken for repeat violations.

Course Discontinuation for Non-Compliance

Course Discontinuation Policy

1. A student may be terminated from ECTA, with the Clinical & Academic Director's approval, under the following circumstances:
 - Violation of ICA regulations;
 - Discontinuation of course, deportation as well as forfeiture of Security Deposit if holder of Student's Pass is caught working in Singapore or non-compliance of government policies and procedures;
 - Misconduct such as fighting, gambling, smoking or disorderly behaviour;
 - Defamation such as spreading untruth and making damaging remarks about ECTA, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of ECTA;
 - Vandalism, mischief and/or theft;
 - Participation in any wilful or negligent acts that result in damage, loss, theft or activities not befitting the good name of ECTA; or
 - Cheating, which includes any form of plagiarism in assessments and written examination will result in disciplinary action(s).
2. Upon receiving the Course Discontinuation letter, the Student Contract and the Fee Protection Scheme account will be terminated, and the International student will have to surrender his/her Student's Pass immediately.
3. No refund will be made to any student found to have breached the Course Discontinuation Policy.

Student Contract

All students who accept a place at Swinburne University of Technology through ECTA are required to sign a Student Contract which details the terms and conditions of their enrolment. The terms and conditions are specified by the Committee for Private Education.

Currently, the Committee for Private Education requires that any student who seeks to change his/her course in any way (including re-moduling of failed units) must be provided with a new contract.

ECTA reserves the right to terminate the contract drawn in the event of a student breaking Singapore law.

Leave of Absence (LOA) or Withdrawal from Programme

If you intend to apply for a Leave of Absence or a Withdrawal from the Programme, you will need to complete a Leave of Absence or Withdrawal Form which can be obtained from your respective Course Management Administrator, and lodged with ECTA.

Please note Swinburne University of Technology's Leave of Absence policy:

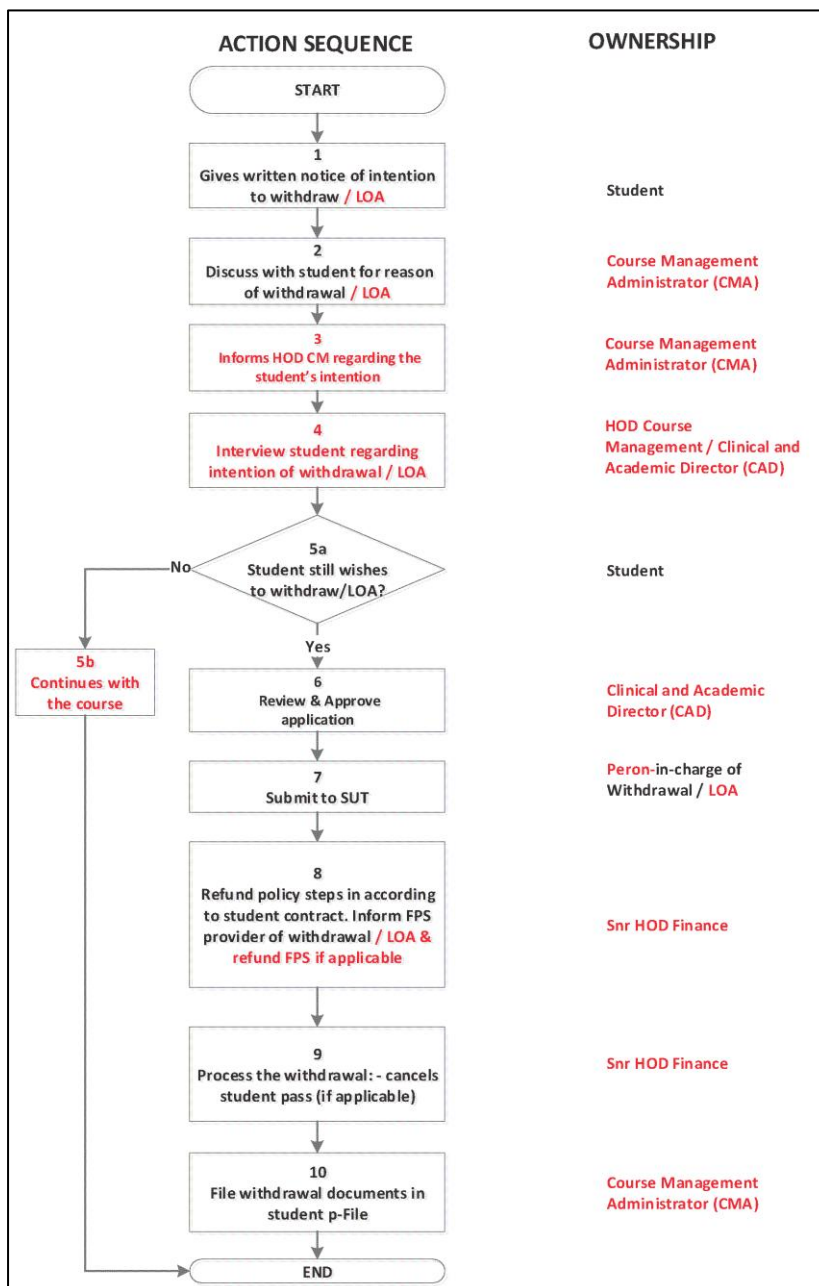
- Leave of Absence will normally be granted only for a maximum of one year.
- International students will normally be granted a Leave of Absence only for six months at a time.
- Application outcome notifications will be emailed only to a Swinburne student's email address.
- Any application to extend a Leave of Absence must be submitted and approved before the end date of the initial Leave of Absence.
- All applications must be complete to be considered.
- A reason is mandatory when applying for Leave of Absence.

More information on Leave of Absence or a Withdrawal from the Programme may be obtained at this link: <https://www.swinburne.edu.au/current-students/manage-course/enrolment-timetable/time-off/>

According to Swinburne University's policy and procedures, failure to re-enroll or formally apply for a Leave of Absence will mean having to re-apply and re-do the Course.

Withdrawal Policy and Procedure

In the event that you have to withdraw from the course for a compelling reason, please consult the Course Management Administrator at ECTA who will liaise with Swinburne University Policy Advice Department. Under exceptional circumstances and in accordance with Swinburne University's policy and procedures, a student may be advised to apply for a post-census remission of fees. If successful, a partial refund of the fees paid will be applicable.



**Flowchart for
Withdrawal / Leave
of Absence
Process**

Medical Leave

In the event a student falls ill and is unable to attend a scheduled class/examination, he/she must immediately notify the Course Management Administrator at 6346 6411. The student is required to produce a valid Medical Chit/Certificate (MC) as proof of absenteeism, and submit it to the Course Management Administrator.

Local Laws

Offences	Rules and Fines
Smoking	Smoking is prohibited in the majority of indoor locations, public outdoor locations, including within 5 metres of the entrance of a building when outdoors. Smoking is typically permitted only within specifically-designated zones. Anyone caught smoking in a prohibited place is liable to conviction or a fine.
Alcoholic Beverages	Individuals are not permitted to consume alcoholic beverages in a public space between 10:30pm and 7:00am. Public spaces include HDB void decks, parks and beaches. Certain geographical areas designated as “Liquor Control Zones” have stricter timing restrictions. Retail shops are also not allowed to sell alcoholic beverages for take-away consumption within these restriction timings. These restrictions do not apply to private areas such as residential homes, chalets and condominiums.
Gambling	Gambling is a strictly regulated activity and is typically prohibited unless carried out through a legally licensed entity.
Chewing Gum	Chewing gum is not allowed to be brought into Singapore or to be consumed locally as it is banned. Offenders who are caught consuming/possessing chewing gum will be fined.
Spitting and Littering	Spitting and littering are offences and carry a fine.
Drugs	Anyone caught in possession or consuming illegal drugs/substance may be subjected to death penalty, life imprisonment, or some other severe penalty if found guilty.

Offences	Rules and Fines
Other important laws	Jay walking is an offence and may result in a fine. Drivers and motorcyclists must possess a valid Singapore license and the vehicle must be insured. Vandalism (i.e. graffiti) and other forms of destruction of public property are viewed as serious offences.

For more information on these laws and other Singapore legal regulations, please visit: <http://statutes.agc.gov.sg/>

12. Fee Structure and Payment Schedule

Fee Payment Schedule

Student fees are categorized as Course Fees (fees associated with the delivery of your course), Application Fee and Administrative Fees (fees associated with the administrative aspects of your course).

For the Graduate Certificate, Graduate Diploma of Counselling and Master of Counselling (Advanced), the Course Fees depend on the Stage at which you are currently pursuing, and will be indicated in the Student Contract accordingly.

Item	Stage 1 Grad Cert of Counselling	Stage 2 Grad Dip of Counselling	Stage 3 Master of Counselling (Advanced)	Grad Cert in Clinical Supervision	Grad Diploma in Clinical Supervision
Course Fees	S\$ 6,848.00	S\$ 8,239.00	S\$ 16,692.00	S\$ 8,346.00	S\$ 16,692.00
Administrative Fees	S\$ 888.10	S\$ 1,391.00	S\$ 1,391.00	S\$ 1,391.00	S\$ 1,230.50
FPS Premium*	S\$ 46.42	S\$ 57.78	S\$ 108.49	S\$ 58.42	S\$ 107.54
Total fees with GST	S\$ 7,782.52	S\$ 9,687.78	S\$ 18,191.49	S\$ 9,795.42	S\$ 18,030.04
No. of Instalments	3	3	4	3	4

A non-refundable Application Fee of S\$160.50 is payable upon submission of "Application Form for Admission" to Swinburne University of Technology. For re-enrolment of course, the prevailing Application Fee applies.

* A Fee Protection Scheme ("FPS") premium amounting to 0.6% of the Course Fees and Administrative Fees (subject to a minimum premium of S\$25.00) is included in the first instalment.

(All fees and FPS premium rate stated above are inclusive of GST, and are subject to revision)

Course Fees cover all lectures and other classroom sessions that are part of the curriculum, lecture notes and handouts, student manuals, assessments, individual and group clinical supervision, clinical attachments, and transcripts. For the Graduate Certificate of Counselling programme, personal counselling fees are included. Course fees do NOT include the cost of recommended textbooks and other reading materials.

Administrative Fees cover professional indemnity; SUT material fees; use of online library; graduation in Singapore; general administration; and practicum administration. Practicum administration is not applicable to Graduate Certificate and Graduate Diploma in Clinical Supervision.

Please note that all fees stated above are subject to revision by ECTA. However, what is presented in the signed Student Contract will not change.

Fee Protection Scheme (FPS)

The Singapore Government requires all Private Education Institutions in Singapore to protect any student fees paid in advance. The scheme ensures that if ECTA is unable to deliver its programmes due to closure for any reason, students can claim any fees which have been paid in advance. All students must be covered by this scheme. Protection is provided through an insurance policy taken out by ECTA on behalf of students.

ECTA uses CPE-appointed Insurer as the provider of all policies taken out as part of the fee protection scheme. The policy makes provision for the refund of unconsumed fees paid should ECTA close or be unable to deliver the course as detailed in the contract for any reason. The policy also provides for compensation in the case where ECTA fails to pay any sum awarded by Singapore Courts to the insured student.

As of 1 January 2017, the current premium is 0.6% (excluding GST) of the sum of all Course Fees and Administrative Fees (excluding GST) per year subject to a minimum fee of S\$25.00. The premium is paid by the student. The insurance will protect students against the following events:

- Loss of fees paid in advance by the insured student due to insolvency or regulatory closure of the school.
- Private Educator's failure to pay sum awarded by Singapore courts to the insured student.

Refund Policy and Processes

1. The Application Fee and Administrative Fee is non-refundable.

2. Refund Policy

2.1 Refund for Withdrawal due to Non-Delivery of the Course

ECTA will notify the Student within three (3) working days upon knowledge of any of the following:

- i. It does not commence the Course on the Course Commencement Date;
- ii. It terminates the Course before the Course Commencement Date;
- iii. It does not complete the Course by the Course Completion Date;
- iv. It terminates the Course before the Course Completion Date;
- v. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A (Student Contract) within any stipulated timeline set by CPE; or
- vi. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of refund within seven (7) working days of the above notice.

2.2 Refund for Withdrawal Due to Other Reasons

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1, ECTA will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the Student's Contract.

2.3 Refund During Cooling-Off Period

ECTA will provide the Student with a cooling-off period of seven (7) working days after the date that the Student's Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to ECTA within the cooling-off period, regardless of whether the Student has started the course or not.

3. Refund will be made to Student within 7 working days upon receiving Student’s written notice of withdrawal and complete submission of required documents.
4. If the course is cancelled by ECTA, Students may:
 - Defer the course to the next intake at no extra charges (Waive Deferment Application Fee)
 - Withdraw from the course and obtain 100% refund of all course fee paid
5. No refund for Student who has breached the ECTA School Termination/Expulsion Policy.
6. All refund applications are subjected to ECTA’s approval. All decisions are considered final.

**SCHEDULE D
REFUND TABLE**



% of Refund (of the Fees paid under Schedules B and C)	For First Instalment of Course Fees	For Second & Subsequent Instalment(s) of Course Fees
95 %	If withdrawal is within the cooling-off period i.e. up to, and including, the 7 th working day from signing of the Student Contract	If withdrawal is up to, and including, the 7 th working day from the second and subsequent instalment(s) due date
70 %	If withdrawal is after the 7 th working day to the 30 th calendar day from signing of the Student Contract	If withdrawal is after the 7 th working day to the 30 th calendar day from the second and subsequent instalment(s) due date
0 %	No refund is given after the 30 th calendar day from the signing of the Student Contract	No refund is given after the 30 th calendar day from the second and subsequent instalment(s) due date

Note:

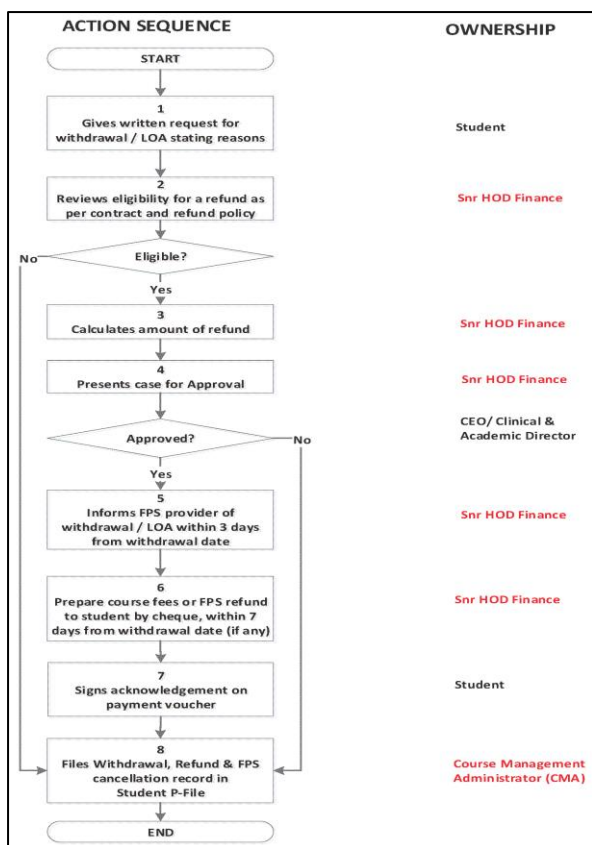
1. These refund rates apply only to the Course Fee component (for all instalments).
2. The Administrative Fee component (included only in the first instalment) is not refundable.
3. The FPS (Fee Protection Scheme) premium will be refunded on a separate prorated/unconsumed basis calculated by the insurance provider.

Instructions for Student on Withdrawal Procedures

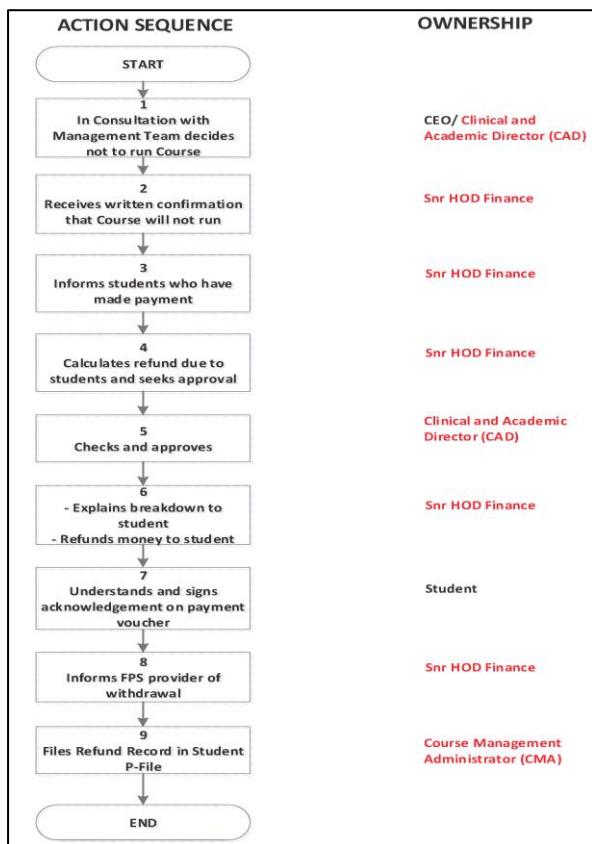
1. Withdrawal means the Student Contract has been terminated and the Student is no longer a student of ECTA.
2. Student has to submit “Withdrawal Form” to ECTA immediately.
3. Student will be served with a letter confirming withdrawal.
4. Upon receiving the Withdrawal Approval, the Student Contract and the Fee Protection Scheme account will be terminated; and the International Student will have to surrender his/her Student’s Pass immediately.
5. The refund policy shall apply accordingly to the refund policy table.

 <small>SWINBURNE UNIVERSITY OF TECHNOLOGY</small>	Higher Education <h3>Withdrawal from Program</h3>				
PERSONAL DETAILS					
Student ID Number:	<input type="text"/>	Date of Birth:	<input type="text"/>	Title:	<input type="text"/>
Surname:	<input type="text"/>	Given Names:	<input type="text"/>		
Number & Street:	<input type="text"/>		Suburb/Town/City:	<input type="text"/>	
State:	<input type="text"/>	Postcode:	<input type="text"/>	Country:	<input type="text"/>
Email Address:	<input type="text"/>				
Telephone Number:	<input type="text"/>	Mobile Phone Number:	<input type="text"/>	Fax Number:	<input type="text"/>
INTERNATIONAL STUDENTS					
Are you an international student holding a student or AusAID visa? Yes <input type="radio"/> No <input type="radio"/>					
Do you hold a scholarship from a government or organisation (other than Swinburne)? Yes <input type="radio"/> No <input type="radio"/>					
If yes, you must have approval to withdraw from your sponsor and the Sponsored Students Unit. You must attach written approval from the Sponsored Students Unit.					
International students holding a student or AusAID visa should note that withdrawing from their program may affect their visa and the Department of Immigration and Citizenship (DIAC) will be advised of any approved withdrawal. Students are responsible for ensuring that they have a valid visa. Refunds to on-campus international students are governed by the International Student Enrolment and Tuition Fee Policy: http://www.international.swinburne.edu.au/feespolicy . Refunds must be applied for at Swinburne International and will not be processed until the withdrawal is approved.					
PROGRAM DETAILS					
Program Code:	<input type="text"/>	Program Title:	<input type="text"/>		
Withdrawal effective from Year:	<input type="text"/>	Teaching Period:	<input type="text"/>	Is this a dual qualification?	<input type="text"/>
Date of last class attended:	<input type="text"/>	Date of last work submitted (Distance Learning / On-line students only): <input type="text"/>			
REASON FOR WITHDRAWAL					
<input type="radio"/> Other Institute offer <input type="radio"/> Higher VTAC Offer - please specify new VTAC Course: <input type="text"/>					
<input type="radio"/> Other reason - please specify: <input style="width: 100%;" type="text"/>					
CONDITIONS					
1. For domestic students the last date for withdrawal without a Financial Penalty is by close of business on the Unit of Study Census Date OR prior to commencement of classes for unit of study undertaken in block mode. (For Unit of Study Census Date refer to your Confirmation of Enrolment/Tax Invoice). 2. Refunds are subject to the return of your University ID card, fee receipt, and any other University property or materials you may have in your possession. 3. No refund of fees will be made where a student withdraws from a unit of study after close of business of the Unit of Study Census Date. 4. The final date for withdrawal without an Academic Penalty on your results is dependent on the number of teaching weeks for your unit of study or program. The dates are listed below: • 12 week semester - by close of business on the Friday of the eighth teaching week • 6 week term - by close of business on the Friday of the fourth teaching week • Less than 6 week period - by close of business 2 days after the Unit of Study Census Date 5. Before withdrawing students are advised to read the Higher Education 'Withdrawal from Program or Unit of Study' policy and procedure at: http://www.swinburne.edu.au/corporate/register/ppd/docs/WithdrawalfromProgramorUnitofStudyhed.pdf					
PRIVACY STATEMENT					
Swinburne University of Technology collects, uses and destroys personal information in accordance with our Privacy Policy. The Privacy Statement can be viewed at: http://www.swinburne.edu.au/privacy.htm					
SIGNATURE: <input type="text"/>			DATE: <input type="text"/>		
OFFICE USE ONLY					
In the case of sponsored international students, withdrawals cannot be processed without written approval from the Sponsored Students Unit.					
A refund of materials is approved Yes <input type="radio"/> No <input type="radio"/> Material fee refund amount \$ <input type="text"/>					
Signature of Faculty Head or Nominee <input type="text"/>		Start Date of Program <input type="text"/>		Date <input type="text"/>	
ASCOL Processing Only			Date entered <input type="text"/>		Initials <input type="text"/>
Fees: <input type="checkbox"/> Refund Due <input type="checkbox"/> Cheque Req Processed		Date <input type="text"/>		Initials <input type="text"/>	
<small>Last updated: 02/09/2010</small>					

Withdrawal from Program form



Flowchart for Refund Process – STUDENT Initiated (Note: Refund to be processed within 7 days)



Flowchart for Refund Process – ECTA Initiated (Note: Refund to be processed within 7 days)

13. Evaluations

Lecturer Evaluation and Student Satisfaction Survey

It is a course requirement for every ECTA student to provide feedback on the facilitator at the end of each lecture topic and unit.

You will be required to complete an “Online Evaluation” using your smart phone by accessing the link www.hvsmobile.com/ecta, 24 hours after the end of the lecture topic. Should you not have a personal smartphone capable of assessing the link, ECTA will make the necessary arrangements to assist you.

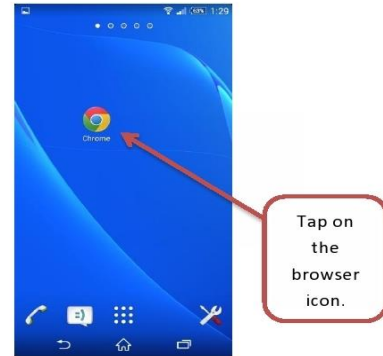
At the end of each course, students are also required to complete a student satisfaction survey.

Lecturer Evaluation Guide

This guide explains the steps to successfully submit online a Lecturer Evaluation for a lecture you have attended at ECTA.

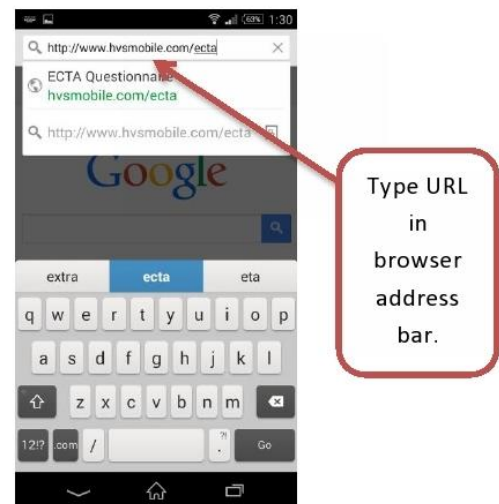
Step 1: Open your mobile phone browser

- Locate browser on your mobile phone
- For iPhone users, default browser is Safari
- For Android users, default browser depends on your mobile phone manufacturer. You may also use alternative browsers such as Chrome or Firefox.



Step 2: Type in the questionnaire's URL in your browser address bar

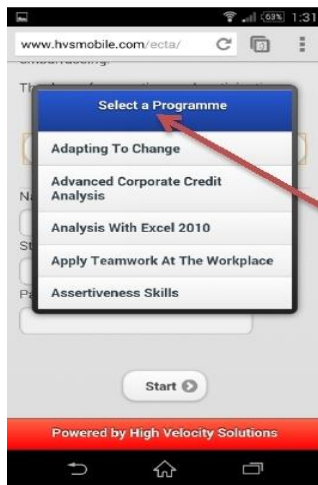
- Tap on address bar and type URL of the questionnaire
- The URL will be provided by your instructor
- Tap GO or its equivalent in your browser



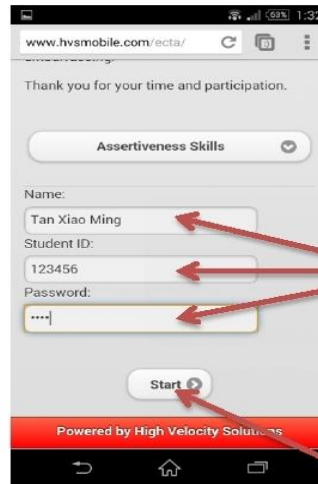
Step 3: Fill in the questionnaire's login information

- Select the Programme title
- Type in your name, student ID and the evaluation password. The evaluation password will be provided by your instructor at the end of the programme.

- Click Start when you have filled in all the fields.



Select a programme from the dropdown list.



Fill in your Name, StudentID and password.

Click Start.

Step 4: Answer all questions in the questionnaire

There are 2 types of questions:

Type 1: Semantic Differential Scale

These questions require you to rate a statement using a 7-point scale. Each point on the scale is labelled in the Legend. Drag the circle on the horizontal bar to the point of your choice.



Drag the circle on the horizontal bar.

Type 2: Open – Ended

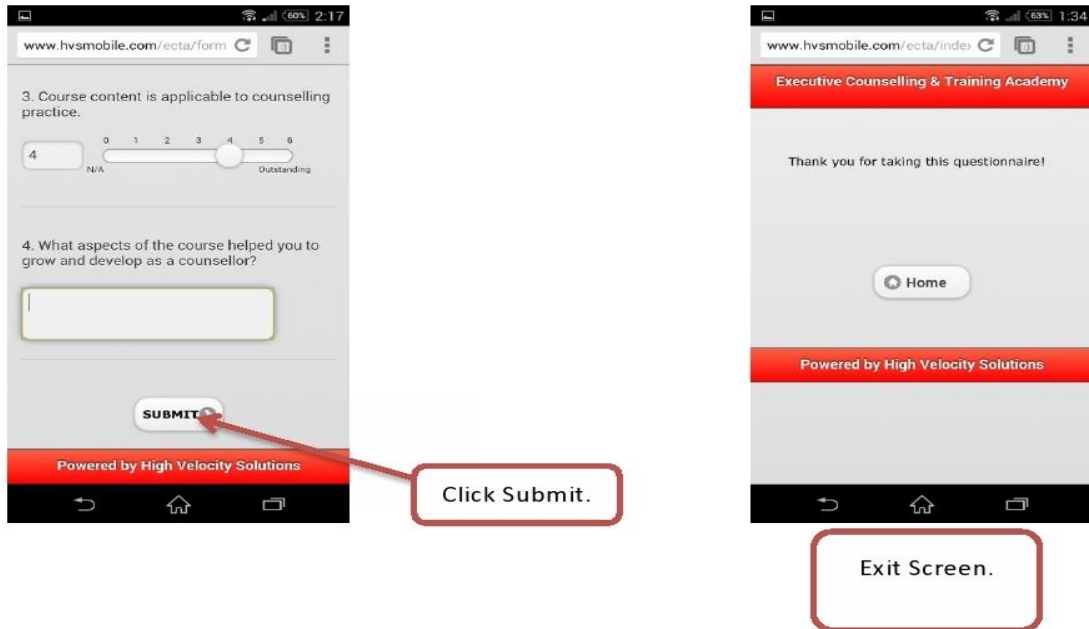
These questions require you to answer a question by typing into a text box.



Type into the text box.

Step 5: Submit the questionnaire

Click the submit button when you are done. You will be directed to the Exit Screen.



PLEASE NOTE

THE ON-LINE EVALUATION SHOULD BE SUBMITTED WITHIN 24 HOURS AFTER EACH LECTURE.

14. Feedback and Complaints

Feedback Options Available to Students

Students have access to both informal and formal processes to provide feedback.

- Feedback on quality of course and lecturer, service standards and room facilities
At the completion of all units, students are required to provide feedback on the lecturer and the completed unit. Any issues identified by Student Services and Academic staff in their analysis of the results will be taken up by the appropriate staff member for resolution.
- Feedback Box
There is a feedback box located outside Training Room 1 for feedback and ideas for improvement. All feedback will be reviewed and considered by the CEO / Clinical & Academic Director and subsequently handed over to the appropriate member of management for comment and action where appropriate.
- Approach Student Services staff
All students are free to approach any Student Services staff at any time to provide feedback on issues of concern. The staff member who receives any such information will either resolve the issue personally or where appropriate pass on the information received to the relevant member of management for follow up.



Feedback Box outside Training Room 1

Feedback and Complaints

ECTA has a process and procedure for students to give feedback or make complaints.

For this purpose, Feedback/Complaint Forms are made available outside Training Room 1.

Feedback and/or complaints may also be emailed to info@ecta.edu.sg. Should students choose to give feedback and/or make complaints verbally, the investigating officer will complete the Feedback/Complaint Form accordingly.

ECTA will attend to all feedback and/or complaints and attempt to resolve issues within seven (7) working days. For feedback and/or complaints requiring urgent resolution, ECTA will attend to it within three (3) working days. Matters concerning personal safety will be attended to immediately.

Executive Counselling and Training Academy Feedback & Suggestion Management System			
Document Identification	Review Date	Version	Page No.
CM-F-FBS	31 July 2018	1.2	Page 94 of 3

ECTA is committed to provide a positive learning experience for our students. We welcome your suggestion(s) and feedback.

Name: _____ (optional)	Date: _____
E-mail: _____ (optional)	Contact Number: _____
I would like to make a: <input type="checkbox"/> Compliment <input type="checkbox"/> Complaint <input type="checkbox"/> Suggestion <input type="checkbox"/> Others	
Area(s) of concern: <input type="checkbox"/> Course Administration <input type="checkbox"/> Course Matters <input type="checkbox"/> Assessment(s) / Examination <input type="checkbox"/> Practicum Matters <input type="checkbox"/> Academic Matters <input type="checkbox"/> Facilities/infrastructure <input type="checkbox"/> Others	
Please share your suggestion / feedback 	
Signature: _____	Date: _____

**Executive Counselling and Training Academy
Feedback & Suggestion Management System**

Document Identification	Review Date	Version	Page No.
CM-F-FBS	31 July 2018	1.2	Page 2 of 3

Review suggestion / feedback (HOD / CMA / PPM)

Signature: _____

Date: _____

Name: _____

Review by CEO / BOD

Signature: _____

Date: _____

Name: _____

Executive Counselling and Training Academy Feedback & Suggestion Management System			
Document Identification	Review Date	Version	Page No.
CM-F-FBS	31 July 2018	1.2	Page 3 of 3

Accepted by CEO / BOD:

Comments:

Signature: _____ Date: _____

Name: _____

Thank You and Appreciation

Responded to sender on _____ (date)

Signature: _____ Date: _____

Name: _____

Dispute Policy

Intervention 1:

If ECTA is unable to resolve a complaint amicably, the complainant may appeal in accordance with Swinburne University of Technology's Reviews and Appeals Regulations, please visit: <http://www.swinburne.edu.au/about/leadership-governance/policies-regulations/statutes-regulations/review-appeals/>

Intervention 2:

If a complainant does not find the resolution proposed satisfactory, ECTA may refer the matter or person(s) concerned to CPE Student Services Centre (SSC) in which case the complainant may be invited to participate in a process described in the CPE Dispute Resolution Policy, found at: <https://www.cpe.gov.sg/student-services/dispute-resolution>

Intervention 3:

In accordance with CPE Mediation-Arbitration Scheme, the complainant may be referred to the Singapore Mediation Centre for mediation.

If the dispute is resolved, there will be a settlement agreement drawn up and endorsed by the respective parties.

Intervention 4:

If the dispute is not resolved through mediation, the dispute may be referred for arbitration by an arbitrator appointed by the Singapore Institute of Arbitrators.

The arbitration will be conducted via document submissions only and the arbitrator will publish a written award within 60 days from the commencement of the arbitration

A hearing will be conducted only if a party specifically requests for a hearing and the appointed arbitrator determines that a physical hearing is necessary.

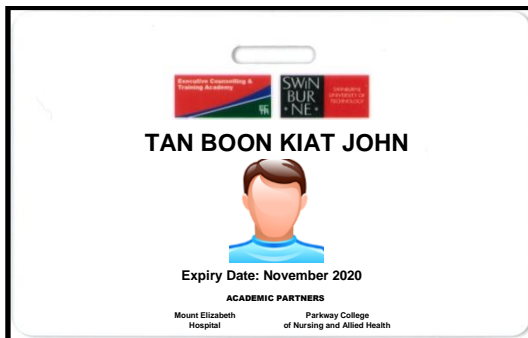
If a hearing is held, the written award will be published within 90 days from the commencement of the arbitration.

15. Miscellaneous

ECTA Student ID and Swinburne University of Technology Student ID Cards

Two Student Identification Cards (one each from ECTA and SUT) will be issued to all ECTA students enrolled in courses with ECTA/SUT.

The ID cards are shown below:



ECTA Student ID Card



**Swinburne University of
Technology Student ID Card**

Please show your Student ID & SUT Student ID card if you are at your practicum sites, the Child Guidance Clinic and on hospital visits.

Swinburne Identity Management System

All enrolled ECTA students have access to Swinburne University's Online Database. The Swinburne Identity Management System (SIMS) has been designed to provide students access to IT applications and services.

Your Swinburne Student Card (issued upon successful enrolment) bears your 9-digit Swinburne Student ID which is also your SIMS Username.

You are required to setup your own SIMS Password.

For initial login:

- Go to: <https://passwordreset.swin.edu.au/Account/Login>
- Click on First Time Login?.
- Enter your SIMS Username followed by "captcha"
- Click on "Send Code"
- The code will be sent to your personal email and take note of the code
- When prompted, enter in the code and select submit
- Follow the prompt to change your password and then select SUBMIT to save your changes.

The Student ID gives ECTA students access to the SIMS. By clicking Current Students > Student Login section on the main home page at <http://www.swin.edu.au>, you will find access to results, enrolment details and email access.

For your own protection, you are required to observe ethical and responsible use of all digital resources. Please do not share your Swinburne Student ID number or details with anyone, including your course mates.

If you encounter problems when logging into SIMS, please email to:

FAQs database Swinburne University of Technology at askgeorge@swin.edu.au and cc your email to your respective Course Management Administrator.

16. Information for International Students

Admission and Enrolment Procedures for International Students

International students are students who require a Student's Pass to be issued by the Singapore's Immigration and Checkpoints Authority (ICA) in order to be accepted for enrolment by a private education institution for Full-Time courses in Singapore.

Upon ECTA obtaining the required certification to accept International students, the following procedures will be applicable to all International students who intend to enrol in an intended course of study organised by ECTA.

Admissions/Entry Requirements

All admission/entry requirements for the courses are described in the relevant sections of this Handbook, in ECTA's course brochures, and on ECTA's website at www.ecta.edu.sg.

Course Information

Prospective students are advised to refer to the respective course brochures and ECTA website at www.ecta.edu.sg for comprehensive details of the course they wish to enrol in.

Admission and Enrolment Procedure

STEP 1

Online application

The prospective student can access ECTA's website at www.ecta.edu.sg to submit an online application of the course of study.

STEP 2

Arranging for a Videoconference Interview

A member of ECTA's enrolment staff will contact the prospective student to arrange for a videoconference interview (e.g. via Skype) at a mutually available time.

STEP 3

Videoconference Interview conducted

The prospective student will participate in the videoconference interview/pre-course counselling session where he/she is briefed on important matters such as admission requirements, fee protection scheme, and course requirements.

The prospective student will be required to submit the following documents duly notarised, and to make payment of the non-refundable Application Fee by Bank Draft. The following documents are to be mailed/couriered to ECTA:

- Two recent passport-size photographs of applicant
- One copy of the applicant's resume
- One photocopy of the applicant's Identity Card (both sides)
- One photocopy of the applicant's passport
- One copy of the applicant's GCE "O" Level Certificate (or equivalent) and any other degrees, diplomas, certificates and official transcripts
- One copy of the applicant's IELTS (or equivalent) results if the applicant does not have a Credit Pass for English Language for his/her GCE "O" Levels
- ICA eForms 16 and V36

Note: If the original copy of the document is not in English, a notarised English translated copy is required.

The modes of payment from International students accepted by ECTA are Bank Demand Draft/cheque made payable to "ECTA", or a telegraphic transfer. The relevant details for telegraphic transfer and internet banking to ECTA's bank account are as follows:

Bank Account Name	: Executive Counselling and Training Academy Pte Ltd (ECTA)
Bank Account Number	: 765439 -001
Bank Code	: 7339
Branch Code	: 512
Swift Address	: OCBC SGSG
Branch	: Oversea-Chinese Banking Corporation Limited Katong Branch 83 Marine Parade Central #01-576/578 S(440083)

Fee Protection Scheme

During the videoconference interview, the prospective student will be advised on the Fee Protection Scheme (FPS). Details of the FPS and the amount payable by each student will be explained.

STEP 4

Letter of Offer

A Letter of Offer will be issued to all successful applicants upon approval of application by SUT. Students are required to acknowledge receipt of the Letter of Offer and return a signed copy to the school for record keeping.

STEP 5

Student's Pass Application

All International students intending to pursue a Full-Time / Part-Time course at ECTA are required to acquire a Student's Pass. ECTA will apply for the Student's Pass on behalf of the student through Singapore's Immigration and Checkpoints Authority (ICA). The student's application will be submitted on-line via the ICA SOLAR System two (2) months prior to the course commencement date. It usually takes ICA four (4) to six (6) weeks to process an application.

The applicant is required to provide the following documents:

- ICA eForms 16 and V36
- 2 recent colour passport size photographs
- NRIC/Passport
- Birth Certificate
- Highest Graduation Certificate and Transcripts
- Letter of Employment
- Bank Statement (if applicable)

To view the application procedure, rules and regulations for Student's Pass, please visit:

http://www.ica.gov.sg/services_centre_overview.aspx?pageid=256&secid=182

STEP 6

In-Principle Approval Letter

Successful applicants will receive an In-Principle Approval Letter issued by ICA authorising their study at ECTA. This will need to be given to ECTA as part of the required document for eligibility to embark on the intended course.

STEP 7

Pre-Departure Guide

The student will receive a copy of a pre-departure guide which lists essential activities students are required to complete before commencing their course of study at ECTA.

STEP 8

Medical Check-up

Upon arrival at Singapore the student will undergo a compulsory medical check-up which includes a general physical examination and chest x-ray. Expenses resulting from the examination will be borne by the student. The student will be issued a medical report by the examining doctor for submission to ICA.

Medical insurance will be immediately taken up by ECTA for the student at the student's expense.

STEP 9

Orientation Programme

ECTA will provide a comprehensive Course Orientation session which will take place at least 10 days before Course Commencement. It will cover the following areas:

- Course structure
- Topics and the lecturers
- Assessments, essays, and assignments
- Course schedule
- Graduating criteria

STEP 10

Administration of Pre-Course Counselling Process at ECTA

During the Administration of Pre-Course Counselling Process conducted at ECTA, which will take place at least 10 days before Course Commencement, the student will be given a comprehensive briefing covering the following areas:

- Student Contract (Local and Foreigner)
- Advisory Note Form 12
- Attendance criteria and biometric attendance-taking
- Cancellation of lectures
- Withdrawal policy and procedures
- Leave of Absence policy and procedures
- Refund policies and processes
- Lecturer evaluation
- Student welfare
- Student complaint resolution procedures
- Ethics of audio-recording lectures
- Student Identity Management System
- Swinburne Online Library Resources
- Fire escape routes

STEP 11

Signing of Student Contract

The student enters into a formal agreement with ECTA by signing the Standard Student Contract and Advisory Note Form 12. The Student Contract outlines clauses on key policies and regulations such as Course Information and Fees, Refund Policy and other essential information which both parties are required to strictly comply with.

Please visit the following links to view the Standard Student Contract and Advisory Note Form 12 available on the Committee for Private Education's website.

- Standard Student Contract (<https://www.cpe.gov.sg/for-peis/edustrust-certification-scheme/where-can-i-get-more-information>)
- Form 12 Advisory Note to Students (<https://www.cpe.gov.sg/for-peis/enhanced-registration-framework-erf/where-can-i-get-more-information>)

After signing the Student Contract, the student will be required to make payment for the 1st Instalment of his/her Course Fees, and the full amount of the Miscellaneous Fees.

An Official Receipt will be issued on-the-spot to students who make payment in cash. For payments by cheque and internet banking transfer, an Official Receipt will be issued when the cheques are cleared or when the funds have been credited to ECTA's bank account.

STEP 12

Arranging for Fee Protection Scheme

ECTA will arrange for a Fee Protection Scheme for each enrolled student within seven (7) working days of receiving payment of the 1st instalment of the Course Fees.

Student's Pass Application and Immigration Issues

Student's Pass Application

In the event ECTA opens its enrolment to International students for Full-Time course, all International students will be required to acquire a Student's Pass.

ECTA will facilitate the Student's Pass application on behalf of the student upon ascertaining the student's eligibility to enrol into an intended course of study. Submission will be made via the ICA SOLAR System two (2) months before the course commencement date by ECTA. Hence, the applicant is not required to be present in Singapore while his/her application is being considered. Please note that the applicant will not be entitled to any extension of stay should he/she be already present in Singapore while the application is being processed.

The following documents are required of each applicant for the application of the Student's Pass:

- ICA eForms 16 and V36
- 2 recent colour passport size photographs
- Passport
- Birth Certificate
- Highest Graduation Certificate and Transcripts
- Letter of Employment
- Bank Statement (if applicable)

The general processing time for a new application is about four (4) weeks. Successful applicants will receive an IPA Letter from ICA through the school with instructions to formalities that students are required to complete (listed under admission procedure) preceding the collection of the Student's Pass.

Renewal of Student's Pass

Student's Pass renewal application will be sent to Singapore's Immigration and Checkpoints Authority (ICA) by ECTA on behalf of the student one (1) week before the Student's Pass expires.

Processing Time:

The general processing time for the Student's Pass renewal is three (3) working days (excluding the day of submission and collection) upon the receipt of a duly completed application by ICA. Some applications may, however, take a longer time to process depending on complexities.

Cancellation of Student's Pass

International students are required to surrender their Student's Pass to ICA for cancellation within seven (7) days from the date of cessation or termination of their study in Singapore.

As of 3 Nov 2008, cancellation of a Student's Pass can be made online at e-Cancellation which can be accessed via SOLAR+

Students who are unable to submit an online application for Student's Pass cancellation may do so in person at the Student's Pass Unit, by obtaining a queue ticket at the Self-Service Kiosk 1 at Visitor Services Centre, 4th Storey ICA Building anytime from Monday to Friday (8.00am to 4.30pm), or Saturday (8.00am to 12.30pm).

Students will need the following documents:

- A duly completed cancellation form;
- Student's valid travel documents;
- The Student's Pass Card;
- Student's Visit Pass and Disembarkation/Embarkation Card; and
- A duly completed Disembarkation/Embarkation Card (IMM Form 27A), where applicable (will be provided at ICA counters).

Change of Local Address

According to the Immigration Regulations 8 (5) (b), the International student is required to report any change in his/her address in Singapore within 14 days of such a change.

Schools can also login to the SOLAR+ System via 'e-Update of Address' to report any change in the student's address. Upon successful registration, an acknowledgement note will be generated by the system.

Alternatively, the student may deposit the 'Change of Address' form into the drop-box located at the Student's Pass Unit near Counter 19, ICA Building. It will take two (2) weeks to process the application and the student will be informed of the outcome by post.

Replacement of Student's Pass

International students who have lost their Student's Pass and/or Visit Pass and/or Disembarkation/Embarkation Cards are required to apply for a replacement in person within seven (7) days from the date of loss.

The student should proceed to the Self-Service Ticketing Kiosk located beside Counter 11, Information Counter at Visitor Services Centre (4th Storey), ICA Building anytime from Monday to Friday (8.00am to 4.00pm) to obtain a Miscellaneous Service queue ticket. The following documents will be required:

- One recent passport-sized photo which meets the following requirements:
 - The photograph must be taken within the last 3 months
 - The photograph should be in colour, must be taken against a white background with a matt or semi-matt finish
 - The photograph image must show the full face (eyebrows cannot be covered by fringe) and the registrant should be without headgear (headgear worn in accordance with religious or racial customs is acceptable but must not hide the facial features)
- Valid travel document (with a validity period of at least 6 months)
- A letter from the school stating that the applicant is currently a registered student
- A Statutory Declaration signed by the holder or a police report (original copy) is required for replacement due to card loss
- Applicant has to acknowledge a copy of the Terms & Conditions of Issue for Student's Pass (STP) Card.

The processing time for first time replacement of lost cards is two (2) weeks while the processing time for second or subsequent losses is four (4) weeks.

Other Important Information

- For the application of a Student's Pass, an applicant must be accepted into an approved full-time course. An applicant who wishes to take up a part-time course or a course conducted in the evening or weekend will NOT be eligible for a Student's Pass.
- The applicant, local sponsor and school will have to furnish additional documents and information whenever necessary.
- Official/Notarised translation of the documents is required if they are not in the English Language.
- All forms are to be duly completed and signed by the applicant and the school. No part of the form should be left blank or incomplete. If any section or part of the form is not applicable, it should be filled as 'Nil' or 'Not Applicable (NA)'. Applications with incomplete forms or documents will NOT be accepted for processing.

- The applicant has to call in person with a valid immigration pass to collect the Student's Pass only after the application has been approved. The Student's Pass will only be issued if the conditions as stipulated in the In-Principle Approval letter, are fulfilled.
- ICA may share a student's personal information, with other government agencies to process any applications the student has made or to render the student a service, so as to serve the student in a most efficient and effective way, unless such sharing is prohibited by legislation.
- ICA reserves the right to verify the authenticity of the documents submitted in the application with the relevant issuing authorities or through the affiliated government agencies.

For further details please visit www.ica.gov.sg.

Additional Information

Student Support Services and Facilities

ECTA will provide the following student support services and facilities to help the International student adapt to the local environment:

- Pre-Departure Guide

The pre-departure guide serves to prepare the student on essential list of items he/she will need to complete before commencing their course of study at ECTA. The student will receive a copy of the pre-departure guide upon approval of the Student's Pass application.

Cost of Living and Accommodation

An International student in Singapore spends on average between S\$850.00 to S\$2,000 a month on living expenses. The exact cost varies, depending largely on the individual's lifestyle. The estimated cost ranges indicated below give a guide on the basic expenditure an International student may incur per month.

Type of Expenses	Range
Accommodation rental (varies with size, type, location etc.)	S\$500.00 - S\$1,500
Utilities	S\$80.00 - S\$100.00
Food	S\$300 - S\$450 (S\$10.00 - S\$15.00 for 3 meals per day)
Mobilephone line subscription	S\$30.00 - \$50.00
Public Transport (Bus and/or MRT Train)	S\$60.00 - S\$150.00
Stationery and printing of assignments	S\$30.00 - S\$50.00
Medical Hospitalisation Insurance Depending on insurance policy	S\$5.00 - S\$300.00
Personal expenses (toiletries, personal grooming, etc.)	S\$100.00 - S\$300.00

Average Accommodation Rental

There are various accommodation options available. The following table gives an estimated indication of cost per month.

Accommodation Type	Range
Private Homestays	S\$500.00 - S\$1000 per month
HDB	S\$250.00 per month (for one room only) S\$1000 per month (for entire flat)
Private Property	S\$1300 - S\$4000 per month
Hostels	S\$140.00 - S\$440.00 per student per month depending on number of students sharing a room
Serviced Apartments	S\$3000 - S\$6000 per month
Hotels	S\$70.00 - S\$600 per night

Absence from Lectures

Students intending to apply for leave based on grounds listed in the table below are required to submit an official "Request for Excuse from Lecture Form" along with relevant supporting documents to the Course Management Administrator.

Reason(s) of Absence
Illness
Official work-related duties (local)
Official work-related duties (overseas)
Personal emergency
Marriage / childbirth / other important family commitment
Other reasons

Supporting Documents

For International students who have to seek medical treatment in their home country, additional supporting documentation will include:

- A letter from Singapore Registered Doctor stating illness
- Photocopy of air ticket

Upon returning from their home country, the International student will have to produce and submit:

- Medical Documentation from Home Country Doctor
- Photocopy of passport/boarding pass

Monitoring of Student Attendance

Any form of absence from lectures without any prior notice or approval from ECTA will result in the following consequences:

Number of Days Absent	Course of Actions
3 scheduled lectures without any valid reason	1 st email notification sent
5 scheduled lectures without any valid reason	2 nd email notification sent
7 scheduled lectures without any valid reason or below 90% attendance	Clinical & Academic Director and ICA will be informed

For topics with a 80% minimum attendance requirement, International students are required by the Immigration and Checkpoints Authority (ICA) to have an attendance percentage of 90%. International students without a valid reason and have an attendance rating below 90% will be reported to ICA.

Transfer Policy

ECTA does not have provisions for transfer of students.

Embassies and Consulates in Singapore

There are many Embassies and Consulates in Singapore. For a listing, see <http://embassy.goabroad.com/embassies-in/singapore>.