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### **ECTA COPYRIGHT AND OWNERSHIP**

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## 1. Message from the Chairman



Dear ECTA Students

A very warm welcome to the Executive Counselling and Training Academy (ECTA).

You have made the decision to take up counselling as a profession. Apart from the therapeutic healing dimension, the role of a counsellor will accord you the unique privilege of being given access to the private world of your clients. At the same time, it is also a humbling experience as you share their pains, trials and tribulations. However, integral to all that we do in ECTA, is that we will support you in your journey as a professional counsellor. You will learn what it takes to be empathic - to lessen pain, to heal and to inspire hope.

I urge you to make full use of your time here, and the opportunities to explore and grow. Savour each experience, embrace each challenge, and very importantly, keep your focus on your goal. As you hone your craft, be curious, be actively engaged, and be part of the ECTA community. I am confident that the journey ahead will be rewarding and full of rich and diverse experiences.

I wish you every success with your studies and future endeavours.

Professor Tan Chue Tin  
Chairman and Medical Director  
Executive Counselling and Training Academy

## 2. Message from the Clinical and Academic Director



Greetings to all ECTA students!

The Master of Counselling which incorporates the Graduate Certificate in Counselling and the Graduate Diploma in Counselling is offered by the Flinders University and the Executive Counselling and Training Academy (ECTA)<sup>1</sup>.

The Master of Counselling course is fully recognised by the Singapore Association for Counselling (SAC) and the Australian Counselling Association (ACA) as programmes that prepare students to be clinical counsellors. The main objectives of ECTA's counselling programmes 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.

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. Attend the Practicum Briefing.
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.

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<sup>1</sup> ECTA is a registered Private Education Institution (PEI) with The SkillsFuture Singapore Agency (SSG), Singapore. SSG is a statutory board established under the Private Education Act to regulate the private education sector in Singapore.

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  
Chief Executive Officer  
Clinical and Academic Director  
Executive Counselling and Training Academy  
Academic Director, Flinders University-ECTA Programs, Singapore

### 3. ECTA (Executive Counselling and Training Academy)

#### Profile

The Executive Counselling and Training Academy (ECTA) is a Private Education Institution (PEI) registered with The SkillsFuture Singapore Agency (SSG).

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 Flinders University, 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.



## Vision, Mission, Ethos & Core Values Statement

### OUR VISION

To be the leading provider of professional counselling and mental health-related education in Singapore

### OUR MISSION

To integrate technology in providing high-quality professional counselling and mental health-related courses

### ETHOS & CORE VALUES

The ethos of Student-Centricity runs through ECTA, and embraces our core values, PRIDE, which guides and shapes our teaching approach, administrative processes and student support to empower our students and to develop them to be compassionate and respectful professionals.

- 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.

## Flinders Values & Ethos

A shared sense of purpose, together with a common set of values, is fundamental to a rewarding culture.

Following university-wide consultation with staff and students, four core values have emerged – Integrity, Courage, Innovation and Excellence, and above all an ethos that is Student Centred.

- Student Centred** - Our underlying ethos of being student centred is a distinguishing feature of the Flinders experience and is the measure by which we judge the impact of innovation in teaching and student support.
- Integrity** - We champion diversity and equality of opportunity, respecting peoples from all nations, cultures and backgrounds.
- Courage** - Our success relies on dynamic staff, ready to embrace the challenges and opportunities presented in a rapidly changing environment. It requires a culture of trust and empowerment, built on the bedrock of common values and a shared sense of purpose.
- Innovation** - Research and creative endeavour have been at the core of Flinders University's identity since inception.
- Excellence** - The achievements of our staff, students and alumni are celebrated and communicated to the wider community.

Together, these CORE VALUES and UNDERLYING ETHOS define the way we carry out our work and study, INFORM the DECISIONS we make, underpin the policies we develop, and guide how we interact with each other and with our STAKEHOLDERS.

They are the common touchstones that SHAPE our shared culture and the foundations upon which our FUTURE SUCCESS is built.

## 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**

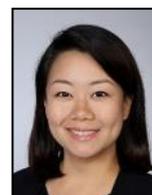
PhD (Counsellor Education and Supervision), Regent  
University (USA)  
Post-Masters Training in Family Therapy, Philadelphia  
Child Guidance Centre (USA)  
MA (Counselling), Franciscan University of  
Steubenville (USA)  
LLB (Hons), National University of Singapore  
National Certified Counsellor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



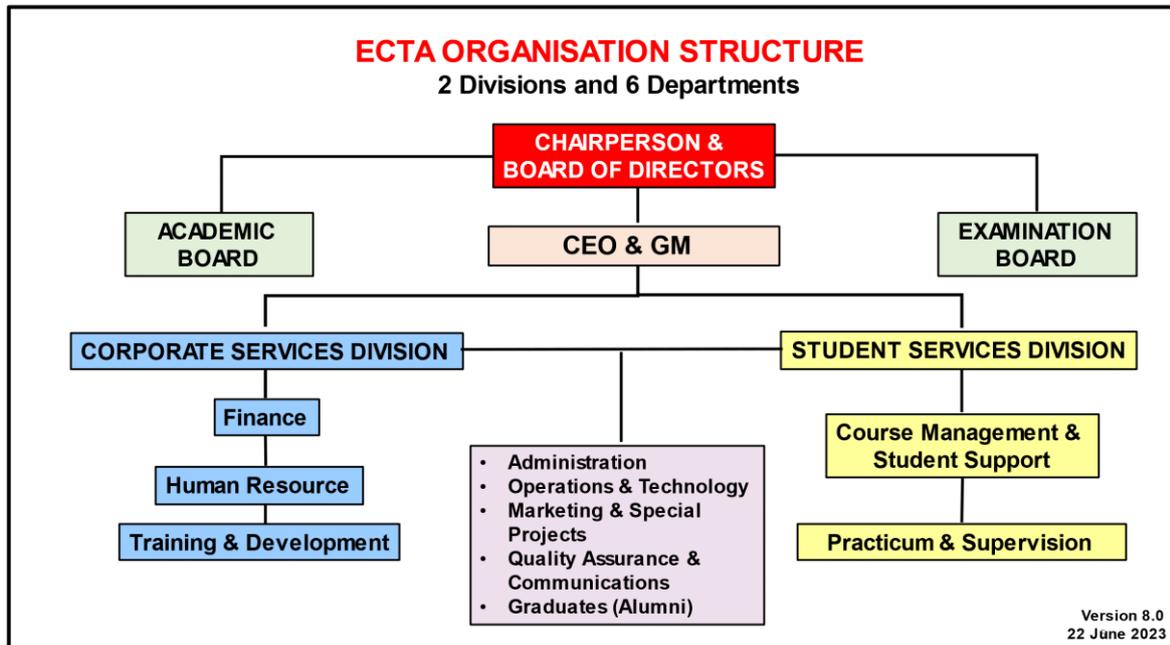
### **Dr Daphne Tan**

#### **Director**

MBBS (University College London)  
MSocSc (Professional Counselling), Swinburne  
University of Technology



# Organisation Structure



## 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 Glen Bates

Professor Karen Lower

Professor Lee Cheng

Dr Tan Teck Koon

Mr Bernard Mackenzie

### **MEMBERS OF THE EXAMINATION BOARD**

Professor Tan Chue Tin (Chairman)

Dr Jessica Chan Lai Cheng (Dr Jessica Leong)

Professor Glen Bates

Associate Professor Anthony Venning

Dr Daphne Tan

Dr Harold Robers

Mr Joachim Lee Tai Loong

Ms Ching Pui Fun

## 5. Professional Counselling Organisations

### Singapore Association for Counselling (SAC)

The Master of Counselling offered by Flinders University via ECTA has fulfilled the requirements under the SAC Course Recognition Scheme. The recognition period is valid for two (2) years from 4 January 2024 to 3 January 2026.



### Australian Counselling Association (ACA)

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

- Graduate Diploma in Counselling
- Master of Counselling

The recognition period is valid till 1 January 2026.



## 6. External Partners

### Flinders University



#### Flinders University

For over 50 years, Flinders has been a centre of inspiring achievement: from our pioneering research and excellence in teaching to the positive impact they have in the communities they serve.

Inspiration leads to innovation. But innovation is more than just a buzzword at Flinders.

It extends from Flinders founding Vice-Chancellor Peter Karmel's entreaty to 'experiment and experiment bravely' through to the creative, trailblazing work of our staff, students and alumni.

As we enter an era of disruptive change and remarkable technological innovation, Flinders is well prepared for this unpredictable, exciting future.

Flinders strong network of external links keeps their work dynamic, enabling them to connect across barriers to create enterprising solutions for the future, to make a difference by changing lives and, ultimately, the world.

#### Rankings

Ranked in the top 2% of world universities <sup>[1]</sup> and 21<sup>st</sup> in Australia, Flinders University has a strong name for quality and innovation in its courses.

#### Times Higher Education World University Rankings

- In 2016, Flinders University is being placed at number 46 out of 150 institutions. The Young University Rankings recognise the world's top universities under 50 years old.
- In 2019-2024, for the fourth consecutive year, Flinders was ranked among the world's top 400 universities, between 251 and 350 by the Times Higher Education World University Rankings.

<sup>[1]</sup> *THE World University Rankings 2020 according to the International Association of Universities*

Source:

<https://www.timeshighereducation.com/student/best-universities/best-universities-australia>

[https://www.timeshighereducation.com/world-university-rankings/2024/world-ranking#!/length/25/name/flinders/sort\\_by/rank/sort\\_order/asc/cols/stats](https://www.timeshighereducation.com/world-university-rankings/2024/world-ranking#!/length/25/name/flinders/sort_by/rank/sort_order/asc/cols/stats)

## QS University Rankings

- In 2024, QS World University Rankings had ranked Flinders University at 336.

Source: <https://www.topuniversities.com/world-university-rankings?search=flinders>

## Research impact

Ninety percent of Flinders research is rated world-standard or above. \*

Research is a fundamental cornerstone of Flinders mission as a University. Through research and research-led teaching, Flinders build and develop knowledge that enhances society as a whole.

Major research areas include:

- archaeology
- autonomous vehicles
- clean technology
- creative arts
- criminology
- health and medical
- health technologies: medical devices and digital health
- labour and industry transformation studies
- marine and maritime research
- nanotechnology and analytical chemistry
- neuroscience, psychology and mental health
- palaeontology
- water and the environment.

With 25 research centres and institutes, we're focused on making a positive difference, improving people's lives, and creating a better world.

\* Flinders rating 89.7%, rounded up to 90% (Excellence in Research for Australia, 2018)

## Flinders Advantage

Flinders degrees are designed to help you go beyond just learning – to earning – through industry-linked and accredited degrees, professional placement opportunities, industry projects, and mentoring programmes.

## Leaders of Flinders University

### **Professor Colin Stirling**

President and Vice-Chancellor  
PhD in Genetics  
BSc Biological Sciences



### **Professor Romy Lawson**

Senior Deputy Vice-Chancellor and Deputy Vice-Chancellor (Students)  
PhD (Psychology and Sports Science)  
Master of Philosophy  
BA (hons) in Psychology



### **Professor Jonathan Craig**

Vice President and Executive Dean & Matthew Flinders Distinguished Professor  
College of Medicine and Public Health  
PhD, MBChB, DipCH, FRACP, M Med (Clin Epi), FAHMS



### **Professor Deborah West**

Vice-President and Executive Dean, College of Education, Psychology and Social Work  
PhD (Philosophy)  
Master of Social Work  
BA (hons) in History and Sociology



### **Professor Karen Lower**

Dean (Education)  
College of Medicine and Public Health  
PhD (Medical Research)  
BSc (Hons) in Medicine



## 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>

### **Flinders University**

<https://www.flinders.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**

<https://sacsingapore.org/>

### **Australian Counselling Association**

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

### **SkillsFuture Singapore Agency (SSG)**

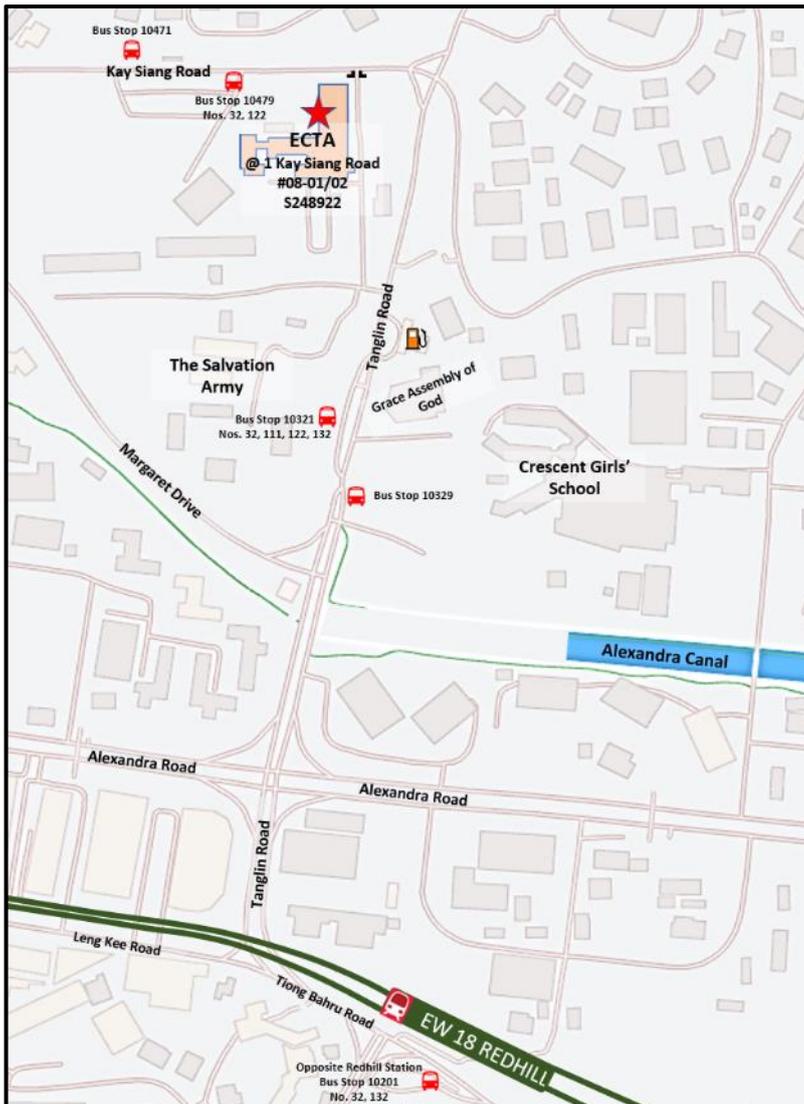
<https://www.skillsfuture.gov.sg/pei>

## 7. Facilities and Services

### Getting to ECTA

#### Our Address

Executive Counselling and Training Academy  
1 Kay Siang Road #08-01/02  
Singapore 248922



#### Our Operating Hours

Monday – Friday	:	9.00am – 6.00pm
Weekends & Public Holidays	:	Closed

**By Bus**

- Bus Stop No: 10321, 10329  
Bus Services: 32, 111, 122, 132
  
- Bus Stop No: 10479, 10471  
Bus Services: 32, 122

**By Train**

The nearest MRT Station is:

- EW18 – Redhill Station

**By Car**

- If you are driving, please park your vehicle at the car park located within 1 Kay Siang Road.

## Training Facilities at ECTA

There are three training rooms, Training Room 1 (TR1), Training Room 2 (TR2) and Co-Creation room, which are equipped with projectors, audio systems and flipcharts.

### Training Room 1 (TR1)

Size: 124 m<sup>2</sup>



### Training Room 2 (TR2)

Size: 90 m<sup>2</sup>



### Co-Creation Room

Size: 65 m<sup>2</sup>



There are Student Support Rooms where students may use for official and personal exigencies. There is also an Enrolment Room for interviews and small group discussions.

### Student Support Rooms

Size: 7.7 m<sup>2</sup>



Size: 9.5 m<sup>2</sup>



### Enrolment Room

13.5 m<sup>2</sup>



Wireless Internet access is available in ECTA.

## First Aid Kit

First Aid Kits are available in ECTA for use in 1 Kay Siang Road should an emergency situation arise.

First Aid Kits



## Emergency and Helplines Phone Numbers

In the event of an emergency, please call

Speciality	Organisation	Telephone
<b>Emergency</b>	Singapore Police Force	999
	Ambulance / Fire	995
<b>General Health Services</b>	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 2000
	Singapore Association of Mental Health Helpline	1800 283 7019
<b>Crisis Helpline</b>	National Family Service Centre	1800 838 0100
	Samaritans of Singapore (SOS)	1800 221 4444
	Association of Women for Action & Research (AWARE)	1800 777 5555

### Note

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

### ECTA Telephone Numbers:

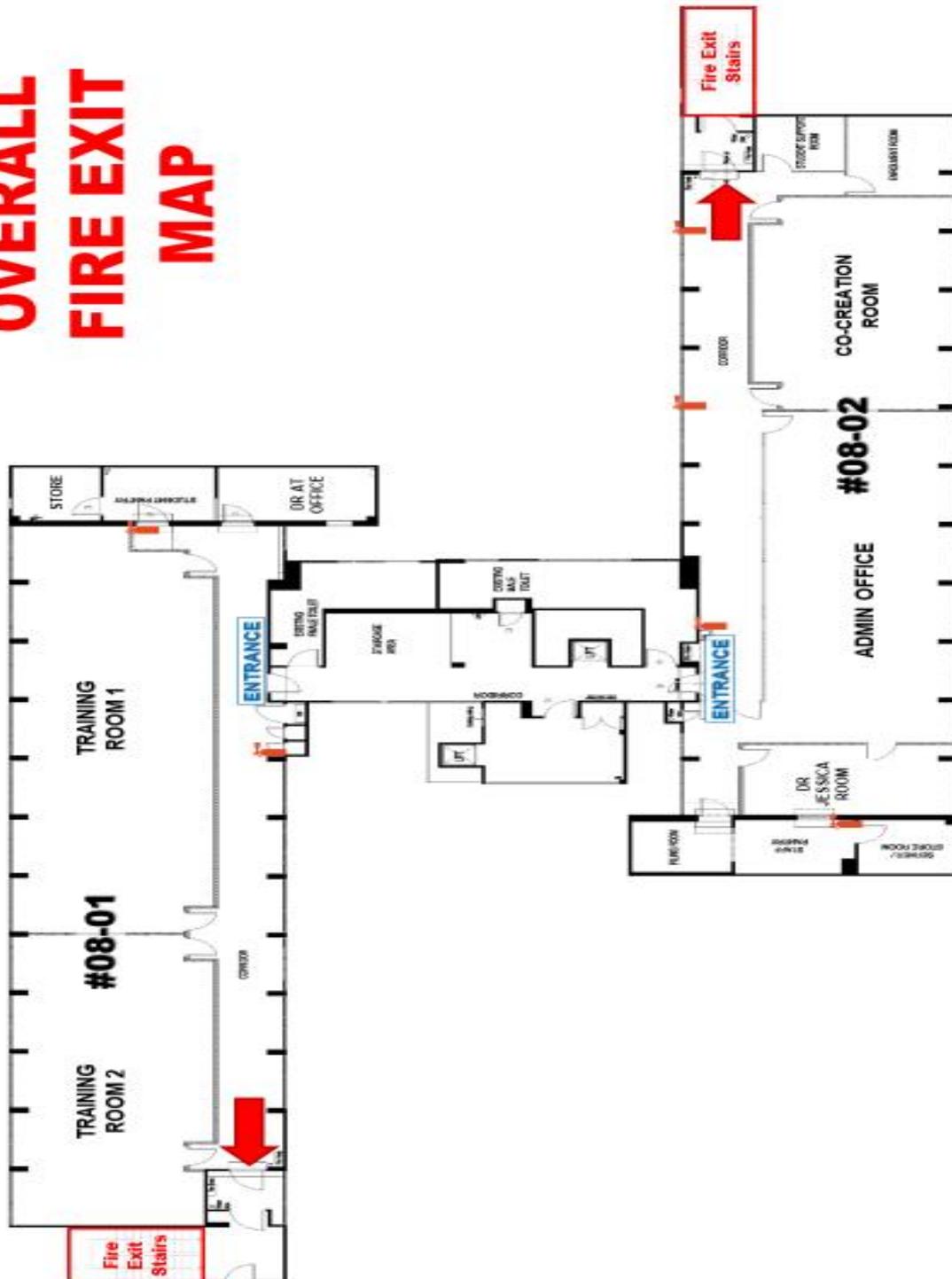
+65 6346 6411

+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.

# OVERALL FIRE EXIT MAP



## 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) 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 handouts will be printed on both sides of a piece of paper.



#### b) 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



18 UNITS 219 CONTACT HOURS	18 UNITS 315 CONTACT HOURS	36 UNITS 525 CONTACT HOURS	72 UNITS 1059 hrs
Lectures 122	Lectures 179	Lectures 241	542 hrs
Case Management 28	Case Management 30	Case Management 100	158 hrs
Group Supervision 6	Group Supervision 9	Group Dynamics & Interventions 14	29 hrs
Individual Supervision 5	Individual Supervision 6	Individual Supervision 10	21 hrs
Counselling Direct Contact Hours 15	Counselling Direct Contact Hours 25	Counselling Direct Contact Hours 60	100 hrs
Personal Counselling (Senior Peers) 3	-	-	3 hrs
Professional Development Learning (PDL) 10	Professional Development Learning (PDL) 20	Professional Development Learning (PDL) 40	70 hrs
Personal Journal 30	Personal Journal 46	Personal Journal 60	136 hrs
Duration: 6 months	Duration: 6 months	Duration: 12 months	24 months

## Entry Requirements: 3 Pathways

### Pathway 1: Recognition of Bachelor Degree

Applicants should possess a degree or equivalent qualification from an approved tertiary institution.

### Pathway 2: Recognition of Academic Credit with Bachelor Degree

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

All considerations for credit waivers towards the course of study applied for are subject to ECTA and Flinders University credit exemption policies and must minimally meet the following two prerequisites:

- a. The applicant holds a basic degree that may be in any discipline, and need not be counselling-related; and
- b. The study of prior counselling and counselling-related courses meets the following criteria:
  - Is relevant to the postgraduate programme offered by Flinders University-ECTA programme
  - Has comparable content, level of sophistication, and rigour of assessment

Transcripts and supporting educational documents such as module synopsis, learner outcomes, course schedules showing the hours of topics learnt, and assessment details will have to be submitted for evaluation and the final determination and approval of Flinders University.

Irrespective of any credit exemptions granted, SAC policy requires that all students complete 100 Counselling Practice hours from the date of enrolment towards the Master of Counselling award.

### Pathway 3: Significant and Relevant Work Experience

Students who are not Bachelor degree holders, needs to fulfil a minimum of five years of full-time relevant working experience and evidence of continuous professional development (PD) in management / leadership programmes, skills development, counselling courses, tertiary courses related to psychology, social work or nursing.

However, the Dean (Education) may, under certain circumstances and subject to specific conditions, admit others who can show evidence of fitness for candidature.

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 College of Medicine and Public Health, Flinders University.

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

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

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

### Additional Entry Requirements

All applicants will be assessed for suitability through:

- (a) a face-to-face interview;
- (b) submission of a 200-word statement 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.

## Graduate Certificate in Counselling

### Synopsis

The Graduate Certificate in 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 Trainee Counsellor 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.

COURSE STRUCTURE	Units
<b>MHSC8036 Foundation Counselling Theories and Approaches</b> <ul style="list-style-type: none"> <li>– Overview of Counselling Theories</li> <li>– Human Development</li> <li>– An Appreciation of Cultural Diversity and Inclusivity from a Counselling Perspective</li> <li>– Inclusion, Non-Discriminatory and Embracing Diversity</li> <li>– An Introduction to Personality Theories</li> <li>– Person-Centered Therapy</li> </ul>	4.5
<b>MHSC8037 Counselling Processes, Goals and Interventions</b> <ul style="list-style-type: none"> <li>– Counselling Process: The Skilled Helper</li> <li>– Intervention and Problem-Solving Skills</li> <li>– Introduction to Motivational Interviewing</li> <li>– Interviewing Psycho-Geriatric Patients</li> </ul>	4.5
<b>MHSC8039 Generic Counselling Competencies</b> <ul style="list-style-type: none"> <li>– Micro-Skills in Counselling</li> <li>– Rapport and Counselling Relationship</li> </ul>	4.5

- Writing of Case Reports and Progress Notes
- Counselling Practice
- Individual Clinical Supervision
- Group Clinical Supervision
- Professional Development Learning (PDL)
- Personal Counselling

Awarded with a Graduate Certificate in Counselling  
 Units: 18  
 Duration: Part-time, 6 months

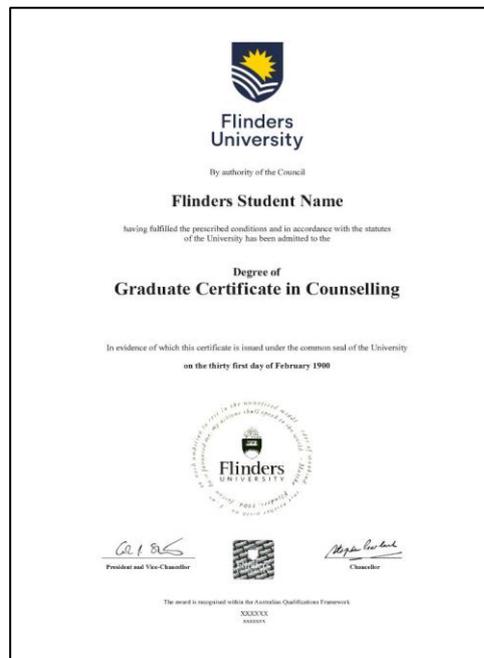
**Contact Hours (219 Hours)**

Lectures	122
Case Management	28
Group Supervision	6
Individual Supervision	5
Counselling Direct Contact Hours	15
Personal Counselling (Senior Peers)	3
Professional Development Learning	10
Personal Journal	30

**Graduation and Recognition**

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

- Graduate Certificate in Counselling (Flinders University)



## Graduate Diploma in Counselling

### Synopsis

The Graduate Diploma in 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 Trainee Counsellors with the knowledge, skills and dispositions to establish and maintain an effective alliance with their Clients in order to assist their Clients to work through issues and concerns towards making an effective change.

The course will introduce our Trainee Counsellors to the major theoretical principles and develop in Trainee Counsellors an understanding on how these various interventions can be applied in counselling settings. Trainee Counsellors will also learn to competently apply research methodology in a multi-cultural setting. The course is intended to prepare Trainee Counsellors for professional practice as a counsellor in a range of human service organisations. The Graduate Diploma in Counselling is recognised by the Australian Counselling Association (ACA).

### Course Objectives

By the end of the course, the Trainee Counsellor 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.

COURSE STRUCTURE	Units
<b>MHSC8040 Approaches to Counselling Theories</b> <ul style="list-style-type: none"> <li>– Transactional Analysis Psychotherapy</li> <li>– Marital Family Therapy</li> <li>– Solution-Focused Brief Therapy</li> <li>– Cognitive Behavioural Therapy</li> </ul>	4.5
<b>MHSC9034 Advanced Counselling Competencies and Group Processes</b> <ul style="list-style-type: none"> <li>– Counselling Ethics</li> <li>– Phone Counselling Interventions</li> <li>– Counselling Practice</li> <li>– Individual Clinical Supervision</li> <li>– Group Clinical Supervision</li> <li>– Professional Development Learning (PDL)</li> </ul>	4.5
<b>MHSC8041 Psychological Disorders and Counselling Support</b> <ul style="list-style-type: none"> <li>– Overview of Mental Disorders / Psychosis</li> <li>– Depression</li> </ul>	4.5

- Anxiety
- Suicide Intervention
- Basic Psychopathology in Anxiety and Depression

**MHSC8042 Research Methods in Counselling**

4.5

- Counselling Research

Awarded with a Graduate Diploma in Counselling

Units: 18

Duration: Part-time, 6 months

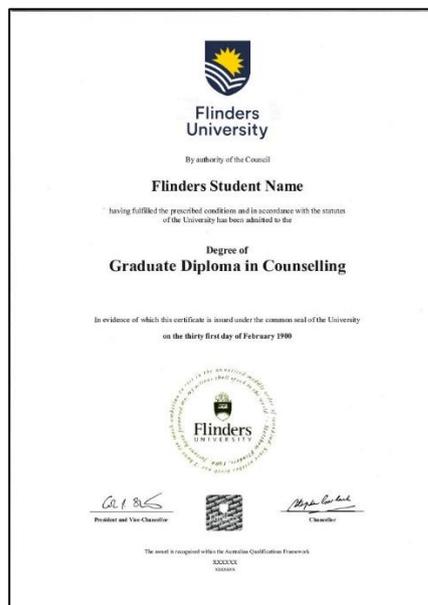
**Contact Hours (315 Hours)**

Lectures	179
Case Management	30
Group Supervision	9
Individual Supervision	6
Counselling Direct Contact Hours	25
Professional Development Learning	20
Personal Journal	46

**Graduation and Recognition**

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

- Graduate Diploma in Counselling (Flinders University)



## Master of Counselling

### Synopsis

The Master of Counselling is jointly offered by the Flinders University 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 Trainee Counsellors 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 programme is taught and facilitated by academics with extensive clinical and field experience, and is awarded by the Flinders 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 1059 contact hours, which include 542 lecture contact hours; 21 hours of individual clinical supervision; 29 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 (depending on the prevailing national advisory on safe management measures) 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 is recognised by the Singapore Association for Counselling (SAC) and the Australian Counselling Association (ACA).

### Course Objectives

By the end of the course, the Trainee Counsellors will be able to:

- (a) apply counselling, psychotherapeutic and psychological theories at an advanced level;
- (b) implement various counselling approaches especially in Trauma and Complexity or Being Child & Young Person Centred;

- (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.

COURSE STRUCTURE	Units
<p><b>MHSC8043 Advanced Counselling Theories and Approaches</b></p> <ul style="list-style-type: none"> <li>– Psychodynamic Psychotherapy</li> <li>– Redecision Psychotherapy</li> <li>– Narrative Therapy</li> <li>– Reality Therapy</li> </ul>	9.0
<p><b>MHSC9035 Counselling Settings in Professional Practice</b></p> <ul style="list-style-type: none"> <li>– Boundary Issues in Counselling Practice</li> <li>– Counselling Persons with Sensory, Intellectual, Developmental and Physical Challenges</li> <li>– Complicated/Pathological Grief</li> <li>– Grief &amp; Bereavement</li> <li>– Addiction Counselling</li> <li>– Know the Law as a Counsellor</li> <li>– Appreciation of Neurodivergence in Counselling Settings</li> </ul>	9.0
<p><b>MHSC8018 Low Intensity Cognitive Behaviour Therapy for Psychological Disorders</b></p> <ul style="list-style-type: none"> <li>– Origins of stepped care / LICBT vs. HICBT / evidence for applicability of LICBT</li> <li>– Guided Self-Help techniques (Exposure therapy / Behavioural Activation / Worry Management / Behavioural Experiments)</li> <li>– Information Gathering / Problem and Goals / administering measures / conceptualisation</li> <li>– Culturally safe practice</li> <li>– Theories behind (Exposure therapy / Behavioural Activation / Worry Management / Behavioural Experiments)</li> <li>– Includes recorded demonstrations / live demonstration of skills</li> </ul>	4.5
<p><b>MHSC9036 Advanced Placement in Counselling</b></p>	9.0

COURSE STRUCTURE	Units
<ul style="list-style-type: none"> <li>– Counselling Practice</li> <li>– Individual Clinical Supervision</li> <li>– Professional Development Learning (PDL)</li> <li>– Case Formulation / Conceptualisation</li> <li>– Live Demonstration: Working with Children &amp; Family</li> <li>– Advanced Counselling Interventions: Crisis Intervention</li> <li>– Advanced Counselling Interventions, Group Dynamics</li> <li>– Advanced Counselling Interventions: Couple Therapy</li> <li>– Advanced Counselling Interventions: Domestic Violence</li> </ul>	
<b>Electives</b>	
<p><b>SOAD8009 Trauma and Complexity</b></p> <ul style="list-style-type: none"> <li>– Trauma and Complexity Blk 1 &amp; 2</li> <li>– Post-Traumatic Stress Disorder</li> </ul>	4.5
<b>OR</b>	
<p><b>SOAD8006 Being Child and Young Person Centred</b></p> <ul style="list-style-type: none"> <li>– Being Child and Young Person Centred Blk 1 &amp; 2</li> <li>– Common Mental Health Problems in Children &amp; Adolescents</li> </ul>	4.5

Awarded with a Master of Counselling  
 Units: 36  
 Duration: Part-time, 12 months

**Contact Hours (525 Hours)**

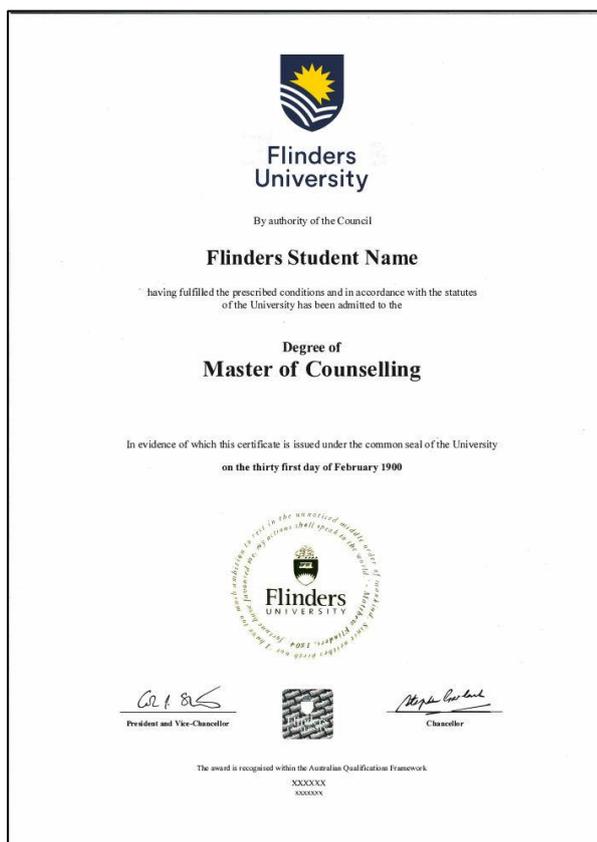
Lectures	241
Case Management	100
Group Dynamics & Interventions	14
Individual Supervision	10
Counselling Direct Contact Hours	60
Professional Development Learning	40
Personal Journal	60

## Graduation and Recognition

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

- Master of Counselling (Flinders University)

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



## **Student Information**

### **Admission and Enrolment Procedures**

As of January 2023, 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 Flinders 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](http://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](http://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](http://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

We encourage cashless transactions. For payment of fees, we will not be accepting cash or cheques. As such, internet banking is preferred. Banking details are below:

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

Should you have concerns about internet banking, please contact our Head, Finance at Telephone No: 6346 6411 or email her at eileen@ecta.edu.sg for assistance regarding alternative modes of fee payment.

### **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 Flinders University. 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 before Course Commencement, and will cover the following areas:

- Course structure
- Topics and the academic staff
- Assessments
- Course schedule
- Attendance
- 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 SSG official website.
- d. Information on Flinders University'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 before Course Commencement, students will be given a comprehensive briefing covering these areas:

- Student Contract
- Advisory Note Form 12
- Attendance criteria and biometric facial recognition attendance-taking
- Cancellation of lectures
- Withdrawal policy and procedures
- Leave of Absence policy and procedures
- Refund policies and processes
- Academic Staff evaluation
- Student welfare
- Student complaint resolution procedures
- Ethics of audio and/or video recording of lectures
- 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 1<sup>st</sup> Instalment of their Course Fees, and the full amount of the Administrative Fees.

An Official Receipt will be issued once funds due 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 seven (7) working days of receiving payment of the 1<sup>st</sup> 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 Staff

All Academic Staff appointed by ECTA to conduct academic programmes and lectures have a minimum Master Degree qualification in relevant disciplines. These Academic Staff 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 Online Membership Application Form.

## ECTA Reading Resources

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.

## 9. 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.

### Counselling and Academic Counselling

- ECTA will appoint counsellors to provide 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 in 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 e-Practicum Log 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 academic staff.

## 10. Policies

### Attendance

Most topics in the course have a minimum attendance requirement. Certain topics have a 100% attendance requirement, while some topics have a 90% attendance requirement.

If a 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 Facial Recognition system. Please remember to scan your face 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 <sup>st</sup> email notification sent
5 scheduled lectures without any valid reason	2 <sup>nd</sup> email notification sent
7 scheduled lectures without any valid reason or below 90% attendance	Clinical & Academic Director to intervene



**Flinders University**

CRICOS No: 00114A

**REQUEST FOR EXCUSE FROM LECTURE**

I, \_\_\_\_\_, (Flinders University ID: \_\_\_\_\_), 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: \_\_\_\_\_

Topic Code: \_\_\_\_\_ Module: \_\_\_\_\_

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(s): \_\_\_\_\_  
\_\_\_\_\_

Supporting Documentation: \_\_\_\_\_

Trainee Counsellor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**For Official Use Only**

<b>Verified by Course Management Administrator</b>		<b>Approved by Clinical and Academic Director, ECTA Director, Flinders University-ECTA Programs, Singapore</b>	
<b>Date</b>		<b>Date</b>	

## Attendance - Scanning of Face

Recording of Attendance will be done via a biometric facial recognition system.

Please scan your face before and after class.

Attendance is an audited item required by the Flinders University, ECTA and The SkillsFuture Singapore Agency (SSG).

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



**Biometric Facial Recognition Machine**

## Requirements for Safe Management Measures in ECTA

To minimise the risk of widespread re-emergence of COVID-19 and to keep ECTA COVID-safe, ECTA has put in place various safe management measures. These are guided by advisories given by the Ministry of Health (MOH) and Ministry of Manpower (MOM), as well as guidelines issued by The SkillsFuture Singapore Agency (SSG).

### Safe Management Measures

1. Students who are unwell should see a doctor immediately, especially if they display respiratory symptoms.
2. Students should make sure that they inform the doctor that they are studying in an education institution.
3. Students waiting for their COVID-19 swab test results must not report to ECTA or attend classes. They are to remain at home, observe good personal hygiene, and monitor their health. The student is required to notify ECTA on the swab test results.

### Observe Personal Hygiene and Sanitize

Keep healthy, sanitize when you come into direct contact with high-touch points and thoroughly wash your hands with soap.

# Code of Student Conduct For ECTA-ENROLLED STUDENTS

## Objectives

The objectives of the ECTA Code of Student Conduct (COSC) are:

- To uphold ECTA as a reputable educational institution that provides academic, professional and personal development in an environment that is supportive, inclusive and respectful of all stakeholders;
- To guide ECTA-enrolled students on the academic and non-academic conduct and behaviour expected of them as responsible and valuable members of the ECTA community and the community-at-large; and
- To communicate a statement of disciplinary policy to manage students' behaviour with respect to any violation of the COSC.

ECTA's core values are: **Professionalism, Resilience, Integrity, Dedication, and Ethics (PRIDE)**. As such, ECTA's students are expected to maintain and uphold the highest standards of professionalism, integrity and honesty at all times, as well as embrace quality standards, diversity, inclusiveness, equity and mutual respect for others within and outside of ECTA.

It is the responsibility of all students to acquaint themselves with Singapore's laws and ECTA's policies and guidelines pertaining to student conduct.

## Code of Student Conduct Framework

The COSC is premised on the following principles:

1. Integrity and Honesty, including Academic Integrity
2. Respect for the Wellbeing and Interest of Others
3. Preventing Sexual Misconduct
4. Appropriate Online Behaviour
5. Compliance with ECTA's Policies and Guidelines (refer to Student Handbook, Student Learner Guide and Practicum Handbook)
6. Responsibility towards ECTA as a Private Education Institution registered with The SkillsFuture Singapore Agency

The COSC is broadly framed and not meant to be exhaustive. ECTA's students are expected to uphold the COSC in both the spirit and letter at all times.

## Integrity and Honesty, Including Academic Honesty

Integrity and honesty are the pillars of good character and professionalism. As students of ECTA who are enrolled in courses related to the helping profession, all students are expected to uphold the highest standards of integrity and honesty at all times, within and outside of ECTA, and in-person and online.

As members of an academy engaged in the pursuit and acquisition of knowledge, all students are expected to uphold the highest standards of academic honesty at all times. ECTA takes a strict view of any form of academic dishonesty such as cheating and deceptive fabrication in academic work, plagiarism, and violation of intellectual property and copyright laws. Maintaining academic standards and integrity in ECTA is a shared responsibility and all students are expected to exercise this due diligence.

### **Respect for the Wellbeing and Interest of Others**

All of ECTA's students, staff members, academic staff, supervisors, and other stakeholders have the right to operate in an environment that is safe and conducive to their respective academic and/or professional roles. As such, students should conduct themselves in a manner that respects the dignity and rights of others, regardless of race and ethnicity, gender and sexual orientation, age, values, religion, social background, nationality, and disability.

This includes conduct conducive to academic discussions during class, honouring confidentiality of information shared during academic discourses, and respect for the privacy of others.

Students are expected to avoid conduct that is hostile, harmful, violent, victimizing, abusive, discriminatory or disrespectful.

### **Preventing Sexual Misconduct**

ECTA does not condone any sexual misconduct against any student, staff member, academic staff, supervisor, or other stakeholder (e.g., client) in any form and manner (physical action, verbalized, in writing, or on digital media). Acts of sexual misconduct include but are not limited to unwanted sexual advances, inappropriate physical contact, sexually explicit remarks or sexual innuendoes, lewd language or gestures, unauthorized photography/videography, and other forms of infringement of a sexual nature.

### **Appropriate Online Behaviour**

Irresponsible usage of digital and social media may have an adverse effect on students, staff members and stakeholders of ECTA. Hence, students are expected to uphold the COSC and maintain the same standards of behaviour online, just as they would during in-person engagements and interactions. Students should be mindful that privacy is not always guaranteed on digital and social media and that they should exercise responsibility and good judgement in making any online posting.

## **Compliance with ECTA's Policies and Guidelines (Refer to Student Handbook, Student Learner Guide and Practicum Handbook)**

Students are obliged to observe and abide by the policies and guidelines of ECTA such as those pertaining to course attendance, assessment, safety and security at ECTA and practicum site premises, dress code during practicum training and counselling codes of ethics. Students undertaking practicum training are expected to observe and uphold the rules and guidelines of the host practicum sites.

## **RESPONSIBILITY TOWARDS ECTA AS A PRIVATE EDUCATION INSTITUTION**

ECTA is a reputable institution that provides a safe, well-maintained, well - equipped and pleasant campus environment for the benefit of its students. Students are expected to safeguard the reputation of ECTA and maintain the environment in a manner that optimizes learning and accords respect for the needs of all students. Loud, rowdy and inconsiderate behaviour is discouraged and acts of vandalism and theft are not condoned.

### **Jurisdiction on Student Discipline**

ECTA has jurisdiction to take disciplinary action against a student for any violation of this Code of Student Conduct and to exercise one or more of the following disciplinary powers. In cases where students are enrolled in courses accredited and awarded by Flinders University, appropriate consultation with the University will be undertaken by ECTA as part of the investigative and disciplinary process.

#### **Level 1**

Issuance of a Verbal Warning by CEO, ECTA, with or without an order to comply with specified conditions, and a statement of the consequence(s) if such conditions are not met.

#### **Level 2**

Issuance of a Written Warning by a Disciplinary Panel convened by ECTA, with or without an order to comply with specified conditions, and a statement of the consequence(s) if such conditions are not met.

#### **Level 3**

[For students enrolled in relevant courses]: Referral to Flinders University

Source: Flinders University > Feedback & rights > Student policies and procedures > Student policies > Student conduct > Student conduct (Statute 6.4)

<https://www.flinders.edu.au/content/dam/documents/staff/policies/academic-students/student-conduct.pdf>

**Level 4**

## Expulsion/Termination of Candidature

All disciplinary proceedings and outcomes are strictly confidential and shall not be made public without prior approval of ECTA.

**Guidelines on the Conduct of Disciplinary Actions**

Complaints or allegations that a student has violated the Code of Student Conduct shall first be referred to the CEO, ECTA. Where the CEO is satisfied that the alleged offence(s) was committed by the student, the CEO may:

**Level 1**

Issue the student with a verbal warning letter with or without an order to comply with specified conditions, and a statement of the consequence(s) if such conditions are not met; or

**Level 2**

Refer the student to a Disciplinary Panel convened by ECTA (Level 2)

The Disciplinary Panel shall comprise three members namely:

- A Director of ECTA (Chairman of Disciplinary Panel)
  - CEO of ECTA
  - An external member to be appointed by ECTA
- a. The Disciplinary Panel shall issue a Notice to the student to attend an oral disciplinary hearing on the alleged misconduct that constitutes the violation of the Code of Student Conduct. The Notice shall contain adequate particulars of the student's alleged misconduct and violation of the Code of Student Conduct, specify a reasonable period for the student to make submissions in respect of the matter(s) to the Disciplinary Panel; and specify the date, time and place for the oral hearing. The student may not be accompanied by legal counsel.
  - b. The Disciplinary Panel shall have the discretion to conduct a paper hearing and adjudicate on the matter(s) at hand for any reason that an oral hearing is not feasible.
  - c. Written minutes or records of any paper or oral hearing shall be maintained and kept strictly confidential. ECTA may use or disclose any records of the hearing as it deems fit.

- d. Unless the Disciplinary Panel has satisfied itself that it has given the student reasonable opportunities to make submissions on the matter(s) in the disciplinary proceedings and a fair hearing (in the case of an oral hearing), it shall not come to a decision in respect of the disciplinary proceedings against the student or exercise any of its disciplinary powers.
- e. Members of the Disciplinary Panel shall come to a decision in respect of the disciplinary proceedings against the student by majority vote in the event that they are unable to reach a unanimous decision.
- f. The student shall be notified of the decision of the Disciplinary Panel within seven (7) work days after the decision has been made. The Notice shall inform the student:
  - i. of the offence(s) which the student is found to have committed,
  - ii. of the sanction(s) imposed on the student,
  - iii. that the student may within fourteen (14) work days after receiving notice of the decision by the Disciplinary Panel, appeal to the Disciplinary Appeals Panel (Level 3), and
  - iv. that the Disciplinary Appeals Panel may affirm, vary or discharge the sanction(s) imposed.
- g. The decision of the Disciplinary Panel shall be final and binding on the student, subject to any decision on the appeal made by the Disciplinary Appeals Panel.
- h. The Disciplinary Appeals Panel shall consist of three members (who are not members of the Disciplinary Panel for the same student whose appeal is being heard) namely:
  - Prof Tan Chue Tin
  - Prof Tan Teck Koon
  - Ms Chan Lai Peng

### Level 3

[For students enrolled in relevant courses]: Referral to Flinders University

**Source: Flinders University > Feedback & rights > Student policies and procedures > Student policies > Student conduct > Student conduct (Statute 6.4)**

<https://www.flinders.edu.au/content/dam/documents/staff/policies/academic-students/student-conduct.pdf>

**Level 4**

- Chairman of the Board, ECTA (Chairman of Disciplinary Appeals Panel)
- A Director of ECTA
- An external member to be appointed by ECTA
- A representative of Flinders University

The appeal shall be heard by way of a paper hearing unless the Disciplinary Appeals Panel deems a paper hearing to be inappropriate or upon request by the student for an oral hearing. An appeal shall not be a full rehearing of the matter.

- a. CEO, ECTA may be called upon to attend the Disciplinary Appeals hearing (paper hearing or oral hearing as the case may be) as an Observer.
- b. In filing a Notice of Appeal, the student shall set out full details of the grounds for appeal, the relief sought, and a request for an oral hearing if the student chooses to have one.
- c. In the case of an oral hearing, the Disciplinary Appeals Panel shall notify the student at least fourteen (14) work days in advance of the date, time and place for the oral hearing. The student may not be accompanied by legal counsel.
- d. Written minutes or records of any paper or oral hearing shall be maintained and kept strictly confidential. ECTA may use or disclose any records of the hearing as it deems fit.
- e. In its decision, the Disciplinary Appeals Panel may dismiss the student's appeal in which case it shall affirm the sanction(s) imposed in the first instance by the Disciplinary Panel, or impose such other sanction(s) that the Disciplinary Appeals Panel thinks the Disciplinary Panel ought to have imposed in the first instance.
- f. Where the Disciplinary Appeals Panel decides to merit the appeal, the Disciplinary Appeals Panel may discharge and/or vary the sanction(s) imposed in the first instance by the Disciplinary Panel in any manner that the Disciplinary Appeals Panel deems fit.
- g. Members of the Disciplinary Appeals Panel shall come to a decision in respect of the appeal by majority vote in the event that they are unable to reach a unanimous decision.
- h. Notwithstanding the provision for disciplinary appeal, the Disciplinary Appeals Panel may by unanimous decision, reject the appeal if the Disciplinary Appeals Panel deems the appeal to be frivolous and not sought in good faith.

- i. The Disciplinary Appeals Panel shall notify the student of the decision within seven (7) work days after the decision has been made.
- j. The decision of the Disciplinary Appeals Panel shall be final and binding on the student.

## **Making a Complaint with Respect to Breach of Conduct and/or Professionalism**

ECTA is committed to upholding a high standard of conduct, integrity and professionalism expected of its staff members and students.

ECTA takes any report made in good faith by its students, of any breach of conduct or professionalism of its staff members or students, seriously and will endeavour to investigate and take corrective action whilst ensuring confidentiality and safety of the informant.

### **Report Making**

1. The Report is marked “**CONFIDENTIAL**”
2. Send Report via:  
Email: [jessicaleong@ecta.edu.sg](mailto:jessicaleong@ecta.edu.sg)  
Dr Jessica Leong  
CEO and Clinical Director  
Executive Counselling and Training Academy  
  
Or, in a sealed envelope to Postal Address:  
Dr Jessica Leong  
CEO and Clinical Director  
Executive Counselling and Training Academy  
1 Kay Siang Road, #08-01/02  
Singapore 248922
3. The Report will be treated as “CONFIDENTIAL”.
4. Informant will ensure that the Report is made in good faith.
5. Informant is encouraged to identify himself/herself.
6. Informant may be contacted by ECTA’s Investigation Officer to provide clarification or additional information, if necessary.
7. An anonymous report may impede investigation and not bring about an outcome for the complaint to be effectively addressed.

8. Informant will provide as much details as possible pertaining to the complaint, using the Template in **ANNEX A**.
9. ECTA will apprise Informant of the outcome of his/her complaint made upon conclusion of the investigation and action taken (where applicable and appropriate).

**CONFIDENTIAL**

**Executive Counselling and Training Academy**

**Template for Student(s) Making a Complaint with Respect to Breach of Conduct and/or Professionalism**

<b>Informant's Name</b>	<b>NRIC No (last 4 digits)</b>	<b>Course of Study</b>	<b>Cohort</b>
<b>Tel No:</b> _____ (mobile) _____ (home) _____ <b>(office)</b>			
<b>Email address:</b>			
<b>Postal address:</b>			
<b>Reason(s) for Reporting:</b>			
<b>Details and Facts of Complaint (e.g., nature of breach, date and time of incident, how it was discovered, documentary evidence, etc)</b>			

<b>Particulars of Person(s) Reported on:</b>	<b>Affiliation to ECTA:</b> <ul style="list-style-type: none"> <li>• Staff Member</li> <li>• Student</li> </ul> <b>(include programme &amp; cohort)</b>
<b>Person 1:</b>	
<b>Person 2:</b>	
<b>Person 3:</b>	
<b>Person 4:</b>	
<b>Particulars of witnesses (if any):</b>	
<b>Witness 1:</b>	
<b>Witness 2:</b>	
<b>Witness 2:</b>	
<b>Witness 2:</b>	

\_\_\_\_\_

Informant's Name

\_\_\_\_\_

Signature

\_\_\_\_\_

ID Number

\_\_\_\_\_

Date

\_\_\_\_\_

Complaint Received by

\_\_\_\_\_

Date & Time Received

## Code of Conduct

### Do's

- Do follow ECTA's rules and regulations at all times.
- Do show courtesy to your fellow course mates, academic staff 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. riots; demonstrations and boycotts).
- Do not leave the class frequently to attend to phone calls.
- Do not use lewd or foul language in class or at the practicum site.
- Do not vandalise ECTA's properties or cause damage to equipment and facilities.
- Do not litter.
- Do not violate the Penal Code on "Outrage of Modesty" and the "Protection from Harassment Act" in Singapore.

## Ethics for Audio Recording

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

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

Please note the following:

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

## 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 in Counselling or the Graduate Diploma in Counselling. Flinders University 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 Flinders University 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 SkillsFuture Singapore Agency.

Currently, The SkillsFuture Singapore Agency (SSG) requires that any student who seeks to change his/her course in any way (including re-enrolment of failed topics) 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 Flinders University's Leave of Absence policy:

### **Deferring your offer**

Newly commencing international students who are unable to start their course may defer their offer to future semesters. To defer your offer, please email [intladmissions@flinders.edu.au](mailto:intladmissions@flinders.edu.au).

### **Leave from Study**

International students who wish to take time off from their studies must have compassionate or compelling grounds to be granted leave from study. Students wishing to make an application must contact the International Compliance team in writing by emailing [internationalcompliance@flinders.edu.au](mailto:internationalcompliance@flinders.edu.au). See the international students webpage for further information.

### **Changing course**

International students should contact [intladmissions@flinders.edu.au](mailto:intladmissions@flinders.edu.au) for assistance with changing their course.

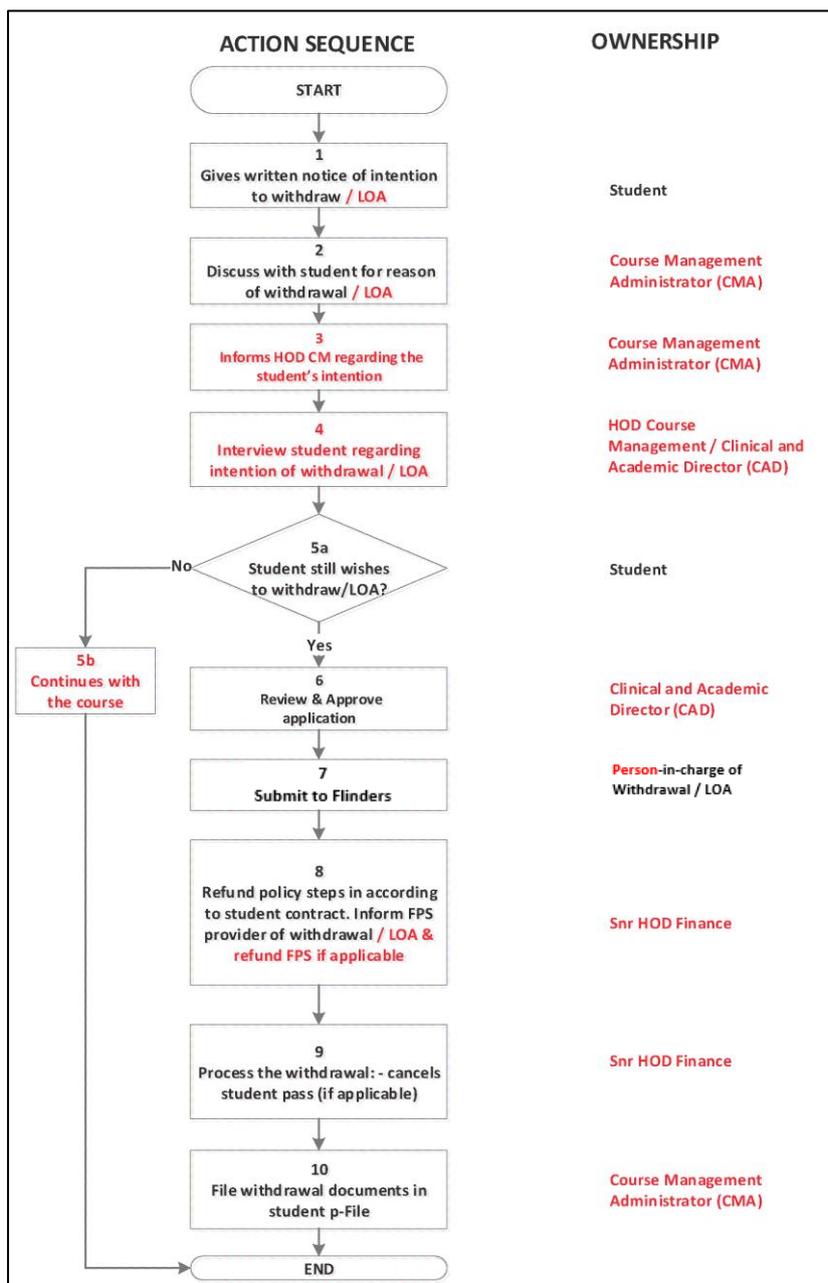
Upon receipt of the student's Leave of Absence or Withdrawal form, ECTA will process it within 7 working days, which includes submitting it to Flinders for their approval. Flinders University will formally notify the Student by sending an email to student when his/her LOA has been approved and processed and when the LOA will end.

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

## Withdrawal Policy and Procedure

ECTA does not have any courses between which students are able to transfer, hence, does not use a Transfer Policy.

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 Flinders University. Under exceptional circumstances and in accordance with Flinders 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: <https://sso.agc.gov.sg/>*

## 11. 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 in Counselling, Graduate Diploma in Counselling and Master of Counselling, 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 in Counselling	Stage 2 Grad Dip in Counselling	Stage 3 Master of Counselling
Course Fees	S\$ 8,218.60	S\$ 10,564.28	S\$ 20,781.94
Administrative Fees	S\$ 904.70	S\$ 1,417.00	S\$ 1,417.00
FPS Premium*	S\$ 54.74	S\$ 71.89	S\$ 133.19
Total fees with GST	S\$ 9,178.04	S\$ 12,053.17	S\$ 22,332.13
No. of Instalments	3	3	4

A non-refundable Application Fee of S\$163.50 is payable upon submission of "Application Form for Admission" to Flinders University. 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 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. Course fees do NOT include the cost of recommended textbooks and other reading materials.

For Graduate Certificate in Counselling, Administrative Fees cover general administration, professional indemnity, and practicum administration and management.

For the Graduate Diploma in Counselling and Master of Counselling, Administrative Fees cover general administration, professional indemnity, and practicum administration and management. This includes fees payable 100% to Flinders University for associated resource costs specific to student enrolment.

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.

### **Non-Payment of Course Fees by Due Date**

Schedule B of the Student Contract specifies the payment due date for each instalment of course fees. Students who fail to make payment by the payment due date may do so within the grace period of 30 calendar days after the payment due date. If no payment is made by the end of the grace period, the student is required to, within 3 days after the end of the grace period, submit a completed appeal form to ECTA stating the reasons for non-payment and when payment will be made. ECTA's Board of Directors will consider the appeal in accordance with Flinders University, "Students with Outstanding Debt Procedure" and make such decisions it deems fit including cancelling the student's enrolment in the course without notice. If no completed appeal form is received from the student within 3 days after the end of the grace period, the student's enrolment in the course may be cancelled without notice. These same terms and conditions are described in full in Schedule B of the Student's Contract.

### **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 SSG-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 2023**, the current premium is **0.6%** (excluding GST) of the sum of all Course Fees and Administrative Fees (excluding GST) per year subject. The premium is paid by the student. The insurance will indemnify a Student up to the Limit of Indemnity for:

- Loss of Course Fee paid by the Student to the PEI in the event that the Student is unable to commence, continue with or complete the Termination Event during the Period of Indemnity. The indemnity provided shall be limited to the portion of paid Course Fee deemed unutilized as at the date of the Termination Event and pro-rated to the time elapsed in respect of that part of the Course as relates to the Course Fee paid for the Period of Indemnity and to the extent the same is not refunded to the Student; and/or
- Such part of Judgement Sum that may be attributed to the Period of Indemnity as may be in-force as at the date of the Judgement Sum and remaining unpaid by the PEI as at the date of the issuance of a Payout instruction in respect of a Judgement Debt Default Event.

## 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 SSG; 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.

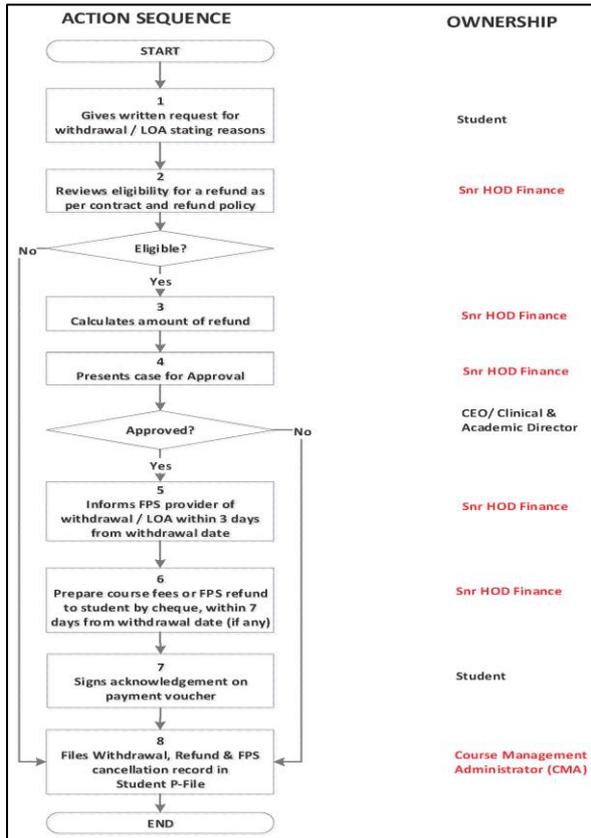
3. Refund will be made to Student within 7 working days upon receiving Student's written notice of withdrawal and complete submission of required documents.
4. If the course is cancelled by ECTA, Students may:
  - Defer the course to the next intake at no extra charges (Waive Deferment Application Fee)
  - 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 POLICY**

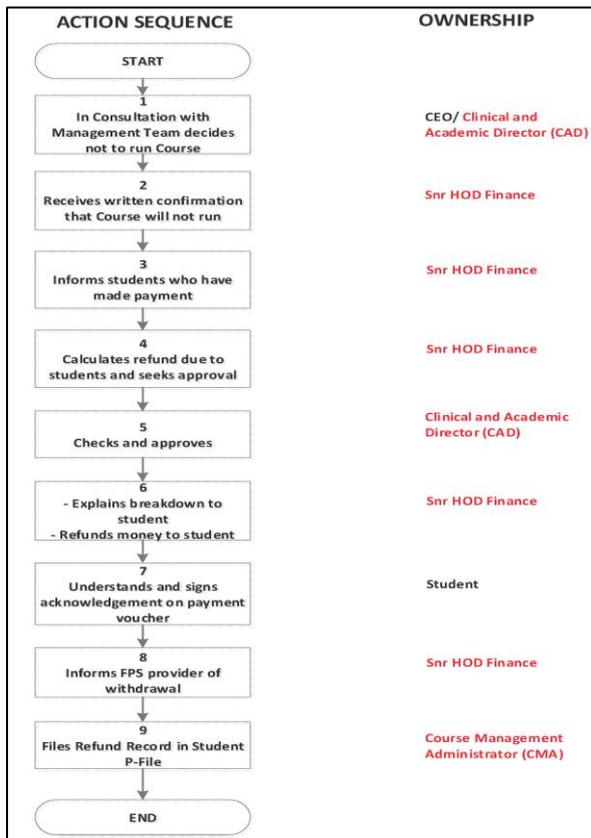
<b>% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]</b>	<b>If the Contracting Party's Written Notice of Withdrawal is Received:</b>
100%	More than 10 working days before the Course Commencement Date
100%	On or before, but not more than 7 working days before the Course Commencement Date
50%	After, but not more than 14 working days after the Course Commencement Date
0%	More than 14 working days after the Course Commencement Date

**Note**

1. Refunds will take reference only from the Course Commencement Date, i.e., the first lecture of the Course registered
2. Upon receipt of a written notice of withdrawal, a full refund of the Fee Protection Scheme (FPS) premium paid will be made



**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)**

## 12. Evaluations

### Academic Staff 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 module.

You will be required to complete an “Online Evaluation” using your smart phone by accessing the link [www.hvsmobile.com/ecta](http://www.hvsmobile.com/ecta), one hour before the end of the module. Should you not have a personal smartphone capable of accessing 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.

## Academic Staff Evaluation Guide

This guide explains the steps to successfully submit online Academic Staff 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

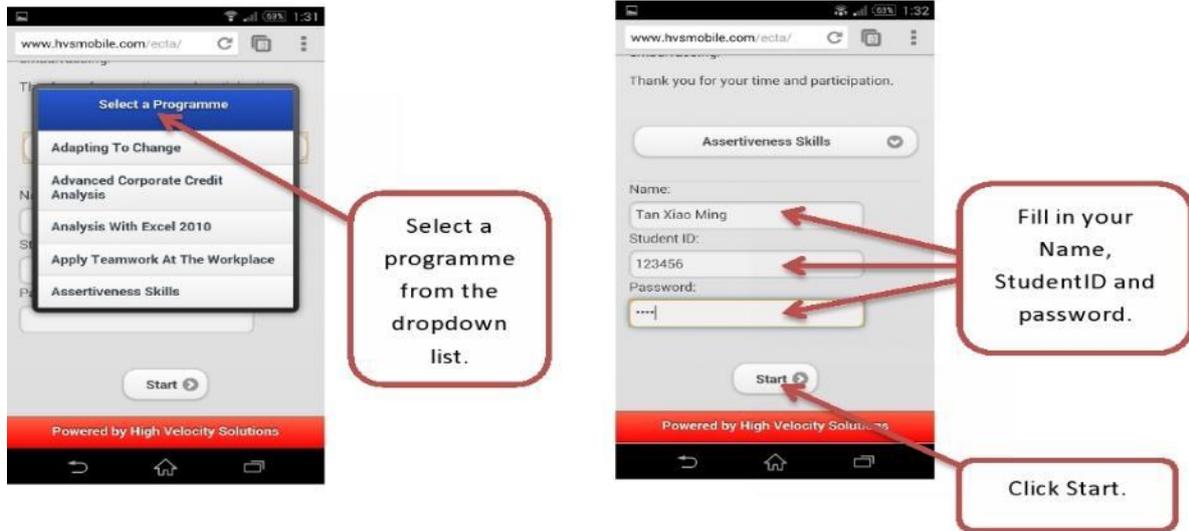
- Tap on address bar and type URL of the questionnaire
- The URL will be provided by your instructor
- Tap GO or its equivalent in your browser



### 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.

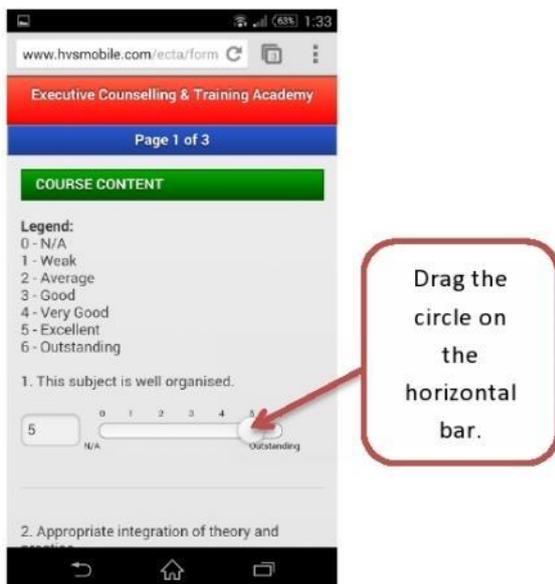


#### Step 4: Answer all questions in the questionnaire

There are 2 types of questions:

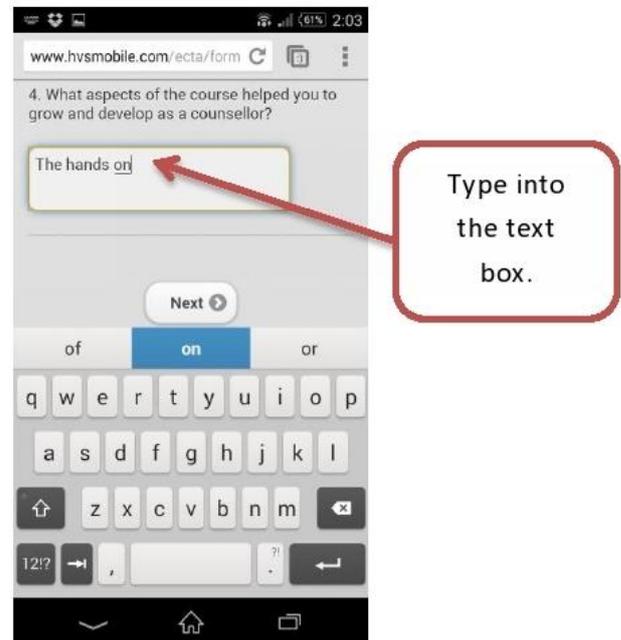
##### Type 1: Semantic Differential Scale

These questions require you to rate a statement using a 5-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.



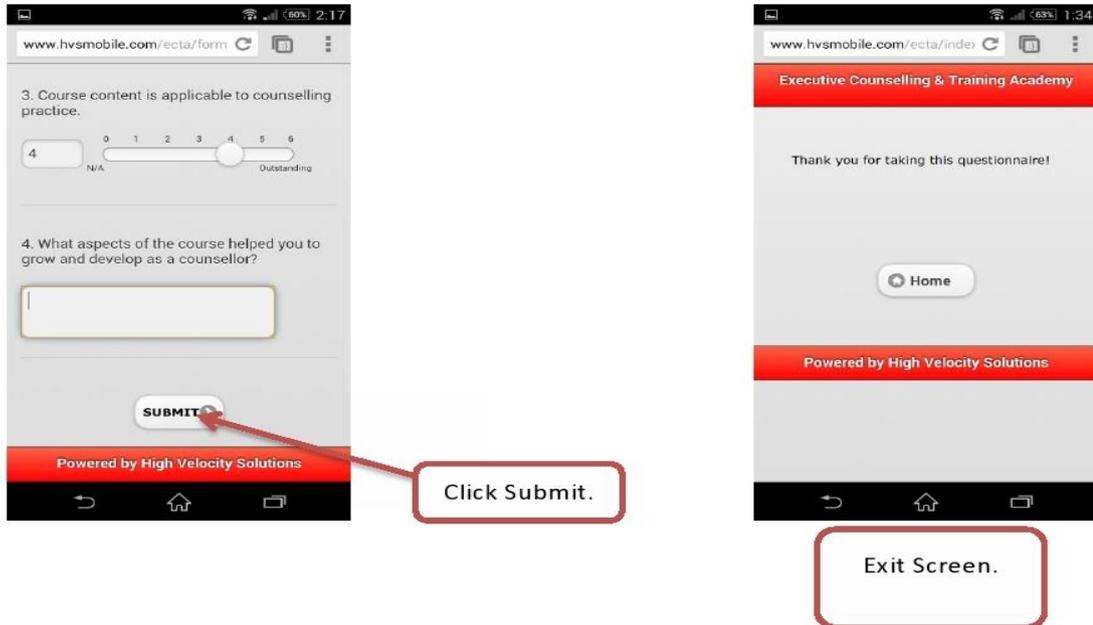
##### Type 2: Open – Ended

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

## 13. 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 academic staff, service standards and room facilities**

At the completion of all modules, students are required to provide feedback on the Academic Staff and the completed module. 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](mailto: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.

<b>Executive Counselling and Training Academy</b>			
<b>Feedback &amp; Suggestion Management System</b>			
Document Identification	Review Date	Version	Page No.
CM-F-FBS	4 Jan 2023	1.3	Page 1 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"/> Feedback <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	4 Jan 2023	1.3	Page 2 of 3

Review suggestion / feedback (HOD / CMA / PPM)

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Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Review by CEO / BOD

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Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

<b>Executive Counselling and Training Academy</b>			
<b>Feedback &amp; Suggestion Management System</b>			
Document Identification	Review Date	Version	Page No.
CM-F-FBS	4 Jan 2023	1.3	Page 3 of 3

Accepted by CEO / BOD:

Comments:

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Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

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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 Flinders University 's Reviews and Appeals Regulations, please visit: <https://students.flinders.edu.au/feedback-rights-policy/complaints-and-appeals/reviews>

### Intervention 2:

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

### Intervention 3:

In accordance with SSG 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.

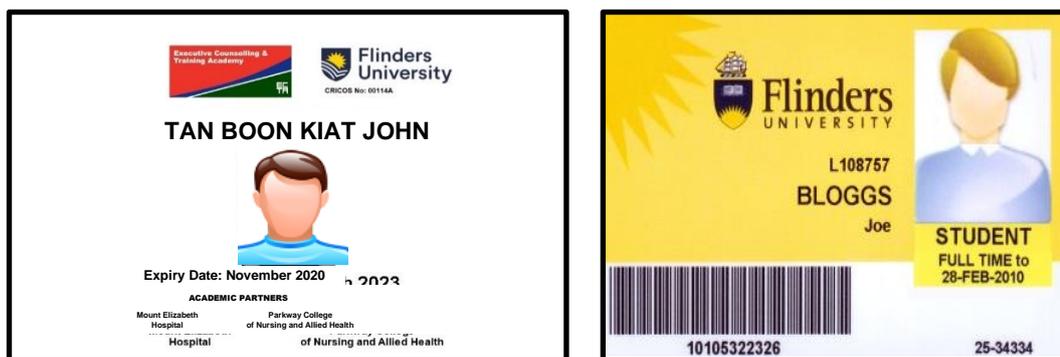
If a hearing is held, the written award will be published within 90 days from the commencement of the arbitration.

## 14. Miscellaneous

### ECTA Student ID and Flinders University Student ID Cards

A Student Identification Card from ECTA and Flinders University will be issued to all ECTA students enrolled in courses with ECTA/Flinders.

The ID cards are shown below:



Please show your Student ID & Flinders University Student ID card if you are at your practicum sites.

## 15. 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.

ECTA is currently not accepting any International Students because we do not have Full-Time courses. Upon ECTA obtaining the required certification to accept International students, the following procedures will be applicable to all International students who plan 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](http://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](http://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](http://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 Zoom) 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 Transfer. The following documents are to be sent 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.*

International students may make payment via internet banking transfer or telegraphic transfer. The relevant ECTA’s bank account details are as follows:

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

<https://www.ica.gov.sg/reside/STP/apply>

**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 academic staff
- 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
- Academic staff evaluation

- Student welfare
- Student complaint resolution procedures
- Ethics of audio-recording lectures
- 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 SkillsFuture Singapore Agency's (SSG) website.

- Standard Student Contract  
([https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/enhanced-registration-framework-\(erf\)/where-can-i-get-more-information](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(peis)/enhanced-registration-framework-(erf)/where-can-i-get-more-information))
- Form 12 Advisory Note to Students  
([https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-\(peis\)/enhanced-registration-framework-\(erf\)/where-can-i-get-more-information](https://www.tpgateway.gov.sg/resources/information-for-private-education-institutions-(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 1<sup>st</sup> Instalment of his/her Course Fees, and the full amount of the Administrative Fees.

An Official Receipt will be issued once funds due 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 1<sup>st</sup> 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](http://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 and market variation. 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)
Mobile phone 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\$800.00 per month (for one room only) S\$2500 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 <sup>st</sup> email notification sent
5 scheduled lectures without any valid reason	2 <sup>nd</sup> email notification sent
7 scheduled lectures without any valid reason or below 90% attendance	Clinical & Academic Director and ICA will be informed

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 <https://www.mfa.gov.sg/Overseas-Missions/Foreign-Representatives-To-Singapore>.

## 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

### 1.0 Preamble

- (a) The Australian Counselling Association (the ACA) 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 professional conduct that can be applied by the ACA (Inc) and by other bodies in Australia, that choose to adopt them. Depending upon the circumstances, compliance or non-compliance with the Code of Ethics and Practice may be admissible in some legal proceedings.

### 2.0 Definitions

- (a) **The Association** means the ACA (Inc).
- (b) **Associated Party** refers to 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. clients' relatives, friends, employees, employers, carers, and guardians;
  - ii. other professionals or experts;
  - iii. Representative(s) from communities or organisations.

- (c) **Client** means a party or parties to a counselling service involving counselling, supervising, teaching, research, and professional practice in counselling. Clients may be individuals, couples, families, groups of people, organisations, communities, facilitators, sponsors, or those commissioning or paying for professional activity.
- (d) **Code** refers to this Code of Ethics and Practice.
- (e) **Counsellor** refers to anyone delivering what a reasonable person would assume to be a counselling service (see below).
- (f) **Counselling Service** means any service provided by a Counsellor to a client including but not limited to:
  - i. Counselling activities;
  - ii. Professional activities;
  - iii. Professional practice;
  - iv. Research practice;
  - v. Supervision;
  - vi. Teaching.
- (g) **Guidelines** refer to these guidelines, any others issued from time to time by the ACA (Inc), the ACA (Inc) Code of Conduct, the ACA (Inc) Complaints Policy and Procedural Guidelines, all ACA policies and procedural documents, and/or ACA (Inc) Scope of Practice.
- (h) **Legal Rights** refer to those client rights protected under laws and statutes of the Commonwealth, State, or Territory in which the Counsellor provides counselling services.
- (i) **Member(s)** means all those covered by the ACA (Inc) Code of Conduct.
- (j) **Moral Rights** refer to the universal human rights, as defined by the United Nations Universal declaration of Human Rights, that may or may not be protected by existing federal, State, or Territory laws.

- (k) **Multiple Relationships** occur when a counsellor, while providing a counselling service, also has been or is:
  - i. In a non-professional relationship (sexual or otherwise) with the same client;
  - ii. In a different professional relationship with the same client;
  - iii. In a non-professional relationship with an associated party;
  - iv. A recipient of a service by the same client.
  
- (l) **Practice** refers to any act or omission by a Counsellor:
  - i. That another may reasonably consider to be part of a counselling service;
  - ii. That, outside of that service, casts doubt upon their ability and competence to practice as a Counsellor;
  - iii. That, outside of their practice of counselling, harms public trust in the discipline, the Association, or the profession of counselling;
  - iv. In their capacity as members of the Association
  
- (m) **A Professional Relationship** means the relationship between a Counsellor and a client to whom said Counsellor is delivering a counselling service.

### 3.0 Code of Ethics

- (a) The helping relationship constitutes the effective and appropriate use of a helper's skills that are for the benefit and safety of the client in his or her circumstances. Therefore, as members of the Australian Counselling Association, (regardless of level), we will:
  - i. Offer a non-judgmental professional service: free from discrimination and honouring the individuality of the client;
  - ii. Establish a 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. Be responsible for your own updating and continued knowledge of theories, ethics, and practices: through journals, the association, and other relevant bodies;
  - v. Be responsive to the needs of peers and provide a supportive environment for their professional development;

- vi. Undertake regular supervision and debriefing to develop skills, monitor performance, and sustain professional accountability;
- vii. Ensure client understanding of the purpose, process, and boundaries of the counselling relationship;
- viii. Offer a promise of confidentiality and explain the limits of duty of care;
- ix. For the purpose of advocacy, receive written permission from the client before divulging any information or contacting other parties;
- x. Endeavour to make suitable referral where competent service cannot be provided;
- xi. Not provide legal advice and guidance on matters of law, nor practise as Legal Counsel on behalf of or to a client, when practising as a counsellor;
- xii. Not act as an agent for a client;
- xiii. 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;
- xiv. Be committed to the above code of ethics and recognise that procedures for withdrawal of membership will be implemented for breaches.

#### 4.0 Code of Practice

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.

#### 5.0 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 Counsellor's 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 have a responsibility to keep all client records safe and secure.
- (c) Counsellors take responsibility for clinical/therapeutic decisions in their work with clients.

- (d) Counsellors also have responsibilities to associated parties: that is, 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. A client's relatives, friends, employees, employers, carers and guardians;
  - ii. Other professionals or experts;
  - iii. Representatives from communities or organisations.
- In reference to the Code of Ethics and Practice, what applies to the client/s also applies to associated parties.
- (e) 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.

## **6.0 Responsibility to the Client**

### **6.1 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 or as an outcome of 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.

### **6.2 Client Self-determination**

- i. In counselling, the balance of power is unequal and Counsellors must take care to not 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.

### **6.3 Breaks and Endings**

- i. Counsellors work with clients to reach a recognised ending when clients have received the help they sought, 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 arrangement for care to be taken of the immediate needs of clients in the event of any sudden and unforeseen endings by the Counsellor or of 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.

### **6.4 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.

### **6.5 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.
- iv. A member will not make any derogatory or insulting remark against the Association or any other Member. Nor will he/she criticise or make an allegation of impropriety or misconduct to or against any employee or another member without first advising the Secretary of his or her complaint or concern. The member making the complaint or expressing concern will, subject to these Rules, abide by any direction given by the Secretary.

## **6.6 Responsibility to the Wider Community Law**

Counsellors must take all reasonable steps to be aware of current law as it applies to their counselling practice; not only Federal Law, but also 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.

## **6.7 Resolving conflicts Between Ethical Priorities**

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.

## **7.0 Counsellors' Obligations on Social Media**

In using social media, Registered Counsellors need to be aware of their professional obligations under the Scope of Practice for Registered Counsellors, the Code of Ethics and Practice, and Guidelines for Online Counselling and Psychotherapy.

## 7.1 The Code of Ethics and Practice

- i. Registered Counsellors will fully explain the provisions of their confidentiality policy and protect the confidentiality of clients in a digital environment, by not identifying clients without their consent.
- ii. Registered Counsellors will be fully transparent in the advertising of their service offerings, not misrepresenting their qualifications or experience.
- iii. Registered Counsellors do not bring the profession of counselling, the reputation of their peers, nor the reputation of their professional association into disrepute.
- iv. Registered Counsellors do not behave in a manner which may undermine public confidence or the resolution of professional issues.
- v. Registered Counsellors affirm the individuality of each client; they are culturally sensitive and respectful of all worldviews.

## 7.2 The Scope of Practice for Registered Counsellors

- i. A Registered Counsellor must abide by the professional ethical standards as set out in the Code of Ethics and Practice.
- ii. Registered Counsellors will provide consistent information about counselling competencies defined under this Scope.
- iii. Registered Counsellors can adhere to their code of practice while maintaining professional relationships with other professionals within a program or a program service.

## 7.3 Guidelines for Online Counselling and Psychotherapy

- i. Practitioners should ensure that all information on their own site(s) is accurate, is not misleading, and is up to date.
- ii. Issues relating to confidentiality in face-to-face consultations also apply to the online provision of a counselling service: for example, disclosure of information as in high-risk situations, use of case material in supervision, research, etc. However, practitioners should be fully aware of the additional issues relating to confidentiality when working online.

## **8.0 Anti-Discriminatory Practice**

### **8.1 Client Respect**

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.

### **8.2 Client Autonomy**

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

### **8.3 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, biases, stereotyping attitudes, and behaviour. They are to give particular consideration to ways in which these may be affecting the counselling relationship and influencing responses.

## **9.0 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 4.6 'Exceptional Circumstances').

(c) Confidentiality extends to client records which must be kept securely – be they maintained as hard copy or by digital processes.

## **10.0 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: for example, updating doctors in primary care or 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.

## **11.0 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 the supervisor 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.

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 these, too, should imbue their practice. These views should be communicated to both clients and significant others: for example, supervisor, agency, etc.

## **12.0 Management and Confidentiality**

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

## **13.0 Contracts**

### **13.1 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.

### **13.2 Pre-Counselling Information**

- i. Any publicity material and all written and oral information should reflect accurately the nature of the service on offer, as well as 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.

### 13.3 Contracting with Clients

- i. Counsellors are responsible for reaching agreement with clients about the terms on which counselling is being offered – including availability, degree of confidentiality offered, arrangements for the payment of 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 notes relating to counselling sessions are kept, clients should also be made aware of this. At the client's 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 client's right of access to his/her records.
- vi. Counsellors are responsible for addressing any client dissatisfaction with counselling services received.

## 14.0 Boundaries

### 14.1 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).

## 14.2 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 4.9 (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.

## 15.0 Dual and Multiple Roles

Where possible, Registered Counsellors are to avoid dual or multiple roles with clients. For example, slipping between the roles of teacher, coach, and counsellor, bartering services with clients and friends, offering payment breaks to clients (thus, becoming a creditor), providing counselling services to friends and family, engaging in a social (platonic) relationship with a client, accepting gifts from clients or going into business with clients.

In rural and regional areas particularly, dual roles are difficult to avoid. A Registered Counsellor may have clients that include their local banker, school teachers from where their children attend the local school, and local restauranteurs associated with places where they dine. Thus, Registered Counsellors are encouraged to discuss this within professional supervision: for the impact of dual roles can be pervasive and difficult to spot.

Dual relationships carry significant potential risk to create boundary problems and trigger ethical concerns. Playing a single role as a Counsellor can be difficult, and Registered

Counsellors will often have to wrestle the temptation to step into another role. While appropriate dual roles might be beneficial when managed thoughtfully, there is a risk of perceived exploitation.

## 16.0 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 engaging in a counselling session. Under no circumstance is alcohol to be consumed by a Counsellor during a counselling session or 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 practise 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. As well as engaging in regular professional supervision in accordance with supervision policy, Counsellors should take reasonable steps to also 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.

### **17.0 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);
  - ii. Have a temperature that is set at a comfortable level for both Counsellor and client;
  - iii. Have the exit easily accessible to the client, should they choose to avail themselves of it;
  - iv. Provide for confidentiality while allowing the client to feel safe;
  - v. 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 4.2(a)i: depending upon the effect of the counselling environment both physically and emotionally upon the client. . .

“Counsellors must take all reasonable steps to ensure that the client does not suffer physical, emotional, or psychological harm during counselling sessions or as an outcome of counselling sessions.”

## **18.0 Committees**

- (a) All members of all committees (standing and ad hoc) established by the ACA (Inc) to carry out its objectives must abide by the Code of Ethics and Practice.
- (b) While acting in accordance with this Code, the Association shall have absolute discretionary power to appoint such persons as it sees fit to serve upon these committees. In those cases where that person(s) is not a member of the Association they must agree, in writing, to abide by the Code for the duration of their secondment.
- (c) Such Committees may be established for purposes including but not limited to:
  - i. Education of Association members;
  - ii. Education of the Public with regard to The Counselling Profession;
  - iii. Review of the Codes, practices, and procedures of the Association;
  - v. Lobbying of all levels of Government for the furtherment of the Association's goals;
  - vi. Resolving of disputes between Counsellors;
  - vii. Assessment, review, and co-ordination of course and programme development.

## **19.0 Equal Opportunities Policy Statement**

- (a) The Australian Counselling Association (ACA Inc) is committed to promoting quality of opportunity of access and participation for all its members in all of its structures and their workings. ACA (Inc) has due regard for those groups of people with identifiable characteristics which can lead to visible and invisible barriers thus inhibiting their joining and full participation. Barriers can include age, colour, creed, culture, disability, education, ethnicity, gender, information, knowledge, mobility, money, nationality, race, religion, sexual orientation, social class, and status.
- (b) The work of ACA (Inc) aims to reflect this commitment in all areas including services to members, employer responsibilities, the recruitment of and working with volunteers, setting, assessing, monitoring and evaluating standards, and the implementation of the complaint's procedures. This is particularly important as ACA (Inc) is the voice of Counselling in Australia.

- (c) ACA (Inc) will promote and encourage commitment to equality of opportunity by its members.

## 20. Application of the Code

- (a) This Code is deemed to apply to all members of the ACA (Inc) regardless of level, modality, environment, employment, or type of counselling in which they are engaged: including for example, but not exhaustively, such counselling modes as:
  - i. Business;
  - ii. Career;
  - iii. Couple;
  - iv. Employment;
  - v. Family;
  - vi. Loss and Grief;
  - vii. Group;
  - viii. Individual;
  - ix. School;
  - x. University/College/TAFE.
  
- (b) This Code is also deemed to include those members of the Association engaged in providing associated Counselling services. For example:
  - i. Education and training in counselling and/or counselling related fields;
  - ii. Executives of Member Associations;
  - iii. Members of Committees (standing or *ad hoc*) of the ACA (Inc) in the execution of their duties;
  - iv. Research;
  - v. Supervision.