ACTO COMPETENCES

FOR ONLINE SUPERVISION

ACTO considers that supervision of online therapy is a distinct aspect of clinical supervision. ACTO believes competences cover the range of expertise, activities and knowledge specific to the online environment.

These competences are also linked to:

UCL Generic Supervision Competences

 https://www.ucl.ac.uk/pals/sites/pals/files/generic_supervision_competences.pdf   - last accessed 21-06-20

and

BACP Competences for telephone and e-counselling

https://www.bacp.co.uk/media/2045/bacp-competences-for-telephone-ecounselling.pdf - last accessed 21-06-20

1. Ability to employ educational principles and relevant models of practice, to enhance learning for the online supervisee

- Ability to apply the principles of adult learning
- Ability to apply knowledge of models of practice, training and working within a range of settings
- Ability to apply transfer of learning from the online supervisor to the online supervisee
- Ability to use direct observation and contingent feedback to enhance learning within online supervision
- Ability to link theory to practice, and relate practice to theory
- Ability to adjust the content and style of communication to match the online supervisees capacity to understand and assimilate this information

2.Ability to enable ethical practice within online supervision

- Ability to identify and discuss ethical issues with the online supervisee
- Ability to identify and discuss issues relating to confidentiality
- Ability to identify appropriate credentials of the online supervisee
- Ability to make an agreement with an online supervisee for emergency online supervision whilst setting appropriate limits to their availability
- Ability to apply knowledge of GDPR, professional insurance, International law, ICO membership
- Ability to draw on knowledge appropriate to issues that might occur within dual role-relationships – not uncommon within online therapy and online supervision

CORE Net	Professional Membership Benefits	ORCHA Assessed Mental Health Apps
https://acto-org.uk/core-net/		https://acto-hub.orcha.co.uk/

- Ability to apply knowledge of online ethical frameworks e.g. BACP, ACTO
- Ability to apply knowledge of internet security – ensuring the safety and privacy of the online supervisee and their online client
- Ability to apply an awareness of technological developments and updates that are likely to impact on the online supervisory process
- Ability to work flexibly with technology whilst maintaining ethical practice and online safety
- Ability to apply best practice when working with new technologies e.g. "privacy by design" online practice along with an ability to apply weaknesses of technological systems
- Ability to promote and support access to training for online supervisees who might be practicing in the absence of a suitable qualification

3.Ability to ensure safe and ethical practice when working with technology in online supervision

- Ability to assess an online supervisee's technological competence and manage accordingly
- Ability to communicate the benefits and limitations of working with technology within online supervision
- Ability to be prepared and manage technological instabilities during online sessions and to be able to communicate/discuss this with the online supervisee
- Ability to store online supervisee records safely and securely online and communicating this with the online supervisee
- Ability to practice effectively across a variety of mediums
- Ability to use a computer, smart phone, email system, secure programmes, and relevant software competently as a role model of good practice

4.Abiltity to recognise and work with risk within online supervision

- Ability to judge the level of information required in an assessment based on the level of client risk being presented by the online supervisee
- An ability to judge when the need to maintain contracted boundaries should be balanced against the need for flexibility e.g. where additional contact may be required in response to clear indications of risk
- An ability to balance the need for appropriately assessing the online supervisees capability to manage / hold the situation against the need to take control of the situation for the safety of the client and or online supervisee
- Ability to manage the online supervisee's anxiety in relation to risk

5.Ability to foster competence in working with difference within online supervision

"In this section the term "difference" is used to indicate the broad spectrum of cultural and demographic variations in client populations around which discrimination and disadvantage can and does occur. "Difference" therefore includes ethnicity, cultural background, religion, gender, sexuality, social class, disability, and age."

- Ability to help online supervisees consider the relevance of issues of difference
- Ability to help online supervisees integrate issues of difference into their practice
- Ability to supervise online across different nationalities in a way that is ethical, safe and legal, whilst acknowledging that both online supervisees and online clients can present from other parts of the country or across the globe
- Ability to apply knowledge of culturally appropriate online supervisory practice
- Ability to illustrate a capacity to maintain humility

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6. Ability to foster and maintain an online supervisory alliance

- Ability to apply knowledge of factors associated with a positive online supervisory alliance
- Ability to apply a capacity to develop the online supervisory alliance
- Ability to establish "ground rules" and boundaries relating to potential issues within the online supervisory relationship
- Ability to manage the stages of the online supervisory relationship with an ability to conclude appropriately
- Ability to provide adequate information relating to technological systems being used within online supervision with attention paid to the application of relevant boundaries
- Ability to model a capacity to manage change, providing flexibility of online practice and working with changes posed by relevant technologies
- Ability to mentor online supervisees, especially in relation to client related issues whilst working within the online environment
- Ability to model best practice regarding online professional relationships with clients and online professionals/ colleagues

7. Capacity to manage threats to the online supervisory alliance

- Ability to recognise and to address strains in the online supervisory alliance
- Ability to recognise the effects of online disinhibition
- Ability to acknowledge any conflicts of interest, or possible dual relationships within the online supervisory environment
- Ability to apply knowledge of what constitutes appropriate online feedback processes along with a capacity for openness around discussing potential and real threats to the online supervisory relationship

8. Ability to structure online supervision sessions

- Ability to establish a professional framework for online supervision
- Ability to establish and maintain boundaries
- Ability to negotiate a contract for online supervision
- Ability to establish a structure for online supervision sessions
- Ability to agree expectations about which cases will be presented within sessions
- Ability to provide online supervisees and potential online supervisees with appropriate information explaining the online supervisors model of online supervision and associated practical and online supervisory arrangements
- Ability to deliver online supervision in the format required by the online supervisee who, in turn, is required to receive at least some supervision in the format through which they are delivering online therapy e.g. video, voice, chat, email, avatar therapy, virtual reality therapy

9. Ability to help the online supervisee present information about clinical work suitable for online supervision

- Ability to help the online supervisee identify relevant content
- Ability to help the online supervisee develop structured presentations

10. Ability for the online supervisor to reflect (and act on) limitations in own knowledge and experience

- Ability to use a range of methods to give accurate and constructive feedback
- Ability to give feedback in an appropriate manner/format? suited to supervising within the online environment
- Ability to illicit feedback of their own online supervisory practice from the online supervisee
- Ability to direct the online supervisee to appropriate resources

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11. Using measures to help the online supervisee gauge progress of their online client

"In this section the term "measures" includes questionnaires, idiographic measures (i.e. measures tailored to the client themselves) or any systematic form of data collection (such as diary records)."

- Ability to apply knowledge of measures
- Ability to help the online supervisee interpret measures
- Ability to help the online supervisee administer measures
- Ability to make use of information from objective measures to support online supervision

12. Ability to gauge the online supervisee's level of competence as an online therapist

- Ability to develop criteria for gauging competence
- Ability to use a range of methods to gauge competence

13. Evaluation of possible bias within the online supervisory relationship

- Ability to be aware of and act on potential sources of evaluation bias e.g. due to dual relationships within online supervision
- Ability to acknowledge and declare conflicts due to issue relating to dual-relationships, commonplace within the therapeutic online environment
- Ability to manage real or potential disagreements / ruptures within the supervisory relationship

14. Ability to provide online supervision for online therapists working within an organisation

- Ability to apply knowledge of organisational protocols and guidelines that online supervisees are required to adhere to
- Ability to apply an awareness of the significance of a "three cornered" contract *
- Ability to apply an awareness of possible dual roles within the online supervisory relationship e.g. providing reports on an online therapist for their line manager
- Ability to manage potential conflict where an online therapist has not been able to choose their online supervisor
- Ability to apply an awareness of potential organisational culture differences – e.g. limited resources, position power, bullying, corporate change *
- Ability to provide good endings in online supervision and involve the organisation in managing these e.g. engaging in helping to find a new online supervisor before termination of employment

15. Ability to provide online group supervision for online therapists

- Ability to apply knowledge of group psychological processes along with the online disinhibition effect that can be present within online groups
- Ability to apply a capacity for and an ability to work with online supervisory group processes
- Ability to apply an awareness and knowledge around maintaining safety within online supervisory groups
- Ability to apply a capacity to manage collegial interactions within online group supervision
- Ability to apply a capacity to foster positive working relationships as part of the online and facilitatory modelling of group process
- Ability to work with the ongoing, online group process, actively developing collegial working relationships

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- Ability to structure online group supervision sessions that provide scope to discuss cases allowing for process, time, and reflection
- Ability to work with each and every group member in a fair, professional and transparent way
- Ability to apply knowledge of working adequately with technology to facilitate online group supervision sessions safely and appropriately
- Ability to apply knowledge of group processes and avoid triangulation, exclusion, and bias within online supervisory groups

16. Ability to provide online supervision internationally and across international borders

- Ability to provide knowledge relating to supervising online across different time zones
- Ability to appropriately schedule times for both, and multiple (in the case of groups) parties
- Ability to apply a capacity to work with language, culture, difference, and nationalities, whilst maintaining best practice
- Ability to apply a capacity to research appropriately and implement/share best practice with all online supervisees, no matter their nationality, around international legislation, international mandatory reporting, safeguarding and ethical practice for the benefit of all involved
- Ability to apply knowledge of the power differential when practicing online supervision internationally
- Ability to illustrate a capacity to maintain humility

15. Ability to deliver online supervision in a manner that is flexible and adaptable to the requirements of the online supervisee

- Ability to deliver online supervision in groups, individually and to manage online peer-supervision where required
- Ability to think outside the box and to be creative in the ways of delivering online supervision, for example, flexibility offered through the use of creative arts online

Related references:

ACTO Code of Ethics

BACP Ethical Framework

BACP Supplementary Guidance regarding Working Online

UKCP guidelines and policies

BABCP Standards of Conduct, Performance and Ethics

Copeland. S 2005 *Counselling Supervision in Organisations – Professional and Ethical Dilemmas Explored.* **Routledge**

These competences have been adapted and amended from both "UCL Generic Supervision Competences" https://www.ucl.ac.uk/pals/sites/pals/files/generic_supervision_competences.pdf and "BACP Competences for telephone and e-counselling" https://www.bacp.co.uk/media/2045/bacp-competences-for-telephone-ecounselling.pdf and, as such, aim to provide a robust reference tool.

Please consider the following additional references and reading:

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- Orr, P.P. (2010). Distance supervision: Research, findings, and considerations for art therapy. The Arts in Psychotherapy, 37, pp. 106-111.
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