



Face to Face and Online Hours Policy

Overview

The BSc (Hons) Integrative Counselling course is a training for ***face-to-face working with adults***. The curriculum design, learning outcomes, and training materials are based upon this principle.

This policy details the requirements for Matrix students and trainees, in terms of their accumulated hours of supervised practice, personal counselling, and supervision through the course.

Supervised Practice Hours

During the Coronavirus pandemic, Matrix (along with all other training providers) adjusted its requirements for trainees, who were inevitably forced to work via online platforms. Matrix made extraordinary amendments to the requirements in December 2020 and May 2021 to reflect the fact that many students had, or would have, a combination of face-to-face and online hours when they approached their final exam. (These statements applied only to particular cohorts – the final one being in year 2 commencing Sept 2020 – see Appendix 1 below).

For some time now, pandemic restrictions have not been in force; the guidance issued for training institutions by UKCP and BACP has not been applicable.

However, Matrix recognizes that the landscape has changed. Some placement organisations may request or require trainees to conduct some online work, and online working continues to be an option for qualified professionals and clients.

In order to account for this, but at the same time retain the primacy of face-to-face working which is central to the Matrix course, the following policy has been adopted.

The minimum requirements at Matrix for online and face-to-face/in-person clinical work for progression for each award are:

Diploma Exit Award

For the exit award of Diploma HE, 75 of your 100 hours must be in-person

BSc (Hons)/Adv Dip Award

For the award of BSc (Hons)/Adv Dip, 190 of your 250 hours must be in-person

Before doing any online work, trainees must have completed the Matrix Online Working training.

All online hours must be clearly marked in the clinical log.

UKCP Full Registration as a Psychotherapeutic Counsellor

For UKCP Registration as a Psychotherapeutic Counsellor, Matrix requires that 340 of your 450 hours of supervised practice must be in-person.

Telephone counselling

Trainees **must not** undertake telephone work as they are not trained for it. It may be possible only in very exceptional circumstances, i.e. for a single session with an ongoing client; this must be noted in your clinical hours log.

Personal Counselling

Matrix requires that students and trainees have **all of their personal counselling in-person**. If an exceptional occasion arises where a session is held online, due to unforeseen circumstances, then this must be noted in your log.

Clinical Supervision

Matrix strongly recommends that your supervision sessions are held in-person, as far as is reasonably practicable. This is in line with the general position (see 'Overview') that in-person working is preferable. However, this is not an absolute requirement; some supervisors offer a combination of in-person and online sessions, and this is acceptable. In your log of clinical supervision hours, you should note whether sessions are held in-person or online.

Appendix 1

Trainees from some cohorts have arrangements which carry over from the pandemic measures (announced in the document previously published as “Face to Face and Online Minimum Hours Requirements – Amendment August 2022”).

Those amendments, reproduced below, ONLY apply to the following cohorts:

Year 3 cohorts commencing September 2019, September 2020, September 2021

Year 2 cohorts commencing September 2020 & September 2021

Diploma Exit Award

For the exit award of Diploma HE 20 clinical hours will generally be required to be face-to-face in order to gain the award.

Diploma award if continuing training towards the BSc (Hons)

If a student is taking the Diploma award and continuing in training towards the BSc (Hons) 20 clinical hours will generally be required to be face-to-face in order to gain the award.

BSc (Hons)/Adv Dip Award

For the award of BSc (Hons)/Adv Dip 50 clinical hours will generally be required to be face-to-face in order to gain the award.

UKCP Full Registration as a Psychotherapeutic Counsellor

For UKCP Registration as a Psychotherapeutic Counsellor a minimum of 100 clinical hours will be required to be face-to-face.

Document name	Face to Face and Online Hours Policy		
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