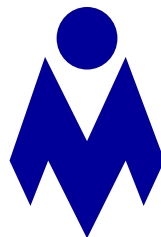




STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)

**COUNSELLING SERVICES SUPPORT
(TECHNICAL AND ADMINISTRATIVE)
LEVEL 3**



JABATAN PEMBANGUNAN KEMAHIRAN
KEMENTERIAN SUMBER MANUSIA

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Department of Skills Development (DSD)
Federal Government Administrative Centre
62530 PUTRAJAYA, MALAYSIA

STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
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First Publish 2015

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STANDARD PRACTICE (SP)

STANDARD PRACTICE

NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR; COUNSELLING SERVICES SUPPORT (TECHNICAL AND ADMINISTRATIVE) LEVEL3

1. INTRODUCTION

1.1 Occupational Overview

Counselling is a systematic process of helping relationship based on psychological principles performed by a registered counsellor in accordance with the counselling code of ethics to achieve a voluntary favourable holistic change, development and adjustment of the client such that the change, development and adjustment will continue throughout the lifespan of the clients (Counsellor Act 580, 1998)

There are seven fields of counselling services based on 2016 CACREP standards as the following: Addiction Counselling, Career Counselling, Clinical Mental Health Counselling, Clinical Rehabilitation Counselling, College Counselling and Student Affairs, Marriage, Couple and Family Counselling and School Counselling. The types of counselling are as the follows: Individual Counselling, Group Counselling, Couple Counselling, and Family Counselling.

Based on the World Health Organization (WHO), the world standard on the mental disorder is 1 % of country's population. Malaysia is estimated to potentially having a number of 300 thousand people with mental illness especially on depression, which may lead to schizophrenia, and other serious mental illness. Therefore, this creates a demand in mental health care and counselling services in future.

By 2nd September 2015, there were 6, 032 registered counsellors with the Board of Counsellors. There were also remarkable growths in the last 17 years where there were increased numbers of registered counsellors, counselling related conferences, seminars, and workshops besides tremendous publicity in the media on mental health and counselling. According to the Counsellor Board of Malaysia, it is targeted to increase at least 500 registered counsellors every year in the country.

Counselling services can be obtained at counselling centre through walk-in, or making an appointment via telephone, letter, fax or email. It also sometimes might be referred cases by other relevant parties such as psychologist or authorities. Instead of present for face-to-face interview, counselling session can also be conducted through other means such as telephone, video conferencing, messaging, etc., subject to the availability of services provided by the centre. Therefore, the counselling services support personnel main duty is to support the professionals in counselling especially in performing the technical and administration of counselling centres.

Other related Acts related to Counselling Services are as the following:

- i. Counsellors Act 1998 (Act 580)
- ii. Islamic Family Law 1994 (Act 303)
- iii. Child Act 2001 (Act 611)
- iv. University and University Colleges Act 1971 (Act 30)
- v. Drug Dependents (Treatment and Rehabilitation) Act 1983 (Act 283)
- vi. Persons with Disabilities Act 2008 (Act 685)
- vii. Person With Disabilities Policy
- viii. National Social Policy
- ix. National Policy on Children
- x. National Child Protection Policy
- xi. Others

1.2 Training programmes pre-requisite

The minimum requirements for those interested to enrol this course are:

- SPM or equivalent, OR
- PT3 or equivalent with 5 years of working experience in the field.

1.3 Justification and Rationale of NOSS Development

The rationale of developing NOSS for Counselling Services Support (Technical and Administrative) is to furnish the administrative service of counselling practitioners. There is an increasing demand in counselling services in Malaysia, which can be seen in many educational settings, government and private agencies. The personnel to support the counselling services operation is in demand so that professional counsellors will have more focus in counselling practise. There is a need for competent personnel to undertake the technical and administrative tasks that support the counselling services so that the service delivered is more efficient and effective. Therefore, the development of this NOSS is essential for the industry to have certain guideline and standard based on the level of competencies that have been set by the industrial expert in this field.

The NOSS document can be used as guidelines by training centres to conduct and simulate training for this counselling service technical and administrative profession. This is to ensure a candidate that has undergone training, as required by this NOSS, will be able to perform every task and job scope efficiently and competently. With the current shortage of skilled support services personnel in the industry, the needs for structured training are essential.

2. OCCUPATIONAL STRUCTURE

The Counselling Services Support (Technical and Administrative) Level 3 personnel are usually called as Counselling Support Technical and Administration Assistant. The panel of experts concluded that this job starts at Level 3 as the job involves performing tasks that requires ability to provide effective and efficient services. This job requires strong customer service, communication and problem-solving skills including the ability to respond independently to constant challenges and changes

while maintaining discretion and professionalism at all times. The person also is expected to maintain confidentiality and use tact and diplomacy at all times. This job requires the personnel to demonstrate responsibility, confidence and proficiency in performing duties; therefore this counselling service support profession should start at Level 3.

2.1 Counselling Support Services Occupational Structure (OS)

This sub-sector creates many job titles ranging from Level 3 to Level 5 to serve counselling support services job area. Figure 1 shows the Occupational Structure (OS) with job-titles that are available in the Counselling Support Services sub-sector. The job title for this NOSS is highlighted.

SECTOR	CARE & COMMUNITY SERVICES							
SUB SECTOR	COUNSELLING SERVICES							
JOB AREA	MARITAL, COUPLE AND FAMILY	SCHOOL	COLLEGE	CAREER (ORGANIZATION)	GERONTOLOGICAL	REHABILITATION	CLINICAL MENTAL HEALTH	ADDICTION
LEVEL 5	Marital, Couple and Family Counselling Support Service Manager	School Counselling Support Service Manager	Career & College Counselling Support Service Manager		Rehabilitation Counselling Support Service Manager		Mental Health Counselling Support Service Manager	Addiction Counselling Support Service Manager
LEVEL 4	Marital, Couple and Family Counselling Support Service Administration Executive	School Counselling Support Service Administration Executive	Career & College Counselling Support Service Administration Executive		Rehabilitation Counselling Support Service Administration Executive		Mental Health Counselling Support Service Administration Executive	Addiction Counselling Support Service Administration Executive
LEVEL 3	Marital, Couple and Family Counselling Services Support (Technical and Administrative) Assistant	School Counselling Services Support (Technical and Administrative) Assistant	Career & College Counselling Services Support (Technical and Administrative) Assistant		Rehabilitation Counselling Services Support (Technical and Administrative) Assistant		Mental Health Counselling Services Support (Technical and Administrative) Assistant	Addiction Counselling Services Support (Technical and Administrative) Assistant
LEVEL 2	NIL							
LEVEL 1	NIL							

Figure 1: The Occupational Structure (OS) for Counselling Services Support (Technical and Administrative)(Level 3) personnel in Counselling Support Services sub sector

2.2 Counselling Support Services Occupational Area Structure (OAS)

The Occupational Area Structure (OAS) for the Counselling Services Support (Technical and Administrative) (Level 3) personnel shown in Figure 2.

SECTOR	CARE & COMMUNITY SERVICES
SUB SECTOR	COUNSELLING SERVICES
JOB AREA	MARITAL, COUPLE AND FAMILY
LEVEL 5	Marital, Couple and Family Counselling Services Support(Management)
LEVEL 4	Marital, Couple and Family Counselling Service Support (Administration)
LEVEL 3	Counselling Services Support (Technical and Administrative)
LEVEL 2	No Level
LEVEL 1	No Level

Figure2: Occupational Area Structure(OAS) for Counselling Services Support (Technical and Administrative)(Level 3)Personnel

3. DEFINITION OF COMPETENCY LEVEL

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

- Level 1 : Competent in performing a range of varied work activities, most of which are routine and predictable.
- Level 2 : Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
- Level 3 : Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy, and control or guidance of others is often required.
- Level 4 : Competent in performing a broad range of complex technical or professional work activities, performed in a variety of contexts, and with substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
- Level 5 : Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. MALAYSIAN SKILLS CERTIFICATION

The Director General shall award to any person upon completing successfully the NOSS program following skills level qualifications:

- a) Malaysian Skills Certificate / Sijil Kemahiran Malaysia (SKM) Level 1, 2 & 3
- b) Malaysian Skills Diploma / Diploma Kemahiran Malaysia (DKM) Level 4
- c) Malaysian Skills Advance Diploma / Diploma Lanjutan Kemahiran Malaysia (DLKM) Level 5
- d) Statement of Achievement / Penyata Pencapaian (PC)

No person shall be awarded a Certificate unless he/she satisfies the requirements set by Malaysian Skills Certification System.

Candidates after being assessed verified and fulfilled Sijil Kemahiran Malaysia requirements shall be awarded with Sijil Kemahiran Malaysia (SKM) Level 3 in Counselling Services Support (Technical and Administrative).

5. OCCUPATIONAL COMPETENCIES

Counselling Services Support (Technical and Administrative) (Level 3) personnel are competent in performing the following core competencies:-

- Counselling Services Support Reception
- Counselling Services Support Client Intake Interview
- Counselling Psychological Instrument Handling
- Counselling Facilities and Equipment Operation
- Counselling Services Support Referral

6. WORKING CONDITIONS

The Counselling Services Support (Technical and Administrative) (Level 3) personnel work mainly in the reception area or at the front desk of a counselling clinic / counselling centre. The personnel acts as a front liner and responsible in providing reception and administrative support for the services offered through at the Counselling Centre. The personnel is the first point of contact for clients who are having difficulties and their role is helping to provide a welcoming and safe place for them to come to get help. At the same time, the personnel should be aware of potential safety concern to him / her.

The personnel will gain experience and skills in client information provision, client intake, risk assessment and referral. Other duties include arranging the client intake list and duty roster, organise the counselling database including keeping up to date client's information. The personnel also need to communicate with other service providers regarding referral and follow-ups. While performing this job, the personnel need to maintain a professional code of ethics such as preserve confidentiality and have good listening skills.

Other job functions shall include but not limited to the administration work, filing and record keeping. Therefore, the personnel must have the ability to work under tight schedule, have good communication and interpersonal skill and basic information technology system.

7. EMPLOYMENT PROSPECTS

Counselling services is categorising as a helping professions service provider. This course will train students to exclusively handle and manage reception and enquiries at counselling centre, and other work area, which related to counselling services.

The demand in counselling service support is huge as counselling service available in most of public and private settings such as in education (schools, colleges and universities), hospitals, rehabilitation centre, prisons, human resource in government and private sectors and many more. There is a need for competent personnel to undertake the technical and administrative tasks that support the counselling services so that the service delivered is more efficient and effective.

Employment of counsellors is projected to grow. With the increasing of awareness on the importance of mental health and psychological well-being, lead to the employment growth of counsellors from private sectors as well as from the government sectors. Under those circumstances, the helping professions like counsellors need marketing skills to grow the trust from their clientele and know-how to work with confidentiality and appropriate skills in the area. Therefore, the counselling support services will play role in assisting the professional counsellors towards a better service to the public.

7.1 Employment Opportunities

With respect to employment opportunities of the Counselling Services Support (Technical and Administrative)(Level 3) personnel, other related occupations are:

- Counselling centre clerk / administration assistant
- Counselling telephonist
- Counselling intake worker
- Social worker

7.2 List of Industries

Other related industries with respect to employment opportunities for the Counselling Services Support (Technical and Administrative)(Level 3)personnel are:

- Marital, Couple and Family Counselling
- School Counselling (Student)
- College and Career Counselling
- Rehabilitation Counselling
- Gerontology Counselling
- Clinical Mental Health Counselling

- Addiction Counselling

8. TRAINING INDUSTRIAL/PROFESSIONAL RECOGNITION, OTHER QUALIFICATIONS AND ADVANCEMENT

8.1 Training for advancement

There is no formal structured training provider/s for skills development for this Counselling Support Services sub-sector.

8.2 Industrial / Professional Recognition:

NIL

9. SOURCES OF ADDITIONAL INFORMATION

9.1 Local

- **Board of Counselors Malaysia**
Ministry of Women, Family and Community Development
Level 19, No. 55, Persiaran Perdana Presint 4,
62100 Putrajaya, Malaysia.
Tel : 03-8323 2524/2521/2525
Fax :03-8323 207
Website : www.kpwkm.gov.my
- **Department of Social Welfare Malaysia**
Ministry of Women, Family and Community Development
Level 15, Bahagian Perancangan & Pembangunan,
No. 55, Persiaran Perdana, Presint 4,
62100 Putrajaya, Malaysia.
Tel : 03-8000 8000
Fax :03-8323 2045
Website : www.jkm.gov.my
- **National Population and Family Development Board**
Ministry of Women, Family and Community Development
Bangunan LPPKN, 12B, Jalan Raja Laut,
50350 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur, Malaysia
Tel : 03-2693 7555
Fax :03-2693 7250
Website : www.lppkn.gov.my

- **Department of Women Development**
Ministry of Women, Family and Community Development
 Aras 23-25, No. 55,
 Persiaran Perdana, Presint 4,
 62100 Putrajaya, Malaysia.
 Tel : 03-83231000
 Fax : 03-8328 2033
 Website : www.jpw.gov.my
- **Public Service Department Malaysia**
 Bahagian Pengurusan Psikologi
 Aras 3, Blok 1, Menara Seri Wilayah
 Presint 2, 62100 Putrajaya, Malaysia.
 Tel : 03-88855232
 Fax : 03-83242440
 Website : www.jpa.gov.my

9.2 International

- **Council for Accreditation of Counseling & Related Educational Programs (CACREP)**
 1001 North Fairfax Street, Suite 510,
 Alexandria, Virginia 22314 United States of America.
 Tel : +703 5355990
 Fax : +703 7396209
 Website : www.cacrep.org

10. ACKNOWLEDGEMENT

10.1 Standard Technical Evaluation Committee (STEC) Members

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard; especially members of Standard Technical Evaluation Committee (STEC) for having been involved in developing and validating this document.

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2	Puan Mumtaj Begum Bt. Mohd. Sultan	Director Quality Standards Department of Social Welfare
3	Dr. Hajah Rusni A. Ghani	Principal Assistant Director Public Service Department Malaysia
4	Puan Yuhanis Mohd Hashim	Assistant Director RNY Papatih Resources

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COUNSELLING SUPPORT SERVICE OPERATION (LEVEL 3)		
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2.	YM Dr. Raja Kamariah binti Raja Mohd Khalid	Director Guidance and Counselling Division Department of Women Development (JPW)
3.	Ustaz Norazman bin Amat	Head of Counsellor Majlis Agama Islam Negeri Sembilan (MAINS) Counselling Centre
4.	Puan Siti Adibah bt Abdul Rahman	Principal Assistant Director Social Welfare Department (JKM)
5.	Encik Nik Nazlan bin Nik Jaafar	Senior Manager Malaysia Airports Sepang Sdn Bhd
6.	Tengku Ahmad Faisal bin Tengku Rahim	Psychology Officer Social Welfare Department (JKM)
7.	Encik Mohamad Shuhmy bin Shuib	Lecturer cum Counselor (Kolej Perkembangan Awal Kanak-Kanak) Early Years Development Sdn Bhd
8.	Dr Johnben Loy Teik Cheok	Founder and Clinical Director Rekindle Sdn Bhd
FACILITATOR		
9.	Nablan bin Yusoff	Professional & Technical (PRITEC) Academy Sdn Bhd

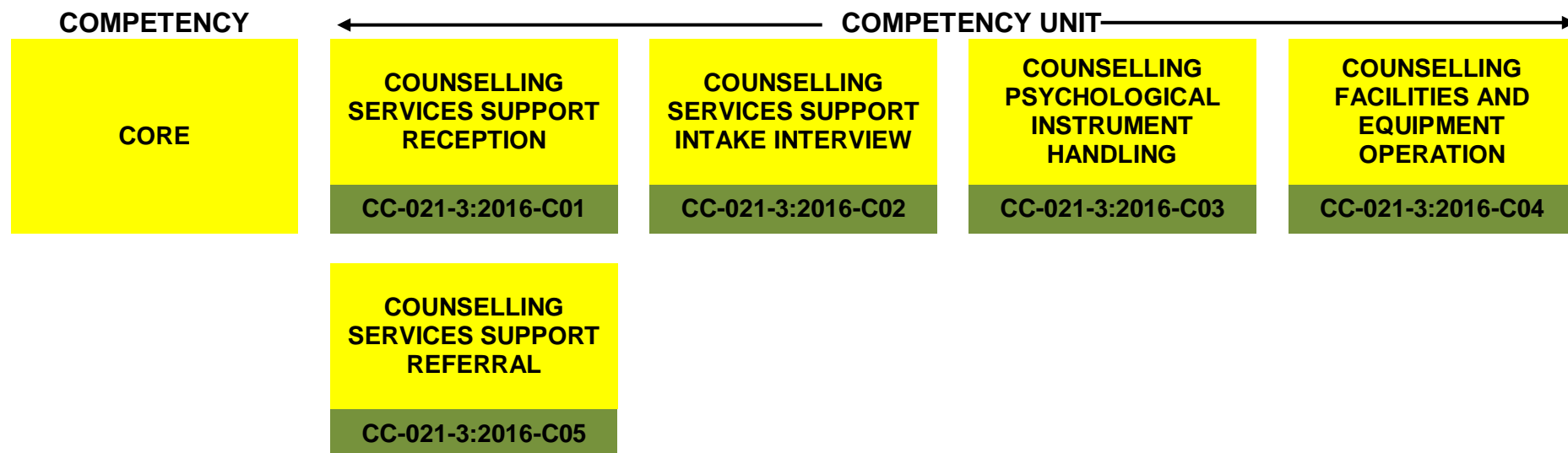
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COMMITTEE MEMBERS**

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2.	YM Dr. Raja Kamariah binti Raja Mohd Khalid	Director Guidance and Counselling Division Department of Women Development (JPW)
3.	Ustaz Norazman bin Amat	Head of Counsellor Majlis Agama Islam Negeri Sembilan (MAINS) Counselling Centre
4.	Puan Siti Adibah bt Abdul Rahman	Principal Assistant Director Social Welfare Department (JKM)
5.	Encik Nik Nazlan bin Nik Jaafar	Senior Manager Malaysia Airports Sepang Sdn Bhd
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7.	Encik Mohamad Shuhmy bin Shuib	Lecturer cum Counselor (Kolej Perkembangan Awal Kanak-Kanak) Early Years Development Sdn Bhd
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9.	Cr. Norlela binti Abdul Rahman (KB/AM)	Counsellor PTPL/Management Science University
FACILITATOR		
10.	Nablan bin Yusoff	Professional & Technical (PRITEC) Academy Sdn Bhd

STANDARD CONTENTS (SC)

COMPETENCY PROFILE CHART (CPC)

SECTOR	CARE & COMMUNITY SERVICES		
SUB SECTOR	COUNSELLING SERVICES		
JOB AREA	MARITAL, C-OUPLER AND FAMILY		
NOSS TITLE	COUNSELLING SERVICES SUPPORT (TECHNICAL AND ADMINISTRATIVE)		
JOB LEVEL	THREE (3)	NOSS CODE	CC-021-3:2016



COMPETENCY PROFILE (CP)

SECTOR	CARE & COMMUNITY SERVICES		
SUB SECTOR	COUNSELLING SERVICES		
JOB AREA	MARITAL, COUPLE AND FAMILY		
NOSS TITLE	COUNSELLING SERVICES SUPPORT (TECHNICAL AND ADMINISTRATIVE)		
LEVEL	THREE (3)	NOSS CODE	CC-021-3:2016

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Counselling Services Support Reception	CC-021-3:2016-C01	<p>Counselling Services Support Reception describes the activities at reception counter. It is important to provide comfort, warm and safe atmosphere to the clients at reception including the reception area setup, personnel attire, welcoming body gesture and facial expression.</p> <p>The personnel who are competent in this CU shall be able to prepare client's reception requirements, attend client's arrival, handle client's enquiry, arrange client's appointment and coordinate counselling session schedule.</p> <p>The outcome of this competency is to ensure that counselling support reception services is conducted therapeutically in accordance with company's standard operating procedure (SOP) and confidentiality policies.</p>	1. Prepare client's reception requirements	<p>1.1 Organisational function interpreted to explain services offered by the company in accordance with company's policy</p> <p>1.2 Personnel attire applied for reception service according to company rules and regulations</p> <p>1.3 Client's waiting area arranged therapeutically at reception according to reception area setup</p> <p>1.4 Items at reception counter organised neatly according to reception area setup requirements</p> <p>1.5 Items at waiting area arranged systematically according to counselling room setup requirements</p> <p>1.6 Counselling services documents requirements interpreted in accordance with company's policy</p> <p>1.7 Client's service application form and files availability checked at registration work station</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				5.5 Counsellors' counselling session schedule confirmed and notified to relevant counsellor according to company's scheduling system
2. Counselling Services Support Intake Interview	CC-021-3:2016-C02	<p>Counselling Services Support Intake Interview describes the process on initial client screening and intake of client information. An intake form is a basic form that gathers important information about the client, current state of wellbeing, any challenges they are facing, and hopes for the counselling process. The information given is accessible by counsellors only.</p> <p>The personnel who are competent in this CU shall be able to perform client intake procedure, conduct initial interview, prepare client's counselling service file and handle client's records.</p> <p>The outcome of this competency is to ensure the client intake interview is performed in accordance with company's standard operating procedure (SOP) and confidentiality policies.</p>	1. Perform client intake procedure	<p>1.1 Client intake procedure interpreted to identify requirements for client intake in accordance with company's client intake procedure</p> <p>1.2 Related forms for client intake identified and retrieved from filing location according to company's client intake procedure</p> <p>1.3 Explanation on how to complete client intake forms instructed to client clearly for guidance according to client intake procedure</p> <p>1.4 Financial aid form given upon client's request for adjusted counselling session fee rate and insurance coverage purposes in accordance with insurance and company's policy</p> <p>1.5 Informed consent section of client intake form checked for client's signature to indicate counselling services agreement according to company's policy</p> <p>1.6 Client intake forms stored securely for counselling session use according to company's privacy and confidentiality policy</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>2. Conduct initial interview</p> <p>3. Prepare client's counselling service file</p>	<p>2.1 Initial interview procedure interpreted to identify requirements in accordance with company's initial interview procedure</p> <p>2.2 Initial interview carried out verbally to identify client's information according to initial interview guidelines</p> <p>2.3 Fee structure for the counselling session explained to client for service payment disclosure in accordance with company's policy</p> <p>2.4 Client requires special assistance identified for hearing, language or financial affair problems to support the counselling session</p> <p>2.5 Initial interview information documented in client's case file for counsellor's reference in accordance with company's SOP</p> <p>3.1 Client's counselling service file keeping procedure interpreted for implementation according to company's filing system</p> <p>3.2 Client's file location arranged based on file index number and client's identification card according to company's filing system</p> <p>3.3 Client's financial assistance supporting documents produced and submitted to superior for processing in accordance with relevant agencies and health insurance requirements</p> <p>3.4 Client's payment information retrieved for fee processing</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			4. Handle client's records	<p>according to client's payment method preference</p> <p>3.5 Client's counselling service file stored securely for counselling session use according to company's privacy and confidentiality policy</p> <p>4.1 Client's counselling record control procedure interpreted for implementation according to company's SOP and confidentiality policy</p> <p>4.2 Client's attendance updated in database system for record keeping in accordance with company's SOP</p> <p>4.3 Client's appointment card updated for next counselling session scheduling according to counsellor's recommendation</p> <p>4.4 Client's supporting documents such as payment structure and financial assistance prepared for processing according to company's SOP</p> <p>4.5 Existing client's records retrieved with high level of confidentiality and restriction to open the file is only for counsellors in accordance with company's confidentiality policy</p> <p>4.6 Client's file records after counselling session secured in compartment locks for security with an organised file indexing system for client identification in accordance with company's confidentiality policy</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Counselling Psychological Instrument Handling	CC-021-3:2016-C03	<p>Counselling Psychological Instrument Handling describes the organisation and arrangement of psychological instruments needed for counselling session. It is a standardised measures of a particular psychological variable needed to be answered by client prior counselling session. However, the test results is authorised to be interpreted by registered counsellors only.</p> <p>The personnel who are competent in this CU shall be able to prepare psychological instrument compartment, perform psychological instrument identification labelling, organise psychological instruments inventory and handle psychological instrument request.</p> <p>The outcome of this competency is to ensure that the counselling psychology instrument handling is carried out in accordance with company's standard operating procedure (SOP) and confidentiality policies.</p>	<p>1. Prepare psychological instrument compartment</p> <p>2. Perform psychological instrument identification labelling</p>	<p>1.1 Types of psychological instrument identified according to psychology test classification</p> <p>1.2 Psychological instrument compartment identified for psychological instrument storage</p> <p>1.3 Psychological instrument compartment labelled for identification according to test classification</p> <p>1.4 Psychological instrument compartment safety lock applied according to confidentiality requirements</p> <p>1.5 Compartment indexing recorded for traceability according to compartment indexing guidelines</p> <p>2.1 Function of psychological instrument identified according to psychology test classification</p> <p>2.2 Psychological instrument identification checked from instrument record book according to company's SOP</p> <p>2.3 Psychological instrument identification labelled and stored at corresponding compartment according to labelling guidelines</p> <p>2.4 Psychological instrument storage location recorded for traceability in accordance with company's SOP</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Inspect counselling equipment</p>	<p>setup</p> <p>2.3 Equipment preparation inspected for availability, functionality and condition according to event equipment checklist</p> <p>2.4 Safety lock of event equipment applied for security in accordance with event equipment security requirements</p> <p>2.5 Event materials organised according to event requirements</p> <p>3.1 Availability and functionality of counselling equipment assured according to equipment manual</p> <p>3.2 Counselling Audio Video (AV) system functionality tested according to AV system user manual</p> <p>3.3 Electrical functionality of counselling equipment checked according to equipment user manual</p> <p>3.4 Hands on equipment maintenance performed to prolong the lifetime of the equipment in accordance with equipment user manual recommendation</p> <p>3.5 Damaged and defective equipment recorded for repair and replacement in accordance with company's SOP</p> <p>3.6 Counselling equipment inspection record updated according to company's SOP</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Operate counselling equipment</p> <p>5. Organise counselling facilities and equipment</p>	<p>4.1 Counselling equipment operation identified based on type of equipment in accordance with equipment user manual</p> <p>4.2 Counselling equipment technical settings applied according to equipment functions</p> <p>4.3 Identification labelling of counselling session records performed and kept safely for counsellor access in accordance with company's confidentiality policy</p> <p>4.4 Counselling equipment storage arranged at designated location properly according to counselling equipment storage requirements</p> <p>4.5 Counselling equipment usage recorded according to scheduled counselling sessions</p> <p>5.1 Counselling facilities and equipment usage record checked for traceability according to counselling session schedule</p> <p>5.2 Inventory items list reviewed to confirm existing quantity and condition according to counselling facilities and equipment inspection</p> <p>5.3 Counselling equipment requires repairing identified for replacement in accordance with company's SOP</p> <p>5.4 Malfunctioning equipment identified and informed to supervisor for repair and replacement in accordance with company's SOP</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				5.5 Cleaning schedule arranged for facility area cleaning to maintain facility's cleanliness according to cleaning requirements
5. Counselling Services Support Referral	CC-021-3:2016-C05	<p>Counselling Services Support Referral is the process that supports patients' referral by general practitioner or clinician to their first outpatient counselling appointment. It is aim to provide information and choice referral services to patients by offering appointments at a number of locations and a range of dates and times. It is important that this service is timely and responsive to the needs of individuals.</p> <p>The person who is competent in this CU shall be able to identify client's referral support services requirements, conduct client's initial interview, organise referral service appointment and prepare referral services application documents.</p> <p>The outcome of this competency is to ensure that the counselling services support referral is carried out with confidentiality and congruence with the client's need in accordance with company's standard operating procedure (SOP).</p>	<p>1. Identify client's referral support services requirements</p> <p>2. Conduct client's initial interview</p>	<p>1.1 Referral support service working procedure interpreted according to company's policy and SOP</p> <p>1.2 Area of referral services the company offers interpreted to provide relevant information in accordance with company's referral policy and client's referral support service procedures</p> <p>1.3 Type of referrals distinguished to identify referral support service according to company's policy</p> <p>1.4 Type of referral documents identified for referral service processing requirements according to company's SOP</p> <p>1.5 Client's referral service application form and files checked at work station for availability</p> <p>2.1 Welcoming greeting upon client's arrival presented with pleasant facial expression, body gesture and congruence with the client's need according to company's client approaching procedure and communication ethics</p> <p>2.2 Initial interview with client performed to identify referral service needs according to initial interview</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Organise referral service appointment</p>	<p>guidelines</p> <p>2.3 Discussion about referral service client needs carried out with caring and supportive manner according to initial interview guidelines</p> <p>2.4 Fee structure for the referral counselling session explained to client for service payment disclosure in accordance with company's policy</p> <p>2.5 Explanation on how to complete referral service application form instructed to client clearly for guidance according to company's SOP</p> <p>2.6 Client's referral service application form retrieved and stored securely for counsellor to review according to company's referral privacy and confidentiality policy</p> <p>3.1 Referral acceptance by counsellor checked for confirmation according to referral service application procedure</p> <p>3.2 Current counselling schedule checked to identify counsellor availability for referral counselling session according to company's scheduling system</p> <p>3.3 Location, date and time of intended referral counselling service session discussed with client to get mutual agreement</p> <p>3.4 Attendance to referral counselling session communicated with client to confirm the arranged appointment</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Prepare referral services application documents</p>	<p>3.5 Referral service appointment details updated to notify counsellor according to company's appointment scheduling system</p> <p>4.1 Type of counselling service and counsellor availability confirmed according to arranged appointment</p> <p>4.2 Informed consent section of counselling services referral form checked for client's signature to indicate referral services agreement according to company's policy</p> <p>4.3 Referral services fee payment and documentation submitted to superior for processing in accordance with relevant agencies and health insurance requirements</p> <p>4.4 Referral identification number assigned for each application forms according to indexing guidelines</p> <p>4.5 Counselling services referral documents compiled and stored securely for counsellors' use according to company's privacy and confidentiality policy</p> <p>4.6 Counselling services referral documents submitted to other agencies (if required) according to confidential document submission procedure</p>

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	CARE & COMMUNITY SERVICES						
SUB SECTOR	COUNSELLING SERVICES						
JOB AREA	MARITAL, COUPLE AND FAMILY						
NOSS TITLE	COUNSELLING SERVICES SUPPORT (TECHNICAL AND ADMINISTRATIVE)						
COMPETENCY UNIT TITLE	COUNSELLING SERVICES SUPPORT RECEPTION						
LEARNING OUTCOME	<p>The outcome of this competency is to enable the personnel to perform the counselling support reception services therapeutically in accordance with company's standard operating procedure (SOP) and confidentiality policies. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Prepare client's reception requirements • Attend client's arrival • Handle client's enquiry • Arrange client's appointment • Coordinate counselling session schedule 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	CC-021-3:2016-C01	LEVEL	Three (3)	TRAINING DURATION	352 hours	SKILL CREDIT	35
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Prepare client's reception requirements	i. Basic counselling principles such as: <ul style="list-style-type: none"> • Definition • Counselling process • Basic counselling theory and skills • Counselling setup • Type of counselling • Counsellor Act 	i. Determine basic counselling principles ii. Identify counselling services offered by the company iii. Determine counselling organisational function iv. Determine counselling	<u>Attitude:</u> i. Resourceful in counselling services offered by the company ii. Follow company's policies iii. Show positive attitudes <u>Safety:</u> i. Ensure no hard	<u>Related Knowledge</u> 24 hours <u>Related Skills</u> 72 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skills</u> Observation Coaching On Job Training (OJT)	i. Basic counselling principles described as per requirements ii. Counselling services offered by the company explained in accordance with company's policy iii. Counselling	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	580 (1998) <ul style="list-style-type: none"> • Personal Data Protection Act 709 (2012) • Code of conduct • Others ii. Counselling services such as: <ul style="list-style-type: none"> • Marital • Couple • Family iii. Counselling organisational function such as: <ul style="list-style-type: none"> • Organisation chart • Policy • Ethics • Operating hours • Fees Procedure • Others iv. Counselling reception requirements such as: <ul style="list-style-type: none"> • Personnel attire • Procedure • Counselling reception layout v. Therapeutic condition such as: <ul style="list-style-type: none"> • Sound proof • Temperature • Lighting • Safe environment • Others 	reception requirements <ul style="list-style-type: none"> v. Apply personal attire for reception vi. Identify reception area setup requirements vii. Check therapeutic condition of client's waiting area viii. Arrange items at reception counter ix. Identify counselling services documents x. Retrieve counselling services documents 	and sharp objects <ul style="list-style-type: none"> ii. Ensure emergency alarm system is functioning iii. Apply personal hygiene practice <u>Environmental:</u> <ul style="list-style-type: none"> i. - 			organisational function described as per company's requirements <ul style="list-style-type: none"> iv. Counselling reception requirements explained v. Personnel attire complied according to company's procedures vi. Therapeutic condition of client's waiting area applied according to reception area setup requirements vii. Arrangement of items at reception counter described as per setup requirements viii. Items at reception counter kept in place according to setup requirements ix. Counselling

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	vi. Counselling centre setup for: <ul style="list-style-type: none"> • Reception counter • Client's waiting area • Counselling room • Client's registration work station • Items arrangement • Others vii. Type of counselling service documents such as: <ul style="list-style-type: none"> • Intake form • Appointment card • Informed consent form • Referral letter • Client's service files • Others 					services documents selected in accordance with counselling requirements
2. Attend client's arrival	i. Client's welcome greeting approaching procedure and effective communication guidelines in relation to: <ul style="list-style-type: none"> • Listening • Questioning • Verbal 	i. Determine client's welcome greeting approaching procedure and effective communication guidelines ii. Apply client's welcome greeting approaching	<u>Attitude:</u> i. Create welcoming, warm and safe environment to clients ii. Interpersonal communication iii. Show positive attitudes	<u>Related Knowledge</u> 16 hours <u>Related Skills</u> 48 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skills</u> Observation Role Play On Job	i. Client's welcoming greeting procedure and effective communication guidelines performed in accordance with company's

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>communication such as:</p> <ul style="list-style-type: none"> - Voice - Intonation • Non-verbal communication such as: <ul style="list-style-type: none"> - Facial expression - Body gesture • Communication ethic <p>ii. Telephone ethics communication</p> <p>iii. Techniques on note taking and passing on messages</p> <ul style="list-style-type: none"> • Enquiry information • Messages to be passed on • Enquiry forms • Others <p>iv. Security, safety and confidentiality of client's information such as:</p> <ul style="list-style-type: none"> • Procedure • Storage condition • Labelling • Tagging • Coding • Control of access • Filing 	<p>procedure and communication ethics</p> <p>iii. Apply client's telephone communication ethics</p> <p>iv. Determine to client's enquiry information</p> <p>v. Retrieve client's enquiry information</p> <p>vi. Store client's enquiry information</p>	<p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Ensure no hard and sharp objects ii. Ensure emergency alarm system is functioning iii. Apply personal hygiene practice <p><u>Environmental:</u></p> <ul style="list-style-type: none"> i. - 		Training (OJT)	<p>policies and requirements</p> <p>ii. Client's telephone call answered politely in accordance with company's policies and requirements</p> <p>iii. Client's enquiry information form written for message passing according to company's policies and requirements</p> <p>iv. Client's enquiry information filed in accordance with company's procedures and confidentiality policies</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Retrieving Record Log book 					
3. Handle client's enquiry	i. Principles of therapeutic alliance such as: <ul style="list-style-type: none"> Congruent Empathy Unconditional positive regard Non-judgemental ii. Various example of counselling enquiries iii. Type of counselling needed for session such as: <ul style="list-style-type: none"> Individual Group Family Couple iv. Client's enquiry record procedures and confidentiality	i. Interpret principles of therapeutic alliance ii. Determine type of counselling enquiry iii. Interpret type of counselling that client needs iv. Answer client's enquiry with relevant information v. Record client's enquiry	<u>Attitude:</u> i. Show positive attitudes ii. Communicate effectively iii. Interpersonal communication <u>Safety:</u> i. Ensure no hard and sharp objects ii. Ensure emergency alarm system is functioning iii. Apply personal hygiene practice <u>Environmental:</u> i. -	<u>Related Knowledge</u> 16 hours <u>Related Skills</u> 48 hours	<u>Related Knowledge</u> Lecture Case Studies <u>Related Skills</u> Observation Role Play On Job Training (OJT)	i. Principles of therapeutic alliance described as per counselling requirements ii. Principles of therapeutic alliance performed as per counselling requirements iii. Client's enquiry responded with relevant information as per company's policy iv. Client's counselling needs explained in accordance with counselling session requirements v. Client's enquiry record executed according to company's procedures and confidentiality policies

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Arrange client's appointment	<p>i. Type of counselling session appointments</p> <ul style="list-style-type: none"> • Walk-in clients • Pre-arranged appointments • Re-scheduling appointments • Referred clients <p>ii. Counsellor selection and requirements such as:</p> <ul style="list-style-type: none"> • Area of expertise • Availability • Others <p>iii. Counselling session appointment schedule system such as:</p> <ul style="list-style-type: none"> • Online scheduling software • Offline scheduling software • Log book <p>iv. Counselling session appointment details and arrangement such as:</p> <ul style="list-style-type: none"> • Date • Time • Counsellor • Location of session • Counselling setup 	<p>i. Determine type of counselling session appointments</p> <p>ii. Identify counsellor for the session</p> <p>iii. Check counselling session appointment schedule</p> <p>iv. Set counselling session appointment with clients</p> <p>v. Update counselling session appointment details to clients</p>	<p><u>Attitude:</u></p> <p>i. Resourceful in company's policy and procedures</p> <p>ii. Systematic in arranging appointments</p> <p>iii. Communicate effectively</p> <p><u>Safety:</u></p> <p>i. Apply personal hygiene practice</p> <p><u>Environmental:</u></p> <p>i. -</p>	<p><u>Related Knowledge</u> 16 hours</p> <p><u>Related Skills</u> 48 hours</p>	<p><u>Related Knowledge</u> Lecture Case Studies</p> <p><u>Related Skills</u> Observation Role Play On Job Training (OJT)</p>	<p>i. Type of counselling session appointments described</p> <p>ii. Counsellor for the session determined based on counselling area of expertise and availability requirements</p> <p>iii. Counselling session appointment schedule system explained according to company's requirements</p> <p>iv. Counselling session appointment details communicated to clients</p> <p>v. Confirmed appointment details keyed in into the company's appointment</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Counselling type • Others 					schedule system
5. Coordinate counselling session schedule	i. Client's counselling session appointment details such as: <ul style="list-style-type: none"> • Client's identification • Client's contact information • Date of session • Time of session • Location of session • Counsellor • Others ii. Appointment follow up phone call procedure and etiquettes iii. Arrangement of counselling session room and counsellor iv. Reference documents counselling session for such as: <ul style="list-style-type: none"> • Client's personal details • Client's appointment card • Client's intake form • Client's referral letters • Others 	i. Review client's counselling session appointment details ii. Carry out client's follow up phone call procedure iii. Arrange counselling session room iv. Notify counselling session details to counsellor v. Prepare reference documents for counselling session	<u>Attitude:</u> i. Systematic in scheduling ii. Safeguard confidential information iii. Communicate effectively <u>Safety:</u> i. Apply personal hygiene practice <u>Environmental:</u> i. -	<u>Related Knowledge</u> 16 hours <u>Related Skills</u> 48 hours	<u>Related Knowledge</u> Lecture Case Studies <u>Related Skills</u> Observation Role Play On Job Training (OJT)	i. Client's counselling session appointment details described as per appointment requirements ii. Client's follow up phone call procedure executed according to communication etiquettes iii. Counselling session rooms set according to counselling session requirements iv. Arranged counselling session details updated to counsellors as per company's procedures v. Required reference documents for counselling session selected

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
						as per company's procedures

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.05 Read/interpret flowcharts and pictorial information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Internet to exchange information 02.08 Prepare pictorial and graphic information 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about performance	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

- | | |
|---|--|
| <ul style="list-style-type: none">03.05 Demonstrate safety skills03.06 Respond appropriately to people and situations03.07 Resolve interpersonal conflicts03.08 Develop and maintain a cooperation within work group03.09 Manage and improve performance of individuals03.10 Provide consultation and counselling03.11 Monitor and evaluate performance of human resources03.12 Provide coaching/on-the job training03.13 Develop and maintain team harmony and resolve conflicts03.14 Facilitate and coordinate teams and ideas03.15 Liaise to achieve identified outcomes03.16 Identify and assess client / customer needs03.17 Identify staff training needs and facilities access to training04.01 Organize own work activities04.02 Set and revise own objectives and goals04.03 Organize and maintain own workplace04.04 Apply problem-solving strategies04.05 Demonstrate initiative and flexibility04.06 Allocate work04.07 Negotiate acceptance and support for objectives and strategies05.01 Implement project/work plans05.02 Inspect and monitor work done and/or in progress06.01 Understand systems06.02 Comply with and follow chain and command06.03 Identify and highlight problems06.04 Adapt competencies to new situations / systems06.05 Analyse technical systems06.06 Monitor and correct performance of systems06.07 Develop and maintain networks | |
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Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Counselling reception area model	1:25
2. Counselling reception area layout diagram	1:1
3. Client intake form sample	1:1
4. Client appointment card sample	1:1
5. Client informed consent form sample	1:1
6. Client's referral letter sample	1:1
7. Telephone	1:10
8. Counselling rooms area model	1:25
9. Counselling rooms area layout diagram	1:1
10. Counselling counsellor's scheduling sample	1:1
11. Counselling client's appointment scheduling sample	1:1

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7. Malaysia (2010), Personal Data Protection Act 2010 (Act 709) and Regulations, <http://www.pdp.gov.my/>

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	CARE & COMMUNITY SERVICES						
SUB SECTOR	COUNSELLING SERVICES						
JOB AREA	MARITAL, COUPLE AND FAMILY						
NOSS TITLE	COUNSELLING SERVICES SUPPORT (TECHNICAL AND ADMINISTRATIVE)						
COMPETENCY UNIT TITLE	COUNSELLING SERVICES SUPPORT CLIENT INTAKE INTERVIEW						
LEARNING OUTCOME	<p>The outcome of this competency is to enable the personnel to perform the client intake interview in accordance with company's standard operating procedure (SOP) and confidentiality policies. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Perform client intake procedure • Conduct initial interview • Prepare client's counselling service file • Handle client's records 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	CC-021-3:2016-C02	LEVEL	Three (3)	TRAINING DURATION	336 hours	SKILL CREDIT	33
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Perform client intake procedure	i. Client intake procedure such as: <ul style="list-style-type: none"> • Procedure content • Procedure revision number • Authorization • Attending client ii. Intake form of client details such as: <ul style="list-style-type: none"> • Name • Identification card • Contact number 	i. Determine client's intake procedure ii. Retrieve client's intake form iii. Identify client's intake form details iv. Guide client in filling in the intake form v. Retrieve financial aid form vi. Check client's signature in informed consent	<u>Attitude:</u> <ol style="list-style-type: none"> Openness towards clients Show positive attitudes Resourceful in client intake procedure Safeguard confidential information <u>Safety:</u>	<u>Related Knowledge</u> 24 hours <u>Related Skills</u> 72 hours	<u>Related Knowledge</u> Lecture Case Studies <u>Related Skills</u> Observation Simulation Role Play On Job Training (OJT)	<ol style="list-style-type: none"> Client's intake procedure explained in accordance with company's requirements Client's intake forms selected in accordance with company's format Details on completing intake forms explained 	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Gender • Age • Address • Marital status • Occupation • Emergency contact details • Number of family members • Medical history record • Salary • Religion • Race • Others iii. Type of issues such as: <ul style="list-style-type: none"> • Marital problems • Parenting problems • Financial problems • Social problems • Illness problems • Others iv. Financial aid requirements such as: <ul style="list-style-type: none"> • Financial aid form • Insurance coverage v. Informed consent form content such as: <ul style="list-style-type: none"> • Confidentiality • Limitations to confidentiality • Appointments • Cancellations and 	<p>section</p> <p>vii. Store client's intake form</p>	<p>i. Apply personal hygiene practice</p> <p><u>Environmental:</u></p> <p>i. -</p>			<p>in accordance with company's format</p> <p>iv. Details on completing financials aid form in explained accordance with company's format</p> <p>v. Content of informed consent form explained in accordance with company's format</p> <p>vi. Client's intake forms filed in accordance with company's procedure</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> missed appointments • Agreement to the counselling process and procedures • Signature • Name • Date • Duration of session vi. Client intake form storage such as: <ul style="list-style-type: none"> • Type of storage <ul style="list-style-type: none"> - Hardcopy storage - Softcopy storage • Safety Cabinet • Type of safety lock system • Storage labelling • Tracking system • Client identification • Others 					
2. Conduct initial interview	i. Initial interview procedure ii. Type of client's enquiry iii. Basic counselling skills such as: <ul style="list-style-type: none"> • Listening • Paraphrasing • Reflecting of emotion • Open ended questions • Others 	i. Determine initial interview procedure ii. Determine type of client's enquiry iii. Apply basic counselling skills iv. Respond to client's enquiry with relevant information v. Determine client's requirement on special assistance	<u>Attitude:</u> i. Create welcoming, warm and safe environment to clients ii. Openness towards clients iii. Safeguard confidential information iv. Personal protection	<u>Related Knowledge</u> 24 hours <u>Related Skills</u> 72 hours	<u>Related Knowledge</u> Lecture Case Studies <u>Related Skills</u> Observation Simulation Role Play On Job Training (OJT)	i. Initial interview procedure explained in accordance with company's requirements ii. Initials interview executed in accordance with initials interview guidelines iii. Counselling Fee

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Initial interview and client screening such as: <ul style="list-style-type: none"> • Interview protocol such as: <ul style="list-style-type: none"> - What brings you in here? - Have you ever been in counselling before? - Others • Checklist <ul style="list-style-type: none"> - Health - Family medication - Others v. Handling client with special needs such as: <ul style="list-style-type: none"> • Hearing problem • Language barrier • Speech problem • Others vi. Fee structure information for: <ul style="list-style-type: none"> • Individual • Family • Dyad • Instruments • Tools • Registration fees • Follow up fees • Others vii. Psychological security viii. Client's enquiry record and filing	vi. Explain fee structure for the counselling session vii. File initial interview information document	<u>Safety:</u> i. Apply personal hygiene practice <u>Environmental:</u> i. -			structure explained to client's in accordance with company's policy iv. Client's requires specials assistance determined in accordance with company's requirements v. Initials interview information recorded in client's case file in accordance with company's requirements

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Prepare client's counselling service file	<p>i. Client's counselling service file keeping procedure such as:</p> <ul style="list-style-type: none"> • File handling • File location • File placement and storage • File storage security <p>ii. Client's counselling service filing system such as:</p> <ul style="list-style-type: none"> • Online • Offline • Hardcopy • Authorization • Others <p>iii. Client's counselling service file indexing system such as:</p> <ul style="list-style-type: none"> • Cases category • Client identification • Counsellor • Date • Others <p>iv. Counselling payment and invoicing such as:</p> <ul style="list-style-type: none"> • Financial assistance supporting documents • Payment information • Payment method • Issuance of receipt • Transaction closing 	<p>i. Determine client's counselling service file keeping procedure</p> <p>ii. Identify client's counselling service filing system</p> <p>iii. Identify client's counselling service file indexing system</p> <p>iv. Set up client's counselling service file</p> <p>v. Retrieve client's financial assistance supporting documents</p> <p>vi. Identify client's payment information</p> <p>vii. Check client's fee processing payment</p> <p>viii. Store client's counselling service file</p>	<p><u>Attitude:</u></p> <p>i. Safeguard confidential information</p> <p>ii. Systematic in organising service files</p> <p><u>Safety:</u></p> <p>i. -</p> <p><u>Environmental:</u></p> <p>i. -</p>	<p><u>Related Knowledge</u> 20 hours</p> <p><u>Related Skills</u> 60 hours</p>	<p><u>Related Knowledge</u> Lecture Case Studies</p> <p><u>Related Skills</u> Coaching On Job Training (OJT)</p>	<p>i. Client's counselling service file keeping procedure described in accordance with company's filing systems</p> <p>ii. Client's counselling service file indexing system produced in accordance with company's filing system requirements</p> <p>iii. Client's financial assistance supporting documents filed in accordance with company's requirements</p> <p>iv. Client's payment information and fee processing performed in accordance with client's payment method</p> <p>v. Client's counselling service file</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	and balancing <ul style="list-style-type: none"> Others 					storage applied in accordance with company's requirements
4. Handle client's records	<ol style="list-style-type: none"> Client's counselling record control procedure Client's attendance database system Type of client's records such as: <ul style="list-style-type: none"> Appointment card Session recordings Supporting documents Financial assistance document Payment record Others Client's record handling requirements for retention and disposal Security, safety and confidentiality of client's record access <ul style="list-style-type: none"> Authorization access Safety lock Others 	<ol style="list-style-type: none"> Identify client's counselling record control procedure Update client's attendance database system Differentiate type of client's records Retrieve client's record for service record updating Determine client's record handling requirements for retention and disposal Store client's service file records securely 	<u>Attitude:</u> <ol style="list-style-type: none"> Safeguard confidential information Systematic in handling client's records <u>Safety:</u> <ol style="list-style-type: none"> - <u>Environmental:</u> <ol style="list-style-type: none"> - 	<u>Related Knowledge</u> 16 hours <u>Related Skills</u> 48 hours	<u>Related Knowledge</u> Lecture Case Studies <u>Related Skills</u> Coaching On Job Training (OJT)	<ol style="list-style-type: none"> Client's counselling record control procedure described according to confidentiality policy Client's attendance database system recorded Type of client's records obtained for service record updating in accordance with confidentiality policy Client's record handling requirements for retention and disposal complied in accordance with confidentiality policy Access of client's record complied in accordance with confidentiality policy

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.05 Read/interpret flowcharts and pictorial information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Internet to exchange information 02.08 Prepare pictorial and graphic information 02.09 Prepare flowcharts 02.10 Prepare reports and instructions 02.11 Convey information and ideas to people 03.01 Apply cultural requirements to the workplace 03.02 Demonstrate integrity and apply ethical practices 03.03 Accept responsibility for own work and work area 03.04 Seek and act constructively upon feedback about performance 03.05 Demonstrate safety skills 03.06 Respond appropriately to people and situations 03.07 Resolve interpersonal conflicts	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

03.08	Develop and maintain a cooperation within work group	
03.09	Manage and improve performance of individuals	
03.10	Provide consultation and counselling	
03.11	Monitor and evaluate performance of human resources	
03.12	Provide coaching/on-the job training	
03.13	Develop and maintain team harmony and resolve conflicts	
03.14	Facilitate and coordinate teams and ideas	
03.15	Liaise to achieve identified outcomes	
03.16	Identify and assess client / customer needs	
03.17	Identify staff training needs and facilities access to training	
04.01	Organize own work activities	
04.02	Set and revise own objectives and goals	
04.03	Organize and maintain own workplace	
04.04	Apply problem-solving strategies	
04.05	Demonstrate initiative and flexibility	
04.06	Allocate work	
04.07	Negotiate acceptance and support for objectives and strategies	
05.01	Implement project/work plans	
05.02	Inspect and monitor work done and/or in progress	
06.01	Understand systems	
06.02	Comply with and follow chain and command	
06.03	Identify and highlight problems	
06.04	Adapt competencies to new situations / systems	
06.05	Analyse technical systems	
06.06	Monitor and correct performance of systems	
06.07	Develop and maintain networks	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Client intake workstation model	1:25
2. Client intake workstation layout diagram	1:1
3. Client intake form sample	1:1
4. Client informed consent form sample	1:1
5. Client intake form storage system sample	1:25
6. Counselling service filing system sample	1:25
7. Payment and invoicing documents sample	1:1
8. Client's record keepingsystem sample	1:25

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1. McLeod, J. (2013), An introduction to counselling, McGraw-Hill Education (UK), ISBN 978-0335247233.
2. Lago, C. &Kitchin, D. (1998), The management of counselling and psychotherapy agencies, Sage, ISBN 9780803979949.
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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	CARE & COMMUNITY SERVICES						
SUB SECTOR	COUNSELLING SERVICES						
JOB AREA	MARITAL, COUPLE AND FAMILY						
NOSS TITLE	COUNSELLING SERVICES SUPPORT (TECHNICAL AND ADMINISTRATIVE)						
COMPETENCY UNIT TITLE	COUNSELLING PSYCHOLOGICAL INSTRUMENT HANDLING						
LEARNING OUTCOME	<p>The outcome of this competency is to enable the personnel to perform the counselling psychology instrument handling in accordance with company's standard operating procedure (SOP) and confidentiality policies. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Prepare psychological instrument compartment • Perform psychological instrument identification labelling • Organise psychological instruments inventory • Handle psychological instrument request 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	CC-021-3:2016-C03	LEVEL	Three (3)	TRAINING DURATION	320 hours	SKILL CREDIT	32
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Prepare psychological instrument compartment	i. Classification of psychological instrument such as: <ul style="list-style-type: none"> • Mental health screening • Marital satisfaction, conflicts, adjustment, etc. • Parenting • Career interest • Others ii. Type of psychological instrument such as:	i. Differentiate classes of psychological instrument ii. Determine type of psychological instrument iii. Determine psychological instrument compartment requirements iv. Check	<u>Attitude:</u> i. Systematic in organising psychological instruments ii. Safeguard confidential information iii. Resourceful in classification of psychological instruments	<u>Related Knowledge</u> 24 hours <u>Related Skills</u> 72 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skills</u> Observation Coaching On Job Training (OJT)	i. Classification of psychological instrument explained as per counselling requirements ii. Type of psychological instrument explained according to psychology test classification	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Software • Hardware • Others iii. Psychological instrument compartment requirements such as: <ul style="list-style-type: none"> • Instrument classification • Compartment labelling • Compartment safety • Recent instrument revision number • Authorization • Indexing and traceability 	psychological instrument compartment requirements v. Apply psychological instrument compartment safety lock vi. Organise compartment indexing	<u>Safety:</u> i. Apply personal hygiene practice <u>Environmental:</u> i. -			iii. Psychological instrument compartment requirements explained as per psychological instrument storage system iv. Psychological instrument compartment identification described as per company's procedures v. Psychological instrument compartment safety lock performed as per company's document safety requirements vi. Compartment indexing applied according to company's indexing requirements
2. Perform psychological instrument identification labelling	i. Psychological instrument functions ii. Psychological instrument record book iii. Psychological instrument	i. Identify function of psychological instrument ii. Check psychological instrument	<u>Attitude:</u> i. Systematic in organising psychological instruments ii. Meticulous on the	<u>Related Knowledge</u> 20 hours <u>Related</u>	<u>Related Knowledge</u> Lecture Discussion <u>Related</u>	i. Function of psychological instrument described according to psychology test

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	identification label requirements such as: <ul style="list-style-type: none"> • Label coding and traceability • Label size specifications • Labelling tools • Labelling materials iv. Psychological instrument storage requirements <ul style="list-style-type: none"> • Storage location • Compartment indexing and traceability 	identification record <ul style="list-style-type: none"> iii. Prepare psychological instrument label requirements iv. Label psychological instrument v. Determine psychological instrument storage compartment location vi. Store psychological instrument 	job <ul style="list-style-type: none"> iii. Safeguard confidential information <i>Safety:</i> <ul style="list-style-type: none"> i. Apply personal hygiene practice <i>Environmental:</i> <ul style="list-style-type: none"> i. - 	<i>Skills</i> 60 hours	<i>Skills</i> Observation Coaching On Job Training (OJT)	classification <ul style="list-style-type: none"> ii. Psychological instrument identification record confirmed according to labelling codes iii. Psychological instrument identification label explained according to company's labelling code and requirements iv. Psychological instrument identification labels applied according to company's labelling code and requirements v. Psychological instrument storage compartment location as per company's storage requirements vi. Labelled psychological instrument storage

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
						performed according to storage requirements
3. Organise psychological instruments inventory	<p>i. Psychological instrument inventory control requirements such as:</p> <ul style="list-style-type: none"> • Procedure • Instrument usage • Version number and revision date • Discrepancy <p>ii. Psychological instrument inventory retention requirements such as:</p> <ul style="list-style-type: none"> • Procedure • Retention period <p>iii. Psychological instrument disposal requirements such as:</p> <ul style="list-style-type: none"> • Procedure • Damage instrument • Obsolete instrument • Disposal method <p>iv. Security, safety and confidentiality of client's psychological instrument such as:</p> <ul style="list-style-type: none"> • Authorization access • Safety lock • Others 	<p>i. Identify psychological instrument inventory control requirements</p> <p>ii. Review psychological instrument inventory requirements</p> <p>iii. Check psychological instrument inventory</p> <p>iv. Rectify psychological instrument version number and other discrepancies</p> <p>v. Arrange psychological instrument inventory for retention</p> <p>vi. Collect damaged or obsolete psychological instrument for disposal</p> <p>vii. Store unused</p>	<p><u>Attitude:</u></p> <p>i. Systematic in organising psychological instruments</p> <p>ii. Resourceful in inventory control procedure</p> <p>iii. Safeguard confidential information</p> <p><u>Safety:</u></p> <p>i. Apply personal hygiene practice</p> <p><u>Environmental:</u></p> <p>i. -</p>	<p><u>Related Knowledge</u> 20 hours</p> <p><u>Related Skills</u> 60 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skills</u> Observation Coaching On Job Training (OJT)</p>	<p>i. Psychological instrument inventory control procedure described as per company's requirements</p> <p>ii. Psychological instrument version number and revision date explained as per company's inventory control procedure</p> <p>iii. Discrepancy of psychological instrument inventory explained as per instrument control requirements</p> <p>iv. Discrepancy of psychological instrument inventory applied as per instrument control requirements</p> <p>v. Psychological</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
		psychological instrument				instrument inventory retention requirements complied as per inventory control procedures vi. Damage or obsolete psychological instrument isolated as per inventory disposal procedures vii. Unused psychological instrument storage complied as per inventory control procedures
4. Handle psychological instrument request	i. Psychological instrument request procedure ii. Psychological instrument request information such as: <ul style="list-style-type: none"> • Personnel • Type requested • Quantity requested • Availability of psychological instrument iii. Integrity of psychological instrument such as:	i. Determine psychological instrument request procedure ii. Determine psychological instrument request information iii. Retrieve psychological instrument retrieved from indexed compartment iv. Check	<u>Attitude:</u> i. Resourceful in various types of psychological instruments ii. Safeguard confidential information iii. Follow company's policy and procedures <u>Safety:</u> i. Apply personal hygiene practice	<u>Related Knowledge</u> 16 hours <u>Related Skills</u> 48 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skills</u> Observation Coaching On Job Training (OJT)	i. Psychological instrument request information explained in accordance with instrument psychological request procedure ii. Psychological instrument traced for type and quantity according to

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Certified instrument • Instrument expertise iv. Psychological instrument usage record and traceability system such as: <ul style="list-style-type: none"> • Appointment details • Identification • Case category • Barcode • Counsellor 	psychological instrument integrity v. Record psychological instrument usage	<u>Environmental:</u> i. -			request procedure iii. Integrity of requested psychological instrument explained iv. Psychological instrument record updated in accordance with company's requirements

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

- | | | |
|-------|---|--|
| 02.04 | Prepare brief reports and checklists using standard forms | |
| 02.05 | Read/interpret flowcharts and pictorial information | |
| 02.06 | Write memos and letters | |
| 02.07 | Utilize Local Area Network (LAN)/Internet to exchange information | |
| 02.08 | Prepare pictorial and graphic information | |
| 02.09 | Prepare flowcharts | |
| 02.10 | Prepare reports and instructions | |
| 02.11 | Convey information and ideas to people | |
| 03.01 | Apply cultural requirements to the workplace | |
| 03.02 | Demonstrate integrity and apply ethical practices | |
| 03.03 | Accept responsibility for own work and work area | |
| 03.04 | Seek and act constructively upon feedback about performance | |
| 03.05 | Demonstrate safety skills | |
| 03.06 | Respond appropriately to people and situations | |
| 03.07 | Resolve interpersonal conflicts | |
| 03.08 | Develop and maintain a cooperation within work group | |
| 03.09 | Manage and improve performance of individuals | |
| 03.10 | Provide consultation and counselling | |
| 03.11 | Monitor and evaluate performance of human resources | |
| 03.12 | Provide coaching/on-the job training | |
| 03.13 | Develop and maintain team harmony and resolve conflicts | |
| 03.14 | Facilitate and coordinate teams and ideas | |
| 03.15 | Liaise to achieve identified outcomes | |
| 03.16 | Identify and assess client / customer needs | |
| 03.17 | Identify staff training needs and facilities access to training | |
| 04.01 | Organize own work activities | |
| 04.02 | Set and revise own objectives and goals | |
| 04.03 | Organize and maintain own workplace | |
| 04.04 | Apply problem-solving strategies | |
| 04.05 | Demonstrate initiative and flexibility | |
| 04.06 | Allocate work | |
| 04.07 | Negotiate acceptance and support for objectives and strategies | |

05.01 Implement project/work plans	
05.02 Inspect and monitor work done and/or in progress	
06.01 Understand systems	
06.02 Comply with and follow chain and command	
06.03 Identify and highlight problems	
06.04 Adapt competencies to new situations / systems	
06.05 Analyse technical systems	
06.06 Monitor and correct performance of systems	
06.07 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Psychological instrument storage area model	1:25
2. Various samples of psychological instrument	1:1
3. Psychological instrument labels	1:1
4. Psychological instrument record book	1:1
5. Psychological instrument safety cabinet / compartment	1:25
6. Computer	1:10

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5. Early, MB. (2009), Mental Health Concepts and Techniques for the Occupational Therapy Assistant, Lippincott Williams & Wilkins, ISBN 978-0781778398

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	CARE & COMMUNITY SERVICES						
SUB SECTOR	COUNSELLING SERVICES						
JOB AREA	MARITAL, COUPLE AND FAMILY						
NOSS TITLE	COUNSELLING SERVICES SUPPORT (TECHNICAL AND ADMINISTRATIVE)						
COMPETENCY UNIT TITLE	COUNSELLING FACILITIES AND EQUIPMENT OPERATION						
LEARNING OUTCOME	<p>The outcome of this competency is to enable the personnel to perform the counselling facilities and equipment operation in accordance with company's standard operating procedure (SOP) and confidentiality policies. Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Prepare counselling facilities requirements • Prepare event equipment and materials requirements • Inspect counselling equipment • Operate counselling equipment • Organise counselling facilities and equipment 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	CC-021-3:2016-C04	LEVEL	Three (3)	TRAINING DURATION	400 hours	SKILL CREDIT	40
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Prepare counselling facilities requirements	i. Type of counselling sessions such as: <ul style="list-style-type: none"> • Individual • Group • Family • Couple ii. Type of counselling facility space and location such as: <ul style="list-style-type: none"> • Individual room • Dyad room 	i. Determine type of counselling sessions ii. Identify counselling facility spaces and location iii. Check counselling facility setup requirements iv. Inspect counselling facility environment and condition v. Arrange items, tools	<u>Attitude:</u> <ol style="list-style-type: none"> Resourceful in company's policy and procedures Create welcoming, warm and safe environment to clients <u>Safety:</u> <ol style="list-style-type: none"> Ensure no hard and sharp objects 	<u>Related Knowledge</u> 20 hours <u>Related Skills</u> 60 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skills</u> Observation Coaching On Job Training (OJT)	i. Type of counselling facility space and location and setup explained in accordance with type of counselling sessions requirements ii. Counselling facility inspection	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Family room • Reception counter • Counsellor room • Waiting area • Record storage area • Others iii. Counselling facility setup requirements such as: <ul style="list-style-type: none"> • Room layout measurement • Room setup • Items arrangement • Items checklist • Tools • Equipment • Others iv. Counselling facility inspection procedure v. Counselling facility environment and condition such as: <ul style="list-style-type: none"> • Cleanliness • Lighting • Ventilation • Sound proof • Ambience vi. Facilities booking timetable system and usage scheduling	and equipment in respective counselling facility spaces vi. Update counselling items inventory checklist vii. Review counselling facility booking timetable viii. Check availability of counselling facilities	ii. Ensure emergency alarm system is functioning iii. Apply personal hygiene practice <u>Environmental:</u> i. -			procedure executed iii. Counselling facility environment and condition described in accordance with facility area setup requirements iv. Arrangement of counselling inventory items checklist updating applied according to counselling facility inspection requirements v. Availability of counselling facility described according to counselling facility booking timetable and usage schedule

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Prepare event equipment and materials requirements	i. Counselling event information and details such as: <ul style="list-style-type: none"> • Date • Time • Location • Event name ii. Event equipment preparation and requirements such as: <ul style="list-style-type: none"> • Type of equipment • Quantity iii. Event equipment setup and arrangement such as: <ul style="list-style-type: none"> • Equipment placement • Equipment position • Event booth layout • Others iv. Event equipment inspection such as: <ul style="list-style-type: none"> • Availability • Functionality • Condition v. Event equipment safety and security	i. Identify counselling event information and details ii. Identify required event equipment iii. Determine event equipment setup and arrangement iv. Organise event equipment setup and arrangement v. Carry out event equipment inspection for availability, functionality and condition vi. Secure event equipment vii. Arrange event materials viii. Distribute event materials	<u>Attitude:</u> i. Meticulous on the job ii. Systematic in organising event equipment <u>Safety:</u> i. Apply personal hygiene practice <u>Environmental:</u> i. -	<u>Related Knowledge</u> 20hours <u>Related Skills</u> 60hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skills</u> Observation Coaching On Job Training (OJT)	i. Counselling event information and details described as per event requirements ii. Required event equipment listed according to event requirements iii. Event equipment setup and arrangement executed according to event setup iv. Event equipment inspection performed according to event equipment checklist v. Event equipment safety lock applied according to equipment security requirements vi. Event materials identified and selected according to event requirements

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Brochures • Goodies • Special toys • Door gifts • Stationeries • Candies • Others 					
3. Inspect counselling equipment	<ul style="list-style-type: none"> i. Counselling equipment inspection manual ii. Type of counselling equipment such as: <ul style="list-style-type: none"> • Audio Visual (AV) system • Recording system • Computer system • Telephone • Software • Internet and network system • Others iii. Counselling equipment functionality testing procedure iv. Counselling equipment general maintenance v. Type of counselling equipment damage and defects such as: <ul style="list-style-type: none"> • Malfunction • Electrical short 	<ul style="list-style-type: none"> i. Identify counselling equipment inspection manual ii. Identify type of counselling equipment iii. Carry out counselling equipment functionality testing procedure iv. Check counselling equipment functionality v. Perform general maintenance of counselling equipment vi. Identify type of counselling equipment damage and defects vii. Replace damage and defect equipment viii. Record equipment replacement 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Resourceful in various counselling equipment functionality ii. Meticulous on the job iii. Communicate effectively <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Ensure emergency alarm system is functioning ii. Apply personal hygiene practice <p><u>Environmental:</u></p> <ul style="list-style-type: none"> i. - 	<p><u>Related Knowledge</u> 24 hours</p> <p><u>Related Skills</u> 72 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skills</u> Observation Coaching On Job Training (OJT)</p>	<ul style="list-style-type: none"> i. Counselling equipment inspection manual described ii. Type of counselling equipment confirmed iii. Counselling equipment functionality testing procedure executed according to company's policy iv. General maintenance of counselling equipment performed to prolong lifetime of the equipment in accordance with equipment user manuals v. Type of counselling

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	circuits <ul style="list-style-type: none"> • Broken • Missing parts • Others vi. Counselling equipment replacement such as: <ul style="list-style-type: none"> • Isolation procedure • Equipment replacement request • Replacement record • Others vii. Counselling equipment inspection checklist such as: <ul style="list-style-type: none"> • Functionality • Availability viii. Counselling equipment defects and replacement record ix. Counselling equipment inspection report	ix. Prepare equipment inspection report				equipment damage and defects explained vi. Arrangement of counselling equipment for repair and replacement performed vii. Counselling equipment inspection checklist and equipment replacement updated viii. Counselling equipment inspection report produced according to company's procedure
4. Operate counselling equipment	i. Counselling equipment operation such as: <ul style="list-style-type: none"> • User log book • Equipment user manual • Technical settings 	i. Identify operation of counselling equipment ii. Utilise counselling equipment for session recordings iii. Determine	<u>Attitude:</u> i. Resourceful in various counselling equipment functionality ii. Meticulous on the job	<u>Related Knowledge</u> 20 hours <u>Related Skills</u>	<u>Related Knowledge</u> Lecture Discussion <u>Related Skills</u>	i. Counselling equipment operation described according to type of equipment in accordance with

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Counselling session recordings identification requirements such as: <ul style="list-style-type: none"> • Name • Session details • Identification • Codes • Others iii. Counselling session recordings label requirements such as: <ul style="list-style-type: none"> • Label coding and traceability • Label size specifications • Labelling tools • Labelling materials iv. Counselling equipment usage record v. Counselling session recordings storage requirements such as: <ul style="list-style-type: none"> • Storage location • Indexing • Authorization access • Others vi. Security, safety and confidentiality of counselling session recordings	counselling session recordings identification requirements iv. Prepare label requirements for recordings identification v. Update counselling equipment usage record vi. Store recordings securely vii. Update recordings storage record	<u>Safety:</u> <ol style="list-style-type: none"> i. Ensure no hard and sharp objects ii. Ensure emergency alarm system is functioning iii. Apply personal hygiene practice <u>Environmental:</u> <ol style="list-style-type: none"> i. - 	60 hours	Observation Coaching On Job Training (OJT)	equipment user manual ii. Counselling equipment technical setting set according to equipment function iii. Counselling equipment usage reported according to company's requirements iv. Identification label of recordings applied in accordance with company's confidential policy v. Counselling session recordings storage at designated location record updated in accordance with company's confidentiality requirements

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Organise counselling facilities and equipment	<ul style="list-style-type: none"> i. Counselling facilities and equipment usage records ii. Counselling equipment inventory checklist iii. Counselling equipment quantity and condition iv. Minor repairing of equipment v. Equipment disposal and replacement procedure vi. Counselling facilities condition vii. Counselling facilities cleaning schedule 	<ul style="list-style-type: none"> i. Check counselling facilities and equipment usage record ii. Check quantity and condition of counselling equipment from inventory items checklist iii. Carry out minor repairing of counselling equipment iv. Carry out counselling equipment disposal and replacement procedure v. Check condition of counselling facilities vi. Prepare cleaning schedule 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Create welcoming, warm and safe environment to clients ii. Systematic in organising counselling facilities and equipment iii. Meticulous on the job <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Ensure no hard and sharp objects ii. Ensure emergency alarm system is functioning iii. Apply personal hygiene practice <p><u>Environmental:</u></p> <ul style="list-style-type: none"> i. - 	<p><u>Related Knowledge</u> 16 hours</p> <p><u>Related Skills</u> 48 hours</p>	<p><u>Related Knowledge</u> Lecture Discussion</p> <p><u>Related Skills</u> Observation Coaching On Job Training (OJT)</p>	<ul style="list-style-type: none"> i. Counselling facilities and equipment usage record explained according to company's procedures ii. Existing quantity and conditions of counselling equipment described iii. Counselling equipment requires minor repairing executed according to equipment user manual iv. Replacement of equipment arranged according to company's procedures v. Malfunction equipment reported to immediate superior in accordance with company's procedures vi. Condition of counselling

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
						facilities described according to facility setup requirements vii. Facility's cleaning schedule produced in accordance with company's procedures

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilize basic IT applications 01.04 Analyze information 01.05 Utilize the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly 02.04 Prepare brief reports and checklists using standard forms 02.05 Read/interpret flowcharts and pictorial information 02.06 Write memos and letters 02.07 Utilize Local Area Network (LAN)/Internet to exchange information	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

- | | | |
|-------|---|--|
| 02.08 | Prepare pictorial and graphic information | |
| 02.09 | Prepare flowcharts | |
| 02.10 | Prepare reports and instructions | |
| 02.11 | Convey information and ideas to people | |
| 03.01 | Apply cultural requirements to the workplace | |
| 03.02 | Demonstrate integrity and apply ethical practices | |
| 03.03 | Accept responsibility for own work and work area | |
| 03.04 | Seek and act constructively upon feedback about performance | |
| 03.05 | Demonstrate safety skills | |
| 03.06 | Respond appropriately to people and situations | |
| 03.07 | Resolve interpersonal conflicts | |
| 03.08 | Develop and maintain a cooperation within work group | |
| 03.09 | Manage and improve performance of individuals | |
| 03.10 | Provide consultation and counselling | |
| 03.11 | Monitor and evaluate performance of human resources | |
| 03.12 | Provide coaching/on-the job training | |
| 03.13 | Develop and maintain team harmony and resolve conflicts | |
| 03.14 | Facilitate and coordinate teams and ideas | |
| 03.15 | Liaise to achieve identified outcomes | |
| 03.16 | Identify and assess client / customer needs | |
| 03.17 | Identify staff training needs and facilities access to training | |
| 04.01 | Organize own work activities | |
| 04.02 | Set and revise own objectives and goals | |
| 04.03 | Organize and maintain own workplace | |
| 04.04 | Apply problem-solving strategies | |
| 04.05 | Demonstrate initiative and flexibility | |
| 04.06 | Allocate work | |
| 04.07 | Negotiate acceptance and support for objectives and strategies | |
| 05.01 | Implement project/work plans | |
| 05.02 | Inspect and monitor work done and/or in progress | |
| 06.01 | Understand systems | |
| 06.02 | Comply with and follow chain and command | |

06.03 Identify and highlight problems	
06.04 Adapt competencies to new situations / systems	
06.05 Analyse technical systems	
06.06 Monitor and correct performance of systems	
06.07 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Counselling reception area model	1:25
2. Counselling room model	1:25
3. Facilities booking timetable sample	1:1
4. Audio Visual (AV) system	1:25
5. Recording system	1:25
6. Computer	1:5
7. Telephone	1:10
8. Internet and network system	1:25
9. Emergency alarm system	1:10
10. Counselling equipment inspection checklist sample	1:1
11. Equipment user and technical setting manual sample	1:1
12. Equipment and facility usage log book sample	1:1

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4. Early, MB. (2009), Mental Health Concepts and Techniques for the Occupational Therapy Assistant, Lippincott Williams & Wilkins, ISBN 978-0781778398

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	CARE & COMMUNITY SERVICES						
SUB SECTOR	COUNSELLING SERVICES						
JOB AREA	MARITAL, COUPLE AND FAMILY						
NOSS TITLE	COUNSELLING SERVICES SUPPORT (TECHNICAL AND ADMINISTRATIVE)						
COMPETENCY UNIT TITLE	COUNSELLING SERVICES SUPPORT REFERRAL						
LEARNING OUTCOME	<p>The outcome of this competency is to enable the personnel to perform the counselling services support referral with confidentiality and congruence with the client's need in accordance with company's standard operating procedure (SOP). Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • Identify client's referral support services requirements • Conduct client's initial interview • Organise referral service appointment • Prepare referral services application documents 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	CC-021-3:2016-C05	LEVEL	Three (3)	TRAINING DURATION	336 hours	SKILL CREDIT	33
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify client's referral support services requirements	i. Client's referral support area of services such as: <ul style="list-style-type: none"> • Welfare • Mental health • Financial aids • Abuse related issues • Criminal related issues • Others ii. Type of referral agencies such as:	i. Determine client's referral support area of services ii. Determine type of referral agencies iii. Select referral agency iv. Determine type of referral documents v. Select referral documents and forms	<u>Attitude:</u> i. Resourceful in various support services ii. Safeguard confidential information iii. Create welcoming, warm and safe environment to clients <u>Safety:</u>	<u>Related Knowledge</u> 20 hours <u>Related Skills</u> 60 hours	<u>Related Knowledge</u> Lecture Discussion <u>Related Skills</u> Observation Coaching On Job Training (OJT)	i. Area of referral services described in accordance with company's referral policy ii. Type of referral agencies explained to clients according to company's policy iii. Client's referrals	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Department of social welfare • Psychiatrist • Zakat centre • Religious department • Police • Others iii. Type of referral documents such as: <ul style="list-style-type: none"> • Brochures • Directory • Application forms • Referral letter • Others 		i. Apply personal hygiene practice <u>Environmental:</u> i. -			support services explained according to referral support requirements iv. Type of referral documents retrieved for referrals service according to company's procedure
2. Conduct client's initial interview	i. Client's initial interview guidelines such as: <ul style="list-style-type: none"> • Welcoming greetings • Voice • Intonation • Facial expression • Body gesture • Ethics ii. Types of initial interview for referral services such as: <ul style="list-style-type: none"> • Mental health • Physical health • Financial issues iii. Basic counselling skills such as: <ul style="list-style-type: none"> • Listening • Paraphrasing 	i. Determine client's initial interview guidelines ii. Identify type of client's initial interview iii. Carry out client's initial interview iv. Apply basic counselling skills v. Discuss types of referral services that client need vi. Determine fee structure for referral services vii. Explain fee structure for referral services	<u>Attitude:</u> i. Show positive attitudes ii. Communicate effectively iii. Interpersonal communication iv. Safeguard confidential information <u>Safety:</u> i. Ensure no hard and sharp objects ii. Ensure emergency alarm system is functioning iii. Apply personnel hygiene practice	<u>Related Knowledge</u> 24 hours <u>Related Skills</u> 72 hours	<u>Related Knowledge</u> Lecture Discussion Case Studies <u>Related Skills</u> Observation Coaching On Job Training (OJT)	i. Client's initial interview guidelines explained in accordance with company's communication etiquette ii. Initial interview with client's executed in accordance with interview guidelines and requirements iii. Basic counselling skills performed during initial interview

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Reflecting of emotion • Open ended questions • Others iv. Referral service consultation v. Fee structure information for: <ul style="list-style-type: none"> • Individual • Family • Dyad • Instruments • Tools • Registration fees • Follow up fees • Others vi. Referral service disclosure such as: <ul style="list-style-type: none"> • Referral letter • Supporting document 	viii. Guide client in filling in the referral service application form ix. Prepare referral letter and other supporting documents x. Store client's referral service application documents	<u>Environmental:</u> i. -			according to initial interview guidelines iv. Client discussion executed in accordance with initial interview guidelines v. Fee structures for referral counselling described as per company's requirements vi. Details on completing referral application form explained to customer in accordance with company's format vii. Referral letter and other supporting documents produced as per company's format viii. Client's referral services application form recorded in accordance with company's requirements

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Organise referral service appointment	<p>i. Referral counselling service appointment arrangement procedure for referred clients such as:</p> <ul style="list-style-type: none"> Referral service acceptance Counsellor's schedule / availability <p>ii. Type of referral counselling service appointment such as:</p> <ul style="list-style-type: none"> Individual counselling Dyad counselling Multiple family counselling Multiple couple counselling <p>iii. Referral counselling service appointment schedule system such as:</p> <ul style="list-style-type: none"> Online scheduling software Offline scheduling software Log book <p>iv. Referral counselling service appointment room arrangement such as:</p> <ul style="list-style-type: none"> Appointment date 	<p>i. Identify referral counselling service appointment arrangement procedure for referred clients</p> <p>ii. Check referral counselling service acceptance with counsellor</p> <p>iii. Check referral counselling service appointment schedule</p> <p>iv. Determine referral counselling service type</p> <p>v. Set referral counselling service appointment with clients</p> <p>vi. Update referral counselling service appointment schedule</p> <p>vii. Arrange referral counselling service room for counselling session</p>	<p><u>Attitude:</u></p> <p>i. Safeguard confidential information</p> <p>ii. Systematic in arranging appointments</p> <p><u>Safety:</u></p> <p>i. Apply personal hygiene practice</p> <p><u>Environmental:</u></p> <p>i. -</p>	<p><u>Related Knowledge</u> 24 hours</p> <p><u>Related Skills</u> 72 hours</p>	<p><u>Related Knowledge</u> Lecture Case Studies</p> <p><u>Related Skills</u> Observation Coaching On Job Training (OJT)</p>	<p>i. Referral counselling service appointment arrangement procedure for referred clients performed as per company's policy</p> <p>ii. Referral acceptance by counsellor explained according to company's referral counselling service acceptance requirements</p> <p>iii. Referral counselling service appointment schedule set according to company's procedures</p> <p>iv. Referral service appointment details recorded according to company's appointment schedule</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> and time • Room location • Usage record • Room condition • Psychological instrument • Others 					v. Referral counselling service room for counselling session prepared in accordance with company's requirement
4. Prepare referral services application documents	<ul style="list-style-type: none"> i. Referral counselling service appointment details: <ul style="list-style-type: none"> • Type of service • Counsellor's availability ii. Referral services document details and information such as: <ul style="list-style-type: none"> • Informed consent • Intake form • Screening form • Fee payment and documentation • Referral identification • Others iii. Referral service file indexing system and storage requirements <ul style="list-style-type: none"> • Problem category • Client identification • Counsellor • Date • Others 	<ul style="list-style-type: none"> i. Review referral counselling service appointment details ii. Check referral service document details and information iii. Apply referral service file indexing iv. Store client's referral service file securely v. Arrange referral service document delivery 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Safeguard confidential information ii. Systematic in documentation <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Apply personal hygiene practice <p><u>Environmental:</u></p> <ul style="list-style-type: none"> i. - 	<p><u>Related Knowledge</u> 16 hours</p> <p><u>Related Skills</u> 48 hours</p>	<p><u>Related Knowledge</u> Lecture Case Studies</p> <p><u>Related Skills</u> Observation Coaching On Job Training (OJT)</p>	<ul style="list-style-type: none"> i. Referral counselling service appointment details confirmed according to company's procedures ii. Referral services document details and information retrieved according to company's procedures iii. Referral service file indexing system described as per company's filing procedures iv. Referral service file indexing executed as per company's filing procedures v. Client's referral

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iv. Delivery method for referral service documents such as: <ul style="list-style-type: none"> • Postal service • Dispatch • Others 					service file storage applied according to company's confidentiality procedure vi. Delivery method for referral service documents selected according to company's procedures

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information 01.02 Document information, procedures or processes 01.03 Utilise basic IT applications 01.04 Analyse information 01.05 Utilise the internet to locate and gather information 01.06 Utilize word processor to process information 01.07 Utilize database applications to locate and process information 01.08 Utilize spreadsheets applications to locate and process information 01.09 Utilize business graphic application o process information 01.10 Apply a variety of mathematical techniques 01.11 Apply thinking skills and creativity 02.01 Interpret and follow manuals, instructions and SOP's 02.02 Follow telephone/telecommunication procedures 02.03 Communicate clearly	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

- | | | |
|-------|---|--|
| 02.04 | Prepare brief reports and checklists using standard forms | |
| 02.05 | Read/interpret flowcharts and pictorial information | |
| 02.06 | Write memos and letters | |
| 02.07 | Utilize Local Area Network (LAN)/Internet to exchange information | |
| 02.08 | Prepare pictorial and graphic information | |
| 02.09 | Prepare flowcharts | |
| 02.10 | Prepare reports and instructions | |
| 02.11 | Convey information and ideas to people | |
| 03.01 | Apply cultural requirements to the workplace | |
| 03.02 | Demonstrate integrity and apply ethical practices | |
| 03.03 | Accept responsibility for own work and work area | |
| 03.04 | Seek and act constructively upon feedback about performance | |
| 03.05 | Demonstrate safety skills | |
| 03.06 | Respond appropriately to people and situations | |
| 03.07 | Resolve interpersonal conflicts | |
| 03.08 | Develop and maintain a cooperation within work group | |
| 03.09 | Manage and improve performance of individuals | |
| 03.10 | Provide consultation and counselling | |
| 03.11 | Monitor and evaluate performance of human resources | |
| 03.12 | Provide coaching/on-the job training | |
| 03.13 | Develop and maintain team harmony and resolve conflicts | |
| 03.14 | Facilitate and coordinate teams and ideas | |
| 03.15 | Liaise to achieve identified outcomes | |
| 03.16 | Identify and assess client / customer needs | |
| 03.17 | Identify staff training needs and facilities access to training | |
| 04.01 | Organize own work activities | |
| 04.02 | Set and revise own objectives and goals | |
| 04.03 | Organize and maintain own workplace | |
| 04.04 | Apply problem-solving strategies | |
| 04.05 | Demonstrate initiative and flexibility | |
| 04.06 | Allocate work | |
| 04.07 | Negotiate acceptance and support for objectives and strategies | |

05.01 Implement project/work plans	
05.02 Inspect and monitor work done and/or in progress	
06.01 Understand systems	
06.02 Comply with and follow chain and command	
06.03 Identify and highlight problems	
06.04 Adapt competencies to new situations / systems	
06.05 Analyse technical systems	
06.06 Monitor and correct performance of systems	
06.07 Develop and maintain networks	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Counselling referral support workstation model	1:25
2. Various samples of referral documents such as brochures, directories and application forms from related agencies	1:1
3. Client's referral letter sample	1:1
4. Fee structure sample	1:1
5. Computer	1:5
6. Telephone	1:5
7. Counsellor scheduling and appointment system	1:25

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**SUMMARY OF TRAINING HOURS FOR NOSS
COUNSELLING SERVICES SUPPORT (TECHNICAL AND ADMINISTRATIVE) LEVEL 3**

CU ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A+B)	TOTAL (HRS)
CU01	Counselling Services Support Reception	1. Prepare client's reception requirements	24	72	96	352
		2. Attend client's arrival	16	48	64	
		3. Handle client's enquiry	16	48	64	
		4. Arrange client's appointment	16	48	64	
		5. Coordinate counselling session schedule	16	48	64	
CU02	Counselling Services Support Intake Interview	1. Perform client intake procedure	24	72	96	336
		2. Conduct initial interview	24	72	96	
		3. Prepare client's counselling service file	20	60	80	
		4. Handle client's records	16	48	64	
CU03	Counselling Psychology Instrument Handling	1. Prepare psychological instrument compartment	24	72	96	320
		2. Perform psychological instrument identification labelling	20	60	80	
		3. Organise psychological instruments inventory	20	60	80	

CU ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A+B)	TOTAL (HRS)
		4. Handle psychological instrument request	16	48	64	
CU04	Counselling Facilities And Equipment Operation	1. Prepare counselling facilities requirements	20	60	80	400
		2. Prepare event equipment and material requirements	20	60	80	
		3. Inspect counselling equipment	24	72	96	
		4. Operate counselling equipment	20	60	80	
		5. Organise counselling facilities and equipment	16	48	64	
CU05	Counselling Services Support Referral	1. Identify client's referral support services requirements	20	60	80	336
		2. Conduct client's initial interview	24	72	96	
		3. Organise referral service appointment	24	72	96	
		4. Prepare referral services application documents	16	48	64	
		TOTAL HOURS (Core Competencies)	436	1308	1744	1744