



Site Supervisor
Counseling Program
Clinical Practice Manual

**REHABILITATION & MENTAL HEALTH COUNSELING
AND
SCHOOL COUNSELING**

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Thank you for supporting The University of Arizona Master's Counseling Program students with their graduate field experiences.

If you have not received training as a supervisor, please take advantage of a supervision video developed by the Counseling Program faculty. It is approximately one hour and a half. You do not need to view it more than once, although you are welcome to view it as often as you wish or invite your peers to view it.

Control - Click (or copy and paste into your URL) the following link to access the video

<https://vimeo.com/234897339/fd5b775607>

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Part I: Introduction

Purpose of the Clinical Practice Manual

The purpose of the Clinical Practice Manual is to provide information to Site Supervisors overseeing University of Arizona M. A. degree-seeking Counseling Program students. The information will address the context, objectives, activities, and responsibilities of the supervised clinical practice component. The guidelines in this Manual are intended to be flexible because clinical practice situations differ, but not so flexible that the integrity of the clinical experience is compromised. Such differences can be due to the uniqueness of each student, each agency setting, each agency supervisor and each client. This Manual, nevertheless, provides specific guidelines, expectations, and procedures to ensure consistency and structure to Practicum and Internship clinical experiences. Additional clarification can be provided by the assigned Practicum or Internship University Faculty Supervisor.

Glossary of Commonly Used Terms

Co-facilitation: An active and experiential Practica and Internship method which allows a student and a site professional to participate together in couples, family or group therapy activities. Individual therapy activities are excluded from this category. The student is not **shadowing**. Site hours spent in co-facilitation are applied toward the Practica and Internship minimum **direct hour** requirements.

Counseling Student: A Master's level Counseling Program student pursuing a graduate degree in two emphases: Rehabilitation Counseling or School Counseling. The student formally participates in learning activities between the formal academic start and end dates, and under the direct supervision of a University Faculty member.

Direct Hours: Practica and Internship face-to-face client hours contributing directly to professional counseling skill development. For Practica, direct hours are 40 of 100 hours per Practicum. For Internship, direct hours are 120 of 300 hours, or 240 of 600 hours.

FERPA: Family Educational Rights and Privacy Act. FERPA is a federal law that protects the privacy of student education records. The law applies to all schools which receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's education records until the student reaches the age of 18 or attends a school beyond the high school level. FERPA restricts faculty and staff from sharing any information regarding a student without the student's written consent. If the student is above 18, but has a legal guardian, consent must be provided by the legal guardian.

Indirect Hours: Practica and Internship hours which are not direct hours. Examples include, but are not limited to, site and university supervision, training, **shadowing**, recommended on-site reading or documentation, and community in-services and workshops related to the placement. For Practica, indirect hours are 60 of 100 hours per Practicum. For Internship, indirect hours are 180 of 300 hours, or 360 of 600 hours.

Internship: 600 hours of clinical practice experience, or its equivalent, as specified by the University Faculty Supervisor.

Practicum: 100 hours of clinical practice experience per Practicum.

Shadowing: A passive field experience training method that allows a student to observe, but not participate in, a clinical activity. Site hours spent in this type of training can be applied toward placement **indirect hours**, not **direct hours**.

Student Liability Insurance: Mandatory annual liability coverage purchased from ACA, ARCA, AMHCA, ASCA, CRCC or HPSO for clinical field experiences. Counseling Program students cannot meet with clients/students without providing a copy of the policy which includes the student name, policy number and expiration date. It is the Counseling Program student's responsibility to ensure continuous coverage for the duration of each Practicum or Internship.

Triadic Supervision: Site or university supervision which includes two (2) students and one (1) supervisor.

University Faculty Advisor: Faculty assigned to the student for the duration of the pursuit of the Master's degree.

University Faculty Supervisor: Faculty overseeing a student's Practicum or Internship for a designated semester.

Supervised Clinical Practice Coursework

Clinical practice coursework is field-based counseling with community clients. Supervised clinical practice, which includes Practica and Internship, ranks among the most important professional preparation activities in which students participate. The primary objective of clinical practice coursework is to allow students an opportunity to develop counseling skills through supervised clinical practice. Endorsing the scholar-practitioner model of graduate training in counseling, the clinical coursework in the Counseling Program is a blend of academic and supervised clinical practice experiences.

Counseling Program students complete a foundation of counseling skills training courses before participating in Practica or Internship. The mandatory foundation courses before the first Practicum are:

1. Counseling Theory
2. Counseling Skills and Techniques
3. **either** Principles in Rehabilitation **or** Introduction to School Counseling
4. Group Counseling must be taken prior to or concurrent with Practicum

To these core courses are added more advanced counseling skill courses such as Group Counseling, Assessment in Counseling, Diagnosis and Treatment of Mental Health Disorders and Counseling with Couples and Families.

The guidelines and requirements for clinical coursework at the University of Arizona Counseling Program are based on the accreditation standards established by the Council on Rehabilitation Education (CORE) and Council for Accreditation of Counseling and Related Education programs (CACREP). All supervised clinical experiences in the Counseling Program must be completed under the supervision of an experienced Site Supervisor, who holds a Master's degree in Counseling, or a related field; have a minimum of two years of pertinent professional experience; and is trained in counseling supervision. Students are also supervised at the University in one of two methods: by a University Faculty Supervisor assigned to the Practicum or Internship, or supervised by a doctoral student working under the direct supervision of a University Faculty member.

The Counseling Program emphasizes ethical decision-making skills. During Practica and Internship experiences, students adhere to relevant legal and ethical standards, including the most recent American Counseling Association (ACA) Code of Ethics, Commission on Rehabilitation Counselor Certification (CRCC) Code of Professional Ethics, American Mental Health Counselors Association (AMHCA) Code of Ethics, and American School Counseling Association (ASCA) Code of Ethics. In addition, the federally-mandated HIPPA law and its guidelines must be adhered to in an ethical manner. **Any ethical code violation must be communicated to the Faculty Supervisor without delay.**

Part II: Policies and Procedures

Practicum and Internship Requirements

When a Counseling Program student is employed at an agency which offers supervised counseling duties appropriate to a Practicum, the student must alert the Field Experience Coordinator of her or his interest in completing a Practicum at that agency. If the agency meets the general criteria for the Practicum, the student must

1. Complete the placement in a different department or with a different population **AND**
2. Complete the placement under a Site Supervisor different from the "employment" supervisor. A plan should be created to ensure the "student" is not pulled into the "employee" role when participating in "student" Practicum activities.

1. The Counseling Program student will purchase and provide the placement site with a copy of Student Liability Insurance policy before meeting with clients covering the full semester.

2. The Counseling Program student will obtain and provide a copy of a Level One Fingerprint Clearance card covering the full semester. It is understood some governmental agencies (VA, American Indian Nations) will complete their own background check just prior to the placement regardless of the student's possession of a Level One Fingerprint Clearance.
3. The Site Supervisor and Counseling Program student will complete, sign, date and submit a *fully-completed Site Agreement* or **School Site Counseling Contract** to the Field Experience Coordinator. **Activity Log hours cannot pre-date the signature date on the Site Agreement or School Site Counseling Contract or first day of semester** (see #6).
4. The Counseling Program student will follow site holidays, rules, and regulations; ACA, CRCC, AMHCA, and/or ASCA ethical standards and codes; federal HIPPA regulations regarding health information privacy; and FERPA regulations regarding other Counseling Program students placed at the same site.
5. Consistent with the ACA Code of Ethics F.6.d. "Endorsements", Site and Faculty Supervisors endorse supervisees (Counseling Program students) for certification, licensure, employment, or completion of an academic or training program only when they believe that supervisees are qualified for the endorsement. Regardless of qualifications, Site and Faculty Supervisors do not endorse supervisees whom they believe to be impaired in any way that would interfere with the performance of the duties associated with the endorsement.
6. Of the practicum's 100 clock hours, a minimum of 40 direct client/student hours must be in professional counseling activities directly contributing to professional counseling skill development. Of the internship's 600 hours, 240 hours must be in direct client/student contact. To accrue the 40 direct client hours, the Counseling Program student may act as the primary facilitator or co-facilitator in group or family therapies. **Note: co-facilitation does not apply to individual (1:1) therapy.** Shadowing is a training method and cannot meet the 40-hour requirement. Examples of direct client/student counseling activities include individual, group, family & couples counseling; and intake assessments. To ensure the development of individual and family or couples counseling and assessment skills, a maximum of 16 hours of group counseling are applied to the 40 direct client/student hour minimum per Practicum 9(not applicable to internship). The student may participate in more than 16 hours, but cannot apply more than 16 to the direct hour requirement. Before a Counseling Program student can count group hours, that student must be observed by qualified site staff for at least two (2) group sessions. The observer must submit the **Group Therapy Endorsement** form to the University Faculty Supervisor prior to the student conducting a group independently. Counseling Program students must be observed by qualified site staff for two (2) group sessions prior to independent group facilitation. Doing so will ensure Counseling Program students possess the necessary group facilitation skills for any of the various group therapies.
7. The Counseling Program student will maintain an accurate **Activity Log** of site activities, including direct client contact hours and type, and supervision hours. The Counseling Program student will not work at the site outside the formal semester start and end dates. Should the student decide to do so, the student acts independently of the University of Arizona as a community "volunteer" or as a paid employee. The Student Liability Insurance is void under "volunteer" activities.
8. The Counseling Program student will maintain an average caseload of four (4) ongoing clients, for an average of four (4) counseling sessions per week, as assigned by the agency Site Supervisor, unless the agency has an alternative structure regarding cases and caseloads. Sessions will be approximately one-hour in length, unless shorter sessions are appropriate for a particular client or service or intervention methodology.
9. The Counseling Program student, during practicum only, will audio record at least six (6) counseling sessions and per the Practicum University Faculty Supervisor's direction. Counseling students and Faculty guard all

information according to federal HIPPA and FERPA confidentiality regulations during the span of each Practicum. **Recordings are deleted or destroyed per the directions of the University Faculty Supervisor.**

10. The Counseling Program student will play, critique, and seek feedback on clinical counseling skills on the recordings during site and university supervision sessions, although site supervisors may choose to sit in on sessions.
11. The Counseling Program student will participate in an average of 1.0 hour per week of individual or triadic supervision (2 students) with the Site Supervisor. The student receives individual and group supervision from the Faculty Supervisor.
12. The Counseling Program student will respond appropriately to summative and formative feedback resulting from observation of applied clinical skills, including the mid-term and final evaluation. The student will discuss feedback with the University Faculty Supervisor, especially if the student has difficulty hearing constructive feedback.
13. The University Faculty Supervisor will contact the Site Supervisor to establish meeting times to discuss the Counseling Program student's placement progress, maintaining federal HIPPA and FERPA standards unless the Counseling Program student has provided written permission to release private information. The Site Supervisor will contact the University Faculty Supervisor immediately when the student demonstrates any behaviour or decision causing the Site Supervisor concern.

Part III: Roles and Responsibilities

Counseling Student Responsibilities

1. Maintain Student Liability Insurance and Level One Fingerprint Clearance Card throughout the clinical experience per the Clinical Practice Manual for Students & Faculty.
2. The Counseling Program student must have access to the Site Supervisor in person or via cell phone. **A Site Supervisor, or the back-up supervisor, must be present or available via telephone at all times.**
3. The Counseling student is never alone on-site, with or without a client/student, for any reason. If all staff leave the placement building, the student must leave or temporarily relocate to another agency building where staff is present. The student should discuss the temporary relocation option with the Site Supervisor, in advance, to avoid client/student service provision issues.
4. Within the community, the Practicum/Internship is a job, not only a class. Counseling Program students not only represent themselves, they represent the University at large and the Counseling Program in particular. It is the Counseling Program student's responsibility to dress and to behave per the agency's appearance and professional conduct policies, and as common sense dictates. When in doubt, the Counseling Program student will ask the Site Supervisor.
5. The Counseling Program student will make prior arrangements for time away, careful to follow the notice standard - one week advance notice. The student will inform both the Site Supervisor and the University Faculty Supervisor of all planned absences. When an emergency precludes advance notice, the student will notify the Site Supervisor immediately.
 - a. Absences due to illness should be addressed with the Site Supervisor. If necessary, the Counseling Program students will collaborate regarding an alternate time to complete the missed hours.

- b. University holidays during the semester: Internship students differ from Practica students in that they must adhere to the **agency** holiday schedule – if the agency is open for business, the Internship student must attend unless previously arranged with the Site Supervisor. If the Site Supervisor agrees, the Practicum student may choose to work during a University-recognized holiday during the semester. If the Practicum student is absent during a holiday, the student is responsible for all work due during the holiday and must plan accordingly. Practicum and Internship students must discuss and schedule absences with the Site Supervisor one week prior to an event or holiday.
6. The Counseling Program student will conform to site rules and regulations, and to relevant ethical standards of the following: ACA, ASCA, CRCC and/or AMHCA. In addition, the student will adhere to federal HIPPA and FERPA confidentiality guidelines.
7. The Counseling Program student will notify the University Faculty Supervisor immediately if, for any reason during the Practicum/Internship the Counseling student is unable to perform the essential functions of the site's counseling role or to meet the Counseling Program Practicum/Internship requirements.
8. The Counseling Program student will follow site rules and regulations; ACA, CRCC, AMHCA, and/or ASCA ethical standards and codes; and federal HIPPA and FERPA regulations regarding health information privacy. In the event a Counseling Program student wishes to terminate a placement prior to the end date of the Site Agreement or School Site Counseling Contract, the student will do the following before discussing termination with the Site Supervisor or terminating the placement:
 - a. Schedule a meeting with the University Faculty Supervisor to discuss all concerns and develop a plan of action.
 - b. If termination of placement is pursued, the Counseling Program student will alert the Site Supervisor of the intention to terminate the placement via a formal resignation letter offering the standard two (2) week notice. The Site Supervisor may waive the two weeks at her/his discretion. The two (2) week notice is an ethical and professional obligation and courtesy necessary for the coordination of client re-assignment and seamless continuity of care.
9. The Counseling Program student will maintain an accurate **Activity Log** of site activities, including direct client contact hours and type, and supervision hours.
10. The Counseling Program student will submit **Student Evaluation of Site & Site Supervisor** at the end of the semester; and will provide the Site Supervisor with all necessary forms and ensure forms are returned fully completed.
11. The Counseling Program student will attend all weekly scheduled individual clinical supervision with the Site Supervisor in order to receive and solicit feedback on counseling skill performance. Whenever possible, the student will reschedule in advance.
11. The Counseling Program student will provide at least six (6) audio recordings of counseling sessions to the Faculty Supervisor for review, or for Faculty Supervision group case presentation/discussion. Prior signed consent is required. **Recordings are deleted or destroyed per the directions of the University Faculty Supervisor.**
12. The Counseling Program student will provide and verify the Site Supervisor emailed/mailed the **Site Supervisor Evaluation of Student** at mid-term and end of semester to the University Faculty Supervisor.
13. The Counseling Program student will be prepared to discuss the Site Supervisor's **Evaluation of Student Performance Evaluation** at mid-term and at the end of semester, and as indicated by progress.

14. The Counseling Program student will respond non-defensively and constructively to summative and formative feedback regardless of its source (Site Supervisor, University Faculty Supervisor, all site employees, other Counseling Program students). The Counseling Program student understands the need for transparency between the Site Supervisor and the University Faculty Supervisor to ensure issues are addressed in a timely and proactive manner. The University Faculty Supervisor maintains HIPPA and FERPA standards unless the Counseling Program student provides written consent to release any specific private information.

Site Supervisor Responsibilities

When Site Supervisors are in doubt about a process or guideline, they should seek the Field Experience assigned University Faculty Supervisor. Students cannot address protocol.

Site Supervisors will have the following qualifications: A minimum of a Master's degree in counseling or related profession with equivalent qualifications, including appropriate state licenses and/or certifications; and a minimum of two years of professional experience in the program area in which the Counseling Program student is enrolled.

Responsibilities:

1. **Top Priority:** The Site Supervisor and University Faculty Supervisor schedule at least two (2) visits per semester. Throughout the semester, the Site Supervisor maintains contact with the University Faculty Supervisor at the start and mid-term or as indicated by the Counseling Program student's progress to discuss the Counseling Program student's progress. **The Site Supervisor-Faculty Supervisor relationship has priority over the Site Supervisor-Counseling Program student relationship.** Complete transparency on the part of the Site Supervisor, therefore, cannot be overstressed. Any issues which arise must be reported immediately, regardless of the Site Supervisor's remediation. Placement experiences influence Internship experiences which, in turn, influence post-graduate employment experience. The Site Supervisor and University Faculty Supervisor alliance is essential for the Counseling Program student's educational and professional growth.
2. The Site Supervisor orients the Counseling Program student to the agency, staff, agency goals and agency mission, and chain of command when needing supervisory support; and designates an office with necessary equipment for the Counseling Program student to adequately conduct individual and group counseling sessions. The student will use that office to document client sessions.
3. The Site Supervisor assists the Counseling Program student with establishing semester goals.
4. The Site Supervisor and the Counseling Program student will develop an on-site schedule.
5. *For Practicum*, the Counseling Program student must complete a minimum of 100 clock hours. Of the 100 clock hours, a minimum of 40 direct client/student hours must be in professional counseling activities directly contributing to professional counseling skill development. To accrue the 40 direct client/student hours, the student may act as the primary facilitator or co-facilitator in group or family therapies. **Note: co-facilitation does not apply to individual (1:1) therapy.** Shadowing is a training method and cannot meet the 40-hour requirement. Examples of direct client/student counseling activities include individual, group, family and couples counseling and intake assessment. To ensure the development of individual and family or couples counseling and assessment skills, a maximum of 16 hours of group counseling can be applied to the 40 direct client/student hour minimum per Practicum.
6. *For Internship*, the Counseling Program student must complete 600 clock hours, a minimum of 240 direct client/student hours must be in professional counseling activities directly contributing to enhancement of professional counseling skills. To accrue the 240 direct client/student hours, the student may act as the primary

facilitator or co-facilitator in group or family therapies. **Note: co-facilitation does not apply to individual (1:1) therapy.** Shadowing, if necessary, cannot meet the 240-hour requirement. Examples of direct client/student counseling activities include, but are not limited to individual, group, and family & couples therapies; assessment; case management; advocacy; and community education.

7. The Site Supervisor meets with the Counseling Program student individually or in a triad (2 students) for a minimum of one hour per week for supervision, where the student's progress is discussed and the learning experience is facilitated. Observations of the Counseling student's work are discussed, with strengths and areas for improvement reviewed. The Site Supervisor allows audio recording when requested by Counseling Program students and authorized by the persons taped if of legal age, parents of minors, and legal guardians of minors and adults.
8. The Site Supervisor reviews and initials designated areas of the Counseling student's **Activity Log**.
9. If for any reason during the placement, the Site Supervisor has reason to believe the Counseling Program student is unable to perform essential placement functions, based on regularly scheduled direct and indirect observations and assessments, the Site Supervisor will notify the University Faculty Supervisor immediately. If issues persist, the Site Supervisor, in consultation with the University Faculty Supervisor and the Counseling Program student, will develop and implement a **Remediation Plan**.
10. The Site Supervisor maintains confidentiality regarding information obtained during supervision with the Counseling Program student.
11. The Site Supervisor completes Counseling Program student mid-term and final evaluations forms, discusses the evaluations with the student. Completed **Site Supervisor Evaluation of Student** forms are mailed or emailed or given to the student for University Faculty Supervisor review.
12. The Site Supervisor supports the professional development of the Counseling student by providing information about available learning opportunities such as conferences, workshops and trainings.

University Faculty Supervisor Responsibilities

1. The University Faculty Supervisor will contact the Site Supervisor a minimum of two times per semester, the first being within two weeks of the start of the semester.
2. Be available to discuss field experience concerns from the Counseling Program student and Site Supervisors throughout the semester via conferences, phone calls, and emails.
3. Facilitate and support the Counseling Program student professional development by introducing resources, workshops, curricula, and counseling publications including specific articles related to issues encountered in the field experiences.
4. Schedule and facilitate group supervision meetings around the academic class schedule. In the group supervision, Counseling Program students discuss their clinical experiences in order to learn from one another and to obtain ideas for treatment planning, case conceptualization, and receive and solicit feedback from one another.
5. Engage in ongoing assessment of the Counseling Program student's performance and communicate with the Site Supervisor regarding issues. The Faculty Supervisor, in consultation with the Counseling Program student and Site Supervisor, will develop a **Remediation Plan** if a persistent or serious issue requires formal intervention.
6. Schedule, if needed, an on-site orientation with new Site Supervisors to ensure understanding of the field experience requirements.

7. Visit sites, if needed and (when authorized by the Site Supervisor and the persons recorded if of legal age, parents of minors, and legal guardians of minors and adults), to observe the Counseling Program student providing services. The visit can also serve as an opportunity to consult with the Site Supervisor regarding the Counseling Program student's progress.
8. Obtain evidence of the Counseling Program student's performance through direct observation (if authorized per #7 above), audio/ video recording and Site Supervisor feedback.
9. Review the mid-term and final **Evaluation of Student Performance, Student Evaluation of Site, and Student Evaluation of Site Supervisor.**
10. **Top Priority:** The Site Supervisor and University Faculty Supervisor alliance is essential for the Counseling Program student's educational and professional growth. *That relationship has priority over the relationship between the Site Supervisor and the Counseling Program student.* The Site Supervisor and University Faculty Supervisor schedule at least two (2) visits per semester. Throughout the semester, the two supervisors maintain contact at the start and mid-term or as indicated by the Counseling Program student's performance to discuss the Counseling Program student's progress. The contacts ensure issues are addressed in a transparent, timely, and proactive manner. Complete transparency on the part of the Site Supervisor cannot be overstressed, regardless of the issue or its resolution. Placement experiences influence Internship experiences which, in turn, influence post-graduate employment experiences. The University Faculty Supervisor will maintain HIPPA and FERPA standards unless the Counseling Program student provides written consent to release any private information.

Part IV: University Policies

Discrimination and Sexual Harassment

A student who believes he or she has experienced discrimination or sexual harassment should call the Affirmative Action Office at 621-9449. The student will be referred to an individual with expertise in these areas for confidential advice on handling the situation or filing a written complaint.

Students with disabilities who would like information on University policies with regard to the Americans with Disabilities Act (ADA) should contact the Disability Resource Center (DRC) via telephone 520-621-3268, or email – drc-info@email.arizona.edu. Visit the DRC web-site - <http://drc.arizona.edu/> for more details.

Students are encouraged to access the [Affirmative Action homepage](#) for information on discrimination, including sexual harassment, and the ADA.