



living systems

Counselling, Education, Training and Research

**POST GRADUATE TRAINING PROGRAM
in Marriage and Family Therapy and Pastoral Counselling**

Program Policies

Admission Policy

Two-Year Program: Applicants either have or are pursuing a Masters degree in the social sciences or related fields, or they demonstrate a combination of life and work experience that, in the judgment of the Director of Training, will enable them to function successfully in the program. Such applicants must demonstrate an ability to reflect objectively on their own functioning in family and professional relationships and skill in helping others through formal or informal counselling. The Director of Training will make these judgments during the admissions interview and from letters of evaluation by others who know the candidates personal and professional functioning. At least as important as educational preparation is the individual's openness to learning a new way of thinking about human functioning and the ability to manage him or herself with reasonable maturity in their relationships with others.

Adequate English proficiency is requirement for student success in the program, as such, we require proof of English proficiency with either the International English Language Testing System (IELTS- academic version) at overall band score of 6.0 (with no band less than 6.0), the Test of English as a Foreign Language (TOEFL) with 79 (Internet-Based), or 213 (computer-based), or 550 (paper based) and or English 12 (minimum 67%) in a Canadian school or English speaking US or International highschool).

Residency. Trainees must satisfactorily complete the first two years of the training program and receive approval of the Director to continue training as a Clinical Resident

Although Living Systems is a pastoral counselling centre, it does not require applicants to have a particular faith orientation or theological background. However, as part of their training, interns are asked to examine their own beliefs, the way they inform -or do not inform - their life and work.

Tuition Policy

We accept cheques or e-transfers for payment of tuition. We do not accept cash.

Attendance Policy

Trainees are expected to attend classes and meet the required hours for each year. Attendance sheets will be used to track the required hours. Each trainee can be absent from class twice during the first year and once in the second year and residency years. Each absence after two

in the first year and one in the second year and residency years has to be made up. In the event that a student cannot attend class due to sickness, an emergency or for some other reason, the student will contact the Training Director at 604 985-2996 or at randy.frost@shaw.ca as soon as possible before class begins. The student may be required to make up the class as noted above.

Dismissal Policy for Reasons of Ethical Violation(s)

Suspension Pending Investigation of Alleged Ethical Violation(s)

In the event that there are any allegations that the AAPC Code of Ethics has been violated by a trainee, the Director of Training, at his or her discretion, may suspend any clinical activity by the trainee that involves clients of Living Systems, pending a determination of the alleged violation(s).

Investigation of Alleged Ethical Violation(s)

The training director may, at his or her discretion, appoint a person to conduct an investigation into the alleged violation(s) and to provide a summary of his or her findings and recommendations to the Director of Training.

Determination of Alleged Ethical Violation(s)

Written submission by all relevant parties, including the trainee under investigation shall be given to the training director or to his or her appointee. The Director of Training or his or her appointee, will review all the relevant material including any material prepared by an investigator, and will then provide a written decision on whether or not the trainee should be dismissed from the training program. The trainee will be notified in writing of the decision.

In the event that a student is dismissed for ethical violation(s), the effective date for the purpose of calculating refunds of tuition shall be the date on which the trainee was suspended.

Dispute Resolution Policy

1. This policy governs complaints from students respecting Living Systems and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Director of Training who is responsible for making determination in respect of student complaints. If the Director of Training is absent or is named in the complaint, the student must provide the complaint to the Clinical Director. If the matter is still not resolved, then the student may appeal to the President of the Board of Directors of Living Systems. The President may, at his or her discretion, appoint a committee to decide the matter.
4. The process by which the student complaint will be handled is as follows: The Director will collect the facts of the situation by contacting the appropriate people involved.

Written reasons for the determination will be provided to the student within 45 days after the date of which the complaint was made.

5. The student making the complaint may be represented by an agent or a lawyer.
6. The outcome must be fair and reasonable and if the student is dissatisfied with the determination, and has been misled by the institution, he or she may file a complaint with the Private Training Institutions Branch.

Withdrawal Policy

Students may withdraw from the Clinical Internship or Residency Program and receive refunds in accordance with the student contract signed by the student and the Director of Training. If students are seeing clients of the Society, trainees should allow enough time for an orderly transfer of clients to another intern or counsellor. Interns must also complete all the requirements described in the “Existing Checklist” before they can officially withdraw.

Grade Evaluation Policy

Living Systems evaluates trainees performance in the internship as pass, fail, or incomplete. The grade is recorded on their transcript within thirty days of the completion of the program. To pass the internship, trainees must demonstrate an ongoing effort to understand and integrate family systems theory in each facet of the program: assigned reading, class discussion, individual and group supervision, written assignments, and in their own family and clinical work (if they are seeing clients).

An incomplete will be assigned to trainees who have satisfactorily fulfilled all the requirements to pass except for the completion of written assignment(s) and/or making up missed sessions as required by the attendance policy. An incomplete is changed to pass upon satisfactory completion of the incomplete requirements.

Trainees will fail the internship if they have not demonstrated an adequate, ongoing effort to understand and integrate Bowen family systems theory in each facet of the program. The director of training will determine the grade in consultation with teaching faculty and the trainee's supervisor. Pertinent input from the clinical director and the program manager will also be taken into account.

Grade Appeal Policy

If a trainee disagrees with his or her mark, he/she will first try to resolve the matter directly with the director of training. If the trainee is still dissatisfied, the trainee may present a formal written appeal by email, fax or in person. The appeal should include:

- a) a copy of the final transcript
- b) the reason(s) the trainee is seeking an appeal of the final grade
- c) the resolution sought
- d) any information and supporting documentation that is relevant to the appeal
- e) contact information for the student

The training director will determine if the application is complete. If the application is incomplete, the appeal may be rejected. Extension to times lines are at the sole discretion of

the director of training and upon written request of the student. A fee of \$25 must accompany the formal appeal. The fee is returned to the student should the appeal be successful.

Instructors involved in the program (which typically includes the director of training) as well as the clinical director will review the appeal. The review committee may seek additional clarification of the written appeal as part of the review process. After reviewing the appeal, the review committee will grant the appeal, deny the appeal, or grant or deny the appeal in part and/or subject to conditions. If the student does not accept the conditions, the appeal will be considered to have been denied. The review committee will issue a decision within ten (10) business days of receipt of the last submission and the completion of any further clarifications of the written appeal. The review committee will state the reasons for their decision.

Instructor Professional Development Policy

Instructors are expected to remain current in the field, to attend conferences and workshops as they become available and to review yearly their professional development with the Director of Training.

Privacy & Personal Information Policy

Only the Director of Training and Supervisor and Program Manager has access to student administrative files. Each supervisory group maintains strict confidentiality of student presentations of their own family and clinical work. There are no discussions outside the group of work presented in group supervision.

The student's personal information collected by the institution will only be used for the purpose for which it was originally collected or for a use consistent with that purpose, unless the student expressly consents otherwise.

Under the *Personal Information Protection Act*, you are entitled to access your student file.

Safety Policy

When interns or residents have appointments with clients in the evening or on weekends, the entrance to the building is always locked. Trainees are expected to ensure it is their client at the door before unlocking the door to let them into the building. All interns and residents are expected to carry a cell phone in case of an emergency. Female residents may wish to schedule first appointments with male clients during regular office hours. If residents or interns feel personally uncomfortable or threatened by a client they should contact their supervisor immediately for consultation.

Special Equipment List

Each counselling office has a videotape camera.

Required Resources and Materials List for each Program

There is a library of pertinent books, articles, videotapes and DVD resources.