



Lifeline Telephone Counsellor training

Choose Your Stream

If selected as a trainee volunteer telephone counsellor you can choose which training stream you participate in.

You may choose either:

Community Stream

- ✓ 12 weeks of training in **two** units
 - Self awareness
 - Counselling skills
- ✓ Revision exercises
- ✓ Journal work
- ✓ Reading
- ✓ Preparatory work
- ✓ **Internal** assessment i.e. Competency assessed by role play or simulation

NZQA Stream

- ✓ 12 weeks of training - training agreement for **three** unit standards
 - Self awareness
 - Counselling skills
 - Self care
- ✓ Revision exercises
- ✓ Journal work
- ✓ Reading
- ✓ Preparatory work
- ✓ **Workplace** assessment i.e. Competency assessed by working on the phones with genuine clients