



***Lifeline 24/7 - Volunteer Telephone Counsellor Training***

Applicants can select either the NZQA or the Community Stream.

The Lifeline training model does not suit all trainees. Those who experience difficulties in making progress may be re-interviewed midway through intake to address any issues. Trainees may request a meeting with the Director of Counselling Services at any time.

NZQA trainees have to achieve competency in three unit standards which gives them a total of 24 credits on the NZQA framework. The course outline is based on the requirements of these unit standards.

Community stream trainees undertake the same course (except Module 4), but are not required to do assignments and are assessed differently.

***Community Stream and NZQA***

**Module 1**

Saturday & Sunday	9am to 4.30 pm	<b>Focus on Self Awareness</b> Developing a Feeling Vocabulary Introduction to Lifeline model (Client centred, non-directive therapy)
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(Additional Personal Development training may be offered to some trainees over 3 successive Tuesday evenings)

**Module 2**

3 x Fridays	6.30pm to 9.30pm	<b>Focus on Skills</b> Active Listening Questions and Summaries Exploration
1 x Saturday	9.00am to 4.30pm	Self Awareness and Practicum

**Module 3**

3 x Friday	6.30pm to 9.30pm	<b>Focus on Skills</b> Challenging Options and Action Closure
1 x Saturday	9.00am to 4.30pm	Assessment

**Seminars**

3 x Saturdays	9.30am to 1.00 p.m	Depression, Grief & Suicide
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**All trainees have preparation work between sessions, plus reading and role playing.**

***For NZQA trainees only***

**Module 4**

1 x Saturday	9.30am to 3.00 p.m	Self Care
4 x Assignments to complete requirements of unit standard on Self Awareness and Telephone Counselling.		

1 x Health Project to complete requirements of unit standard on Self Care.