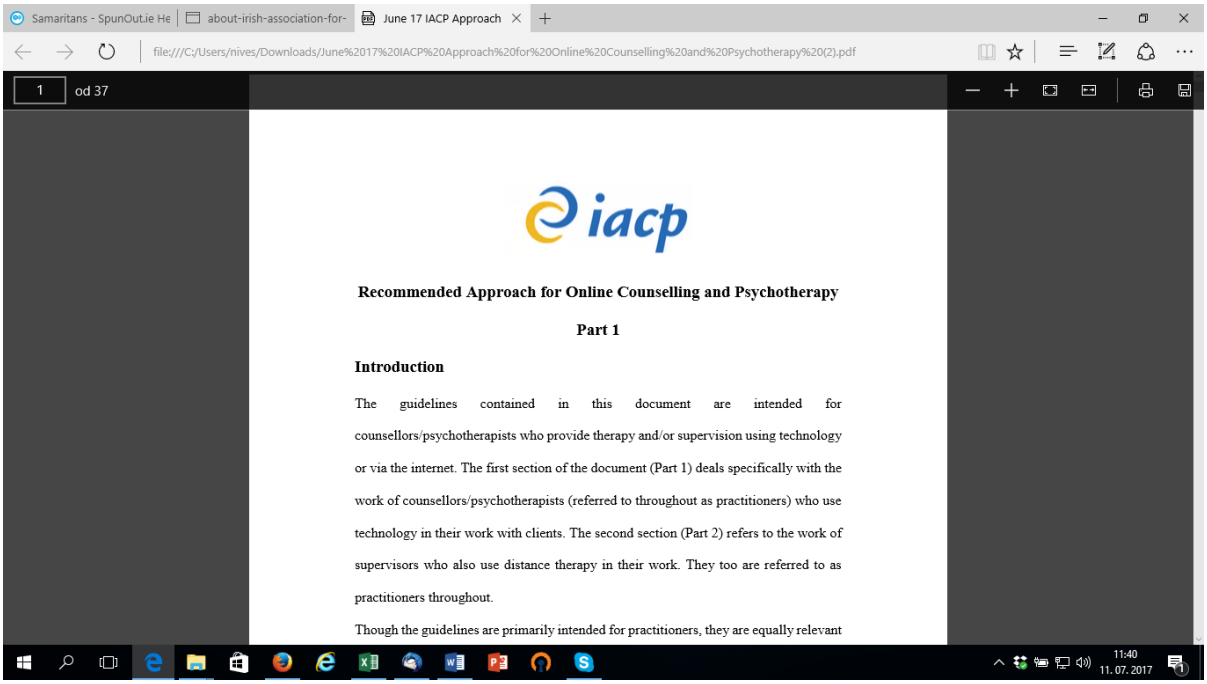
# Guidelines: Recommended approach for online counselling and psychotherapy

Irish Association for Counselling and Psychotherapy (IACP) has compiled guidelines intended for counsellors/psychotherapists who provide therapy and/or supervision using technology or via the internet. The first section of the document (Part 1) deals specifically with the work of counsellors/psychotherapists (referred to throughout as practitioners) who use technology in their work with clients. The second section (Part 2) refers to the work of supervisors who also use distance therapy in their work. Though the guidelines are primarily intended for practitioners, they are equally relevant to anyone, including service managers, interested in the provision of online therapy.

| Target Groups | Topics | Type of Best Practice | Country |
|---|---|---|---|
| • Therapists<br>• Counsellors | • General | • Online training material | • Ireland |

## Description

The purpose of the  e-manual is to offer guidelines for several specific areas and contexts. These include *telephone counselling,* where the context is verbal exchange between client and practitioner conducted in real time, *generic voice applications* and *generic video applications,* where communication is either verbal or/and visual. Here are also forums and e-mailing which include private communication with time delay and *FaceTime* as a video chat application developed by Apple conducted in real time over Wi-Fi from iPhone or iPad. These guidelines are of relevance to all practitioners engaging in distance therapy, and should be read and considered alongside the IACP Code of Ethics and Practice for Counsellors/ Psychotherapists/Supervisors. The following areas are the principal focus of the guidelines: *practitioner competence and training, contracts and client suitability, specific issues relating to working online, professional and legal considerations and issues of jurisdiction and protocols for security and appropriate platforms to assure safety and misuse.*




## Original language

English

## Country

Ireland

## Link

http://www.irish-counselling.ie/onlinecounselling

(access date: 21/7/ 2017)

CC - Attribution-NonCommercial-ShareAlike
http://creativecommons.org/licenses/by-nc-sa/3.0/

Integra. *Guidelines: Recommended approach for online counselling and psychotherapy.* Retrieved on Sunday November 22, 2026 from https://ecounselling4youth.gunet.gr/online-material/courses/TGP113/

Co-funded by the Erasmus+ Programme of the European Union

The European Commission support for the production of this publication does not constitute an endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein

https://www.ecounselling4youth.eu/project/