

**ONLINE SUPERVISION AGREEMENT****Agreement**

This note is written confirmation of the agreement entered into by the supervisee and the supervisor representing Shine Counselling, pertaining to online supervision sessions. Online and telephone supervision is undertaken in accordance with the law in England and Wales and under the ethical guidelines of the British Association for Counselling and Psychotherapy (BACP).

**Purpose**

Supervision is a joint endeavour in which a practitioner, with the help of a supervisor, attends to their clients, themselves as part of their client-practitioner relationships and the wider systemic and ecological contexts, and by so doing improves the quality of their work, transforms their client relationships, continuously develops themselves their practice and the wider profession. (Hawkins and McMahon, *Supervising in the helping professions*, 2020)

**Supervisor's Responsibilities**

The supervisor commits to:

- Arranging adequate supervision time for client work.
- Ensuring a safe online environment for discussion of practice, personal and organisational issues.
- Helping counsellors explore and clarify thinking, feelings, values, beliefs, and assumptions that underlie their practice.
- Giving clear feedback when requested.
- Sharing experience, information, and skills appropriately.
- Supporting and celebrating good practice.
- Challenging unethical, unwise, or unprofessional practice.
- Encouraging continuing professional development.
- Monitoring own practice through regular consultation with an external supervisor
- Maintaining confidentiality.

**Supervisee's Responsibilities**

The supervisee commits to:

- Preparing for supervision.
- Identifying practice issues of concern and exploring these.
- Challenging own thoughts, feelings and beliefs and achieving greater awareness of how these may affect their work.
- Exploring the need for continuing professional development and being aware of training opportunities.
- Owning supervision and making best use of supervision time.
- Celebrating and sharing good practice.
- Giving feedback where appropriate on the supervision process.

**Supervision Period and Fees**

There will be an initial session of 60 minutes which is provided free of charge. This initial session is for the supervisor and supervisee to get to know each other and establish mutually agreed ways of working. Each further session will last 90 minutes and cost £90 inc VAT unless otherwise agreed. Supervision can be terminated by either party at any time.

[www.shine-counselling.co.uk](http://www.shine-counselling.co.uk)

CONFIDENTIAL WHEN COMPLETED

Updated: 19 August 2025

**ONLINE SUPERVISION AGREEMENT****Data Protection**

The supervisee gives permission for necessary records and personal information to be kept in accordance with the Data Protection Act 1988 and the General Data Protection Regulation (GDPR) 2018. The supervisee understands that these records may be provided to the authorities if required, e.g., by subpoena.

**Confidentiality**

All information disclosed by supervisees is treated confidentially by Shine Counselling. Confidentiality may be broken if your supervisor believes there is a significant safeguarding risk, you are practising unprofessionally or unethically, or you disclose information regarding a serious crime or act of terrorism. This may involve contacting the relevant authorities or professional body. Your supervisor is bound by the BACP Ethical Framework and has regular supervision themselves with an accredited supervisor. Your supervisor may discuss your work in confidence with their supervisor. Wherever possible, your supervisor would discuss any breach of confidentiality with you in the first instance.

**Privacy**

Please ensure you have a quiet, appropriate, and undisturbed space for online supervision sessions. Your supervisor will do the same. Please do not record or take screenshots or otherwise share the content of our online sessions with any third party.

**Interruptions**

If your supervisor is unable to establish an online session, or if an online session is disconnected or otherwise interrupted, please hang up and your supervisor will attempt to re-establish a connection. If this is not possible, your supervisor will contact you by phone to either rearrange or, if appropriate, continue the session by phone.

**Cancellations**

Please advise cancellations at the earliest opportunity, and at least 24 hours in advance, by calling/texting 07899 985190 or emailing [cancel@shine-counselling.co.uk](mailto:cancel@shine-counselling.co.uk). **Should you cancel within less than the 24 hours' notice agreed or fail to attend an appointment the full session fee will be charged.** Missing two appointments without notice will lead to supervision being withdrawn.

**Contact Between Sessions**

Contact between sessions should normally only be to cancel or reschedule sessions. If you have an urgent matter to discuss with your supervisor, you may text, and your supervisor will ring you for a maximum of 10 minutes at the next available opportunity.

**Complaints**

Please discuss any complaints with your supervisor in the first instance. In the event of your complaint not being resolved, you may contact the BACP either in writing at BACP House, Unit 15, St. John's Business Park, Lutterworth, LE17 4HB, email at [professional\\_conduct@bacp.co.uk](mailto:professional_conduct@bacp.co.uk) or by phone on 01455 883300.

**ONLINE SUPERVISION AGREEMENT****Disclaimer**

Every reasonable precaution is taken to ensure a supervisee's privacy online, as per GDPR and current legislation, using password protection for meetings and secure software platforms. However, supervisees should be aware that due to use of third-party software, it is never possible to be 100% secure. Supervisees will always be informed at the earliest opportunity of any data breaches, security concerns regarding third-party software used, or changes to relevant legislation.

**Electronic Signatures**

Name \_\_\_\_\_ Signed \_\_\_\_\_ (supervisee) Date \_\_\_\_\_

Name \_\_\_\_\_ Signed \_\_\_\_\_ (supervisor) Date \_\_\_\_\_