

**The University of Toledo**  
**Department of Counselor Education and School Psychology**

**Internship Manual**

**Policies and Procedures**  
**for Master's Students Enrolled in**  
**COUN 6/8940 Counseling Internship**

*Effective August, 2000*  
*Revised April, 2003*

1. Introduction

- 1.1 The internship is intended to provide counseling interns with practical experience in settings where counseling services are offered. This experience is intended to have interns relate academic and theoretical learning to settings outside the classroom. The internship experience also provides interns with evaluative feedback on their knowledge, attitudes, and skills with specific client populations in relevant settings. Since interns already have received advanced training in counseling, the staff and the clientele at the placement site should benefit from the services that are provided by interns during the placement. Both COUN 5190 Counseling Practicum and COUN 6/8940 Counseling Internship must be taken through the Department of Counselor Education and School Psychology (i.e., transfer credit cannot be substituted for these two courses).
- 1.2 Interns are expected to assume a broad spectrum of counseling roles and functions. The intern is expected to experience as many responsibilities as feasible at the internship site which are similar to the responsibilities of an employed counselor. The purpose of an internship is to provide realistic, relevant, and meaningful experience.
- 1.3 The internship is designed to satisfy requirements for professional training under both Ohio state law and Council for Accreditation of Counseling and Related Educational Programs (CACREP) accreditation standards.

2. Internship Hours

- 2.1 Students in the Community and School Counseling programs are required to complete eight (8) semester hours of internship.
- 2.2 Credit hours for internship shall be awarded on the basis of clock hours served in counseling or counseling-related activities while at the internship site.
  - 2.2.1 Credit hours for students in the Community and School Counseling programs shall be awarded at the rate of one (1) semester hour for every seventy-five (75) clock hours served at the internship site for a total of 600 clock hours.
  - 2.2.2 Clock hours must be documented by interns and verified by the intern's site supervisor.
  - 2.2.3 Students who withdraw from an internship prior to its completion shall not receive partial credit; they shall receive an incomplete, a PR, or a withdrawal depending on the circumstances.

- 2.3 Students enrolled in the Community Counseling program are expected to complete an internship in not more than four (4) consecutive academic semesters.
  - 2.3.1 It is recommended that students work at least nineteen hours per week. Such a schedule would allow completion of the internship in two consecutive academic semesters.
  - 2.3.2 No student will be allowed to enroll in an internship who cannot work at least nine hours per week. Such a schedule would allow completion of the internship in the maximum four consecutive academic semesters.
  - 2.3.3 Students may choose to work full time in an internship (i.e., forty or more hours per week); however, no student will be allowed to complete an internship in less than one academic semester.
- 2.4 Students enrolled in the School Counseling program are expected to complete an internship in not more than four (4) academic semesters.
  - 2.4.1 No student will be allowed to enroll in an internship who cannot work at least nine hours per week. Such a schedule would allow completion of the internship in the maximum four consecutive academic semesters.
  - 2.4.2 Students may choose to work full time in an internship (i.e., forty or more hours per week); however, no student will be allowed to complete an internship in less than one academic semester.
  - 2.4.3 Students in the School Counseling program must complete a minimum of 600 clock hours in the school setting.
- 2.5 Internship credit shall be awarded for performing those direct and indirect activities, which are integral to the delivery of counseling services. Of the contact hours needed to meet the requirements of the internship, a minimum 40% of contact hours must be earned in face-to-face client contacts (i.e., 240 hours for Community and School Counseling students). Remaining hours may be earned in indirect counseling related activities including supervision. Students may have to accumulate more than the minimum overall number of hours (600) in order to meet the 40% direct contact hours requirement.
  - 2.5.1 The departmental faculty supervisor, in consultation with the internship site supervisor, shall determine which experiences are appropriate and allowable for any internship.
  - 2.5.2 The departmental faculty supervisor shall determine the appropriateness of an agency, program, school, or facility as an internship site.
  - 2.5.3 It is permitted for interns to make arrangements whereby they are able to receive compensation for activities performed on behalf of their internship sites. Compensation may take the form of fees for service, reimbursement of expenses, salary, or other arrangements, which are within ethical guidelines and permitted under state licensure laws.
  - 2.5.4 It is permitted for interns to use their current employment as their internship provided that they are employed in the delivery of counseling and/or counseling related activities.

### 3. Registration

- 3.1 Students shall meet with the department faculty supervisor no later than the semester prior to registration for internship. Exceptions to this policy shall be at the discretion of the faculty member in charge of coordinating internships.
- 3.2 To be eligible for an internship, the student applicant must meet the following requirements. The applicant shall:
  - 3.2.1 Be in good academic standing within the department.
  - 3.2.2 Have completed all academic prerequisites for enrolling in an internship (grade of B or above in CMHS 5190).
  - 3.2.3 Have been judged by the departmental faculty supervisor to have demonstrated a suitable degree of personal, academic, and professional functioning to warrant admission into the internship.
  - 3.2.4 Students must provide documentation that they have purchased and/or are covered by professional liability insurance. Students may verify their coverage by providing the departmental faculty supervisor with photocopies of their professional liability policies or by supplying letters from their internship site stating that they are covered under internship sites' liability policy.
- 3.3 Students wishing to enter an internship must meet any selection criteria established by the internship site. Students should be prepared to submit transcripts, resumes, and any other materials the internship site may require. The site may require drug screening and criminal background checks. Students should also expect to interview with personnel at the internship site prior to being accepted for an internship. The student should be aware that acceptance is at the discretion of the site.
- 3.4 Students are expected to have internship placements before the semester of initial registration. Involvement in the placement is expected by the third week of the semester.
- 3.5 Enrollment in the internship shall be subject to, but not limited to, the following restrictions:
  - 3.5.1 Only degree seeking students officially admitted to the department shall be allowed to enroll in an internship.
  - 3.5.2 Only students who have achieved regular master's student status shall be permitted to enroll in an internship.
  - 3.5.3 No student shall be allowed to enroll in an internship whose emotional stability or personal use of drugs or alcohol are judged to be an impairment to his or her adequate functioning.
  - 3.5.4 No student shall be placed in an internship where adequate, qualified supervision is not available.

### 4. Evaluation of Performance

- 4.1 The internship site representative, and the intern shall devise a mutually acceptable job description or contract which will delineate the duties and responsibilities of the parties involved. The departmental faculty supervisor is available to assist in this process.

- 4.2 Evaluation of interns shall be accomplished through the use of a standardized form (or forms) developed by the department.
  - 4.2.1 Evaluation of the intern's performance will be completed by the internship site supervisor.
  - 4.2.2 Copies of the final performance evaluation will be made for all parties involved.
  - 4.2.3 Final evaluation for the course is on a Satisfactory/Unsatisfactory basis. The grade will be awarded by the departmental faculty supervisor.
  - 4.2.4 The student's internship is subject to termination should the departmental faculty supervisor or the on-site supervisor judge the student's performance in the internship to be unsatisfactory, insubordinate, unethical, inappropriate, or otherwise harmful to clients or to the reputation of the internship site, the department, or the university.

## 5. Supervision

### 5.1 Definition of Supervision

- 5.1.1 Supervision shall mean a process: (1) by which the internship site's standards of performance are maintained through review and correction of service provided; (2) which assists in skill development; and (3) by which the internship site gives support and consultation to its staff.
- 5.1.2 Supervision includes, but is not limited to, the following areas: (1) education and training; (2) provision of feedback relevant to job performance; (3) evaluation; (4) monitoring performance to insure that administrative policies and procedures are met; (5) quality assurance and utilization review.

### 5.2 Methods of Supervision

- 5.2.1 Supervision can be provided through a variety of modalities. Supervision can be provided individually or in groups. It may involve consultations, observation, audio- or videotaping, verbal instruction, role plays, demonstrations, readings, etc.
- 5.2.2 Minimally, the intern should meet with his or her site supervisor for no less than one (1) hour of individual, face-to-face supervision per 20 hours of service (direct and indirect combined). Additional hours of supervision may be on either an individual or group basis.

### 5.3 Definition of Supervisor

- 5.3.1 A supervisor shall be the person who has direct responsibility for monitoring and evaluating the performance of the intern.
- 5.3.2 Persons qualified to supervise students in the Community Counseling program shall have a minimum of a Master's degree and be licensed as either a professional clinical counselor [LPCC] or a professional counselor [LPC]. For students wishing to obtain licensure, a portion of the internship must be completed under an LPCC in a site that diagnoses and treats mental disorders.

5.3.3 Persons qualified to supervise students in the School Counseling program shall have a minimum of a Master's Degree in school counseling, be licensed as a school counselor, and have at least two years of experience as a school counselor.

5.4 Departmental Support of On-site Supervisors

5.4.1 The on-site supervisor and other on-site staff shall share in the responsibility for the cooperative design and implementation of the internship experience.

5.4.2 Departmental faculty supervisors shall consult with on-site supervisors regarding methods of supervision and shall provide in-service training in supervision at the request of the on-site staff.

6. Rights, Duties, and Responsibilities

6.1 Rights, Duties, and Responsibilities of the Department of Counseling and Mental Health Services.

6.1.1 The departmental faculty supervisor will assure that the intern has completed the prerequisite academic work before entering the internship.

6.1.2 The departmental faculty supervisor shall monitor the progress of the intern and assist the internship site as necessary and appropriate.

6.1.3 The departmental faculty supervisor will meet on a regularly scheduled basis with interns to assist in the successful completion of the internship.

6.1.4 The department faculty supervisor will determine whether site supervisors meet the identified qualifications to supervise interns.

6.1.5 The department may request the termination of an internship site agreement if the site supervisor does not abide by the ethical standards and practices which are set forth by the American Counseling Association and any other relevant counseling professional organizations; applicable licensure laws related to supervision; and/or CMHS internship rules and regulations associated with supervisors.

6.1.6 The department reserves the right to assign readings, case presentations, journal entries, papers, etc., as part of the requirements of the internship.

6.1.7 The department shall develop and distribute to the internship site a standardized form for the evaluation of student performance. The department, upon request, will assist the student and/or the site supervisor in completing and interpreting the evaluation.

6.1.8 The departmental faculty supervisor shall have the responsibility to terminate any internship agreement where the intern's performance is judged to be unsatisfactory, insubordinate, unethical, inappropriate, or harmful to clients. Such action would only be taken after consultation with the intern and with representatives of the internship site.

6.1.9 The department reserves the right to amend, change, or otherwise modify its policies regarding internships from time to time as may be deemed necessary or appropriate.

- 6.1.10 The department may, at its discretion, waive any or all policies on a case by case basis when deemed appropriate.
- 6.1.11 The department may assist a student in identifying an internship site, but it is the responsibility of the student to secure an internship site.
- 6.2 Rights, Duties, and Responsibilities of the Internship Site.
  - 6.2.1 The internship site shall screen and select interns based upon their appropriateness for placement and their likelihood of success. The internship site shall not select interns on the basis of race, creed, color, religion, gender, sexual orientation, or national origin.
  - 6.2.2 There shall be an employee of the internship site designated as the intern's supervisor. Such employee shall meet the qualifications of a supervisor outlined elsewhere in these guidelines.
  - 6.2.3 The internship site shall develop a student job description that shall meet the needs of the internship site and those of the intern. It is expected that interns will spend at least 40% of their time in direct client contact.
  - 6.2.4 The internship site supervisor shall orient the intern to the policies and procedures of the internship site.
  - 6.2.5 The internship site may request the termination of an internship agreement where the intern's performance is in violation of site policies or procedures.
  - 6.2.6 The internship site retains the right to manage the intern as they would any other staff member or employee.
  - 6.2.7 The ratio of supervisees to supervisors shall not exceed applicable licensure law/rule requirements. The Ohio laws and rules state that a Counselor and Social Worker Board-approved supervisor shall not supervise more than five (5) supervisees who are registered with the Board at one time.
  - 6.2.8 The internship site may request the termination of an internship agreement where the intern's performance is judged to be unsatisfactory, insubordinate, unethical, inappropriate, or harmful to clients.
  - 6.2.9 The internship site shall provide experience in the delivery of services appropriate to the educational and ability level of the intern.
  - 6.2.10 The internship site shall provide the department with verification of the intern's experience, supervision, and contact hours.
  - 6.2.11 The internship site shall provide the department with regular evaluations of the intern's performance.
  - 6.2.12 The internship site agrees to abide by the policies and procedures for intern placement as established by the Department of Counseling and Mental Health Services.

6.2.13 The internship site, in its treatment of interns, shall abide by the ethical standards and practices which are set forth by the American Counseling Association and any other relevant counseling professional organizations.

6.2.14 The internship site agrees to conform its supervision to the requirements set out in the laws and regulations governing the practice of counseling.

### 6.3 Rights, Duties, and Responsibilities of the Intern

6.3.1 The intern shall at all times conduct his or her behavior in accordance with the policies and procedures of the internship site and with the ethical standards of the American Counseling Association (ACA) and other applicable standards of conduct.

6.3.2 The intern shall accept the supervision and authority of the site supervisor.

6.3.3 The intern shall agree to abide by the policies and procedures of the agency serving as the internship site.

6.3.4 The intern shall demonstrate satisfactory knowledge, skills, and attitudes in the applicable competencies identified on the performance evaluation.

6.3.5 The intern shall meet with his or her faculty supervisor on a regularly scheduled basis.

6.3.6 The intern shall complete all educational plans that may be developed with either the site supervisor or the departmental faculty supervisor.

6.3.7 If the internship is terminated by either the Department or the internship site, the student has a right to an explanation of the reasons for termination.

6.3.8 The student retains the right to withdraw from the internship at any time pursuant to the policies and procedures of the Department of Counseling and Mental Health Services.

6.3.9 Students seeking counselor licensure in the state of Ohio must submit the evaluation and verification form reporting the hours of the internship within 30 days of completion to the State of Ohio Counselor and Social Worker Board.

## 7. Dual Relationships

7.1 Supervisors and interns shall avoid dual relationships, which may impair judgment and/or lead to exploitation.

7.2 The intern shall not be supervised by any individual who had a prior therapeutic relationship with the intern.

7.3 No intern shall enter into any business relationship with a supervisor except as an employee.

7.4 The intern must adhere to applicable licensure laws concerning payment for supervision.

7.5 There shall be no direct family relationship between an intern and a supervisor.

- 7.6 No student shall assume an internship in an agency, program, or facility wherein they or members of their family are either currently receiving services or have received services in the preceding 12 months.

## 8. Retention

- 8.1 Internship is a time for students to determine if they are well suited to the profession of counseling. Additionally, faculty will be utilizing this time to evaluate students' suitability and appropriateness for the counseling profession. Students who do not appear to possess those qualities or skills associated with effective counseling may be advised to withdraw from the internship. In these cases, students may be advised to:

8.1.1 Seek additional coursework to better prepare them for the internship, or

8.1.2 Withdraw from the department. For students so advised, they shall be assisted in identifying an area of study or specialization that is more suited or appropriate to their talents and skills.

- 8.2 Students are also expected to behave in a responsible and professional manner while functioning in classes, practica, and internships. Failure to conform one's behavior to acceptable standards of practice shall be considered cause for dismissal from the department. Cause for dismissal from the internship shall consist of, but not be limited to:

8.2.1 Any activity of a professional or counseling nature which is prohibited under the ethical standards and practices of the American Counseling Association (ACA).

8.2.2 Malicious disrespect toward instructors, supervisors, or fellow students; failure to follow reasonable instructions; use of profanity or verbal or physical intimidation toward instructors, supervisors, or fellow students.

8.2.3 The use of fraud or deceit to obtain admission to the department, a course, a practicum, or an internship.

8.2.4 Soliciting or accepting a personal fee, monetary gift, or other form of remuneration or compensation for counseling or counseling related services while functioning as a practicum student or as an intern.

8.2.5 Use of alcohol or other drugs to the extent that it impairs the student's ability to perform properly or adequately, or which may pose a potential threat to the welfare or safety of clients.

8.2.6 Conviction of an offense involving the sale, possession, or consumption of a controlled substance.

8.2.7 Conviction of an offense that is a felony.

8.2.8 Conviction of an offense involving moral turpitude.

8.2.9 Conviction for a misdemeanor offense committed during the practice of any counseling or psychological procedure or activity.

- 8.2.10 Any behavior, activity, procedure, or practice which is prohibited under applicable state Counselor Licensure, Psychologist Licensure, or State Department of Education regulations.
  
- 8.3 Due Process: Students who wish to appeal retention decisions made by the department are encouraged to follow the guidelines outlined in the most recent edition of the Graduate School's Bulletin of the College of Health and Human Services.