UMASS GLOBAL

A private nonprofit affiliate of University of Massachusetts

MASTER OF ARTS IN MARRIAGE & FAMILY THERAPY

CLINICAL HANDBOOK

2021 / 2022

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INTRODUCTION

The University of Massachusetts Global Master of Arts (MA) Marriage and Family Therapy (MFT) program focuses on preparing students for an advanced professional career path and creates the opportunity for students to further their career goals by becoming Licensed Marriage and Family Therapist. The program is based on the foundational and advanced structures of systems theory. As a result, students will develop an understanding of the application and practice of different theoretical orientations and interventions while serving clients from diverse and marginalized backgrounds**.**

THE CLINICAL HANDBOOK

This Clinical handbook is developed to introduce the student to the intricate nature of the Advancement and Practicum processes. It is critical that students thoroughly review this handbook to become acquainted with the comprehensive set of policies and procedures outlined to successfully guide them through the clinical component of the MFT program.

The MA MFT program adheres to the American Association of Marriage and Family Therapy Code of Ethics. Students are expected to abide by the AAMFT Code of Ethics guidelines and regulations. It is the sole responsibility of the students to familiarize themselves with the code of ethics. Violation of the Code of Ethics may result in disciplinary action and possible dismissal from the program.

FIELD SUPPORT TEAM

The Field Support Team (FST) welcomes our MA MFT students to their clinical practicum journey! Practicum is a significant step in a student's development as a future MFTs. The Field Support Team is excited to guide and collaborate with you throughout your practicum journey.

The FST is a centralized remote team that consists of Field Faculty Representatives (FFR) and Field Practicum Specialists (FPS). Each student is assigned an FFR, who works with them for approximately 14-16 months throughout their advancement and practicum process. The FPS team collaborates with the FFR to assist the student with the registration process for practicum. Below is a breakdown of the responsibilities for the FFR and FPS members.

FFR Responsibilities	FPS Responsibilities
Advancements • Review advancement application with Students • Conduct Group Preparation Sessions • Conduct Advancements **Practicum** • Vet and approve clinical agencies • Approve appendices • Support and mentor students through practicum • Meet with students to address any concerns while at a clinical site All FFRs can be reached at: mftpccfield@umassglobal.edu	• Send students the Advancement and practicum notification email. • Collaborate with FFR's on completing Agency Agreements • Assist students with the development of the student File Submission system ○ (Appendices, Supervisor License Copy, Liability Insurance Certificate) • Lift Dean's Hold for students • Manage issues related to program tracking of clinical hours and evaluation called Sonia. A member of FPS can be reached at: psychalerts@umassglobal.edu

ADVANCEMENT OVERVIEW

Assessment of Practicum Readiness

The practicum readiness procedure was developed to evaluate MFT students’ content knowledge and ability to utilize critical thinking as beginning therapists. The sole purpose of this evaluation is to provide students with an opportunity to demonstrate clinical knowledge and skill set that has been developed through the completion of specific core courses. Practicum instructors function as supportive guides to help students bridge the gap between clinical knowledge and necessary skills to become competent clinicians.

Advancement Definition

Advancement is an oral clinical standardized examination in which students' clinical skills and knowledge are evaluated by a member of the FST and at least one other UMass Global MA MFT faculty member. This is one of the first opportunities students will have to implement information from all core courses and demonstrate their understanding of the clinical process. The advancement provides a simulation of what students will experience in the clinical setting and the importance of the student' learning outcomes (SLOs) in the program. Students will demonstrate and apply the acquired knowledge to a vignette before entering the clinical setting. The results of the advancement examination demonstrate the students’ readiness to serve in the community and are utilized as an assessment tool to inform the students’ instructors of their clinical baseline and progress in the field.

Students’ primary objectives during this examination are assessed through the following:

- Identify and address any legal and ethical issues or concerns
- Identify and address red flags or crisis circumstances
- Identify the presenting problem
- Construct and provide a thorough clinical conceptualization
- Provide concrete, relational, and rule out diagnosis(es) with a plausible rationale for the selected diagnosis(es)
- Formulate a relevant treatment plan using systemic theoretical modalities, addressing all stages of treatment.

Required Courses

To qualify for advancement, students must take the **eight** advancement readiness courses listed below. Please note that a student may be eligible to take the exam during the session they are enrolled in their eighth course. Passing advancement and successfully completing all the eight advancement readiness courses are the prerequisites to starting practicum.

Course Number	Course Title	Units
PSYU 502	History and Foundations of Therapeutic Practices	3
PSYU 506	Ethical & Professional Issues	3
PSYU 510	Psychopathology & Diagnosis	3
PSYU 512	Family Therapy Theories and Techniques: A Modern Emphasis	3
PSYU 514	Couples Therapy	3
PSYU 516	Assessment and Treatment of Substance Abuse	3
PSYU 518	Child/Adolescent Psychopathology and Child Abuse Reporting	3
PSYU 520	Advanced Individual Therapy I	3
Total Credit		24

Process

1. Upon completion of 18 units students will receive an email from the FPS team titled *MA MFT Advancement and Practicum Notification*. The email will provide the following information:
    a. Introduction of the FST
    b. Student responsibilities
        i. Advancement applications directions
    c. Dean's hold
    d. Practicum registration
2. Students will meet with their academic advisor to determine their advancement term

3. Once the term has been identified, students will submit their Advancement Application
4. Upon the receipt of the application by the field team, the student will be assigned an FFR
5. The FFR will schedule a meeting with the student to provide them with guidance and information needed for advancement and determine the advancement examination date.

Application

The Advancement Application is a form students fill out to provide the following information:

1. Detailed student information
2. Core courses completed or in progress
3. Advancement Examination session

Application Submission Timeline

Students should apply for advancement two sessions prior to advancing (by week 6). Please see the table below for a visualization of the application submission timeline.

Fall I	Fall II	Spring I	Spring II	Summer I	Summer II
Submit advancement application for students advancing in Spring I (by week 6)	Submit advancement application for students advancing in Spring II (by week 6)	Submit advancement application for students advancing in Summer I (by week 6)	Submit advancement application for students advancing in Summer II (by week 6)	Submit advancement application for students advancing in Fall I (by week 6)	Submit advancement application for students advancing in Fall II (by week 6)

ADVANCEMENT EXAMINATION

Examination Sessions

Advancement is offered each session. After completing and submitting the application, students will meet with their FFR to schedule an advancement examination date.

Preparation

Preparation for advancement begins when students enroll and participate in their first course. The foundational information embedded in the required core courses is critical to a student's successful completion of advancement. The program recommends students utilize the below information as a guide to prepare for the advancement examination.

- Complete all assigned readings and assignments.
- Ask clarification questions in the synchronous classroom.
- Engage in discussions inside and outside the classroom related to the course material.
- In theory specific courses, practice applying interventions.
- Attend Advancement Preparation Sessions
- Utilize the Advancement to Candidacy Study Guide to prepare for the advancement examination.

Advancement Preparation Session

Advancement preparation session is a required 1-hour group meeting, facilitated by the FFRs. The purpose of these sessions is to:

1. Review detailed information found in the Advancement to Candidacy Study Guide.
2. Clarify and answer any questions related to the examination

Students will be provided with the registration link for the Advancement Prep Sessions at the time of their initial meeting with their FFR. The sessions are offered during weeks two and three of each session, and students may choose to attend more than one session as deemed appropriate.

Advancement Preparation Session Guidelines

- Plan to Attend on a timely manner
- Take thorough notes during the session
- Ask clarifying questions

***Please note**, these sessions **are not recorded** by the FFRs, and students are **Not allowed** to record the session in progress.*

Examination Procedures

- The advancement examination will be conducted remotely through Zoom.
    - Students will receive a Zoom link from their FFR during their initial meeting
- On the day of the exam, students are required to log into Zoom utilizing the provided link.
- Students will be greeted by members of their advancement panel.
- The duration of the advancement exam will be approximately 60 minutes.
    - Students will be provided with a vignette and given 15 minutes to review and prepare their responses.
    - Student will answer questions facilitated by the evaluators, and their overall performance will be evaluated
    - Students will be notified of their examination results at the end of the examination.

Examination Facilitators

The advancement process is conducted by a panel of two (no more than three) MA MFT faculty members. The panel will be led by the FFR. No other staff members or students can participate in the advancement.

Technology Equipment

Students must have access to a computer screen, a webcam, and a headset/microphone to participate in the examination process. Students are not allowed to use any virtual background during the examination.

Virtual Examination Space

At the beginning of the examination, the FFR will ask the student to pan their camera showing their workspace. Students are expected to remain on camera and have their audio on throughout the exam. Below is a list of items allowed and not allowed during the exam.

Allowed	Not allowed
● Blank pieces of paper ● Writing utensils ● Non-alcoholic drink ● One screen to participate in the exam	● Supporting documents such as textbooks, notes from classes, or the DSM 5, etc. ● Cellphones or Voice-activated devices ● Multiple screens

Evaluation Outcome

Students will be notified of their evaluation outcome at the end of the exam. There are three possible outcomes for the examination: Pass, Pass with Stipulation, & No Pass.

1. **Pass**
   a. An outcome of a pass means that the student has satisfactorily completed the requirements for advancement.
2. **Pass with Stipulation**
   a. A Pass with Stipulation means that there are areas of improvement the student will need to focus on. The panel will notify the student of the stipulation at the end of the exam.
      i. The Deans' hold will remain on the students' file until they complete the required stipulation.
      ii. The student can only register for their first practicum course until satisfactory completion of the stipulation.
3. **No Pass**
   a. An outcome of a "no Pass" means that there are significant areas the student needs to improve upon.
   b. Students that receive an outcome of a "No Pass" will not be able to register for their practicum course until satisfactory completion of the advancement requirements.
      i. It is the responsibility of the student to notify their practicum agency of any delays to their start date for practicum.
      ii. It is the responsibility of the student to maintain direct communication with their academic advisor to ensure an updated ed-plan reflects their new practicum session.

Process for a No Pass Exam Outcome

1. **First Attempt**
    a. If a student fails their first examination attempt, they will be required to wait **one** session to retake the exam. For example, if a student takes the examination during the Fall I session and fails, they are eligible to retake the exam during the Fall II session.
2. **Second Attempt**
    a. If a student fails their second examination attempt, they will be required to wait **an additional** session to retake the exam. For example, if a student takes the examination during the Fall II session and fails, they are eligible to retake the exam during the Spring I session.
        i. The student will be retested by the same faculty members.
        ii. Students will be assigned a mandatory mentorship process to guide them through the areas of improvement.
3. **Third Attempt**
    a. If a student fails their third examination attempt, they will be required to wait **two** sessions to retake the exam. For example, if a student takes the examination during the Spring I session and fails, they are eligible to retake the exam during the Summer I session.
    b. The student will be scheduled to take the exam with a different set of panel members that includes the FFR and two new faculty members.
    c. Students will continue their mandatory mentorship process to guide them through the areas of improvement.
        i. Students' readiness for advancement will be determined by their mentor before an exam date is scheduled.

If a student fails all three attempts, a professional review will be scheduled. This review will be conducted by the Field Director (FD) and the Program Director (PD) to evaluate the student's continuous program eligibility.

Professionalism

The advancement virtual examination space is considered a professional setting. At the time of the examination students are expected to adhere to the following guidelines:

Do	Do not
• Dress in professional attire (i.e., dress as if you are attending a clinical job interview)	• Consume food or alcoholic beverages

• Attend the examination on time • Designate an exam space • Angle the camera at the eye level • Remove all documents and books	• Use e-cigarettes, vapes, etc. • Lay down • Use profanity

Late Policy

Students are expected to attend the advancement examination on time, as scheduled and arranged by their FFR. Please note if a student is 10 minutes late, the exam will be rescheduled. The rescheduling of the advancement for the same term is contingent upon the availability of the Field Support Team. Please note that any rescheduling might delay your ability to advance and start practicum.

Cancellation Policy

Please be advised that advancement cancellations require a one-week notice prior to the examination date. For students to cancel their advancement they must immediately contact their FFR. The rescheduling of the advancement for the same term is contingent upon the availability of the Field Support Team. Please note that cancellations and rescheduling might delay your ability to advance and start practicum.

ADA Accommodations

If a student needs ADA accommodations for the advancement exam, they can request accommodations through the Office of Accessible Education (OAE) by emailing oae@umassglobal.edu or submitting the OAE Accommodations Request form. Once connected with OAE, they will meet with the student to determine what accommodation is needed for the advancement examination.

SECURING A PRACTICUM SITE

The search for a clinical practicum site is a process that can be challenging and time-consuming. During this time, the student's FFR will provide support, insight, and guidance throughout the process. The support provided includes but is not limited to:

- Scheduling meetings to discuss the initial process of locating a clinical site
    - Reviewing the program approved site list
    - Exploring non-approved agency settings
- Connecting the students to university resources
    - Career Development Center
    - Office of Accessible Education

All students must secure a practicum site to meet the program requirements needed in the field of MFT. **Please note**, it is the sole responsibility of the student to locate and secure a clinical site.

Students must secure a clinical site in order to qualify for the registration of their practicum courses. Securing an agency serves two purposes:

1. Obtaining Clinical Supervision Experience
2. Completing Direct client Contact Hours

To secure a site, students must contact their agency of interest and explore the potential opportunities available for trainees. Upon initial communication, students must establish the necessary steps to move forward with the interviewing process based on agency protocols. Please note that students must utilize the Clinical Site Qualification Checklist to guide their initial conversation with the agency to ensure that the site meets all practicum requirements.

Clinical Site Qualification Checklist		
		Yes/NO
Does your agency fall under any of these settings?	• Government entity, a school, college, university, a nonprofit and charitable corporation, a licensed health facility, a community treatment facility, a licensed alcohol, or drug abuse recovery facility.	

Do you have a licensed supervisor on staff with the following qualifications?	● Licensed Marriage & Family Therapist ● Licensed Clinical Social Worker ● Licensed Mental Health Counselor ● Licensed Professional Clinical Counselor ● Psychologist ● Psychiatrist ● Board or AAMFT approved Supervisor	
Are you able to meet the state regulated supervision requirements on a weekly basis?	● 5:1 Ratio for trainees (every 5 direct client contact needs 1 hour of supervision) ● 1 hour of individual supervision ● 2 hours of group supervision ● Requirements may differ depending on different states	
Are you able to provide observational supervision?	● Observational supervision is a supervisor's ability to observing student conduct therapy sessions in the following formats: ● Live ● Pre-recorded ● Co-therapy with supervisor	
Does your agency allow audio or video recordings of students' sessions?	● The purpose of the recordings is for students to demonstrate their ability to provide clinical services to clients (individual, couple, family, etc.), hence the focus will be on you only and not the client.	
Does your agency provide psychosocial and emotional therapy services?	● Children, adults, or older Adults	
Does your agency offer Relational Hours?	● Couple, Children, Family, & Group therapy	

Does your agency allow students to provide telehealth services?	• Students can conduct therapy services through use of HIPPA approved platforms.	
The MA MFT program vets (interviews) every clinical agency based on specific qualifications to explore if the agency meets the university and state requirements to qualify as a training site for students. Below is the checklist of qualifications FST utilizes to assess and approve clinical agencies.		

Steps for Securing a Site

1. Review the list of clinical sites provided on the MA Psychology Field Practicum Info page. Students are not limited to completing their clinical experience based on approved sites by the program. Students can submit potential clinical agency information to their FFR. There are two approved lists:
   a. Approved CA site list
   b. Approved Other States site list
2. Identify a clinical site, and if the site is an approved site, please follow the steps listed below under the approved section. Please follow the steps outlined below under the non-approved section if the identified site is not approved.

Approved Umass Global Clinical Site	Non-Approved Clinical Sites
• Identify 3 potential approved practicum sites found on the MA Psychology Field Practicum Info page • Fill out the Clinical Site Research form • Submit to your FFR for their review	• Fill out the Clinical Site Research form • Submit it to your FFR to determine site's eligibility • FFR will initiate the process of obtaining a Field Agreement.

3. Interview and finalize placement at an approved practicum site

4. Once a student secures a site, complete the practicum documentation:

- 1. Appendices A, B, & C

    - CA Appendices or Out of state Appendices
- 2. A current copy of your Clinical Supervisor's license
- 3. Certificate of Liability Insurance

  Students may obtain a certificate of the liability insurance through the following affiliations:
    - www.aamft.org
    - www.cphins.com

More information about the submission of the required documents can be found in the Practicum Section of this handbook.

Below are terminologies students should be familiarized with when reaching out to agencies to secure a clinical site.

Terminology

Clinical Site/Agency:

A clinical Site is defined as a designated agency approved by Umass Global to serve as a training entity for students to obtain their clinical experience.

Clinical Supervisor:

Clinical supervisors provide ongoing supervision overseeing students' progress throughout the duration of their clinical experience. A supervisor can either be employed by the agency or contracted through the agency.

Clinical Hours:

Clinical hours are categorized as direct client contact services & supervision hours.

Please note *detailed information on these terminologies can be found in the Clinical Experience section of this handbook.*

PRACTICUM OVERVIEW

Practicum is an exciting journey every student in the MFT field goes through to complete their program and begin their licensure process. Students will develop culturally appropriate practical and clinical skill sets during practicum to serve individuals, couples, and families, utilizing a systemic approach.

The core foundation of the MFT field is based on its systemic approach, where relationships are understood and examined through the assessment of interactional patterns. The information found in this section will help guide students through the practicum process.

Practicum Development and Expectations

UMass Global MFT students are expected to acquire content knowledge and skillset throughout their participation in the MFT program. Through the content knowledge learned, students are able to demonstrate a level of competency in implementing and utilizing systemic theoretical interventions and diagnostic skills appropriate to working with clients from diverse backgrounds. Students are required to provide clinical services to diverse, marginalized, and/or underserved communities from non-majority populations currently discriminated against and underrepresented.

Students will implement their clinical knowledge and skillset to thoroughly diagnose and treat individuals from a systemic lens. Additionally, students are expected to diversify their clinical and practical skill set by immersing their skills in at least one systemic theoretical orientation.

A crucial aspect of the development of our MFT students is the reflection and expansion of their growth process as developing trainees. Students will incorporate a self-explorative view to challenge their thought process, personal biases, and an overall view of the world compared to those they serve.

Students are expected to adhere to the AAMFT Code of Ethics guidelines while also complying with all state-regulated policies and procedures. In addition, our program follows the clinical training requirements outlined by the Commission on Accreditation for Marriage and Family Therapy Education (COAMFTE).

Practicum Definition

Practicum is defined as the “clinical training” component of the UMass Global MA MFT program. During the practicum courses, students are referred to as “Student Trainees” throughout the duration of their training. The clinical training component consists of two categories:

1. Practicum Courses
2. Clinical Experience

Students are required to take **six** (PSYU 660-665) practicum courses over a period of **12** months and simultaneously provide clinical services at a community-based agency where they fulfill their clinical experience.

- **Practicum Courses**

  Practicum is an advanced clinical course designed to provide students with a variety of learning opportunities where students are able to discuss cases, develop interventions and strategies, and share resources. The ultimate goal is to ensure the successful acquisition, integration, and application of critical clinical skills necessary to be effective clinicians, educators, and advocates in the field of MFT.
- **Clinical Experience**

  As part of the practicum requirements, students must actively provide mental health services as a trainee at a designated agency. Obtaining clinical experience prepares students for continuing into a post-graduation internship.

Practicum Course

Student Learning Outcomes

The UMass Global MA MFT program's core foundation is based on our SLOs. The SLOs provide us with information necessary to measure students' knowledge and skill sets acquired throughout their courses in the program. The programs' five SLOs are the foundational bases for developing the two main components of assessments utilized to measure student knowledge and skill set throughout the practicum process. Two primary components to assess student participation in the practicum courses are through 1) assignments & 2) clinical evaluations. Below is the list of SLOs:

Student Learning Outcomes	
SLO 1: Knowledge	Students will analyze therapeutic problems and challenges of clients using systemic theories and models.

SLO 2: Practice	Students and graduates will apply systemic/relational clinical interventions in their work as Marriage and Family Therapists.
SLO 3: Ethics	Students will apply ethical and professional decision making to issues in psychotherapy.
SLO 4: Diversity	Students will demonstrate awareness, understanding, sensitivity, and respect for diversity and inclusion.
SLO 5: Research	Students will employ research knowledge to enhance clinical practice.

Instructors

Instructors are individuals that the university hires specifically to teach practicum courses. These instructors provide guidance for students throughout the practicum course and clinical experience. In addition, instructors may provide observational supervision during each practicum class, and students may account for those hours as part of their supervision hours.

Prerequisites

For a student to be eligible to enroll in practicum, they must complete eight prerequisite advancement readiness courses (with an average grade of B- or better) and pass the advancement examination.

Prerequisite Courses			
PSYU 502	PSYU 506	PSYU 510	PSYU 512
PSYU 514	PSYU 516	PSYU 518	PSYU 520

Eligibility for Practicum Registration

Dean's Hold

A 'Dean's Hold' is a restriction placed on ALL students' files, which prevents students from registering for practicum upon commencement of their program. The restriction can only be lifted by the FPS team. For the hold to be lifted, students must meet the criteria below:

1. Pass their advancement
2. Submit Practicum Documentations (outlined below)

Once a student fulfills the above criteria, they will be eligible to register for their practicum courses.

All Practicum Documentations must be submitted by **week 5** of the session prior to the start of the student's practicum course. Please note practicum registration may be delayed by a session if these documents are not submitted on time. It is the responsibility of the student to communicate this **delay** and change with their academic advisor to update their educational plan accordingly.

Process & Documentations for Lifting Dean's Hold

1. Complete and obtain the practicum documentations:
    a. Appendices A, B, & C
        i. The appendices is an agreement that contains information regarding methods of supervision, Supervisor Credentials, type of agency settings, and the supervisor and student responsibilities. Students must complete and obtain the necessary signatures from their primary clinical supervisor. Upon submission of this agreement, the document will be reviewed and approved by the Field Support Team.
    b. A current copy of the student's Clinical Supervisor's license
    c. Certificate of Liability Insurance
        i. Liability insurance provides individual coverage for students while they practice at their clinical agency. Students must obtain their own liability insurance coverage before the commencement of services at the agency. The student coverage plan is $1,000,000.00.
        ii. Students may obtain a certificate of the liability insurance through the following affiliations:

        - [AAMFT]
            a. Students receive the benefit of liability coverage through their annual membership dues at no cost.
        - [CPH and Associates]
        - [Healthcare Providers Service Organizations]
2. Students must create a file to upload their practicum documentations using this link.
    a. Students' information will auto-populate.
    b. Once all information has been inputted, please click "submit" to create the file.
        i. Upon creating a file, students will receive an email with a link directing them back to their student file.
            - **Use the same link to upload additional required document**

PRACTICUM COURSES

Course Enrollment

For students to register for their practicum courses, they must:

1. Pass their advancement examination
2. Secure a practicum site.

Students are allowed to register for practicum only after fulfilling the above requirements.

Once enrolled in practicum, students are required to attend, participate, and complete all required assignments related to the practicum course. To remain enrolled in practicum, students must be placed and actively engaged at a clinical agency, working with clients, and routinely meeting with their assigned clinical supervisor. If a student is not actively seeing clients (for any reason), the student must either drop the practicum course or will receive a grade of “NP” which will require the student to retake the practicum course. Students must keep their practicum instructor and their FFR informed of any changes to their status at a practicum location (termination from agency, challenges with supervision, concerns that warrant a break).

Courses

Practicum courses are held remotely through Zoom. Classes are offered on specific nights of the week; please check with your academic advisor regarding the designation of practicum nights. Students will typically be enrolled with one instructor and then transition to another instructor as they go through their practicum series.

Students must complete six practicum courses throughout 12 months. Below is the list of the practicum courses:

1. PSYU 660 MFT Practicum I: A Systemic Lens of the Developing Therapist
2. PSYU 661 MFT Practicum II: Contextualizing the Content of Therapy
3. PSYU 662 MFT Practicum III: Exploring the Therapeutic Process
4. PSYU 663 MFT Practicum IV: Theoretical Application and Capstone 1
5. PSYU 664 MFT Practicum V: Social Context and Capstone 2.
6. PSYU 665 MFT Practicum VI: Beyond the Classroom and Capstone 3.

Completion of Course Requirements

Students must meet two sets of categories to complete the requirements for practicum.

1. Obtain and complete required clinical hours
2. Complete Capstone Paper

Each practicum course will have specific assignments as part of the requirements for matriculating through the practicum series.

Course Assignment Requirements

Recordings

As part of the requirements for the practicum course PSYU 661-665, students will need to record a 20-30 minute session, where they demonstrate their ability to conduct therapy services. Each student will then present their pre-recorded session during class. Students must obtain the necessary consent form from the client and the approval of their supervisor to present the case in the classroom setting. Guidelines for the synopsis can be found in the practicum Blackboard course shell.

Discussion Boards

A Discussion board is a method of interaction students utilize to engage with outside of the classroom setting on topics related to their weekly readings and assignment. Guidelines for the Discussion Board can be found in the practicum Blackboard course shell.

Role-plays

Each student will engage in at least **1** role-play each term. The content of the role-play will be based on the materials students learn during that specific practicum course. Students will engage in role-plays demonstrating therapeutic skills and interventions from a specific theoretical modality to address the challenges reported by the client(s). Guidelines for the role-play can be found in the practicum Blackboard course shell.

Case Synopsis

Each student in practicum PSYU 662 will complete one clinical case synopsis and presentation. A case Synopsis is a clinical conceptualization that demonstrates the students' ability to identify the presenting problem, develop a diagnosis, construct a treatment plan, implement culturally appropriate interventions, and address any legal and ethical matters, including crises. For this assignment, students will identify a client they have been providing services to during their practicum. Upon submitting the written part of the case synopsis, the student will present the case during class. Guidelines for the synopsis can be found in the practicum Blackboard course shell.

Capstone Project

The Capstone is a comprehensive project based on a selected client currently in treatment during the student's practicum experience. This assignment serves as the student's Capstone Summative Assessment for the MA MFT Degree.

The capstone project consists of two elements:

1. Written
    a. PSYU 663 & PSYU 664
2. Presentation
    a. PSYU 665

Additionally, the capstone project will assess students' demonstration of mastery based on the SLO.

Written Element

The Capstone project is a Signature Assignment that must be completed by **all** students. Students will choose a client they have been providing services to for a period of at least **6** sessions. Below are the requirements for the Capstone Project's Written element:

- Minimum of 20-pages
- 5-7 peer reviewed references
- APA Formatting

The capstone paper must include the following clinical content areas and information on the client's case:

• Clients Demographics • Legal and Ethical Matters • Crisis Management • Assessment • Presenting Problem • Clinical Diagnosis • Theoretical Orientation	• Case Conceptualization • Treatment Plan • Community Mental Health • Cultural and Diversity Matters • Use of Research in therapy • Reflection/ Self-of-trainee • Theory of Change

Students will have two sessions (PSYU 663-664) to complete the Capstone Written element. During PSYU 663, students must submit sections 1-7, and sections 8-14 of the paper must be submitted during PSYU 664. Please note the final Written element of the capstone project must be submitted by the end of PSYU 664.

The written element of the Capstone is a process the student and the instructor will go through, and multiple revisions may be required before the final submission of the paper. Instructors have a maximum of 2 weeks to provide feedback on each submission.

Presentation

In addition to the written element of the capstone project, students will be required to present their clinical case during PSYU 665. The presentation will consist of a visual PowerPoint demonstrating sections 1-14 of the written capstone project. This PowerPoint is intended to provide a summarization of the content included.

******Please note*** *that guidelines for the capstone project can be found in the blackboard course shell. ***

Clinical Hours and Evaluation

As part of the requirements for practicum, students must actively provide clinical services in designated agencies. Students must complete a total of 600 program hours, which include 500 direct client hours and 100 supervision hours. More information on clinical hours can be found in the clinical experience section of the handbook.

Practicum Continuation Course

Students who do not complete their clinical hours within the 12 months will automatically be enrolled in a practicum continuation course (0 credits) to continue accumulating and completing their clinical hours. A student will need to be enrolled in the practicum continuation course (PSYU 696) for as many sessions as needed or until the student's seven-year program completion timeline has expired. Students will not be able to self-enroll; they will receive a notification informing them of their enrollment status, and they must actively participate in the course.

Practicum Continuation Course Fee

The practicum continuation course fee is $300.00 for each session. This fee is not covered by financial aid. Students should review the cost of the course with their Onestop worker.

Grade

Students' grades are assessed through two categories that they need to fulfill for the practicum courses.

1. Course Assignments (A)
2. Clinical Hours and Evaluations (B)

A: Course Assignments	
Percentage for total Course Assignment	**70%**
B: Clinical Hours and Evaluations	
Percentage for total Clinical Hours and Evaluations	**30%**
A&B=100%	

There are two grade outcomes a student can receive in practicum:

1. Pass (P)
   a. A student will receive a grade of a "P" if they complete all course requirements each session.
   b. **A student must receive 80% or more in each course to receive a grade of a "P".**

2. No Pass (NP)
   a. A student will receive the grade of an "NP" if they do not complete the course requirements. Students who earn an "NP" will be required to retake the course.

The practicum grading outcomes do not impact grade point average. For further detail on grading symbols please refer to the university catalog.

Attendance

Weekly participation in practicum courses is a requirement for the MA MFT program. Students must inform their practicum instructors if they will miss any classes in advance. In the case of an emergency, the student must notify the instructor immediately upon resolving the matter. The MA MFT program adheres to the university attendance policy. Please refer to the university catalog for further information about the attendance policy.

Add/Drop of Course

The deadline to add a course is by the end of the first week of each session. If the student is not registered by the end of the registration week, they must wait a session to begin their practicum course.

The deadline to drop a course is by the end of the second week of that session. If a student drops the practicum course, they must notify the instructor, FFR, clinical agency, and academic advisor of the change. Please refer to the university catalog for further information about the add/drop policy

Time Frame

Practicum consists of six consecutive courses over 12 months. Students are expected to consecutively enroll in their practicum courses while simultaneously providing services at a designated agency to obtain their clinical hours. Each practicum course is eight weeks long. At the end of the eight weeks and successfully meet the course requirements of the course, the student will advance to their next practicum course.

Students may continue to accrue clinical hours at their clinical site during days designated on the academic calendar as '**administrative offices closed**'. In addition, during '**Winter Break**' and the week between summer II and the Fall I session, students may also continue to accrue clinical hours at their clinical site with a contingency of being enrolled in a practicum course the following session. Students are not allowed to provide clinical services at a site if they are not enrolled in practicum.

Practicum Leave of Absence

In emergency cases, students may take a leave to attend to their needs. All students who need to stop out for a session(s) must complete the "Leave of Absence" form and submit it to their FFR. During the time of a student leave, they are prohibited from providing clinical services at a site as a student trainee if they are not enrolled in practicum. See appendix D for a copy of the Practicum Leave of Absence Form.

If a student chooses to stop out from their practicum and fails to return to the University to resume their practicum requirements within two years (two years post the last day of the session in which the student was most recently enrolled in practicum), the student will be required to retake the full practicum series of courses upon their return to the University. Any practicum hours previously clocked will no longer count. All previously earned grades in practicum courses will be converted to “NP.”

CLINICAL EXPERIENCE

Practicum Agencies

In order for a student to complete their clinical hours at a site, the agency must be vetted by their FFR and an agreement between the university and an agency must be on file. An agency is vetted and approved by the FFR if they meet the program qualifications (See Appendix E) and agree to provide the students with the following:

1. Opportunities to develop clinically by having the students work within their scope of practice and competence.
2. Ongoing clinical supervision
3. Clinical hours

It is the responsibility of the student to ensure the site they are a part of is approved by the university. If a student provides services at a site that has not been vetted and approved by the university (or the university agreement in place) they may be acting unethically. As a result, any hours gained at that agency will not count toward graduation. This policy applies to all students currently enrolled in practicum and those who are adding an additional site to their practicum experience.

Place of Employment

Students may complete their clinical experience at their place of employment contingent upon the employer meeting program requirements and prior approval from the employer. An employment at an agency does not guarantee an approved agreement with UMass Global. The following are guidelines that need to be met for the student (employee):

1. Be placed in a role that allows for the engagement of MFT practices

2. Receive supervision from internal or external supervisor

Types of Supervisors

Clinical Supervisor

A clinical supervisor is a qualified individual who has been licensed in the field for a specific period of time and has met the criteria to provide supervision based on their state board regulations. Per MA MFT program requirements, a clinical supervisor must meet one of the following guidelines:

- Licensed Marriage and Family Therapist
- Licensed clinician that demonstrates training in MFT/relational supervision by one of the following:
    - Completed a graduate course in MFT relational supervision
    - Completed post-graduate professional education MFT/relational systemic supervision of at least 30 clocked hours
    - Completed state required MFT supervisor designation that includes relational systemic supervision training
    - An AAMFT approved supervisor or AAMFT approved supervisor candidate

Clinical supervisors provide ongoing supervision, overseeing the students' progress throughout the duration of their clinical experience. In addition, a clinical supervisor evaluates the student's growth and determines if the student is able to demonstrate the mastery of clinical competencies and skillsets needed to serve a diverse community. Students must at all times be working under a licensed clinical supervisor.

A supervisor can either be employed or contracted through the agency. Supervisors can provide individual, triadic, and/or group supervision.

- **Individual Supervision:** Consists of the student and the supervisor reviewing clinical cases on a one-on-one basis. **Students must have a minimum of one hour of individual supervision on a weekly basis.**
    - **Triadic Supervision:** Consists of 2 students and a supervisor where clinical cases are reviewed.
- **Group Supervision:** consists of more than two students and is no more than eight students in the group setting. The format of the session can either be broken down into:
    - Full two hours session
    - One-hour sessions twice a week

Agency Supervisor

An individual employed either part-time or full-time by the student's clinical agency to provide clinical supervision.

Agency with no Supervisor

If an agency has no supervisor, students must review their state regulations specific to employing a clinical supervisor in consultation with their FFR. Students may personally contract with a supervisor if allowed by their state of residence.

Students considering employing a supervisor must verify and obtain approval from agency management indicating that the employed supervisor will be granted access to client records and information. The program requires students to upload the below documents to their student file:

1. Copy of the supervisors’ credentials (license)
2. Copy of the signed contract between the agency and supervisor

Please note, students who employ a supervisor are responsible for financially reimbursing the supervisor for their supervision session(s).

CLINICAL HOURS REQUIREMENTS

Students must complete a total of **600** hours to fulfill their practicum experience requirements. Out of the 600 hours, **500 are Direct Client Contact** (DCC) and **100 hours are Supervision** are spent in supervision. The total hours are accumulated over a 12-month period. Students must be consecutively enrolled in a practicum course in order for their hours to be accounted for in the program.

Required Program Clinical Experience Hours 600 total Hours	
Direct Client Contact Hours: 500 Hours	**Supervision Hours**: 100
Description of Clinical Experience Hours	
Direct Client Contact	Practicum students may only count face-to-face counseling which involves direct interaction with clients and includes the application of interventions applicable to the following systems: **Individuals, Couples, Families, and Group Therapy.** Clinical tasks such as consultation, staff meetings, documentation, etc. **do not** count as direct client contact hours.
	Relational Hours Services provided to two or more individuals within the system that have some type of relationship. Examples of relational hours include but are not limited to family units, couples, friendships, residential treatments, etc.
Supervision	Oversight provided by the clinical supervisor to assess a student's level of performance, functioning, and clinical competencies (i.e., counseling, evaluation of clinical and administrative skills, etc.) developed throughout their practicum experience. Students can receive supervision in individual, triadic, and group formats. Students must receive a minimum of 1 hour of individual and 2 hours of group supervision on a weekly

	basis. Students may need additional supervision based on their state of residency requirements.

UMass Global is morally dedicated to upholding the legal and ethical state board guidelines, verifying that all students have acquired their clinical experience hours based on board standards.

Direct Client Contact Hours

As part of the practicum requirements, students must complete a total of **500** total DCC hours. Direct Client contact hours consist of two categories that must be fulfilled to meet the practicum requirements:

1. Relational Hours
2. Individual Hours

Categories	**Total Clinical Hours**	**Breakdown of Total DCC Hours**
Direct Client Contact hours	500	**200** of the total DCC hours must be relational hours (couples, families, residential treatment groups, etc.). **300** hours will be working with individuals & groups

Students can complete as many hours as possible throughout their practicum courses contingent upon their clinical caseload each session. Students are provided with the chart below as a reference for the recommended hours accrued each session in order to complete their practicum hour requirements over a 12-month period.

Recommended Hours Accrual per Session						
Categories	**PSYU 660**	**PSYU 661**	**PSYU 662**	**PSYU 663**	**PSYU 664**	**PSYU 665**
DCC	85	85	85	85	80	80

***Students attendance and completion of all 6 practicum courses are mandatory regardless of early completion of their clinical hours. Students should not leave their sites until their hours are verified by the program designee. ***

Calculation of Hours

Students may follow the below hour increments when calculating the DCC hours. Students must receive prior approval from their clinical supervisor when utilizing the below hour increments.

- 0-15 minutes = .25 hour
- 16-30 minutes = .5 hour
- 31-45 minutes = .75 hour
- 46-60 minutes = 1 hour

Supervision Hours Requirement

Students are required to simultaneously receive **100** hours of supervision as part of their practicum hour requirements throughout a series of six practicum courses over a period of 12 months.

Students must receive clinical supervision on a weekly basis when providing services. Supervision can be individual (one supervisor with one trainee), triadic (one supervisor and two trainees) or group (one supervisor and three to eight trainees).

Students are provided with the chart below as a reference for the recommended amount of supervision hours needed each session.

Categories	PSYU 660	PSYU 661	PSYU 662	PSYU 663	PSYU 664	PSYU 665
Supervision	17	17	17	17	16	16

***Students must attend weekly supervision while providing services regardless of early completion of their required supervision hours. ***

CLINICAL SITE OVERVIEW

Observational Supervision

Out of the100 clinical Supervision hours, a minimum of 50 hours, must be observable data (video/audio/live supervision).

Observational Supervision Definition

Observational supervision is defined as supervisees demonstrating their clinical skills in two formats:

1. Pre-recorded therapy sessions presented during practicum course and in supervision.
2. Live therapy (co-therapy) sessions which are provided by the supervisor observing the supervisee conducting a therapy session.

Observational data will be presented by the student in two settings:

1. At the clinical agency, during the student's individual or group supervision
    a. Students may either show an excerpt of a pre-recorded session.
    b. Students may conduct co-therapy with their primary clinical supervisor.
        i. The co-therapy session may only be accounted for as observational supervision.
        ii. An Additional Individual hour is required within the same week to debrief the session.
            a. If debriefing does not occur, the student cannot account for this hour as live observation
        iii. Please note students must only engage in live therapy (co-therapy) for the purposes of observational data with their primary or secondary supervisor.

2. During practicum courses with student’s practicum faculty and peers
    a. Presentation form of an excerpt pre-recorded sessions from the agency
        i. Only the time spent watching and debriefing the presentation during class is considered as observational supervision.

Practicum Contingency Plan for Interruption of Supervision

Alternative supervision must be arranged when a student's supervision session is interrupted (supervisor on vacation, resigns, retirees, etc.).

The below steps must be followed to ensure continuous supervision and support is provided to students during their practicum experience:

1. Collaboration with the clinical agency to develop an alternative supervision plan
2. Informing the FFR of the developed plan and the changes put in place
3. Submitting necessary documentations

Tracking of Clinical Experience Hours

The MA MFT program requires students to track their clinical hours and complete their clinical evaluations utilizing an online software system called 'Sonia'. Students will gain access to Sonia upon the commencement of their practicum. It is the responsibility of the student to track their clinical hours every session. Students must submit all hours obtained to be approved by the student's clinical supervisor (s) and reviewed by the practicum instructor by the end of each session. In addition, students must also keep track of their state-required form (s); these form (s) do not need to be submitted to the university. If you need assistance with Sonia, please contact our field specialist team at psychalerts@umassglobal.edu .

Supervisor Clinical Evaluation

The clinical evaluation is a comprehensive assessment of the student's clinical and professional skills assessed by their clinical supervisor. The responses of the clinical evaluation are objective and subjective components of a students' level of performance as a trainee at the agency. The clinical evaluation is utilized to assess a student's progress and further support the development of the student's clinical skill set. It is the student's responsibility to ensure that their supervisor completes their evaluation at the end of each session. If the student's supervisor needs assistance with Sonia, please contact the field specialist team at psychalerts@umassglobal.edu .

Procedures for Managing Site Problems

Umass Global is dedicated to ensuring that students at the program are treated ethically and in a legally sound manner. Please note that students are encouraged to first attempt to resolve any concerns regarding their agency with their supervisor. If the concern is related directly to the supervisor, communicate with the agency administration. If the concern is not resolved through the aforementioned process, students may utilize the MA MFT practicum program Grievance Form in order to file a complaint.

The purpose of the practicum 'grievance form' is to document any challenges students may experience at their practicum site. These challenges may include but are not limited to agency loss of operating license, changes in supervisors, supervision practices, changes in management, discrimination, etc. Also, any challenge that may affect either the quality or the student experience at the agency. Students must submit the grievance form to FST at mftpccfild@umassglobal.edu . Please note the FST will respond to all forms received within 2-4 business days.

Termination

During a students' practicum experience, unforeseen circumstances might occur leading to practicum termination. Students may select to resign from an agency, or an agency may terminate them. In either of the above-mentioned situations, a student is required to immediately notify their FFR in order to develop an action plan. The role of the FFR in this meeting will be to provide guidance and support for the student. Below are the outlined details for the management of the above-mentioned circumstances:

Agency Termination

Agencies have the right to terminate a student from their clinical site for any reason but not limited to behavioral concerns they deem unethical or inappropriate at the clinical agency. The program views and takes all terminations seriously and as a result students terminated from their clinical agency will be subjected to a professional conduct (See Appendix A) review meeting. Based upon the outcome of the professional conduct meeting, an action plan will be set in place to further support the progression of the student's practicum experience.

Student Termination

If a student decides to terminate from a clinical agency, they must first consult with their FFR. The FFR and the student will develop a plan on managing the termination steps necessary to avoid any potential ethical dilemmas.

USE OF TECHNOLOGY

The use of technology is defined as the utilization of all and any electronic devices, including but not limited to video conferencing, emails, personal or agency telephone, and instant/text messages.

Technology in Classroom Setting

The UMass Global MA MFT program utilizes a video conferencing software called Zoom (an encrypted platform) to hold Practicum courses. The practicum instructors facilitate discussions on course content and provide observational supervision to guide students through dialogues around their clinical cases and presentations of recorded sessions.

The following are the university expectations from students who engage in the practicum courses:

1. Students' cameras must be turned on during the entire class session.
    a. Students must receive prior approval (in writing) from their instructors to be off camera.
2. Students should actively engage and participate in classroom discussions.
3. Students should treat the classroom setting as a professional environment and at all times should avoid distracting activities such as driving, lying down, or reclining in bed.
4. Microphones should be muted at all times except for when participating in the class discussion.
5. Students are encouraged to utilize a Zoom background to maintain privacy and professionalism.
6. Students must attend practicum classes in a private area where client confidentiality is maintained and protected.
    a. In cases where students do not have access to a private area, the student must utilize headphones to protect client confidentiality.
    b. Students must ensure that there are no breaches of confidentiality when attending practicum class and discussing cases.

Technology in Agency Setting

While therapeutic services are conducted in person, they can also be provided using electronic methods. Students can conduct telehealth services based on the guidelines and regulations of their state’s governing boards and the agency's policies.

Students using any form of technology devices must comply with the HIPAA guidelines to ensure clients' confidentiality. HIPAA (Health Insurance Portability and Accountability Act) is a federal law that enforces privacy and security standards that protect the confidentiality of patient health information when using electronic methods of communication.

When students utilize technology in their practicum setting, they must adhere to the following technology guidelines to ensure client confidentiality is maintained throughout the process.

Technology Guidelines

1. When storing client personal information on electronic devices, it must be password protected and stored in a safe location.
2. All students must adhere to their agency guidelines regarding communication with clients via phone.
    a. If the agency does not have any policy/guidelines, students are prohibited from using their cell phone numbers. Students are encouraged to block their number before making calls to clients with their cell phones or find alternative methods.
3. Students must utilize an encrypted platform when communicating with clients through electronic systems such as emails.

Telehealth policy

According to the American Association of Marriage and Family Therapy, telehealth is defined as the therapist's ability to provide clinical services and treatment such as assessment, diagnosis, evaluation, clinical interventions, and consultation through technology in two formats.

1. Live video conferencing
2. Telephone

UMass Global MA MFT program permits students the option to accumulate their clinical practicum hours by conducting telehealth services. However, due to the program adhering to state governing board regulations regarding telehealth services, students in states that prohibit the use of telehealth in this context may not accumulate clinical hours utilizing telehealth. In addition to adhering to state board regulations, students must follow agency telehealth protocols at all times. The university reserves the right to deny students’ ability to conduct telehealth services if the agency does not have sufficient telehealth protocols and policies set in place. In addition, we reserve the right to prohibit a student from conducting telehealth service if the agency does not comply with the state telehealth regulations.

The following are university requirements for students conducting telehealth services:

1. Students must obtain approval from their agency supervisor to conduct telehealth services.
2. Obtain consent from the client to conduct telehealth services.
3. Discuss the risks and benefits of providing telehealth services to your clients.
4. Inform clients they have the right to end telehealth services at any time.
5. Clients' confidentiality must be maintained at all times.
6. Students can ONLY provide therapy sessions to individuals within their state of residence.
    a. Military students deployed overseas should consult with their field faculty representative on applicable protocols.
    b. Students who change their state of residence while in practicum should consult with their field faculty representative on applicable protocols.
7. All therapy sessions must be conducted over a HIPAA compliant platform such as thera-link, Zoom, doxy.me, etc.

If an agency does not have a telehealth informed consent form students may use the MA MFT program form with approval from their clinical supervisor (See Appendix B).

Ethics of Recording

Students are expected to complete recording (audio or video) of clinical sessions for observational supervision and fulfill their practicum assignment requirements. Students must follow HIPPA and AAMFT Code of Ethics, the agency policy, and procedures and adhere to their state board regulations privacy and client confidentiality when recording videos. It is the responsibility of the student to follow the guidelines mentioned above to ensure the proper disposal of recordings.

As part of the practicum requirements, students will share the recordings of their therapy sessions during class. The information shared in class is considered highly confidential. It is a student's legal and ethical obligation to safeguard client's confidentiality by physically being located in a private area where client confidentiality is maintained.

Students must follow the below-recording guidelines:

1. Obtain a “Recording Consent form” from their client (s)’ before the commencement of the recording. A copy of a program recording consent form can be found in Appendix C And the Blackboard shell.
2. The use of shared personal devices is prohibited.
3. If a client does not consent to be visible on camera, the recording equipment should be positioned in a manner in which the student is the only person visible on camera.
4. Be sure no confidential client information is visible on camera.
5. Record a minimum of 3 therapy sessions per practicum course.
6. Prepare the recording equipment prior to the commencement of the therapy session.
7. All recordings conducted in an agency setting or through telehealth services must be secured and safely stored to protect clients' confidentiality; please follow agency guidelines and procedures regarding recording storage.
8. Records should never be uploaded to Blackboard or sent through the email system.
9. Must ensure that when deleting recordings, the files are actually deleted and not merely stored in a trashcan or the cloud. Keep in mind that when students delete a file on their computer, they will need to use the secure delete function to ensure that the file is not recoverable. If the student's computer does not have this feature, they may need to purchase the appropriate software.
    a. If a student exchanges, sells, or donates their computer, they must delete their hard drive of any recordings.

Please note: If a clinical agency does not allow the recording of therapy sessions, students must locate a secondary site that will permit the recording of sessions.

University Protocols for Electronic & Videotape Recordings

The MA MFT program requires all students, faculty, and staff to upload and adhere to policies and guidelines set forth by the AAMFT code of ethics and relevant state laws to ensure client confidentiality is maintained during the use of recording devices.

Below are the program guidelines regarding recording devices:

Electronic Recording	Videotape Recording
• Students are prohibited from recording any sessions utilizing their university Zoom login information.	• Videotapes and other recordings must be safely secured and stored. • The therapy videotapes and audiotapes must be kept in a

- When utilizing a recording platform, students must avoid saving the recordings to the Cloud as it could cause a potential breach in client's confidentiality. - All recordings must be stored on an encrypted and password-protected device. - The video file should be password protected. - Students must adhere to confidentiality policies put forth by their agency and Site Supervisor.	locked place on the site where the therapy was conducted and any other locations to ensure appropriate storage. - If students' recording is stored on a camera, that camera should be stored behind two locks, which means that it must be in a locked box, in a locked drawer, or in a locked cabinet behind a locked door. - While transporting a tape from the clinical site for the practicum course, all precautions must be taken to transport and guard client information safely. - Tapes should not be labeled with any client identifying information. - Refrain from storing the recordings in a vehicle and in an open space that does not securely protect client identity.

CONCLUSION

Students are expected to follow the AAMFT code of ethics and their specific state board regulations when practicing in a clinical setting. Students are always required to uphold the most restrictive form of guidelines and protocols as established by regulatory institutions.

The Field Support Team verifies the completion of the practicum requirements which includes, advancement, clinical experience, and the practicum course requirements. Upon verification students become eligible for degree conferral and applying to their state board for Associate/Intern status.

If you have any questions regarding this handbook, please email mftpccfield@umassglobal.edu.

GLOSSARY

Clinical Terminology

Advancement	An oral clinical standardized examination in which students' clinical skills and knowledge are evaluated by a member of the FST and at least one other UMass Global MA MFT faculty member.
Agency/Clinical Site	The physical location where a student acquires direct client contact hours to meet graduation requirements.
Agency on Site Supervisor	Administrative supervisor that takes care of the day-to-day tasks related to agency functioning.
Agency Vetting	The process of approving a clinical site by the student FFR.
Clinical Supervisor	A qualified individual who has been licensed in the field for a specific period of time and has met the criteria to provide supervision based on their state board regulations.
Collateral hours	Any third party involved in the treatment of the client (e.g., teachers, counselors, interdisciplinary treatment team, etc.).
Consecutive session	Students must be enrolled in practicum consecutively (one after the other).
Direct Client Contact	Direct interaction with clients that includes the application of interventions applicable to the following systems: **Individuals, Couples, Families, and Group Therapy.**
Field Faculty Representative (FFR)	A member of the Field Support Team that works directly with students throughout the process of Advancement and Practicum.
Field Practicum Specialist (FPS)	Members of the Field the Support Team that collaborate with the FFRs throughout the advancement and practicum process.
Field Support Team	A centralized remote team that consists of Field Faculty Representatives (FFR) and Field Practicum Specialists (FPS).

Group therapy	Direct contact client services provided to more than one individual in a group setting. One hour of group therapy counts as one hour of direct client contact, whether there are two clients or many clients in the group.
Practicum	The “clinical training” component of the Umass Global MA MFT program.
Professional Liability Insurance	Insurance coverage for mental health Professionals that provides protection to defend professionals against negligence claimed by clients and damages awarded in civil lawsuits.
Relational Hours	Services provided to two or more individuals within the system that have some type of relationship. Examples of relational hours include but are not limited to family units, couples, friendships, residential treatments, etc. For Group therapy hours to be considered relational hours, the services provided must meet one of the following criteria: 1. Group therapy with family members 2. Residential Facilities where clients reside within the same facility a. Pending clinical supervisor approval
Supervision	Oversight provided by the clinical supervisor to assess a student’s level of performance, functioning, and clinical competencies developed throughout their practicum experience.
Supervision Hour	Students are required to simultaneously receive 100 hours of supervision as part of their practicum hour requirements throughout a series of six practicum courses over a period of 12 months.
Total hours	The accumulation of all clinical experience hour**s.**
Trainee	Students are referred to as “Student Trainees” by the program throughout the duration of their training and practicum courses.

Clinical Acronyms

Terms	Acronyms
American Association of Marriage and family Therapist	AAMFT
Field Faculty Representative	FFR
Field Support team	FST
Field Practicum Specialist	FPS
Licensed Marriage and Family Therapy	LMFT
Master of Arts	MA
Marriage and Family Therapy	MFT

APPENDICES

Appendix A - Student Professional Conduct Process

The MA MFT professional conduct policy applies both to current and graduated students. UMass Global is committed to providing an accessible educational experience for all learners. If a student requires accommodations for a disability to fully participate in the professional conduct process below, please contact the Office of Accessible Education (OAE) at oae@umassglobal.edu or at (949) 341-9976 to request disability accommodations. Advance notice is necessary to arrange for some accessibility needs.

For **current** MA MFT students, the professional conduct procedures are as follows:

Step One Meeting: When a MA MFT program faculty member observes or becomes aware of behavior that brings into question a student's ability to maintain appropriate professional, ethical, or personal standards, the faculty member shall meet with the student to discuss the behavior and to advise as to appropriate means of remediating such behavioral concerns. This meeting may be attended by a staff member. A second faculty member may also attend. A staff member will attend the meeting silently for the purpose of documenting the meeting's proceedings. The meeting shall be held in Zoom or on a similar virtual conference platform. Subject to written approval from all participants, the meeting shall be recorded with the URL for the recording provided to the student, the presiding faculty, and the program director.

The student may choose to have a silent observer attend the meeting. This does not include attorneys. The presence of attorneys at the meeting is not permitted as the meeting is not meant to function as a court of law. The silent observer may not participate directly in the meeting. Failure to comply with these rules may result in the removal of the silent observer or the termination of the meeting. One five-minute recess may be requested during the course of the meeting if the student wishes to consult with the silent observer.

During the meeting, the faculty member(s) will identify the behaviors of concern, discuss the behavioral concerns with the student, solicit the student's response to the behavioral concerns in question, and advise the student as to appropriate means of remediating the behavioral concerns. The staff member will document the meeting's proceedings. After the meeting, the program director will provide a written summary of the meeting to the student, including the identified behaviors of concern, the advisement provided by faculty, the student's response during the meeting, and any additional advisement for remediating the behavioral concerns warranted by the meeting's proceedings.

The faculty member may, at their discretion, proceed to conduct a Step One Meeting in the absence of a student who fails to appear despite having been provided advance notice of the meeting. The student will be considered to have waived their opportunity to participate in the meeting. After the meeting, the program director will provide a written summary of the meeting to the student, including the identified behaviors of concern, the advisement provided by faculty, and the student's failure to attend the meeting.

The following conditions automatically require a Step One meeting if the student has not yet had a Step One meeting, or a Step Two meeting if the student has previously had a Step One meeting but not a Step Two meeting:

- Termination of a student's practicum placement by placement site personnel
- Failure of the student to secure a practicum placement after interviewing at 7 sites

Step Two Meeting: At any time after the Step One Meeting, if the MA MFT program director deems that a student's ability to maintain appropriate professional, ethical, or personal standards remains in question and behavioral concerns remain unresolved, a second meeting shall be convened. This second meeting shall be attended by the program director, field director, and student. All responsibilities in this policy assigned to the program director may instead be fulfilled by the vice chair. If the faculty member who met with the student in step 1 was the program director or vice chair, the Dean will appoint a different psychology faculty member to substitute for the program director or vice chair in steps 2 and 3 of this process. A staff member will also attend the meeting silently for the purpose of documenting the meeting's proceedings. The meeting shall be held in Zoom or on a similar virtual conference platform. Subject to written approval from all participants, the meeting shall be recorded with the URL for the recording provided to the student, program director, and field director.

The student may choose to have a silent observer attend the meeting. This does not include attorneys. The presence of attorneys at the meeting is not permitted as the meeting is not meant to function as a court of law. The silent observer may not participate directly in the meeting. Failure to comply with these rules may result in the removal of the silent observer or the termination of the meeting. One five-minute recess may be requested during the course of the meeting if the student wishes to consult with the silent observer.

During the meeting, the program director and field director will identify the behaviors of concern, discuss the behavioral concerns with the student, solicit the student's response to the behavioral concerns in question, and advise the student as to appropriate means of remediating the behavioral concerns. The staff member will document the meeting's proceedings. After the meeting, the program director will provide a written summary of the meeting to the student, including the identified behaviors of concern, the advisement provided by the program director and field director, the student's response, and any additional advisement for remediating the behavioral concerns warranted by the meeting's proceedings.

The program director and field director may, at their discretion, proceed to conduct a Step Two Meeting in the absence of a student who fails to appear despite having been provided advance notice of the meeting. The student will be considered to have waived their opportunity to participate in the meeting. After the meeting, the program director will provide a written summary of the meeting to the student, including the identified behaviors of concern, the advisement provided by the program director and field director, and the student's failure to attend the meeting.

Step Three: At any time after the Step Two Meeting, if the MA MFT program director and field director deem that the student’s ability to maintain appropriate professional, ethical, and/or personal standards remains in question and the behavioral concerns remain unresolved, they may recommend to the Dean that the student be suspended or dismissed from the MA MFT program. The Dean may suspend or dismiss the student from the program, with written notice provided to the student. The suspension or dismissal takes effect upon the Dean's issuance of the official letter of suspension or dismissal. A student dismissed from the program under the professional conduct policy is not eligible for readmission to the MA MFT or the MA PCC program.

A notice of suspension will specify (a) the earliest date at which the Dean will consider lifting the suspension; (b) the steps that the student must take in order for the Dean to consider lifting the suspension; and (c) the deadline by which the student must complete those steps and request that the suspension be lifted. If, by that deadline, the student has not submitted a request that in the Dean's assessment is sufficient to warrant lifting the suspension, the suspension will convert to dismissal from the program, with written notice provided to the student. That dismissal takes effect upon the Dean's issuance of the official letter of dismissal.

Step Four: A student who is dismissed or suspended from the program may, within 30 calendar days of receipt of the dismissal or suspension notification, petition the Dean’s ruling to a professional review committee. The petition process is documentation-based and does not include a synchronous hearing. To file a petition, the student must submit to the Dean a written petition with supporting documentation appended. The Dean will forward the written petition and supporting documentation to the professional review committee. After review, the professional review committee will issue a final ruling within 30 calendar days of the Dean's receipt of the student's petition. The committee’s ruling is not subject to appeal.

Appendix B - UMass Global Telehealth Consent Information

The purpose of this document is to serve as an acknowledgment between the client and the student-trainee, specifying terms and conditions, ethical and legal guidelines related to telehealth services. Client's written or verbal consent must be obtained before the commencement of telehealth therapy services.

The provision of telehealth allows for clients to obtain therapeutic services remotely. Therapy services can be provided by telephone or an encrypted online video conferencing platform.

The online platforms utilized for telehealth must be Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliant. HIPAA is a federal law that requires the creation of national standards to protect sensitive patient health information from being disclosed without the patient's consent or knowledge (CDC, 2018).

Student-trainees may use the below informed consent for agencies that allow for telehealth services but do not have a telehealth consent form.

Please note prior supervisor approval is needed before the utilization of the UMass Global Telehealth Informed Consent form.

UMass Global Telehealth Informed Consent

Client Name: ___________________________ Therapist name: _________________________

Supervisors' name and License #: ____

I, _______________________ (Name of client) hereby consent to engage in Telehealth services

with_____________________________________ (Student-trainee name, title).

I understand that Telehealth is a practice of delivering mental health services via technology-assisted media or other electronic means. (e.g., Telephone, Internet) between a therapist-trainee and a client who is located in two different settings. Services such as consultation, intake, assessments, diagnosis, treatment planning, psychoeducation, referrals, and psychotherapy sessions are provided via telehealth.

By signing this form, I understand and agree to the following:

1. I have the right to withhold or withdraw consent at any time during treatment without it affecting my rights to future care, services, or program benefits to which otherwise be entitled.
2. The laws that protect the confidentiality of the client's personal information and clinical treatment record also apply to telehealth counseling. As such, the client understands that the information disclosed by them during the course of telehealth counseling sessions is generally confidential/privileged. However, there are general exceptions to confidentiality, including
    a. Child abuse, Elder Abuse, Dependent-adult abuse, Harm to self, harm to others, Court Subpoenas, Patriot's Act (Act of terrorism)
    b. Refer to your state-specific regulations regarding exceptions to confidentiality.
3. I understand that there are risks associated with participating in telehealth including, but not limited to, the possibility, despite reasonable efforts and safeguards on the part of my therapist, that my psychotherapy sessions and transmission of my treatment information could be disrupted or distorted by technical failures and/or interrupted or accessed by unauthorized persons, and that the electronic storage of my treatment information could be accessed by unauthorized persons.
4. I understand that miscommunication between myself and my therapist may occur via telehealth.
5. I understand that there is a risk of being overheard by persons near me and that I am responsible for using a location that is private and free from distractions or intrusions.
6. I understand that at the beginning of each telehealth session my therapist is required to verify my full name and current location.

7. I understand that in some instances telehealth may not be as effective or provide the same results as in-person therapy.
8. I understand that if my therapist believes I would be better served by in-person therapy, my therapist will discuss this with me and refer me to in-person services as needed.
9. If such services are not possible because of distance or hardship, I will be referred to other therapists who can provide such services.
10. I have discussed the fees charged for telehealth with my therapist and agree to them [or for insurance patients: I have discussed with my therapist and agree that my therapist will bill my insurance plan for telehealth and that I will be billed for any portion that is the patient's responsibility (e.g. co-payments)], and I have been provided with this information in the [Informed Consent Form or Name of Payment Agreement Form]
11. I understand that my therapist will make reasonable efforts to ascertain and provide me with emergency resources in my geographic area. I further understand that my therapist may not be able to assist me in an emergency situation. If I require emergency care, I understand that I may call 911 or proceed to the nearest hospital emergency room for immediate assistance

I have read and understood the information provided above, have discussed it with my therapist (student-trainee), and understand that I have the right to have all my questions regarding this information answered to my satisfaction.

[For conjoint or family therapy, patients may sign individual consent forms or sign the same form.]

Client's Name (please print)	Client's Signature Date
Therapist (Student/Trainee) Name	Therapist (Student/Trainee) Signature Date

Verbal Consent Obtained

Therapist (student-trainee) reviewed Telehealth Consent Form with Patient, Patient understands and agrees to the above advisements, and Patient has verbally consented to receiving psychotherapy services from Therapist via Telehealth.

Therapist (Student/Trainee) Name	Therapist (Student/Trainee) Signature Date

(*This form has been adapted from CAMFT, 2022*)

Appendix C - Recording Informed Consent

As part of the requirements for the UMass Global Master of Arts (MA) Marriage and Family Therapy (MFT) program, students must present a series of pre-recorded sessions during their practicum class to fulfill the program's clinical requirements.

The purpose of this consent form is to receive authorization from clients for participation in recorded sessions. Please note, at any time during therapy, you may choose to rescind your authorization for recording. Your participation in this process is strictly voluntary, and refusal to sign this authorization will not affect your ability to receive therapeutic services or access your clinical records. If at any time during a session you decide not to move forward with the recording for that day, you may ask the student-trainee to stop recording and delete the recorded session.

All viewers of the recordings are bound by law and the American Association of Marriage and Family Therapy Code of Ethic standards. The records will be managed with confidentiality by being stored on a password protected device and an encrypted file. Your recorded sessions will not be discussed or shared outside of the context of supervision and the practicum courses.

These pre-recorded sessions may be viewed and shared with the following individuals:

1. Student's supervisor:
    a. During group or individual supervision
2. Students' practicum class
    a. MA MFT faculty
    b. Students in class

Risks

Students are committed to protecting your confidentiality by following the steps necessary to ensure proper storage, transportation, and the discarding of your recorded sessions. There may be potential risks involved outside of a student's control when recording sessions, such as theft or the possibility of another practicum student recognizing you.

By signing below, I ______________________________________ (Client's name) am permitting ____________________________________(Trainee name) to record our session(s) and review the video file(s) with the aforementioned individuals for supervision purposes. I also acknowledge that there are potential risks to engaging in recorded sessions.

__________________________________ __________________________________
Client's Signature Date

__________________________________ __________________________________
Student/Trainee Signature Date

Appendix D - Practicum Leave of Absence Form

The purpose of the ‘Practicum Leave of Absence’ form is for students to notify their program of their decision to take a leave between practicum sessions. This form must be completed on an emergency and non-emergency basis. This form requires a signature by the agency supervisor and the student. In addition, it requires program approval by the Field Director or designee. The form will be submitted to mftpccfield@umassglobal.edu. Once the leave is approved by the Field Director or designee the student is required to upload the form to their student file.

Date:

Student Name: Agency Name:

Current Practicum session: Session(s) Requested Off:

Return to Practicum Session:

Reasons for requesting leave of absence:

____
____
____
____

Arrangements made with Agency/supervisor while on a leave of absence:

____
____
____

Other Information:

____
____

Student signature: ____

Supervisor signature:____

Field Support Team member signature:____

Appendix E - Clinical Site Qualification Checklist

Clinical Site Qualification Checklist		
		<u>Yes/NO</u>
Does your agency fall under any of these settings?	● Government entity, a school, college, university, a nonprofit and charitable corporation, a licensed health facility, a community treatment facility, a licensed alcohol or drug abuse recovery facility.	
Do you have a licensed supervisor on staff with the following qualifications?	● Licensed Marriage & Family Therapist ● Licensed Clinical Social Worker ● Licensed Mental Health Counselor ● Licensed Professional Clinical Counselor ● Psychologist ● Psychiatrist ● Board or AAMFT approved Supervisor	
Are you able to meet the state regulated supervision requirements on a weekly basis?	● 5:1 Ratio for trainees (every 5 direct client contact needs 1 hour of supervision) ● 1 hour of individual supervision ● 2 hours of group supervision ● Requirements may differ depending on different states	
Are you able to provide observational supervision?	● Observational supervision is a supervisor's ability to observing student conduct therapy sessions in the following formats: ● Live	

	• Pre-recorded • Co-therapy with supervisor	
Does your agency allow audio or video recordings of students' sessions?	• The purpose of the recordings is for students to demonstrate their ability to provide clinical services to clients (individual, couple, family, etc.), hence the focus will be on you only and not the client.	
Does your agency provide psychosocial and emotional therapy services?	• Children, adults, or older Adults	
Does your agency offer Relational Hours?	• Couple, Children, Family, & Group therapy	
Does your agency allow students to provide telehealth services?	• Students can conduct therapy services through use of HIPPA approved platforms.	