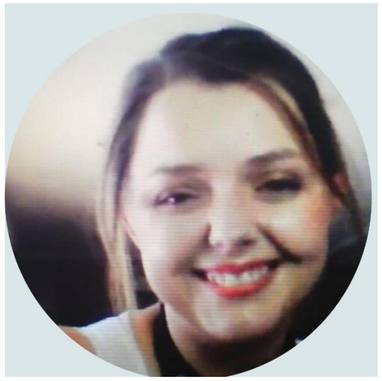
Going Online

Q&A Session

Brought to you by Des and Gill's Career Hub

Introducing Des and Gill's *Career Hub*



Career Discovery

Desiree Du Plessis
Registered Psychometrist Independent Practice

CAREER Craft

Gillian Donà
Industrial Psychologist / Career Coach

Introducing Des and Gill's *Career Hub*

Module 1: Knowledge Building
Module 2: Subject Choices
Module 3: Career Decisions (Grade 10, 11, 12 and post matric)
Module 4: Mid Career Decisions

Module 5.1 Ethics - Administration and Scoring
Module 5.2 Ethics - Documentation
Module 5.3 Ethics - Confidentiality
Module 5.4 Ethics – Marketing
Module 5.5 Ethics - Reporting and Feedback

Module 6.1 Designing Templates for Reports
Module 6.2 Formula for Report Writing
Module 6.3 Integrating Assessment Results
Module 6.4 Assessment Feedback

Module 7 The Heart of your Business

Bonus Module: All in One Tertiary Study Guide

Introducing our Members from *our Community!*

Candice Black
is the founder of HUMANESSENCE (Pty) Ltd and is registered as a Psychometrist in Independent Practice

Ilana Bisschoff
is a registered Industrial Psychologist and founder of Acumind

Natalia Springfield
is an HR Practitioner and Psychometrist

Hilde Hay
is a registered psychometrist, with a masters' degree in Research Psychology.

Current Challenges

Our intention for connecting

What it is

- Building community – learn and grow with each other
- Share knowledge, tips and advice
- Offer ideas

What it is NOT

- Once size fits all answers
- Replace your own instincts and training as a practitioner
  - You get to decide what you are comfortable with!

Gill

Challenges vs *Possibilities.*

1. Anxiety and Uncertainties
2. Running your session smoothly
3. Being in contact with your client
4. Which platforms to use – for tests and other communication channels
5. Availability of tests
6. Technical challenges – internet connectivity, data, access to computers
7. Getting documents (e.g. consent forms) to and back from the client
8. Confidentiality and security issues

Des

Challenges vs *Possibilities.*

9. Alternatives to online – deciding to do face to face sessions, what measures to take
10. Test environment
11. Practitioner's working environment
12. Test observation
13. Individual versus group assessments
14. Cognitive assessments
15. Boundaries

Online Assessments *Possibilities.*

Important factors to consider when selecting assessments:

- Validity (accuracy) and reliability (consistency)
- Scientific background of assessment
- Must be in accordance with employment guidelines
- Assessment purpose to match usage purpose
- Adaptability for different cultures and languages

Things to do when you consider a new assessment:

- Contact the company that sells the assessment
- Ask for sample reports/opportunity to complete assessment and receive feedback
- Ask questions regarding the following: norm group and when last updated, languages, administration (online vs paper based, theoretical framework, report options, training requirements and cost)

Ilana

Online Assessments *Possibilities.*

Aptitude
- GRT2 (Psytech)
- DAT (MindConnect)
- Cliquidity (Magellan)

Personality
- JPQ (MindConnect)
- MBTI (JvR)
- JTI (Psytech)

Interests
- Career Preference Test (M&M Initiatives)
- Maree Career Matrix / MCM (JvR)
- Career Interest Profile (CIP) (JvR)
- OIP (Psytech)
- MB10
- SAVII (MindConnect)
- Brainwave

Values
- Value Scale (MindConnect)
- VMI (Psytech)
- Personal Values Assessment (Barrett Values Centre)

Gathering Qualitative Data
Using Google Forms / Google Sheets

- Consent form
- Intake interview form
- Careers Workbook

(include exercises
related to “in flow” activities,
Values, Holland’s Interest
Codes (RIASEC),
Multiple Intelligences
and more – be creative)

- Online “Career Card Sort”

interactive exercise

Candice

Pricing *Possibilities.*

1) Individual assessments
2) Group assessments
3) Medical Aid

Clause (c) which stated that "*Practitioners may charge a fee for services rendered through a telehealth platform"* was amended as follows:

"Although practitioners may charge fees for consultations undertaken through Telehealth platforms, the Council strongly cautions against practices that may amount to over-servicing and perverse incentives".

Des

Consent *Possibilities.*

1. Telehealth consent is additional to normal consent
2. What to do when they cannot print and sign consent?
3. Consent forms – Purpose, Payment and Service consent, voluntary nature, confidentiality issues, access to results, cancellation policy etc.
4. Telehealth Consent – explain what Telehealth is – it's a service offered with internet technology (assessment, feedback, consultation etc.)

Des

Consent *Possibilities.*

5. Details in the Telehealth Consent – Consent for this service, right to withdraw, Telehealth treatment may be experienced differently than the face to face, but also state what you can do to ensure that the client will get the value from the session e.g. constant communication, support, etc.
6. When working with learners – ask permission for direct contact
7. Confidentiality matters – run the risk of being overheard
8. No 3rd party involvement or assistance

Consent *Possibilities.*

9. Security – since it is telehealth, try your best effort to ensure high encryption and secure technology. Discuss Access to material, access to results, no links or material should be distributed
10. Your responsibility
11. Your client's responsibility

Connection *Possibilities.*

***Rapport*: Bring emotional connection into a cognitive interaction**

Basic skill ☑ Teenagers ☑

- Learn the ‘tool’ to avoid discomfort
- Active verbal listening and questions increase
- Look into the little hole!
- Explain actions (e.g. making notes)
- Combine methods: e-mail, phone, video-call
- Check in often to help client keep focus

Hilde

Connection *Possibilities.*

- Online ideal for some
- Article – face to face considered online
- Social connection and wellbeing:
  - Presentation of self not 100%
  - Benefit of delayed responses
  - Limited non-verbal cues

Hilde

Building Trust *Possibilities.*

- Use initial consultation to find out what's going on in client's life
- Think of ways to relate / topics to talk about based on intake form
- Check in about their comfortability using online approach
- Use feedback as an opportunity for client to "self assess"
- A conversation, not a presentation
- Be human, smile, mirror body language
- Check for understanding
- Being adaptable
- Offer free follow up consult

Candice

Ethics *Possibilities.*

On the 26th March 2020, the HPCSA published the Guidance on the use of Telemedicine Guidelines during the COVID-19 pandemic in terms of which, the following provisions were amended:

Clause (b) which stated that *"Telehealth is only permissible in circumstances where there is an already established practitioner-patient relationship, except where Telepsychology and/or Telepsychiatry is involved, in which case telehealth is permissible even without an established practitioner-patient relationship"* was amended as follows:

"Telehealth should preferably be practised in circumstances where there is an already established practitioner-patient relationship, and where such a relationship does not exist, practitioners may still consult using Telehealth provided such consultations are done in the best clinical interest of patients".

Natalia

Ethics
Possibilities.

Online Subject Choice & Career Guidance

Building Rapport:

Rapport is based on accessibility, empathy, trust, mutual openness and respect

- Send welcoming email the day before
- Set the tone of the assessment
- Administration of test(s) and observation
- Look out for test anxiety

Natalia

Ethics
Possibilities.

Online Subject Choice & Career Guidance

Ethical Guidelines of Good Practice in the Health Professionals Booklet – Professional Code of Conduct:

- Confidentiality
- Informed Consent
- Scope of Practice
- Reliability and Validity
- Safe Keeping of Documentation/Material, etc.

Natalia

Ethics
Possibilities.

Online Subject Choice & Career Guidance

Ethical & Legal Challenges:

- Level of computer literacy of client(s)
- Safe keeping of client information - confidentiality
- Instability of technological infrastructure
- Data security and risk assessment
- Test environment or conditions / Observations

Natalia

Boundaries

Self Care.

Natalia

Reporting *Possibilities.*

- Use feedback discussion as primary form of conveying info
- Sharing your screen
- Purpose of report is for client to refer back to
- Reports do not need to be time consuming
- Use fun, eye catching diagrams and images
- Prepare report templates for different types of clients
- Always double and triple check if you are copying and pasting – rather work from a fresh template
- Supplement your email with additional useful attachments

Candice

Questions & *Closure.*

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