

FRANCESCA LO VERSO
therapies, supervision, training

Supervision contract

Reviewed: February 2025

Next review: April 2026

Sessions

Each session lasts 60 minutes. Supervision is open-ended, meaning you can decide when to end.

You are free to end the contract at any time, though I kindly ask for a month's notice where possible. I view endings as an important part of our work and strive to create space for reflection and meaning as supervision concludes.

There is no set limit on the number of supervision sessions we can have, but regular check-ins will help us assess how the process is working for you.

Booking an appointment

Your data (name, surname, phone number and email address) will be added to Acuity Scheduling System, which will send an automated email confirming the appointment with the payment link. Seventy-two hours before the appointment, you will receive an automatic reminder of the session with the payment link.

Privacy notice

I use the Acuity Scheduling System to manage my calendar and Stripe for payments. (For more information about how your data is stored and processed on the Acuity Scheduling System and Stripe, please refer to my GDPR policy). These systems help me manage my workload and bookkeeping.

Payments

Payments are made via the link in the automated emails confirming and reminding you of the appointment. I ask for payments no later than two days before the session to confirm the appointment. If you struggle with a payment, please email me so we can find a solution together. If payment is not received by this time, I may need to offer the time slot to another client.

Supervision fees are based on 60-minute sessions, with different rates for longer or shorter sessions. For example, a 30-minute session is charged at half your supervision fee, while a 90-minute session is billed as one full fee plus half.

Changing or cancelling an appointment

You may reschedule or cancel an appointment at any time by emailing me. If I am unavailable, I will refer to the email's timestamp as the official notice and will respond on the next working Monday.

Refunds can only be requested if cancellations or rescheduling are made at least 2 days (by 5pm) prior to the session, including Sundays, or if I need to cancel or reschedule the appointment. However, if preferred, I'm happy to honor the payment and apply it to a future session

Lateness

If a session starts late on my end, I'll notify you promptly and still offer the entire supervision session whenever possible. If the delay affects either of our schedules, I'll offer you another appointment at no charge. If you're more than 5 minutes late, please let me know by email. I will wait for the full session and proceed unless you choose otherwise. However, you will still be charged for the entire session, and it may not be extended if it overlaps with someone else's time.

Communication between sessions

Communication between sessions is reserved for scheduling appointments only. This ensures that I can safely hold your experiences when I have the time and capacity to offer this fully.

This means that all other information contained in the email will be deemed as not urgent and will be addressed during our supervision session.

15-minute call

Due to the nature of our work together, I offer a free 15-minute phone call for matters that cannot wait till our next supervision session. During the phone call, we will discuss whether we may need to schedule an ad hoc supervision session (length to be agreed upon) to explore the matter further.

Confidentiality

Your attendance to supervision with me is confidential, and so is everything that you will discuss during the sessions.

As part of my professional requirements, I regularly attend peer, group and one-to-one supervision with colleagues who adhere to the same confidentiality standards I follow. All ethical dilemmas are discussed within these confidential spaces, with your anonymity in mind.

To maintain the confidentiality of all clients, I kindly ask that you arrive no earlier than 10 minutes before your counseling session, whether online or in person.

Notes and record-keeping

Please refer to the GDPR document to know how I record and keep the session notes.

Complaints

I am a registered member of COSCA (registration number 5468).

I hope you feel you can bring any concerns or difficulties you are finding in our work together to me. I will ensure there is space for you to raise any concerns you may regularly have. This is part of how I work and monitor your satisfaction with the service.

If you have reasons to complain beyond any resolution, I am inviting you to read the complaints procedure as outlined by COSCA (link on my website under "Contract and GDPR").

Reviews

I will review this contract, my paperwork and the systems I use for my practice as and when required at least once a year in April.

You will be informed of any changes in the contract and procedures that may affect our work together earlier in the year (around January and February).

You will be offered until the end of March to decide whether you are happy with the changes and wish to continue working together or conclude therapy.

This includes a revision of my fees.

Trainees only

Frequency

As part of my commitment to ethical and safe practice, regular supervision sessions are an integral component of the way I work.

I acknowledge that each accrediting body and training provider has its own supervision requirements, and I will work within those frameworks. However, I ask you to meet at least twice monthly, independent of your supervision requirements.

Supervision is an opportunity to get the support, guidance and feedback necessary to develop your counselling skills, address any concerns in your practice, and navigate the complexities of ethical decision-making in a supportive environment. Meeting twice a month is essential not only for your professional development and as a safeguarding measure but also to give me a greater sense of who you are as a practitioner. Please notice that twice monthly meetings (or at a higher frequency depending on the professional body accrediting your course) are still required until you obtain your diploma.

Reviews

Each training provider has its own policies and procedures to review its students' capacity to work ethically and safely with clients. We will arrange a session to reflect this.

When this is not part of the course requirements, a supervision session is organised halfway through your client's work to review your work and discuss areas of development.

Fees

There may be uncertainty around the end of counselling training, especially fees, as I offer a reduced rate for trainees. After you qualify, I will honour the current trainee fee until the end of the financial year (April). After that, if you would like to continue working together, the full hourly rate will apply.

Confidentiality

As part of our collaborative work together, it is important to maintain a safe and ethical environment for both you and your clients. If at any point you feel unsure or uncomfortable about a situation or if something doesn't align with our ethical standards, please know that you can openly discuss it with me.

I strive to ensure the well-being of everyone involved in the counselling process. If needed, I will work with you to address any concerns and, if necessary, report them to your placement or training provider.

Likewise, if there is a part of your work that needs more support or any blind spots that require attention (with a focus on ethical work), I would share them with you so we can work through them together.

If any ethical issues persist and you do not adequately address the concerns we discussed in supervision, your training provider and placement will be informed.