



CCPC GLOBAL™

Certifying Your Future

Canadian Council of Professional Certification

ASSOCIATE GAMBLING COUNSELLOR (AGC)

STANDARDS MANUAL

*For those with previous experience
and qualifications in other fields
of addiction and counselling*

www.ccpcglobal.com

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STANDARDS MANUAL FOR THE ASSOCIATE GAMBLING COUNSELLOR (AGC)

Canadian Council of Professional Certification Statement of Purpose

The Canadian Council of Professional Certification (CCPC) provides recognition to those professionals whose occupational activities meet its relevant criteria. In this manner we endeavour to help and encourage the upgrading of standards within Canada and International professional communities.

Introduction

The impact of gambling addiction on individuals, families and society has motivated many to commit themselves to train and assist those who seek help to recover.

Counsellors working with people with gambling addiction realize that this addiction leads to a degenerate state affecting the physical, social, spiritual and psychological condition of a person.

The Canadian Council of Professional Certification (CCPC) provides the opportunity for all competent workers in the field of addiction and related fields, to be certified and recognized as Professional Addiction/Gambling Counsellors and Supervisors. It has a Federal Charter to issue professional credentials to those who qualify in their respective field.

The **Associate Gambling Counsellor (AGC)** certificate will be issued to those who apply and are approved by the CCPC Examining Board.



Purpose of Certification

The purpose of Certification for the **Associate Gambling Counsellor (AGC)** is to recognize, by way of the certification process, those who have acquired an acceptable level of training, skills and effectiveness as a Gambling Counsellor.

The Council encourages everyone having the required qualifications to apply regardless of age, race, nationality, religion, sex, or disability.

The focus is

- 1) To provide the avenue for qualified persons who have studied, worked, and developed skills in the gambling field to receive professional recognition.
- 2) To provide the public with confidence that Gambling Counsellors have attained an acceptable level of competency.
- 3) To provide Certified Counsellors with encouragement and opportunity for continual education and professional development.

Who may be certified?

Any person may apply for credentials as an **Associate Gambling Counsellor (AGC)**. However, he or she must be able to meet the Standards Criteria for education set by the Examining Board of the Canadian Council of Professional Certification.

The application process provides the opportunity for the applicant to demonstrate adequate skill, knowledge and competence as a gambling counsellor.

Applicants must have a degree in counselling (e.g. MSW), a minimum of 30 hours of gambling specific training which meets the Core Competencies and 20 hours work experience in direct counselling, either volunteer or paid hours, at a recognized treatment facility.

As an **alternative to the degree** in counselling, certification as an Addiction Counsellor (CAC II) also qualifies the candidate for certification as a gambling counsellor (CGC).



Core Competencies

The following are the basic Core Competencies which are required to be certified as a Gambling Counsellor. The CCPC expects that these Core Competencies will be the minimum requirements for certification. Given that the prerequisite training requires basic counselling skills included in either a degree in counselling or certification as a Certified Addiction Counsellor CAC II or ICADC, the following will be required.

1. Basic knowledge about gambling and treatment including:
 - History of gambling
 - Types of gambling
 - Relevant definitions and terminology.
 - Significant literature in the field
2. Counselling Skills: Interviewing Approaches and Techniques
3. Conflict Management
4. Screening Processes
5. Assessment Processes
6. Treatment Planning
7. Crisis Intervention
8. Relapse Prevention
9. Effects on Family and Social Network
10. Financial Counselling

An applicant for the Associate Gambling Counsellor designation must be working on the above Core Competencies.



CODE OF ETHICS

The certified counsellor will adhere to the following Code of Ethics:

- 1) Believe in the dignity and worth of all human beings, and pledge my service to the well-being and betterment of all members of society.
- 2) Recognize the right to humane treatment of anyone suffering from gambling, alcoholism or drug abuse, whether directly or indirectly.
- 3) Promote and assist in the recovery and return to society of every person served endeavouring to provide the highest quality of care.
- 4) Maintain a proper professional relationship with all persons served, assisting them to help themselves, and referring them promptly to other programs or individuals when in their best interest.
- 5) Adhere strictly to established precepts of confidentiality in all knowledge, records and materials concerning persons served — also in accordance with any current government regulations.
- 6) Ensure that all interpersonal transactions between myself and persons served are non-exploitive and essential to their good recovery.
- 7) Give due respect to the rights, views and positions of any other gambling counsellors, referral agents and related professionals.
- 8) Respect institutional policies and procedures, and cooperate with any agency management with which I may be associated — consistent with recognized standards and procedures.
- 9) Contribute my ideas and findings regarding gambling, treatment and recovery to any body of knowledge — through appropriate channels.
- 10) Refrain from any activities, including gambling where my personal conduct might diminish my personal capabilities, denigrate my professional status, or constitute a violation of law.
- 11) Avoid claiming or implying any personal capabilities or professional qualifications beyond those I have actually attained — recognizing that competence gained in one field of activity must not be used improperly to imply competency in another.
- 12) Regularly evaluate my own strengths, limitations, biases or levels of effectiveness always striving for self-improvement and seeking professional development by means of further education and training.



Professional References

All applications must be accompanied by two professional references. All references are for the purpose of assisting the Examining Board of the Canadian Council of Professional Certification (CCPC) to make a fair and complete evaluation of the competency of the applicant.

All references are treated with **strict professional confidentiality**.

They should be addressed to the Canadian Council of Professional Certification and included with the application under confidential cover.

Two written references should include the following information concerning the applicant:

- 1) How does the applicant demonstrate self control?
- 2) How has the applicant demonstrated reliability?
- 3) Show how honesty is a part of the applicant's personal/professional conduct.
- 4) Give examples of the applicant's ability to work with others.
- 5) How informed is the applicant about the Gambling field.
- 6) Comment on the communication skills of the applicant.
- 7) Comment on the applicant's ethical (professional) conduct.

The CCPC reserves the right to request additional information if required.

Supervisor Letter and Evaluation

All applications must be accompanied by a completed Supervisor Evaluation (See page 13) and a letter from your current supervisor on employer letterhead. The letter should confirm your position title, length of time in position, and number of hours of work experience as outlined in the Experience section of the Manual.



APPLICATION PROCESS

It is important that you follow the instructions carefully and read the complete manual and application form first.

Certification for **AGC** is authorized by the Canadian Council of Professional Certification. Following approval of the professional designation, **CGC** can be affixed after your name and you may use the professional "CCPC Certified" stamp on your resume or business cards.

Instructions for Certification (All forms are available via the web site)

1. Please **complete the application** form including sections detailing how you have achieved the total number of required work and education hours.
2. Please **sign application**.
3. Attach the following to your **completed** application:
 - ___ Your current resume
 - ___ Signed "Consent to Release Information" form
 - ___ Supervisor's Evaluation form in separate envelope
 - ___ Photocopies of your professional diploma or designation e.g. Diploma SW, CAC II, or/and other professional counselling certificates. Please include transcripts, certificates, workshops, showing what has been completed to date.
 - ___ Photocopies of gambling specific education transcripts, diplomas, certificates, workshops, totalling 60 hours as indicated in the Education section
 - ___ A letter from your supervisor, on employer letterhead, indicating length of time in current position and number of hours of work experience as outlined in the Experience section of the Manual
 - ___ Two current professional letters of reference in separate envelopes
(*Ensure they follow the format outlined in manual*)
4. ___ Keep a personal file including: a copy of your complete application, copies of all past, current and future training undertaken including transcripts, diplomas, certificates; track hours associated with your education and work experience in relation to your certification.

5. Application Fees / Keeping Your Certification In Good Standing

The fee for certification must accompany your application. All fees are listed on the Certification page on the www.ccpcglobal.com website. To keep your certification in good standing you must renew annually at your anniversary date. You will receive notification 30 days prior to this date from the CCPC Head Office in Toronto.

Payment is made directly to:

CCPC, 1 Edenmills Dr., Toronto, Ontario M1E 4L1 Canada



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Email: wco@ccpcglobal.com

CGC AGC APPLICATION FORM

APPLYING FOR:	_____ CGC	_____ AGC
NAME	Surname	First Name
HOME ADDRESS	Street	City
	Province	Postal Code
BUSINESS	Name	
ADDRESS	Street	City
	Province	Postal Code
TELEPHONE	Home	Business
E-MAIL	Home	Business

SPECIFIC EDUCATION

List all professional counselling degrees or credentials for certification as a gambling counsellor to meet the 60 Hours of gambling-specific training are required for full certification (CGC) or 30 Hours of gambling-specific training are required for associate certification (AGC).

Degree/Credential	Institution	Number of Hours

WORK EXPERIENCE	
Present Position Title	Length of Time in this position
Type of Business	Number of employees supervised/managed

COUNSELLING / OTHER EXPERIENCE					
List recent positions / counselling work experience, paid or volunteer, to meet the 20 hours of required experience.					
From	To	Title	Employer	Type of Work	Number of Counselling Hours

If you are currently enrolled in further education, please complete the following

Name of University, College or Institution	Web Address
Faculty/Department	Course(s)

RELATED DATA
<i>Please provide data on any other position held or experience gained which is considered necessary to establish the grade of certification to which you are entitled. Examples are: Consulting, lecturing, Voluntary Offices held, Management, Technical or Scientific Papers printed or presented. (Add additional pages if required.)</i>

Please initial:

_____ Yes I have read and will adhere to the Counsellor Code of Ethics

Please indicate where you received training/education related to the following core competency areas:

Basic knowledge about gambling and treatment including:

History of gambling _____

Types of gambling _____

Relevant definitions and terminology _____

Significant literature in the field _____

Counselling Skills:

Interviewing Approaches and Techniques _____

Conflict Management _____

Screening Processes _____

Assessment Processes _____

Treatment Planning _____

Crisis Intervention _____

Relapse Prevention _____

Effects on Family and Social Network _____

Financial Counselling _____

Comments:

Signature

Date

Any information provided on this application is for use of the CCPC for certification purposes only. This application must be accompanied by the appropriate forms and registration fee. Please make cheque or money order payable to the CCPC. Do not send cash. Please advise us of a change of address.

To pay by Credit Card, complete the following:

Credit Card Type: _____ Visa _____ Master Card _____ American Express

Card #: _____ **Expiry:** _____

Name on Card: _____ **(Pls print)**

Authorizing Signature: _____



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Consent to Release Information

I give permission to Canadian Council of Professional Certification (CCPC) to request information from my present and past employers and any institution or agency with which I am, or have been, associated in a professional capacity.

I consent to the CCPC consulting with any person who may have information on my competence and ethical standards of behaviour.

I consent to CCPC inspecting any documents or records necessary, to determine my "acceptable standard" for certification.

I hereby release from any liability, all representatives of CCPC and all individuals and organizations who provide information to the CCPC, while acting in good faith, to determine my credentials and character.

I am aware that any false or misleading information deliberately given, will be considered a serious matter, and will be dealt with accordingly.

I understand that none of the information referred to herein constitutes "personal information" as defined under the *Personal Information Protection and Electronic Documents Act*.

Applicant's Name (please print)

Applicant's Signature

Date



CGC / AGC Supervisor's Evaluation Report

Applicant Name: _____

When a person applies for credentials as a Certified Gambling Counsellor (CGC) or Associate Gambling Counsellor (AGC), the Examining Board of the CCPC seeks to determine their competence, character and knowledge by authentication from various sources.

As their Supervisor, we consider your comments very important because of your first hand observation of the applicant's skills, knowledge and ethical standard. Please provide us with the following information on the basis of your knowledge through supervised work:

ASSESSMENT

1. Interviewing skills
2. Assessing signs, symptoms
3. Knowledge of gambling
4. Recognizing needs for referrals and other services
5. Formulation of objectives and proper treatment
6. Evaluating client progress

N/A	POOR	ACCEPT-ABLE	OUTSTAND-ING

COUNSELLING

1. Knowledge of treatment philosophies
2. Communication skills (oral and written)
3. Establishing client trust
4. Orientation procedures
5. Counselling programme development
6. Group therapy management
7. Family member counselling
8. Assessment of ongoing issues
9. Aftercare services
10. Medical recommendations and treatment

N/A	POOR	ACCEPT-ABLE	OUTSTAND-ING



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CLIENT EDUCATION

1. Follow-through on plans to educate clients
2. Family member education
3. Community workshops, speaking engagements, etc.

N/A	POOR	ACCEPT-ABLE	OUTSTAND-ING

CASE MANAGEMENT

1. Management of client affairs
2. Maintenance of accurate case records and files
3. Consultations with supervisors and peers
4. Colleague education

N/A	POOR	ACCEPT-ABLE	OUTSTAND-ING

I hereby certify that I have first-hand knowledge and observation of the applicant's work at *[name of work setting]* _____.

During the period from _____ to _____

My relation to the applicant was in the role of _____ for a total of _____ hours. Comments regarding suitability of applicant for CGC

The information I am giving is my best judgement of the applicant's capabilities to be a Certified Gambling Counsellor (CGC) or Associate Gambling Counsellor (AGC).

Name Signed

Title Agency

Telephone Email

Please return your report in a separate confidential envelope with the application.