



Student Counselling Policy

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Main points of policy	<ul style="list-style-type: none"> • All current students have an entitlement to counselling • How students can access the service • How needs of students are assessed • How support is agreed • What can be expected from counselling • How support is reviewed and monitored • Data protection and confidentiality
List of procedures for implementation	<ul style="list-style-type: none"> • Accessing the service • Assessment of client need • How support is agreed • Reviewing and monitoring <p>Procedures are outlined within the Statement of Service Supported by the forms in the appendices.</p>
Related policies, documents and strategies	<ul style="list-style-type: none"> • Equality and Diversity Policy • Social Media Policy • Data Protection Policy • Safeguarding and Child Protection Policy • Student Course Handbook

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Equality and diversity statement

*It is the policy of **St Andrews College, Cambridge** to recognise and encourage the valuable and enriching contribution from all who work and learn here and the rights of all individuals who come into contact with the College, such as prospective students and job applicants.*

We believe that people from a range of backgrounds and experiences can enhance the life and development of the institution and that all individuals should be treated on the basis of individual merit and without prejudice. The College will, therefore, aim to provide an education service that actively promotes equality of opportunity and freedom from discrimination on grounds of age, cultural background, economic status, disability, ethnicity, gender, religion/belief, marriage/civil partnership or sexual orientation in both education and employment. We will strive vigorously to remove conditions that place people at a disadvantage and will actively combat bigotry and discrimination. The College expects all employees, students, and associated partner organisations to adopt this policy.

1. Background to the policy

St Andrews College recognises that people may face a variety of difficulties and challenges whilst at College, which impact on the chances of success and progression.

Students have the right to expect informed, impartial, supportive and timely guidance and counselling organised by the College, around any personal difficulties that are affecting a student's studies or life outside the college.

2. Definitions

Counselling- Counselling takes place when a counsellor sees a client in a private and confidential setting to explore a difficulty the client is having, distress they may be experiencing or perhaps their dissatisfaction with life, or loss of a sense of direction and purpose. (The British Association for Counselling and Psychotherapy, 2004)

3. Scope of the policy

The counselling service is available to all currently enrolled students within St Andrews college, irrespective of the level, mode or duration of study. An exception to this is for those that are known to the counsellor on a personal level. In this instance these students will be referred to a relevant external services (Centre 33)

This policy covers:

- Entitlement to counselling
- Accessing the service

- Assessment of need and allocation to the counsellor
- How support is agreed between the client and the counsellor
- What can be expected from counselling, including number of sessions
- Reviewing and monitoring
- Data protection and confidentiality

4. Policy statement

St Andrews college is committed to providing a safe, professional, accessible and confidential counselling service which supports students to overcome issues which may be affecting a student's ability to study at College.

Entitlement to counselling

This service is available to students of the College, who may be experiencing emotional or psychological problems that could inhibit their personal development and/or chances of success and progression. The service aims to promote and contribute to the well being and achievement of students.

To ensure this aim is met, we commit to:

- offering a service that conforms to the British Association for Counselling and Psychotherapy (BACP) code of ethics. Information on these codes of ethics is communicated to each client when they first use the service.
- encouraging equality of access and promoting a sense of welcome and privacy through inclusive and appropriate publicity and accommodation for the service. The service is offered to students regardless of age, disability, gender (including gender reassignment), marital status, race, religion/belief, and sexual orientation.
- offering a one-to-one counselling service for enrolled students, free of charge.
- delivering the service through staff trained to diploma standard who are professionally supervised as required by the BACP and have a commitment to ongoing training, personal development and study.
- providing a response to a counselling request within 2 working days and an initial appointment within 7 working days.
- ensuring confidentiality for the student in accordance with the BACP's Ethical Framework for Good Practice in Counselling and Psychotherapy. Tutors, relatives, friends etc. are not involved in the counselling process.
- keeping accurate and up-to-date information on other sources of support and signposting students to other agencies if appropriate.

- listening to clients
- reviewing the Counselling Service regularly and providing an annual report. The student Counsellor will write an annual report and submit it to Hanna Claydon.

What can be expected of one-to-one counselling

- The service currently offers an 'open-ended' provision. However, there may be occasions when the demand for the service is so great that a limit needs to be imposed. If this is the case existing clients would be given 6 sessions notice of the change and the subsequent sessions would run consecutively.
- The service will be delivered in a private, comfortable and welcoming environment, usually in a room on the top floor of 9 Station Road.
- Each session is usually sixty minutes long although clients may wish to shorten the session if they choose.
- The service is client-led and the counsellors will not be directive with regard to topics for discussion. Clients will have the opportunity to express themselves through their preferred media. This is usually talking but art, music or any other method is welcomed.
- It may be the case that a counsellor and a client will meet outside the counselling room, for example when working with certain issues. The client will be informed of the possibility. The counsellor will not acknowledge the client outside the counselling setting. Clients will be given the opportunity to discuss unplanned meetings and any concerns raised at the next session.
- An important aspect of the counsellor's work is to recognise the onset of serious physical and psychological disturbances and refer appropriately. This may be to a GP or psychiatrist or other medical consultant for expert opinion. The referral will usually take place in consultation with the client. Therapeutic sessions can continue with the counsellor if agreed by the referral agency and the client.

Data protection and confidentiality

All sessions with a counsellor are confidential. Information will only be shared with your explicit and informed consent. The only time the counselling service will share information without consent is if it is felt that a client, a child or a vulnerable adult is at risk from significant harm. In these circumstances, the procedures within the Safeguarding and Child

Protection Policy will be followed. The service will usually (but not always) discuss with a client what will be shared and will seek to obtain the client's consent where possible.

The counsellor works openly and honestly and information recorded about clients is available for the client to see. All information about clients, both paper-based and is held securely and each client is coded.

A paper record is kept of the following information:

- Referral and assessment forms, including client name and contact details
- Counselling contract
- Session notes.

This information allows the service to maintain contact with the client and work within ethical and professional guidelines. Session notes ensure that counsellors are able to develop their sessions to meet the needs of the individual client.

Counselling is confidential, unless safeguarding concerns are raised. The Counselling Manager (Hanna Claydon) and Pastoral Care Manager (David McEwan-Cox) will be aware of the names of clients accessing the service but will not have access to any detail of presenting difficulties or session content.

Parents/carers, tutors, teachers or support staff do not have access to information about students receiving counselling and will not be informed that students are accessing the service.

All information is stored for seven years and then destroyed, in line with BACP guidelines. If a client wishes for their information to be destroyed before this deadline, they should speak to their counsellor.

5. Procedures associated with policy

Accessing the service

The counselling provision is communicated through posters, the College website, induction sessions and by tutors. Clients can also access information through the Counselling referral form (Appendix 1).

Clients can access the service through the following mechanisms:

- Direct contact with a member of staff by phone, text or email.
- Referral by tutor or other member of staff.
- Completing a counselling referral form.(available throughout the school)
- Referral by General Practitioners or other healthcare professional.
- Posting a request for an appointment and contact details in the post boxes at reception.

The Counsellor keeps accurate and current information on all other sources of support, both internal and external, and can signpost or refer to other agencies when appropriate.

Assessment of client needs

The counselling service aims to provide a non-directive counselling experience.

The counsellor will complete an assessment with each client at the first appointment (please see Appendix 2). This form is then held confidentially in a secure location.

How support is agreed

Clients are encouraged to use the sessions in whatever manner is most helpful. The counsellor will talk through a 'contract' with the client in the first session that outlines expectations of both the counsellor and the client. The contract also covers confidentiality and safeguarding (please see Appendix 3).

If a client feels that they have been placed with a counsellor who does not suit them, Hanna Claydon will attempt to offer sessions with an alternative centre.

Reviewing and monitoring

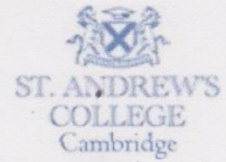
- A review discussion will take place at least every six weeks between the client and the counsellor to ascertain how beneficial the sessions are. This is to ensure that the client's needs are being met.
- If a client accesses the service for longer than twelve weeks, a review will take place between the counsellor and the team manager to ensure that the needs of the client are being met. No confidential information will be shared at this meeting.
- The Counsellor (NW) will meet with the Counselling Service Manager (HC) after the first two sessions have been completed. The Counsellor will keep a log of these meetings.
- When the counselling takes place because of a safeguarding issue, the Counsellor, Counselling Service Manager and Designated Safeguarding Leads will work together whilst simultaneously respecting confidentiality agreements, to ensure that all processes work effectively.
- At the last session, clients will be asked to complete a feedback form. These forms are collated and are used to improve the service.

- Clients are encouraged to give informal feedback on all aspects of the service, including promotion activities and methods and policy.
- If clients have concerns about the service they are receiving, they are strongly encouraged to speak to their counsellor, the Welfare Manager or the counselling Manager). Formal complaints should be directed to Hanna Claydon (basement of 13 Station Road), using the Complaints procedure. If the complaint is not resolved the client can then make a formal complaint to via the BACP (Appendix 5)
- Information on who is accessing the service is analysed confidentially in order to measure the impact of the service and identify areas for improvement. Students are tracked through a coded system to maintain confidentiality.
- This policy and the effectiveness of the service is monitored through client feedback and success data.

Appendix 1



COUNSELLING REFERRAL FORM



STUDENT NAME		
COURSE		
EMAIL ADDRESS		
MOBILE NUMBER		
BEST METHOD OF CONTACT		
<input type="checkbox"/> PHONE <input type="checkbox"/> TEXT <input type="checkbox"/> EMAIL		
BRIEF REASONS FOR WANTING TO ATTEND COUNSELLING		
PLEASE STATE WHAT DAYS AND TIMES WOULD BE CONVENIENT FOR YOU TO ATTEND COUNSELLING		
<input type="checkbox"/> MONDAY	<input type="checkbox"/> MORNING	<input type="checkbox"/> AFTERNOON
<input type="checkbox"/> TUESDAY	<input type="checkbox"/> MORNING	<input type="checkbox"/> AFTERNOON
<input type="checkbox"/> WEDNESDAY	<input type="checkbox"/> MORNING	<input type="checkbox"/> AFTERNOON
<input type="checkbox"/> THURSDAY	<input type="checkbox"/> MORNING	<input type="checkbox"/> AFTERNOON
<input type="checkbox"/> FRIDAY	<input type="checkbox"/> MORNING	<input type="checkbox"/> AFTERNOON
YOUR DETAILS WILL BE FORWARDED TO THE COUNSELLING DEPT WHERE YOU WILL BE CONTACTED TO ARRANGE YOUR FIRST APPOINTMENT. IF YOU PREFER TO BE CALLED, WHEN WOULD BE THE MOST CONVENIENT TIME TO CONTACT YOU?		
SOURCE OF REFERRAL		
<input type="checkbox"/> SELF <input type="checkbox"/> PERSONAL TUTOR <input type="checkbox"/> STUDENT SERVICES MANAGER <input type="checkbox"/> PRINCIPAL <input type="checkbox"/> TEACHER <input type="checkbox"/> HOUSE MANAGER <input type="checkbox"/> HOMESTAY		
NOTES/COMMENTS		

Appendix 2

Counsellor preference

(please tick)

If we can accommodate your choice would you prefer to see a:

Male counsellor Female counsellor

General Practitioner

Name of GP: _____

Address: _____

Postcode: _____ Telephone number: _____

Note: We respect your privacy and will not contact your GP without your permission

Physical disabilities

(please tick)

Do you suffer from any physical disabilities? Yes No

If yes, please provide details _____

Mental health issues

(please tick)

Have you ever suffered from a mental illness? Yes No

If yes, have you received a diagnosis? Yes No

If yes, please provide details _____

Have you ever been admitted to hospital suffering from a mental illness? Yes No

If yes, please provide dates _____

Medication

(please tick)

Are you currently taking prescribed medication? Yes No

If yes, please provide details _____

Are you currently taking any non-prescribed medication? Yes No

If yes, please provide details _____

Reason for seeking counselling

(please tick)

Is it your decision to seek counselling? Yes No

Appendix 2

Client Profile

Name _____ Tel: Home _____

Address _____ Tel: Work: _____

_____ Tel: Other _____

Email _____

Referred by _____ Date of Birth _____

Physician _____ May I contact? yes _____ | no _____

Do you have any medical problems or concerns? _____

Are you presently on any medication? _____

Medication	Dosage	Taken Since

Next of Kin/emergency contact _____ Tel: _____

Cancellation Policy: Please call me the day before your appointment if you wish to cancel. Less than one day's notice or missed appointments will be charged at the full rate.

I have read and agree to the cancellation policy

Signature _____

Date _____

For office use. Please do not fill out.

EAP: _____ Number _____ ID /Org _____ Section _____

Ref Date _____ # _____ Ext _____ By _____ Sessions _____

Appendix 3

COUNSELLING AGREEMENT

Please read the following information carefully before signing below. If there is anything that you are unsure of please ask before signing:

CONFIDENTIALITY

Everything we discuss in our sessions together is confidential except:

1. for the purposes of supervision
2. where in my opinion, there may be a danger to yourself or to others
3. I am made accountable by a court of Law or for any legal reasons.
4. Unless you consent me to talk to a third party on your behalf

Supervision sessions are to allow me to gain support and guidance in my work and also to check that I am working ethically and competently. When I discuss the work that I am doing with you, I will only refer to you by your first name (if this is agreed by yourself otherwise we could find an alternative) and any other distinguishing details will be altered to keep your identity anonymous.

FREQUENCY, CANCELLATION AND LENGTH OF SESSIONS

Sessions are 1 hour in duration but you are free to leave whenever you wish. We would normally meet once weekly. We will review the work that we are doing on the sixth session, giving us both a chance to assess how the relationship is working out and to make sure that the counselling sessions are helpful to you. If you did decide to stop coming for counselling, please inform me if possible in order that we can have an ending session.

Please give 48 hours notice in advance if you can't make a session, or as soon as possible in exceptional circumstances. I will follow the same procedure if I need to cancel a session too. You can do this by email: Counselling@standrewscambridge.co.uk Or by telephone 07701297568. It is fine to leave a message on the answer phone if you need to cancel as this is checked regularly.

LIMITS FOR COUNSELLING:

It is not okay to attend counselling sessions whilst under the influence of drink or drugs or to harm yourself in any way during the sessions. I would need to be informed if you are prescribed any medication.

We do not usually work with a client who is seeing another therapist due to conflicting interests. If you did see someone else this is something that I would need to know about and that we could discuss it.

CODE OF ETHICS AND COMPLAINTS PROCEDURE:

If you are not happy with anything at all this is something that I am happy to discuss with you in the first instance. If we still cannot resolve the issue then you can make a formal complaint in writing to Hanna Claydon via the school website.

I work within the BACP code of ethics. This is to ensure that you receive a

good service and means that I am accountable to a higher national organisation and must work within their guidelines. They have their own complaints procedure. Copies of this are available on request.

AGREEMENT

I have read and understood the above information and agree to the conditions for counselling as made clear to me.

Signed..... Date.....

Client-Counsellor Feedback

This form allows you an opportunity to provide feedback to your counsellor after your sessions have finished. This will help your counsellor's professional development as well as helping to improve the service offered to others.

You DO NOT need to identify yourself.

Please place a mark in the box which most closely corresponds to how you feel about each statement.

About the Working Relationship With Your Counsellor

	Strongly Agree	Somewhat Agree	No Strong Feeling	Somewhat Disagree	Strongly Disagree
My counsellor listened to me effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My counsellor understood things from my point of view.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My counsellor focused on what was important to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My counsellor accepted what I said without judging me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My counsellor showed warmth toward me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My counsellor fostered a safe and trusting environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My counsellor began and finished our sessions on time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My counsellor followed my lead during our sessions whenever that was appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My counsellor provided leadership during our sessions when/if that was appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My counsellor challenged me when/if that was appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the Results of Working With Your Counsellor

	Strongly Agree	Somewhat Agree	No Strong Feeling	Somewhat Disagree	Strongly Disagree
The sessions with my counsellor helped me with whatever originally led me to seek counselling.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any changes which might have occurred in me as a result of my counselling have been positive and welcome.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Satisfaction

	Very Satisfied	Somewhat Satisfied	No Strong Feeling	Somewhat Dissatisfied	Strongly Dissatisfied
My overall level of satisfaction with the service provided by my counsellor is:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Based on my experience, I would recommend my counsellor to others.		Yes <input type="checkbox"/>		No <input type="checkbox"/>	

Other Comments

Please use the space below for any other comments you would like to bring to your counsellor's attention. (If there are any matters which you specifically would not have wanted to discuss with your counsellor in person, your counsellor would be especially glad to know of these.) If you include your name in this section, it will be treated as CONFIDENTIAL. If you need more space, please continue on the back or add another page.

Please return this form in the stamped envelope provided. Thank you!

Sample feedback form provided by CounsellingResource.com, © 2003.

Complaint Form

Name of complainant: (Please supply contact details on separate sheet)

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Name of member/registrant against whom you wish to complain:

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Full contact details of member/registrant: (*Where known*)

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Description of the professional relationship you had with the member/registrant: (*Please include start and finish dates for this relationship*). Continue on separate numbered sheet(s) if necessary.

--

Description of the complaint against the member/registrant: (*This should include details of dates when the event(s) giving rise to the complaint occurred*) Continue on separate numbered sheet(s) if necessary.

--

Detail any attempts you have made to resolve your complaint with the member/registrant concerned: (*If not, give an explanation why*). Continue on separate numbered sheet(s) if necessary.

--

Signature:

Date:

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NOTE: Please return this completed and signed form together with all supporting evidence to the address below. Please also note that a copy of this complaint form will be made available to the member/registrant complained against:

**Professional Conduct Dept.
BACP
BACP House
15 St. John's Business Park
LUTTERWORTH**

LE17 4HB
Feedback

As part of its further commitment to customer care, BACP is seeking your feedback on the complaint process. If you have any feedback that you would like to submit to BACP regarding its complaints process, please provide this to the following dedicated email address:
registerfeedback@bacp.co.uk

Please note that your feedback can also be submitted anonymously by post, addressed to the Professional Conduct Department, and will be used with the sole intention to inform and improve our handling of complaints. Please note that no individual responses will be made to the feedback received. Your co-operation in this matter is much appreciated.