

## **Counselling service agreement**

### **Students**

To access the counselling service, you must be an enrolled student. Where a student leaves college before they complete their course they will no longer be entitled to use the service.

### **Sessions**

Sessions are free and last about 50 minutes; sessions are usually at the same time each week. We normally offer you a program of between four and six sessions.

If your Counsellor has to cancel a session we will do everything we can to let you know, you will not lose a session.

If you miss a session please contact us as soon as you can on 01484 437076 or by email at [counselling@kirkleescollege.ac.uk](mailto:counselling@kirkleescollege.ac.uk). If you do not contact us we will assume you no longer require counselling and your program of sessions will be ended.

The service allows for one cancelled session where there is a good reason. Any subsequent sessions that are cancelled, or missed, will be counted towards the sessions agreed at the start of your counselling program. In some circumstances, where sessions are not being kept, it may be appropriate to end counselling, this will be at the discretion of your counsellor.

The service uses a texting service to contact students for the purpose of appointment reminders and confirmation only. This service cannot be used to offer emotional support or advice.

### **Feedback**

During your program of counselling sessions, you will be asked to complete a feedback form. The counselling team encourage, and welcome, feedback to help us improve our service.

### **Complaints**

If you are unhappy with any aspect of your experience of the counselling service, please discuss your concerns with your counsellor. You also have the option to send an email to the [counselling@kirkless.com](mailto:counselling@kirkless.com) or follow the college complaints procedure which can be found on the college VLE.

### **Telephone sessions**

The counsellor will contact you at the agreed time on the number you provide. If you miss the call the counsellor will attempt to call you back 5 minutes later. Should the second call be unsuccessful this will count as a missed session. It is recommended that you should be in a suitable, quiet and private place; this will offer you maximum confidentiality.

### **Confidentiality**

All counselling sessions will be conducted in confidence and this confidentiality will be maintained, and applied to any and all records, except in the following instances when it may be necessary to share relevant information.

a) if you are believed to be a danger to yourself or if another person or organisation is believed to be at risk.

- b) if this is required to comply with the duty to protect children or vulnerable adults
- c) if you give consent in writing for the confidence to be broken
- d) if the counsellor is compelled by a court of law

In most circumstances if there is a requirement to share information, this would be discussed with you before it is released. The counsellor will ask that you provide up to date contact details in case of emergencies that may arise out of normal college working hours. Your personal information will be handled appropriately and with due care, should you have any concerns please discuss this with your counsellor.

### **Supervision**

All counsellors receive external supervision. Counsellors also take part in Peer Group Supervision with the other counsellors on the team. This ensures we are providing the best possible service for our students. You will not be named in these sessions.

### **Records**

The counselling service keeps both paper and electronic records. The paper records are kept in a secure, locked cabinet and the electronic records are password protected and kept on the College's server(s).

These records will normally only be accessed by the counselling team. The records are saved for 6 academic years and then deleted.

### **Access to records**

Under the Data Protection Act (2018) you have the right to see any information and records kept about you. Please ask your counsellor how to access this information.

### **Funding**

For funding purposes you will be registered on the college funding system as having accessed support and each time you have contact with the service this will be logged.

Other support staff who may work with you in college will also log any contact they may have with you on the same system and therefore may be able to see that you are accessing other services.

We log the number of sessions you have with us under the heading of pastoral support 2 (not counselling) this information can then be seen next to your counsellor's name. This system is also used to collect anonymous statistical data for our managers.

The Data Protection Act (2018) requires that we get your consent to process your personal data

I have read and understand the above terms and I give my consent to Kirklees College processing my personal data for the purposes of providing counselling services.

Client's Signature .....

Date .....

Counsellor's Signature .....

Date .....