Student Counselling and Wellbeing Service Agreement

The Student Counselling and Wellbeing Service is a free, confidential, professional service which offers short term counselling, wellbeing and coaching support.
Your responsibility

Registering
Please read through our service agreement as you will be asked to confirm you have read and agree to its contents. You will be asked to complete forms when you first contact us to give us some personal details and tell us why you would like to access the service and then also shorter questionnaires before each appointment. We do require you to complete these forms as they help us to evaluate whether our work together is beneficial to you. Once your counselling and wellbeing sessions have ended we will also ask you to complete an online evaluation form as your feedback is important to us.

Attendance
We are a busy service and you can help us to manage our resources efficiently, for example, by arriving on time. Please be aware that it is essential that you are on time for your initial appointment and if you are more than 15 minutes late for any further appointment you may risk losing the session.

If you need to cancel or rearrange your session, please contact us as soon as possible and certainly no later than 24 hours before the appointment. We have a high demand for the service and if you are unable to attend, we can then offer this appointment to another student who needs it. You can do this by telephoning 0116 223 1780 or emailing wellbeing@le.ac.uk. Any sessions not attended or cancelled at short notice will count as one of the total sessions you have agreed with your practitioner. If you miss your initial appointment your file will be closed and you will need to re-apply to the service for any future support.

Confidentiality
In general, the practitioner you see will not speak to any third party about any details relating to your attendance at the Counselling and Wellbeing Service without explicit permission. There are some situations, in which practitioners may have to pass on information. This is mainly related to concerns about serious risk to you or others or when we are required by law to disclose, but consent to release any information is sought where possible.

In line with professional requirements and good practice, practitioners will discuss sessions with professional colleagues within the service and clinical supervisors contracted to the service, although individual identifying information is not revealed and information shared in supervision itself is protected under a contract of confidentiality and will not normally be shared outside the supervision relationship.

If you see any member of the University Counselling and Wellbeing Staff outside of the service, they will not initiate contact with you.

Data Protection
Your details and individual records are held on a secure server at COREnet, our computerised records provider and only accessible by members of the Student Counselling and Wellbeing team and select COREnet employees. We hold our records for six years after which they will be deleted. We utilise anonymised data for the preparation of reports and for service evaluation and planning.

Please see further information https://www2.le.ac.uk/legal/privacy or ask us if you require any further clarification on this policy.

The Student Counselling and Wellbeing Service works to the British Association for Counselling and Psychotherapy (BACP) ‘Ethical Framework for good practice in Counselling and Psychotherapy’.