

TITLE	REF	VERSION	
Student Counselling Procedure	LSPRO038	2.0	
DEPARTMENT	Student Experience and Safeguarding		
DATE	July 2024	REVIEW DATE	July 2028

Student Counselling Procedure

Procedure Statement

The Student Counselling Procedure outlines how Activate Learning provides a counselling service to students in line with the Student Health and Wellbeing Policy and the Safeguarding and Child Protection Policy. Counselling is an effective way to support students who are experiencing emotional and personal difficulties and those with mental ill health.

At Activate Learning, students have the right to access informed, impartial, supportive and timely guidance and counselling organised by the college.

Activate Learning's Counselling service will:

- Offer a service that conforms to the British Association for Counselling and Psychotherapy (BACP) ethical framework, and also follows the statutory guidance regarding safeguarding as established in Keeping Children Safe in Education (KCSIE).
- Encourage equality of access and promote a sense of welcome and privacy for all through inclusive and appropriate publicity and accommodation of the service.
- Ensure the service is offered to all regardless of age, disability, gender (including gender reassignment), marital status, race, religion/belief, and sexual orientation.
- Contribute to college staff development by offering workshops, training and support.
- Offer a one-to-one counselling service for students as standard, and offer group sessions where appropriate.
- Deliver the service through trained and qualified counsellors or student placement volunteer counsellors working towards a minimum of a diploma standard who are professionally supervised (as required by the BACP) and have a commitment to ongoing training, personal development and study.
- Ensure an appropriate level of confidentiality for the student in accordance with the BACP's Ethical Framework for Good Practice in Counselling and Psychotherapy. If a student discloses something of a safeguarding nature this will be reported to the Safeguarding team in line with KCSIE.
- Keep accurate and up-to-date information on other sources of support and signpost students to other agencies if appropriate.
- Actively promote the service to students and staff, in induction talks and through visiting groups.
- Keep accurate records, stored securely.

In relation to a one to one session with clients we will:

- Seek and act on feedback from students and staff to inform the ongoing improvement of services.
- Ensure the client receives a copy of the client/counsellor contract verbally. Digital/physical copies can be made available on request.
- Complete a formulation and assessment form with the client
- Offer the client a minimum of 8 sessions
- Deliver the session in a private, comfortable and welcoming environment
- Offer individual counselling for up to 50 minutes in duration per session
- Provide a service which is client led and the counsellors will not be directive regarding topics for discussion
- Provide information regarding referrals to other agencies including other student support/services departments
- Offer the service during term time only

In relation to a referral to the service we will:

- Make counsellor contact details clear in order to facilitate ease of referrals.
- Make contact with a client within 10 working days of receiving a referral to arrange to complete an initial assessment.
- Ensure the client understands that the service is not an emergency response, and there may be a waiting time for regular sessions.
- Ensure the client understands their position on the waiting list and when they can expect sessions.
- If the counselling service cannot meet needs, due to them being more appropriate for another internal or external service, this will be discussed with the client and next steps agreed. This may include internal referrals to Safeguarding, ELSA, or the Intervention Progress Coach Team, or external referrals such as GPs, CAHMS, or Talking Therapies.

References

This policy complies with the following legislation:

- Equality Act 2010: Guidance
- Special Needs and Disability Act 2001
- Mental Health Act in England and Wales
- BACP Guidelines

This Policy should be read in conjunction with the following Policies and Procedures:

- Student Behaviour Policy
- Equality and Diversity Policy
- Student Mental Health Procedures
- Fitness to Study and Reside Procedure
- Medical Needs Procedures
- Personal Risk Assessment Procedures
- Safeguarding and Child Protection Policy

Appendices:

Appendix A: Formulation and Assessment form

Appendix B: Client/Counsellor Contract



Appendix A:

Coons Illij Assessment Form

Client code.

Date.

REMs contact info checked.

Presenting problem

Medical conditions:

Medical history:

Mental health diagnosis:

Previous Counselling:

G.P. Smith

Risks/factors

Suicide attempts

Self-harm

Violence (experience)

drug misuse

Alcohol misuse

Eating disorders

Client expectations:

Additional information:



Appendix B:

COLLEGE COUNSELLING SERVICE AGREEMENT

Activate Learning Counselling Service works according to the British Association for Counselling and Psychotherapy (BACP) Ethical Framework.

Counselling is a talking therapy where you can explore and understand what is bothering you.

The College Counselling Service is free of charge and operates during term time only.

The College Counselling Service agrees to:

- Offer the client at least 8 sessions
- Offer individual counselling for up to 50 minutes per session.
- Provide a service which is client-led and will not be directive with regard to topics for discussion.
- Ensure all sessions are confidential unless a significant risk of harm to self or others is identified.
- Keep all confidential information anonymous and secure.
- Discuss cases with the British Psychological Society and use all clients.

The Client agrees to:

- Attend all appointments on time
- Where possible provide a minimum of 24 hours notice if they wish to cancel or change an appointment

