

Contract with GCU Student Counselling Service

This document forms the basis of the counselling contract between _____ and GCU Counselling service.

1. Counselling Confidentiality

Confidentiality is an important part of the counselling process. It helps people talk openly about their concerns in a safe environment. Staff working in the Counselling service will not pass on personal information about students (including information on attendance) to anyone outside the team (including academic staff) unless there are exceptional circumstances.

The occasions when we would share your confidential information include:

- When you have given us your consent to disclose information.
- If a child's physical or emotional wellbeing is at risk.
- If we believe you are in danger of seriously harming yourself or another person.
- Where we have been given information which would render us liable to civil or criminal court procedure should it not be disclosed.

In these kinds of situations we'll support you to disclose the information to the relevant person/agency yourself. However if there is no indication that this has happened, or is likely to happen, or there is serious danger, the counsellor/psychotherapist may pass on the information directly.

Within the Student Wellbeing Team the Counselling Service, Disability Team, Mental Health Adviser and Student Wellbeing Adviser all work together as part of the same team. From time to time, we may need to discuss individual students to ensure that the best service possible is provided. We'll always ask for your permission before sharing any information.

We may also contact you by email to advise you of further support we can provide you with e.g. upcoming workshops /events. Let us know at any time if you would prefer not to receive these emails.

• Record keeping and Confidentiality

The counsellor/therapist will maintain a record of your contact with the Service. These will be held securely and confidentially in line with the University Data requirements. **You have a right to access your information held by the Service.**

We ask that you read and understand the Confidentiality and Record Keeping information with the Counselling service. This is available at the following webpage:

<https://www.gcu.ac.uk/student/studentlife/studentsupport/counsellingservice/aboutcounselling/confidentiality/>

If you have any questions, please do not hesitate to ask – counselling@gcu.ac.uk

3. Counsellor/Therapist Supervision

The counsellor/therapist may discuss his or her work with a Counselling supervisor, as required by the British Association of Counselling and Psychotherapy, but will not reveal or indicate the client's identity or the identity of others of whom the client has spoken.

4. Attendance

We ask that you prioritise your appointments within the week and attend appointments punctually. The Counselling Service is under significant demand, and cancellations and appointments not attended without prior notice (DNAs) increase the length of time the next student on the waiting list will have to wait to be seen. We understand that sometimes you might need to re-schedule an appointment. We ask where possible you **provide at least 48 hours' notice** if you cannot attend.

- **Cancellations or DNAs**

If you cancel your appointment or do not attend without prior notice, please note that it is **your responsibility to re-schedule**. If we do not hear from you **within 4 working days** we will assume you no longer require our services and your file will be closed. Repeat cancellations may also result in your file being closed.

Please note that each short-notice cancellation or DNA appointment will count towards the number of sessions you have been offered. Two DNAs will automatically result in your file being closed.

If your file has been closed, please note that you are welcome to attend GCU Counselling again, by scheduling another intake appointment, in order to be put back on the Waiting List.

- **Counsellor/therapist needs to cancel a session**

If your counsellor/therapist is unable to attend a session, you will be contacted as soon as possible by phone initially and then a message to your University email account. The counsellor/therapist will be in contact with you as soon as possible to offer to reschedule this.

5. Complaints procedure

There is a formal complaints procedure available to you should you be unhappy with any aspect of the service you receive from the GCU Wellbeing Service.

<https://www.gcu.ac.uk/gaq/appealscomplaintsstudentconduct/complaints/>

I have read and understood the above information:

Signed

Date

Signed

Date