

Counselling (Students and Staff)

PURPOSE

To provide students and staff with a confidential, impartial counselling service.

SCOPE

All students enrolled on a course and staff employed by Dudley College of Technology full or part-time can access counselling.

INTRODUCTION

The Counselling Service at Dudley College of Technology is available for students and staff members who feel that they require confidential, professional and impartial emotional and mental health support beyond that offered by the college's pastoral and tutorial system.

The service is located on the Broadway campus in B11a and at the ADC campus in G311 and is available to students and staff from all sites. The service operates at the publicised times by the counselling team.

PROCEDURE.

1. The Counselling and Welfare Service is an organisational member of British Association for Counselling and Psychotherapy (BACP) and the two divisions of University and College Counselling and Children and Young People. The service adheres to prevailing national standards in relation to ethics, competence, standards, supervision and training.
2. The counselling team consists of members on the BACP counselling register and accredited or working towards accreditation. Counselling placements will be student members of the BACP or volunteer counsellors who are individual members of the BACP.
3. The Designated Safeguarding Lead has the responsibility for the day to day management of the counselling team.
4. The counselling team will meet regularly with the Designated Safeguarding Lead. Any safeguarding concerns will be discussed and reported to a member of the safeguarding team. Safeguarding will share appropriate information or concerns with the counselling team.

5. All members of the counselling service will observe and work within BACP's latest ethical framework for counselling professions, please see www.bacp.co.uk/ethicalframework. Information given by clients either students or staff members will be kept within the boundary of confidentiality, this includes the counselling team. As detailed in the counselling agreement client notes remain confidential unless certain boundaries of confidentiality apply.
6. Clients undertaking counselling will begin with an initial assessment and then following a discussion further one to one counselling sessions may take place or a client could be referred somewhere else.
7. Counsellors are responsible for recording session notes and as detailed in the counselling agreement they will be kept in a secure lockable filing system and will not be shared without the client's permission (unless certain boundaries of confidentiality apply as above in point 5). All client notes are not on computer and will be kept for seven years and students and staff members have the right to see any notes, allowing notice of two weeks. Any other information provided by the client will to be used to make contact about counselling support. A referral will create a record on our confidential counselling database. The database and statistical information is anonymised and may be used for a counselling report or for senior management.
8. Protecting Your Privacy and Personal Data – Dudley College of Technology is committed to protecting your privacy and personal data. Information provided will be used to support the counselling process including records of the sessions. For more information on what data we collect, how we use it, and your rights under data protection law please visit dudleycol.ac.uk/privacy
9. The counselling service will monitor equality and diversity data which will be included in the counselling report. Students and staff members may be asked to complete an anonymised evaluation about their experience of receiving counselling, this information could also be contained in the counselling report.
10. All counselling team members will need to have external clinical supervision as outlined by BACP.

CONTACT

Students can ask for one to one counselling by:

- a) Calling into room BI 1a at Broadway or G311 at the ADC and speaking to a counsellor.
- b) Completing a student details sheet on the door and putting it in post box or under the door, counselling leaflets can also be completed.
- c) Telephone 01384 363293/01384 363393 or 01384 363792.

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- d) E-mail the counsellors directly or counselling@dudley.ac.uk
- e) Asking a tutor or staff member to refer them for the support from the college intranet home page.

Counselling drop-in is available Monday to Friday at the publicised time for anyone needing to speak to a counsellor on a particular day or in a crisis. The drop-in is shorter in time and a student may go on to have further counselling appointments. Staff can come along to the drop-in with any concerns they may have, this could be in relation to a student or something else.

Staff can ask for one to one counselling by:

- a) Calling into room B11a at Broadway or G311 at the ADC and speaking to a counsellor.
- b) Completing a staff details sheet on the door and putting it in the post box or under the door.
- c) Telephone extension Broadway 3293/3393 or ADC 3792.
- d) Email the counsellors directly or counselling@dudleycol.ac.uk
- e) Ask a line manager or human resources to make a referral.
- f) If it is inappropriate for a member of staff to see a counsellor in the college, then the head of human resources will make other arrangements for a staff member.

Associated Documents

[**POL-016 - Safeguarding**](#)

[**Data Protection procedure**](#)

[**Safeguarding \(Children and Adults\) procedure**](#)