

## **Student Counselling Service Policy and Confidentiality Statement**

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If you feel you need to talk to someone in a safe, non-judgemental and confidential setting you can make use of the AUB counselling service.

Counselling will support you to explore and work with difficult issues and emotions effectively, encouraging you to use and improve your own resources and resilience to help overcome your challenges.

Your counsellor will use advanced skills in listening and empathy; they will not judge you or solve your problems for you but will help and support you to come to your own solutions, in an impartial way.

Your counsellor will use a range of skills best suited to you and your circumstances. They will be fully accepting of you and whatever issues you bring to the counselling session.

You can book a confidential counselling session via the Bookings tab in MyAUB.

You can book appointments as you need to, you will not be allocated a certain number of sessions. If you are unable to attend a session please cancel it, to make it available for others.

You can select which counsellor you see each time you book. You do not need to see the same counsellor each time.

If you require support with a particular issue which AUB's counsellors consider would benefit from specialist support, they may refer you to our partner agency which is able to provide counsellors with different backgrounds or languages.

If you require longer term counselling, AUB's counsellors will be happy to provide you with details of a local community counselling provider.

### **Confidentiality**

What you discuss in your counselling session is strictly confidential.

Unless they have your consent, your counsellor will not share any information about what you discussed, or that you attended a counselling appointment.

In exceptional circumstances, your counsellor may need to break your confidentiality if, in their professional judgement:

- There is a serious risk of imminent harm to you and/or others.
- There is a risk of harm as defined by child protection and safeguarding legislation.

- You may represent a threat under the Counter Terrorism and Security Act 2015 or be at risk of radicalisation.
- You are involved in serious crime which could represent a threat to public order.

If, in exceptional circumstances, your counsellor does need to break your confidentiality to pass information to another agency (e.g. safeguarding authorities, police or health authorities), this will be fully discussed with you.

In rare circumstances a counsellor can be required by a court of law to provide information; in this case, you would be informed wherever possible.

### **Records and data protection**

Counsellors will make a written record of your counselling session, including a brief summary of what you discussed.

Written records are stored within a secure AUB folder, accessed only by AUB counsellors and their manager. Counselling records are held separately from all other student records held by Arts University Bournemouth.

Your counselling records will be retained until you leave AUB, and for a further two years.

Any risk assessment forms completed by Counsellors are shared with AUB Wellbeing Practitioners to ensure that those working with you can help you manage any risk.

You may be asked to complete an evaluation questionnaire or some other form of feedback to measure the impact of the counselling service. This data is anonymous and you will not be identified in the collection or monitoring of such information.

If you complete a clinical questionnaire before and after your appointment, your data is held securely within a dedicated system, accessible only to counsellors and their manager. All data is subject to strict privacy regulations.

Under General Data Protection Regulations (GDPR) you have the right to see the records that are kept about you at any time.

### **Professional accreditation**

The British Association for Counselling and Psychotherapy (BACP) Ethical Framework for the Counselling Professions requires that counsellors offer the highest possible levels of confidentiality and ethical practice.

All AUB counsellors receive external counselling supervision in accordance with BACP supervision guidelines and current recommendations. Your counsellor will not disclose your identity to their supervisor.

The Arts University Bournemouth counselling service is accredited by the British Association for Counselling and Psychotherapy (BACP) and operates in compliance with the BACP Ethical Framework for the Counselling Professions, BACP Universities and Colleges Counselling Services guidelines; and with relevant AUB policies.

