



<b>Teitl:</b> <b>Title:</b>	Learner Counselling Services Policy
<b>Fersiwn:</b> <b>Version</b>	2
<b>I bwy mae'r Polisi hwn yn berthnasol?</b> <b>Who does this Policy Relate to?</b>	Myfyrwyr / Staff / Myfyrwyr a Staff / Arall (rhowch fanylion) Students

#### Cydraddoldeb ac Amrywiaeth / Equality & Diversity

Dolen at Gam 1 Asesu Effaith (ar Gydraddoldeb a'r Gymraeg): / Impact Assessment Stage 1 (Equality & Welsh) link:	
<i>Effaith ar yr Iaith Gymraeg</i>  <i>Mae asesiad effaith wedi'i gynnal ar y polisi hwn i ystyried ei effaith ar yr iaith Gymraeg yn unol â Safonau'r Gymraeg (94-104) a Mesur yr Iaith Gymraeg (Cymru) 2011.</i>	<i>Welsh Language Impact</i>  An impact assessment has been carried out on this policy to consider its effect on the Welsh Language in accordance with the Welsh Language Standards (94-104) and the Welsh Language (Wales) Measure 2011.

#### Adolygu a Chymeradwyo / Review and Approval

<b>Perchennog y Ddogfen:</b> <b>Document Owner:</b>	<i>Head of Learner Services</i>		
<b>Ymgynghoriad / Consultation:</b>	<i>Lead Counsellor</i>		
<b>Dyddiad cymeradwyo / Date Approved</b>	Cymeradwyaeth y Pwyllgor Mewnol e.e. Grŵp Diogelu / Internal Committee Approval e.g. Safeguarding Group	<i>Enw'r Grŵp a'r Dyddiad / Name of group &amp; date</i>	
	Pwyllgor Cyfathrebu a Diwylliant / Communications & Culture Committee:	<i>8/3/2022</i>	
	Pwyllgorau'r Bwrdd / Board Committees:	Pwyllgor Archwilio a Risg / Audit & Risk Committee:	<i>Os yn berthnasol / If applicable</i>
		Pwyllgor Cwricwlwm a Safonau / Curriculum & Standards Committee	<i>Os yn berthnasol / If applicable</i>
		Pwyllgor Cyllid, Pobl a Diwylliant / Finance, People & Culture Committee:	<i>Os yn berthnasol / If applicable</i>
Corff Llywodraethu / Governing Body:	<i>Os yn berthnasol / If applicable</i>		
<b>Dyddiad Adolygu:</b> <b>Review Date:</b>	November 2024		

Anfonwch y ddogfen wedi ei chymeradwyo i'w chyfieithu gan ddefnyddio'r [Ffurflen Cais Cyfieithu](#)  
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Rhifwch bob adran a pharagraff  
Please number each section and paragraph

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### Strategy / Policy

#### 1. Purpose

- 1.1 Coleg Cambria recognises its pastoral role in the welfare of learners. The Counselling Service is part of a range of services offered to provide support to enable students to study and successfully complete their course.

#### 2. Key Principles / Standards

- 2.1 The Counselling service offers, without discrimination, free, impartial counselling sessions, which are accessible to all current learners of the College. Counselling is offered in accordance with Coleg Cambria's policies and General Data Protection Act 2018 Privacy Notice.
- 2.2 Confidentiality will be maintained in accordance with professional counselling practice, In exceptional circumstances, complete confidentiality cannot be guaranteed; for example, a break in confidentiality may be made:
- *Where there is a threat to human life or physical danger(either of the learner or somebody else)*
  - *Where there is a Safeguarding concern(reported direct to Safeguarding Officers)*
  - *If there is a major threat to the interests of the College*
  - *If ordered to do so, by Court Order or by Law-*
  - *Cases may be discussed with complete confidentiality within required supervision.*
  - *Information regarding attendance will be monitored on the college EBS system and may be viewed by authorised staff.*
  - *Agreement made there will be no recordings by either party of any telephone / virtual counselling.*
- 2.3 Counselling Services are covered by the counsellor's own public liability insurance.

- 2.4 To supplement the provision of direct counselling services at Coleg Cambria, students can also seek support via our Student Assist Programme which is BACP accredited (Tel No 0800 028 3766) which is a suite of wellbeing services, provided through a third party (Endsleigh Insurance), offering students support via a 24/7 phone line on a wide range of issues relating to home life, health & Lifestyle, financial concerns, and student life. a way through well being or health issues or financial difficulties.

### **3. Responsibilities**

3.1 The Counsellor will:

- Develop and maintain an effective network of internal and external referral agencies and share good practice throughout the college, to develop outstanding counselling services at Coleg Cambria.
- Be a suitably qualified and experienced Counselling Professionals who undertake regular CPD to maintain good practice.
- Have regular supervision with a suitably qualified and experienced counselling professional on a monthly basis, within a formal supervision contract.
- Have undergone a DBS disclosure and subscribe to DBS update service

Work with staff across the college including:

- Progress Coaches/Personal Tutors
- Inclusion Service team members responsible for supporting learners with identified additional learning needs and/or complex needs.
- Head of Learner Services and Student Service Teams
- Safeguarding Officers
- Careers Advisors

### **4. Consultation**

4.1 Consult with Counsellors via Head of Learner Services

### **5. Service delivery**

5.1 The Counsellor will be based within Student Services at all five sites and with priority access to discreet meeting rooms (with disabled access) for counselling sessions.

5.2 Counselling sessions will be offered each week during term-time between the hours of 8.30am and 4.30pm; each session will last for up to 1 hour which can be extended in certain circumstances. Telephone counselling will be offered to work based learners who are unable to attend college due to other commitments. Face to face counselling is provided for learners during term time. If the learner presents to the college during holiday periods requesting therapeutic support, the Counselling Service will be accessible via Resilience Coaches for referrals. A named person will be emailed the referral who will then ensure the referral is processed as soon as possible and the learner is contacted. The learner will then be offered telephone or virtual counselling, under normal confidentiality terms.

5.3 Progress Coaches and Personal Tutors will refer to Resilience Coaches for assessment, who if necessary, will then refer the learner for Counselling. d) *Record keeping*. Any data captured will be visible and accessible by the counsellors only. The data will be stored securely by the counsellor and will not be accessed by any unauthorised person(s). All data will be retained throughout the academic year in which the client is seen, but will then

be destroyed at the end of the academic year. In exceptional circumstances, information may be kept for a longer period where further investigation into an alleged crime, complaint or incident is taking place.

- 5.4 Reasonable additional support will be provided, as required, e.g. a British Sign Language (BSL) interpreter to enable students with hearing impairment to access counselling services, or an interpreter if the client prefers to communicate through the medium of Welsh or another language. The Counselling Services will endeavour to locate/instruct a counsellor who speaks any learner's preferred language at the time of any such request.
- 5.5 Client contract - during initial sessions, the Counsellor will explain the nature and extent of counselling, how records are kept and the conditions necessitating a break in confidentiality. The Counsellor and client may reach an agreement on a determined number of counselling sessions to be offered and then this will be reviewed periodically as progress is evaluated. Some referrals are 'immediate', and may require only one or two sessions of solution-focused intervention in response to 'crisis' need. Contracts must be verbal and clear but have the flexibility to meet individual needs.
- 5.6 Evaluation – during initial sessions and then periodically thereafter, the Counsellor will give the client a hard copy of the evaluation form. Learner evaluation forms are sent to the Head of Learner Services. Evaluations will protect anonymity.
- 5.7 Promotion of counselling services – in addition to details of counselling services being included in prospectuses, they are also referenced in student and staff handbooks, induction sessions, leaflets, posters, the staff and student intranets, social media channels and by Student Services Teams.
- 5.8 Counsellor Absence – in the event of the Counsellor's medium/long term absence from college, the Head of Learner Services will make arrangements with another external counsellor to cover counselling services
- 5.9 Complaints - Learners who are not satisfied with any aspect of the Counselling Service should initially discuss their concerns with the Counsellor. If they feel their complaint has not been dealt with satisfactorily, they may contact the Head of Learner Services. If the client wishes to make a formal complaint, the college's complaints procedure should be followed, and/or the complaint may be forwarded to the British Association for Counselling and Psychotherapy (BACP).

## **6. Equality & Diversity**

- 6.1 Statistics relating to attendance will be reported by the Counsellor to the Head of Learner Services on an annual basis. This information will be used to monitor any trends emerging within the organisation and to make improvements in line with the College's commitment to Equality and Diversity.

## **7. Welsh Language**

- 7.1 This Policy will be provided in both Welsh and English, with services promoted and delivered in the medium of Welsh and English

## **8. References**

- 8.1 BACP Ethical Framework for the Counselling Professions (updated 1<sup>st</sup> July 2016).