



Anglia Ruskin
University

Cambridge & Chelmsford

Student Services

'Supporting Student Success'

Counselling and Wellbeing - Statement of Service

Aim

To provide a professional counselling and wellbeing service to students and consultation for University staff, including Individual and Issue Based Group provision

Objectives

- To provide relevant and up to date information, in a variety of formats, to promote student wellbeing
- To work closely with other parts of our University to support student wellbeing and retention.
- To develop and maintain close links with key external agencies, including health providers and local charities who support wellbeing.
- To provide all information in accessible formats

We will:

- Provide counselling by competent and appropriately qualified staff who will endeavour to help you in a non-judgemental manner.
- Provide issue based groups to enhance wellbeing.
- Provide group counselling to facilitate resolution of inter-personal issues.
- Deliver a confidential and professional service. Please note that all counsellors are required to receive professional supervision, the content of sessions may be discussed but we do not reveal student names during this process. Counsellors also reserve the right to breach confidentiality under exceptional circumstances, for example, if the counsellor believes a student poses a risk/danger to themselves or to someone else.
- Ensure that counselling and wellbeing services are delivered by supportive staff who regularly update their knowledge and skills through continuous professional development.

Email: wellbeing@anglia.ac.uk

Website: http://web.anglia.ac.uk/anet/student_services/counselling/index.phtml

- Deliver up to date information.
- Supplementary materials from appropriate outside organisations.

We expect you to:

- Keep appointments and attend any counselling sessions/workshops /groupwork programmes that you have booked in advance.
- Let us know in advance if you cannot make an appointment, preferably giving us 24 hours notice so that another person can be offered the session.
- Make us aware in advance of any special needs you may have.

- Offer us feedback to help us improve our services. At the end of your counselling sessions you will be given a feedback form, for you to comment on the service you have received. We greatly value your feedback as it helps us to plan services and ensure that we continuously improve.

Standards of Delivery/Quality Assurance:

All counsellors/psychotherapists in the Service abide by the ethical frameworks for good practice in accordance with the requirements of the British Association for Counselling & Psychotherapy or The United Kingdom Council for Psychotherapy.

The key points of the framework are summarised for your information below.

- For counselling to be effective and helpful, you need to trust that your counsellor will respect you and what you bring to sessions, without being judgemental and without needlessly disclosing what you discuss to anyone else.
- The counsellor will endeavour to respect your right to make your own decisions.
- The counsellor will endeavour to act in your best interests, based on his/her professional assessment. To do so, the counsellor will frequently monitor and improve his/her practice through professional supervision and ongoing training.
- The counsellor has a commitment to work with you in a boundaried, competent and non-exploitative manner.
- The counsellor will work within legal guidelines, being just and fair to you and respecting your human rights and dignity. A commitment to fairness and equality of opportunity requires your counsellor to appreciate differences between people and to have a commitment not to discriminate, e.g. in terms of religion, class, gender, race, ethnicity, sexual orientation, ability.
- The counsellor appropriately applies all the above to him/her self. This includes seeking counselling or therapy and other opportunities for personal development as required. The principle of self-respect encourages active engagement in life-enhancing activities and relationships that are independent of relationships in counselling or psychotherapy.

Signposting is a key aspect of our service and it may be that we need to refer students elsewhere either within the university or to external agencies in order to offer the best and most appropriate forms of support. These could include:

- Advocacy which involves representation at tribunals
- Legal advice or legal representation
- Complex mental health needs
- Money advice

Where any of the above services are required we will refer you to a specialist agency for more support. For current students, if necessary and appropriate, we will provide you with a letter to take to the agency we are referring you to.

Anglia Ruskin University - Policies and Procedures

We have a number of policies and procedures relating to data protection, confidentiality, dignity and respect at work and study. These policies can be accessed via My.Anglia www.anglia.ac.uk/myanglia.