**College Counselling Service – Terms & Conditions**

**Welcome**You have decided you are interested in counselling from the College Counsellor. In our first appointment we will discuss what brought you to counselling and agree the focus and duration of our appointments. Each appointment will last 50 minutes. Your commitment to the counselling agreement is an essential component of the counselling process. In order for you to get the most out of the appointments, it is important that you attend regularly and on time.

**Attendance and cancellations**  
Please let me know in advance if you are unable to attend one of your appointments or if you are likely to be late. If you miss an appointment without informing me, I will email you to confirm your next appointment details and will ask you to reply to confirm this appointment by a set date. If I do not hear from you, I will assume you no longer want counselling. I have a clear policy on missed appointments for the benefit of all students using the service.

**Complaints**  
I work to ensure that I am fully competent to help you. If you wish to make a complaint about any aspect of the counselling service, you should ideally discuss your complaint with me. Alternatively, you should contact Emma Dellar, College Nurse, or Dr Annis May Timpson, the College’s Senior Tutor.

**Confidentiality**  
Counselling appointments are confidential. If we encounter each other outside of appointments, I will respect your privacy and only acknowledge you if you do so first. I will not pass on personal information about students (including information on whether a student has attended counselling appointments) or anything they have shared in counselling appointments with anyone outside the Health Centre (including other Members of College) without explicit consent from the student. There are rare instances where confidentiality may be breached: if I believe you pose a serious risk to yourself or others, if you inform me of terrorist activities or information regarding a child currently being abused. In such circumstances your consent to change the agreement about confidentiality would be sought if at all possible. **Supervision**  
In line with professional requirements I may discuss counselling appointments with a clinical supervisor external to St John’s College. In this process the identity of the student is not revealed. The purpose of supervision is to help me reflect on my work and to ensure professional standards are maintained.

**Data Protection**  
I keep brief case notes for the sole use of the counselling process and these are confidential and will be kept securely and will only be seen by the College Counsellor. If you have queries about any of this please discuss this with me.