



Teitl: Title:	Learner Counselling Services Policy
Fersiwn: Version	3
I bwy mae'r Polisi hwn yn berthnasol? Who does this Policy Relate to?	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:	EIA Assessment
<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

Perchennog y Ddogfen: Document Owner:	<i>Mental Health and Wellbeing Lead</i>		
Ymgynghoriad / Consultation:	<i>Lead Counsellor</i>		
Dyddiad cymeradwyo / Date Approved	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 & date</i>	
	Pwyllgor Cyfathrebu a Diwylliant / Communications & Culture Committee:	<i>11/09/2024</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>	
Dyddiad Adolygu: Review Date:	August 2027		

Anfonwch y ddogfen wedi ei chymeradwyo i'w chyfieithu gan ddefnyddio'r [Ffurflen Cais Cyfieithu](#)
Send approved document for Translation using the [Translation Request Form](#)

Rhifwch bob adran a pharagraff
Please number each section and paragraph

Table of Contents

1. Purpose	3
2. Key Principles/Standards	3
3. Responsibilities	3
4. Consultation	4
5. Service Delivery	4
6. Equality & Diversity	6
7. Welsh Language	6
8. References	6

Learner Counselling Services 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.
- 1.2 To provide a high-quality counselling service to learners experiencing a wide range of emotional complexities.
- 1.3 To provide support, guidance and advice to the wellbeing team where needed.
- 1.4 To observe confidentiality and to support the college's pursuit of excellence for all students.
- 1.5 Contribute to the safeguarding and promotion of the welfare and personal care of Coleg Cambria learners.
- 1.6 To adhere to the [service level agreement](#) and Learner counselling Policy at all times.

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.

3. **Responsibilities**

- 3.1 The Counsellor will:
 - Provide an independent and confidential counselling service to learners at Coleg Cambria. This will be done through contracting, reviews, individual sessions, responding to their personal, social, emotional or educational concerns. Within a maximum of 6 sessions.

- Offer Counselling sessions will last between 30 minutes to 1 hour
- Promote a caring and supportive environment where such concerns may be explored.
- Be responsible for maintaining appropriate and confidential records. These are to be uploaded onto EBS via the wellbeing advisors
- Play an active role in safeguarding the learners at Coleg Cambria by adhering to the relevant college policies including the colleges safeguarding policy.
- Perform duties within the codes of practice and ethics recommended by the BACP, UKCP or equivalent organisation.
- Provide regular audit information/reports such as trends, patterns of problems, numbers, age range and types of problems to the Mental health and Wellbeing Lead.
- Make referrals to internal and third party organisations when deemed necessary. Any onward referrals should be reported to the Mental health and Wellbeing Lead.
- Be responsible for their own professional development maintenance and updating knowledge and awareness through continuing professional development (CPD).
- Maintain a high level of knowledge and awareness of changes and developments in the fields of counselling and education and their impact on the delivery counselling
- Ensure that the Mental Health and Wellbeing Lead is informed when a learner has been discharged.
- Undertake any other reasonable duties as required by the Mental Health and Wellbeing Lead
- Have undergone a DBS disclosure and subscribe to DBS update service
- 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.

3.2 Work with staff across the college to support a whole team approach, including:

- Wellbeing Team
- 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 Advisor/JGW

4. Consultation

4.1 Consult with Counsellors via Mental Health and Wellbeing Lead and/or Head of Inclusion.

5. Service delivery

5.1 The Counsellor will be based within Inclusion or 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 between 30 minutes to 1 hour which can be extended in certain circumstances. Telephone/Virtual 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. Outside of Term Time and if the

learner presents to the college during holiday periods requesting therapeutic support, support is available and accessible via the wellbeing team.

- 5.3 Any member of college staff can refer learners to the Wellbeing team for initial assessment, where if necessary following triage from the Mental Health and Wellbeing Lead, or Mental Health and Wellbeing Coordinator will then refer the learner for Counselling. 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 stored securely and confidentially for a statutory six years before being destroyed. 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 - To be signed during the initial session by both counsellor and student before counselling can commence, these documents should then be emailed to the Mental Health and Wellbeing Lead to upload onto EBS. The counsellor is to securely and confidentially keep a copy. 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 up to a maximum of 6 to be offered and then this will be reviewed and extended if necessary with prior agreement from Mental health and Wellbeing Lead. Some referrals are 'immediate', and may require only one or two sessions of solution-focused intervention in response to 'crisis' need, however they are still required to be recorded as above.
- 5.6 Evaluation/ Feedback Forms– during initial sessions and then periodically thereafter, the Counsellor will give the client a hard copy of the evaluation form and any feedback forms. Learner evaluation/ feedback forms are sent to the Mental Health and Wellbeing Lead. Evaluations and feedback will protect learner 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 Wellbeing and Student Services Teams. Counselling provisions are also outlined and detailed under the ALN Code of Practice.
- 5.8 Counsellor Absence – in the event of the Counsellor's medium/long term absence from college, the Mental Health and Wellbeing Lead 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 Mental Health and Wellbeing Lead. 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 Mental Health and Wellbeing Lead 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 1st July 2018).