

## **2025-2026 Contract with GCU Student Counselling Service London Campus**

**The Counselling Service is only available to students who are registered for the current academic year and are currently in the UK.**

**Please note if you are not currently registered as a GCU student, or if you are registered but currently outside of the UK, please let us know and where possible we will provide information on other counselling services and support.**

This document forms the basis of the counselling contract between the student and GCU Counselling Service.

This contract relates to online (video or voice only) counselling.

### **1. Counselling Confidentiality**

Confidentiality is an important part of the counselling process. It helps people talk openly about their concerns in a safe manner.

When working online (video or voice only), staff will ensure they are working in a confidential space, and we require you to establish a confidential and safe space for yourself, as well as the appropriate technology (such as a working microphone and speakers/headphones).

**Staff working in the Counselling Service will not pass on personal information about students (including information on attendance) to anyone outside the team (including academic staff) unless there are exceptional circumstances.**

The occasions when we would share your confidential information include:

- If we believe you are in danger of seriously harming yourself or another person.
- If a child's physical or emotional wellbeing is at risk.
- Where we have been given information, which would render us liable to civil or criminal court procedure should it not be disclosed.
- When you have given us your consent to disclose information.

In these kinds of situations, we will support you to disclose the information to the relevant person/agency yourself. However, if there is no indication this has happened, or is likely to happen, or there is serious danger, the counsellor/therapist may pass on the information directly.

Within the Student Wellbeing Service, the Counselling Service, Mental Health Advisers and Student Wellbeing Advisers, all work together as part of the same team. From time to time, we may need to discuss individual students to ensure that the best service possible is provided. We will ask for your permission before sharing any information wherever possible.

- **Counsellor/Therapist Supervision**

The counsellor/therapist may discuss his or her work with a Counselling supervisor, as required by the BACP/BABCP, but will not reveal or indicate the client's identity or the identity of others of whom the client has spoken about.

- **Record-keeping and Confidentiality**

The counsellor/therapist will maintain a record of your contact with the Service. These will be held securely and confidentially in line with the University Data requirements. **You have a right to access your information held by the Service.**

We ask that you read and understand the Confidentiality and Record Keeping information with the Counselling service. This is available at the following webpage:

<https://www.gcu.ac.uk/london/current-students/student-support/counselling>

## **2. Your Counselling sessions**

### **Online counselling**

Please ensure you have a safe, confidential space to attend the online appointments, otherwise you and your counsellor/therapist may not be able to proceed with the sessions.

### **Agree when to meet**

We ask you to prioritise your commitment and availability to your counselling appointments. If for some reason, you are unable to begin your sessions, please discuss this with your counsellor/therapist. We are unable to hold appointments until such time as you are free.

Appointments will usually be arranged by email to your **University email** only. Once you have agreed a day and appointment time for your sessions, **all** your weekly sessions will normally take place on this same day/time.

### **Rescheduling appointments**

We understand sometimes you might need to reschedule an appointment due to unforeseen circumstances. We ask where possible you **provide at least 24 hours' notice** if you cannot attend.

### **Cancelling or Non-attendance at appointments**

The Counselling Service is under significant demand. Non-attendance and late/multiple cancellations, all increase waiting times for other students on the wait list.

- If you cancel your appointment or you do-not-attend without prior notice, please note that it is **your responsibility to reschedule with your counsellor/therapist**.
- If we do not hear back from you **within 4 working days** of the appointment date, we will assume you no longer require our services and your file will be closed.
- Repeat cancellations or non-attendance may also result in your file being closed.
- Please note each short-notice cancellation (without 24 hours notice) or non-attendance may count towards the number of sessions available. Two non-attendance appointments will automatically result in your file being closed.

### **Getting back in Touch**

**If your file has been closed**, please know you are welcome to get back in touch about arranging GCU Counselling. You may need to schedule another intake appointment in order to be put back on the Waiting List. Please email [studentwellbeing@gcu.ac.uk](mailto:studentwellbeing@gcu.ac.uk) and we can arrange this for you.

### **If the counsellor/therapist needs to cancel a session**

If your counsellor/therapist is unable to attend a session, you will be contacted as soon as possible by email to your University email account. The counsellor/therapist will be in contact with you as soon as possible to offer to reschedule this.

### **3. Complaints procedure**

There is a formal complaints procedure available to you should you be unhappy with any aspect of the service you receive from the GCU Wellbeing Service.

<https://www.gcu.ac.uk/aboutgcu/supportservices/governance/complaintsstudentconduct/complaints>

I have read and understood the above information (typing name below will be considered as your signature):

Signed \_\_\_\_\_ Date \_\_\_\_\_

Signed(therapist) \_\_\_\_\_ Date \_\_\_\_\_

If you have any questions, please do not hesitate to ask – [studentwellbeing@gcu.ac.uk](mailto:studentwellbeing@gcu.ac.uk)