



# THE COUNSELLING SERVICE

## ***Statement of Service***

***Our mission is to provide a therapeutic service that is responsive, reliable and relevant to the needs of the individual and which is professional, confidential and student-centred***

### **We aim to meet your needs by:**

Treating you with respect regardless of your age, colour, creed, culture, disability, education, ethnicity, gender, information, knowledge, mobility, money, nationality, race, religion, sexual orientation, social class and status

Contributing to your educational experience at Leeds Metropolitan and enabling you to perform to the highest standard by helping you to find better ways to cope

Providing accurate and reliable information in all its forms; verbal, printed and electronic

Providing prompt and easy access to the service by holding daily OPEN DOOR sessions where first contact and a needs assessment can take place

Providing a relevant response to your presenting issues whether this be a crisis intervention, a single session and/or a series of regular weekly counselling sessions with a named counsellor

Working to a time-conscious framework of 6 sessions in most instances, but providing a responsive and flexible service that both meets student needs and maintains professionalism

Sign-posting you to other appropriate services within the University and in the wider community as and when appropriate

Maintaining and developing effective networks and relationships with all areas of the University, the Union of Students and external organisations

### **We aim to ensure a quality service to you by:**

Dealing with requests and enquiries promptly, efficiently and with sensitivity

Maintaining confidentiality in accordance with the Data Protection Act, as outlined in a consent form that is available at the point of registration

Maintaining confidentiality in accordance with the BACP Ethical Framework for Counselling and Psychotherapy, as outlined in a Service Agreement that is provided to all students undertaking a series of counselling sessions

Providing clear and unambiguous guidelines on the custom and practice of the service as outlined in a Service Agreement

Provide you with a pre- and post-counselling evaluation and with a follow-up questionnaire so that your experience can be assessed and understood

Having a clearly defined complaints procedure and information about how to use it

Undertaking careful recruitment and selection of counsellors and ensuring that all staff are able to continuously develop their expertise and skills

### **We ask our customers to be:**

Courteous to staff and other users by being on time, being willing to accept the terms of the Service Agreement and being ready to undertake the work agreed

LET'S WORK TOGETHER

**A BACP Accredited Service**

2011/12

