

# Calderdale College

## Quality Assurance Policy

### Advice and Guidance Confidentiality Policy

#### Advice & Guidance Service

##### **Making an appointment**

- When you make an appointment to see an advisor, we will ask you for your name and ID number.
- This information is used for monitoring purposes only, for example the number of students using the service in a month.

##### **Appointments/drop-in sessions with an advisor**

- We observe strict confidentiality when conducting advice interviews and drop in sessions.
- We will not discuss your circumstances with other members of staff unless you ask us to, for example your tutor or personal tutor. If we feel we do need to talk to your tutor we will always discuss this with you first.
- Case notes are kept locked in our offices, for use only by the advisors. We do not allow other College departments access to these case notes.

#### Counselling Service

##### **Making an appointment**

- When you first make an appointment to see a counsellor, you will only be asked to give your first name and a contact number.

##### **Appointments/drop-in session with counselling**

- When you have your first session with the counsellor, they will ask you for further details such as name, address, phone number and doctor's details. All details are kept in a locked drawer and no other member of staff can access these details.
- The counselling service is confidential, and operates under the BACP code of ethics. A leaflet will be given to you explaining confidentiality.
- The only exceptions to confidentiality are under the Child Protection Act (see below) or if the counsellor believes you are so unwell that you are no longer able to take responsibility for your own safety and may be at risk of fatally harming yourself, or there is a risk of someone else being harmed.
- The counsellor will always try to talk to you first before contacting other agencies.

#### **Advice & Counselling Service – *Safeguarding***

- If you are under 18, or a vulnerable adult and we consider that a disclosure of abuse has been made, we will act in accordance with the College's **Safeguarding** Policy.
- This means that we **must** inform the College's member of staff who deals with **Safeguarding** issues, they may then contact **other relevant agencies**. We therefore cannot guarantee confidentiality in these circumstances.