

Wellbeing Team

Student Agreement

Below is some important information. In most cases, when you register online for our service, you will confirm you understand, accept, and agree to all the terms set out below.

In some cases, a practitioner may go through this with you at your first appointment and ask you to complete and sign a copy – especially if you have any questions about any of the content. Please mention to the practitioner any questions you may have about any aspect of accessing our service.

The services we provide

1. The services available from the Wellbeing Team are:
 - 1:1 short-term counselling or mental health practitioner support
 - 1:1 welfare adviser support
 - Referral to online or other self-help resources
2. The wellbeing practitioners in our team are qualified and accredited, or working towards accreditation, by a professional body which is appropriate to their qualification. These professional bodies might include the British Association for Counselling and Psychotherapy, the Nursing & Midwifery Council, the Health & Care Professions Council, the United Kingdom Council for Psychotherapy, or other similar body.
3. The Wellbeing Team is open from Monday to Friday during normal opening hours (e.g. 9am-5pm). We are **not** an emergency or crisis service. Therefore, if, at any point, you feel you are at immediate risk, or if you or someone else requires urgent assistance, you should visit www.yorks.ac.uk/needhelpnow for information about the services that are available to help you.

How we store and use information

4. To access the services of the Wellbeing Team, you will need to complete our online registration form at www.yorks.ac.uk/wellbeingregistration.
5. The information you provide on this form will be stored by the team in a secured setting. Access to this information is limited to those who 'need to know' for the effective running of the service and the safeguarding of you and other members of the University community.
6. The Wellbeing Team complies with all relevant data protection legislation (the General Data Protection Regulation and the Data Protection Act 2018) in relation to how we request and store information that you provide. Some of the information you provide to the team will be classed as 'personal data' and/or 'special category data' under this legislation.

7. Any sensitive data or information you provide in the registration form, or when talking to our staff, will only be routinely accessible by staff within the Wellbeing Team and managers responsible for the service. Some of your personal information (for example, your name, your contact details, and your student number) will also be routinely accessible by our Administration Team, to enable them to arrange appointments for you, and contact you about these appointments.
8. The Wellbeing Team may be required to produce reports, using the data held by the team. These reports contain anonymised statistics to inform Student Life the University about the work the Wellbeing Team is doing. The team may also cross-refer some of your personal data (for example, your student ID number) with data held elsewhere by the University (for example, in the University's student records system) to produce anonymised statistics and reports about the usage and impact of our services.
9. The information you provide is kept for seven years after your last appointment, and then destroyed. All contact with our team is subject to University Regulations.

Confidentiality

10. What you tell us remains confidential within our team, however there are rare exceptional circumstances when confidentiality needs to be extended; in other words, when we need to share information with others, within and/or outside the University.
11. These exceptions would only be made for the purpose of compliance with the law and in line with the exemptions provided under data protection legislation and/or in order to ensure compliance with the University's policies, including our safeguarding policy. These exceptions might include situations in which a person's life is in danger (yours or someone else's), a situation in which there is an active or historic serious crime, potential terrorism or radicalisation, or issues affecting the safe practice of those on professional training courses. This list is not exhaustive. In any of these rare situations, wherever possible, someone from the team will try to discuss this with you.
12. It is a requirement of professional bodies that practitioners receive supervision. Supervision involves the practitioner talking to someone within their profession about their work. This may involve talking anonymously about the work they have been doing with you. Practitioners also discuss their work with other members of the team, such as at team meetings.

Accessing your records

13. You can request access to the information that we hold about your appointments and interactions with the team. To ask to visit and read a copy of the information that we hold, please email your request to wellbeingenquiries@yorks.ac.uk, marking your email for the attention of the Wellbeing Manager.

Contacting us with an enquiry or cancelling/re-arranging an appointment

14. If you want to contact the team at any stage, or if you need to cancel or re-arrange an appointment, contact us by emailing wellbeingenquiries@yorks.ac.uk. **If you need to cancel or re-arrange an appointment, it is important that you let us know as soon as possible so that we can offer that appointment to someone else.**
15. If you do not turn up to an appointment, or you cancel an appointment with less than 24 hours' notice, the session that you miss is likely to count as one of your allocated sessions. If you persistently fail to turn up to appointments, or if you do not reply to repeated attempts to contact you about an appointment, your support from the team may be paused or ended, in which case we would contact you to explain the situation and what it means in terms of your support.

Letters of support for exceptional circumstances or funding applications

16. If you are receiving support from the Wellbeing Team, we may, in some circumstances, be able to provide you with a letter to support a claim for exceptional circumstances. **Please note, however, that the University's Wellbeing Team is only able to provide evidence of attendance when a student has used, or is currently using, the services provided by the team to address the circumstances.** If you would like to request support for an exceptional circumstance claim, contact our Administration Team by emailing wellbeingenquiries@yorks.ac.uk and our Administration Team will liaise with the relevant practitioner(s) to respond to your request.
17. We do not provide detailed or individualised letters of support for a exceptional circumstances or funding claim. Instead, you are advised to contact your GP/doctor, who may be able to assist.

Disability support for students with a long-term mental health condition

18. The Equality Act 2010 states that a person has a disability if he or she 'has a physical or mental impairment which has a substantial and long-term adverse effect on [their] ability to carry out normal day-to-day activities'. If you consider that your mental health issue meets this definition of a 'disability', let us know, so that we can let you know how to access disability support at the University, in addition to the support you are accessing from the Wellbeing Team.

Your feedback

Informal procedure

19. If you have any feedback on the services provided by the Wellbeing Team, the best person for you to speak to in the first instance is the practitioner you have been meeting with. In most cases this will be the quickest way to enable us to address your concern. If you are not able to discuss a concern with your practitioner, or if you raise the matter with them and it remains unresolved, you may decide to make a formal complaint.

Formal procedure

20. If you are unhappy with any aspect of the service, please send an email to wellbeingenquiries@yorks.ac.uk, marking your email for the attention of the Wellbeing Manager.
21. If your complaint relates to a potential breach of the data protection legislation and/or the University's Data Protection Policy, consult the Data Protection policy at <https://www.yorks.ac.uk/policies-and-documents/data-protection/> and follow the complaints procedure set out within it.

Complaints to the relevant professional body

22. If you wish to make a formal complaint about a practitioner in addition to the above procedure, you can make a formal complaint to the relevant professional body. Details can be obtained from our Administration Team. Some professional bodies may require that you have raised the matter with our team first before taking the complaint to them.

Service evaluations

23. We always welcome feedback about your experience of using any aspect of our service. You will have been asked on your registration form if you are happy for us (Wellbeing Team) to contact you to complete service evaluation surveys. These surveys are generally anonymous and treated confidentially. We would be grateful if you could complete any surveys you receive, since your feedback helps us to review and enhance our services.

In most cases, confirmation that a student has read, understood and agreed to this Agreement is sought and recorded at the point at which the student registers for the service.

In some cases – for example, when a student attends a short-notice appointment and has not registered online beforehand – the student will be asked to sign a printed copy of this document in person. The following section is to be used in these scenarios.

By signing this document, I confirm that I have read and understood this Agreement and that I agree to its provisions and the processes set out for my engagement with services from the Wellbeing Team.

Your signature:	Date:
Your name:	