

Counselling Service Procedure 2025

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Changes made

Version	Author	Date	Type of change/section	Reason for change
1.0	Head of Student Experience and Inclusion	November 2025	New Procedure	Separate Policy & Procedure

This procedure contains the following:

- Introduction/Purpose of the procedure
- Scope
- Roles and responsibilities
- Responding to concerns
- Urgent Help
- Support required
- Working practices
- Monitoring and Review

Counselling Service Procedure

1. Introduction / Purpose of procedure

This procedure outlines the steps to be taken where a student or staff member may require mental health & wellbeing support through the Counselling Service. This procedure should be read alongside the Counselling Service Policy.

2. Scope

College staff may become aware of warning signs that indicate a student or staff member is experiencing mental health or emotional wellbeing difficulties. These warning signs should **always** be taken seriously and staff observing any of these warning signs should follow the process set below.

Possible warning signs include:

- Physical signs of harm that are repeated or appear non-accidental.
- Changes in eating or sleeping habits.
- Increased isolation from friends or family, becoming socially withdrawn.
- Changes in activity and mood.
- Lowering of academic achievement.
- Talking or joking about self-harm or suicide
- Abusing drugs or alcohol.
- Expressing feelings of failure, uselessness or loss of hope.
- Changes in clothing – e.g., long sleeves in warm weather.
- Secretive behaviour.
- Lateness to or absence from college.
- Repeated physical pain or nausea with no evident cause.
- An increase in lateness or absenteeism.

3. Role & Responsibilities

Role	Responsibility
Head of Student Experience and Inclusion	To provide support and assist with any incident where a student is at significant harm or risk
Head of HR and/or Principal	To provide support and assist with any incident where a staff member is at significant harm or risk
Student Service Manager & Senior Safeguarding & Wellbeing Officer	To provide support and assist with any incident where a student is at significant harm or risk
Safeguarding & Wellbeing Officer	To provide support and assist with any incident where a student is at significant harm or risk
Counselling Coordinator	To respond to all referrals and follow a risk assessment
Counsellor	To provide regular therapeutic sessions

4. Responding to concerns

Where there are concerns about the mental wellbeing of a student or staff member all staff have a responsibility to:

- **Listen and observe** – what are the signs and indicators?
- **Assess the situation** – establish is there a risk to self and others?
- **Take action** – as below.

Immediate Risk

- If there is a fear that the student or staff member is in danger of immediate harm including serious injuries, has taken an overdose or in your opinion is not safe, you must call 999 and contact the emergency services. The incident should then be reported by following the college safeguarding process.
- If the student or staff member presents a medical emergency, then the college procedures for medical emergencies should be followed, including alerting the first aid staff and contacting the emergency services by calling 999 if necessary

5. Urgent Help

If a student expresses feelings of hopelessness or suicidal thoughts but the situation is not an emergency, then you must give the student your immediate attention:

- The student can be accompanied to Student Services, where we can talk with the student privately and without being interrupted.
- The limits to confidentiality will be explained to the student i.e., the staff member may need to get help for them.
- Student Service staff will listen and encourage the student to talk about their feelings and the events that may have led to the student feeling this way.
- Student Services staff will gather information such as previous suicidal thoughts/attempts, access to means i.e., stockpiling tablets.
- Student Services staff will reassure the student that they have done the right thing by asking for help.
- Student Service staff will offer to call either a parent or guardian or to ring the student's GP.
- If Students Services staff are unable to contact a GP but have immediate concerns, we will contact the [First Response crisis service](#) (Telephone: 0800 952 1181) which offers support 24 hours a day, seven days a week to people of all ages living in Bradford, Airedale, Wharfedale or Craven experiencing a mental health crisis. The incident should then be reported by following the college safeguarding process.

6. Support required

Where a student requires support with their mental wellbeing that does not require the immediate actions outlined above then a referral can be made for internal support through the Craven College Counselling Service. Any student can be referred or self-refer for a discussion with a college counsellor. To make a referral to the Counselling Service, the Counselling Coordinator can be contacted via Teams or by email: bbloomfield@craven-college.ac.uk.

The Counselling Coordinator will need the name of the student, the details of which campus the student studies at, the student's mobile contact number or email address and any brief relevant referral details. Staff working at the College can also self-refer to the Counselling Service using these contact details.

7. Working Practices

Clients can self-refer to the Counselling Service, however, referrals to the Service can also be made by any member of staff working at the College. Commonly, referrals are made by the Safeguarding & Wellbeing team, Student Development officers, and Tutors.

Appointments are coordinated via the Counselling Coordinator. Client and Counsellor negotiate the frequency of appointments, which usually last 50-60 minutes, in consultation with their counsellor. The Counselling Service provides counselling services at Aireville Campus, Aviation Academy, Auction Mart and Evolve.

These services will be offered either face to face, on teams or via the phone depending on the client's preference and counsellor availability.

Risk assessment forms are completed for each client, retained by the counsellor and adhere to the Young Person CORE Form Questionnaire. Client CORE forms are completed at the initial assessment interview, midway through the counselling sessions and at the end of the Counselling contract. This data will be available to the BACP/AUCC for their national statistics each year.

All clients are offered an initial assessment appointment in which information about the Counselling Service, confidentiality guidelines, and Counselling contract is discussed and agreed. A risk assessment for each student is carried out in this session.

Client records are held in a secure place by the Counselling Team and are retained for three years. All Counselling Service paperwork is updated regularly and conforms to AUCC and BACP Good Practice Guidelines.

Counselling Meetings are held regularly with the Head of Student Experience and Inclusion, and the Counselling Service Coordinator attends a weekly Safeguarding Child Protection meeting to discuss risk and to look at all aspects of the Service provision.

8. Monitoring and Review

- Monitoring and evaluation the work undertaken with the Craven College Counselling Service is undertaken in clinical supervision meetings. Clinical supervision will take place monthly.
- The Counselling Coordinator is required to attend for two hours of clinical supervision per month. Associate counsellors are required to attend a supervision session with a Craven College appointed supervisor and at a mutually convenient time and location.
- Trainee counsellors are required to attend supervision sessions with a course approved supervisor, and the expectation is that supervisees will adhere to current BACP Supervision Guidelines attending for a minimum of 2 hours clinical supervision per month with a ratio of 8 hours of counselling to 1 hour of supervision, with the trainee to meet with their supervisor on a fortnightly basis.
- Group clinical supervision is provided to the team of associate counsellors working at Craven College, these meetings are managed by the Counselling Coordinator. Attendance at group clinical supervision meetings is mandatory for the associate counselling team as part of the placement here at the College. In addition, trainee counsellors will receive regular mentoring sessions with the Counselling Coordinator.

- Further monitoring of college wide objectives and the contribution of the Counselling Service towards these wider objectives will be monitored and evaluated as part of the annual appraisal process.
- A Counselling Service Report and statistics are produced monthly for the Head of Student Experience & Inclusion to evaluate the service and assess any trends and any areas of need of support that requires implementing.

9. Related Policies and Procedures

- Safeguarding Children & Vulnerable Adults Policy
- Drug and Substance Abuse Policy
- Equity Diversity & Inclusion Policy
- Learner Mental Health & Wellbeing Policy
- Student Health and Wellbeing
- Sexual Harassment, Sexual Misconduct and Sexual Violence Policy

10. Equality Impact Assessment

An equality impact assessment has been carried out and there are no unintended consequences for staff /students/stakeholders with protected characteristics.