



Student Wellbeing Agreement

Introduction

Student Wellbeing is a part of Library and Student Services at Leeds Beckett. We are a multidisciplinary team consisting of counsellors, mental health practitioners, school-based practitioners, specialist mentors, and administrative colleagues (Wellbeing Officers). Student Wellbeing offer the following individual interventions:

- Assessment appointments (advice, referral, signposting)
- Short-term counselling (up to 6 sessions)
- Mental health support (up to 4 sessions)
- Long-term mentoring support

Cancellations & Missed Appointments

If you need to cancel or re-arrange an appointment it is important to let us know 48 hours before your scheduled appointment time. To cancel or re-arrange, please email studentwellbeing@leedsbeckett.ac.uk or phone 0113 812 8507.

If you cancel an assessment, counselling or mental health support appointment it may be possible to re-schedule it. If you cancel two or more appointments, your support may be paused or withdrawn.

If you miss a booked appointment and we do not hear from you, no further appointments will be booked. We will contact you by email to invite you to get back in touch within the next working day if you wish to resume appointments.

You will be informed in advance of any alterations to your appointment, and you will be offered the next available appointment if your appointment is cancelled.

Please see the Service Agreement for more information if you are accessing mentoring support.

Your Responsibilities

Attend your appointment on time. You may not be seen if you are more than 20 minutes late.

For an online appointment, make sure you are in a quiet, private space where you can have an undisturbed confidential conversation.

See appointment confirmation for information on where to report for your appointment.

If you have concerns about your support, please discuss this with the practitioner. If you feel unable to discuss this with the practitioner, please contact studentwellbeing@leedsbeckett.ac.uk or call 0113 812 8507.

In the event you would like to make a formal complaint, follow the advice within the [Student Complaints Procedure](#)

Our Responsibilities (including Confidentiality)

Your practitioner will treat you with respect and dignity and involve you in decisions about your support.

In order to provide good customer service, Student Services colleagues can see your appointment time, date and type. However, what you tell us remains confidential within Student Wellbeing. This means, sensitive personal information about you is not shared with any other area (such as your course team), individual or service without your explicit consent. There are exceptional circumstances when confidentiality can be broken. These exceptions might be where we need to protect you or others from serious harm, where a child or vulnerable adult is in danger, where we are legally required to disclose information, or when there are serious breaches of the university regulations or codes of discipline, for example.

We will keep your personal information confidential, in accordance with relevant legislation, such as [General Data Protection Regulation 2016 \(GDPR\)](#) and the [Data Protection Act 2018 \(DPA 2018\)](#).

To help you understand how your personal data is used, see [Leeds Beckett University's Student Privacy](#)

[Notice](#) and our [Student Suicide Prevention – Information Sharing Statement](#)

We do not provide letters to support mitigation applications.