

Information for students regarding telephone and video counselling

When accessing counselling via telephone or video, the usual conditions of our Student Wellbeing Agreement still apply; this document details a few additional points for you to be aware of.

Practical arrangements and contact

- We will contact you on the number you provided when registering with the service (a UK landline or UK mobile number). If this is no longer applicable, please contact the Student Wellbeing Team (SWT) at studentwellbeing@leedsbeckett.ac.uk. The call will generally come from a Leeds Beckett University number starting 0113 812 xxxx. On occasion, it may be that it comes up as 'number withheld.'
- For video sessions, our admin team will set up a Teams meeting for you and the counsellor, using your Leeds Beckett University email address.
- The counsellor will contact you at the allocated time and, if no response is received, will try again 5 minutes later.
- They will leave a short message if you do not answer the call, stating that they are contacting you from Student Services for your appointment. If for any reason you do not want them to leave a message, it is important that you let us know as soon as possible.
- You will receive an email to your student email address, confirming the appointment was missed.
- Should you miss the call but wish to reschedule the appointment to another date and time please contact the SWT at studentwellbeing@leedsbeckett.ac.uk. Should you miss the call and try to ring your counsellor back, your call will either go through to voicemail or to our Student Wellbeing Administrator.

Confidentiality

- Your privacy and safety are of paramount importance to us. Please ensure that that you are in a private and confidential space for the duration of the telephone or video session, and that you are not driving at the time. If you feel confident you cannot be overheard, you will be able to engage in the session more fully.
- If your counsellor thinks you are in a space which may not be appropriate, or where you can be overheard, they will discuss this with you and if necessary, terminate the call.
- What you tell us during the sessions remains confidential except where we are required by law, public interest, University policy, or data protection to disclose information. Additionally, confidentiality may not be kept if your counsellor feels you may be at risk of harming yourself or others. Our confidentiality policy is set out in the Student Wellbeing Agreement.

Technology

- In the event that we lose our connection due to technological difficulties, your counsellor will attempt to re-establish the connection. If this is not possible, we will contact you to reschedule the session.