



Mental Health & Wellbeing Team

Student Agreement

Below is some important information. Your practitioner will go through this with you at your first appointment and ask you to complete and sign a copy. Please feel free to ask any questions.

The services we provide

1. The services available from the Mental Health & Wellbeing Team are:
 - 1:1 short-term counselling or mental health practitioner support
 - Referral to online or other self-help resources
 - Group work – which may be therapeutic or skills-based group workWe aim to offer you the service(s) most appropriate to your individual needs.
2. The mental health and 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.

How we store and use information

3. To access the services of the Mental Health & Wellbeing Team, you will need to complete our online registration form at www.wlv.ac.uk/MHWregistration.
4. 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.
5. The Mental Health & 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.
6. 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 Mental Health & 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.
7. The Mental Health & Wellbeing Team may be required to produce reports, using the data held by the team. These reports contain anonymised statistics to inform the department of Student Support and Wellbeing and the University about the work the Mental Health & 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.

8. 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.
9. The Mental Health & Wellbeing Team is part of the Student Support & Wellbeing (SSW) service, and therefore SSW's privacy statement also governs our work and the services we provide. To consult SSW's privacy statement, ask a member of staff for a copy or visit our website: www.wlv.ac.uk/current-students/student-support/student-support-and-wellbeing-ssw/privacy-statement/

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 MHEnquiries@wlv.ac.uk, marking your email for the attention of the Mental Health & Wellbeing Team Manager.
14. If you wish to retain a copy of these notes, you will need to make a subject access request by following the procedure set out on the University's website at: www.wlv.ac.uk/about-us/governance/legal-information/corporate-compliance/data-protection/

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

15. 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 MHEnquiries@wlv.ac.uk or telephoning **01902 32 2572** (Monday to Friday, 9am-5pm). **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.**
16. 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 mitigating circumstances or funding applications

17. If you are receiving support from the Mental Health & Wellbeing Team, we may, in some circumstances, be able to provide you with a letter to support a claim for mitigating circumstances. We can only provide this where – in the opinion of the Mental Health & Wellbeing Team practitioner(s) you have been working with – your academic performance in University assessments will have been adversely affected, during a specified time period, by your mental health or emotional difficulties. If you would like to request a letter of support for a mitigating circumstances claim, contact our Administration Team by emailing **MHWenquiries@wlv.ac.uk** and our Administration Team will liaise with the relevant practitioner(s) to respond to your request.
18. We do not provide detailed or individualised letters of support for a mitigating 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

19. 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 the definition of a ‘disability’ as set out in the Equality Act 2010, please let us know, as this will enable us to let you know how to access disability support at the University, in addition to the support you are accessing from the Mental Health & Wellbeing Team.

Your feedback

Informal procedure

20. If you have any feedback on the services provided by the Mental Health & 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

21. If you are unhappy with any aspect of the service you have received from the Mental Health & Wellbeing Team and wish to make a formal complaint, you can do this by emailing your complaint to **MHWenquiries@wlv.ac.uk**, marking your email for the attention of the Mental Health & Wellbeing Team Manager. If you do not wish to contact the Wellbeing & Mental Health Team Manager, you may contact our Administration Team to request the contact details for an alternative senior manager with responsibility for managing the team.
22. 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 **www.wlv.ac.uk/about-us/governance/legal-information/corporate-compliance/data-protection/** and follow the complaints procedure set out within it.

Complaints to the relevant professional body

23. 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

24. 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 (Student Support and Wellbeing) to contact you to complete service evaluation surveys once or twice a year. 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.

By signing this document, I:

- confirm that I have read and understood this Agreement and that I agree to its provisions, and
- agree to access the support offered by the Mental Health & Wellbeing Team in accordance with the terms and processes stated in this document, and
- confirm I understand that this Agreement is governed by English law and subject to the exclusive jurisdiction of the English courts.

Your signature:	Date:
Your name:	

Please also provide us with the following information. We will input this information into a system called CORE, which counselling and mental health team use to report on the impact of their services. If you prefer not to answer one of the questions, you can leave it blank.

Please circle one box to indicate the level at which you are currently studying:

HNC 1	HND 1	HND 2	Foundation	Level 4	Level 5	Level 6
MSc / MA	MBA / MPhil	PhD	PGDip	PGCE	Other:	

Please circle the category that best defines your ethnicity:

1. Bangladeshi	2. Indian	3. Pakistani	4. Asian African	5. Chinese	6. Black African	7. Black Caribbean
8. White British	9. European	10. Mixed background	11. Other:			

Please circle to indicate your student status:

UK / home student	EU student	International (i.e. non-EU) student
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Please circle to indicate your current mode of study:

Full-time student	Part-time student	Other:
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