



## Counselling, Wellbeing Department Aims & Values

**The Counselling team offers students of Royal Holloway easy access to effective non-clinical support in dealing with problems of an emotional, psychological or psychiatric nature that affect their ability to benefit from the opportunities offered at the university.**

To this end we aim to:

- Provide support that is promptly available, effectively targeted and flexibly delivered, the team's principle form of support being integrative one to one counselling based on a one at a time model.
- Develop expertise in dealing safely and responsibly with all psychological and emotional problems commonly experienced by students at the university.
- Offer prompt referral to NHS provision when problems of a clinical nature exist and particularly when there is a significant danger or risk to health.
- Maintain appropriate awareness of anti-discriminatory practice in order to ensure that our services are equally accessible to all students irrespective of race, nationality, gender, sexual orientation, specific ability, age and status.
- Abide by a published code of ethics (BACP's Ethical Framework for the Counselling Professions) and commonly agreed best practice standards, taking particular care to ensure students are aware of boundaries of confidentiality etc. and to deal ethically with any complaints or conflicts of interest that arise.
- Play a full role in discussion with other members of the university in order to advise on the emotional and psychological problems faced by students and so help the support services to act to minimise them.
- Involve ourselves in the appropriate regional and national counselling forums in order to absorb and to disseminate good practice in student counselling.
- Maximise our contribution to the university by managing the team cost-effectively, and evolving internal working practices that are simple, efficient and conducive to the well-being of our staff.
- Make our expertise available to support non-student members of the university community when doing this does not conflict with the above aims.
- Collect and regularly make available to university data that allows the effectiveness of the team to be monitored.