

## Counselling Service Standards 2014/15

Environment	<ul style="list-style-type: none"> <li>• We aim to provide a friendly and welcoming environment in which to discuss and explore our customer's issues and how counselling support can help.</li> <li>• We have private interview facilities to carry out appointments.</li> <li>• We have appointments Monday &amp; Wednesdays where students can see the Counsellor.</li> </ul>
Support	<ul style="list-style-type: none"> <li>• We aim to respond to voice mails &amp; emails within 24 hours during normal business hours.</li> <li>• We aim to answer all incoming telephone calls within 3 rings. If unanswered, customers will at this point be invited to leave their contact details and a brief description of the issue. If this message is left within normal working hours we aim to contact that customer the same day.</li> <li>• We will update our e-mail notification message when we will be out of the office for an extended period of time (full day or more). We will advise caller of our return date and of other team members they can contact.</li> <li>• We support students and staff in 1-1 appointments, by telephone and e-mail, where we offer support and guidance. We also provide guidance to University staff including lectures/training on how to best support students.</li> <li>• We provide Notifications for all our disabled students which outline their support requirements these are sent to all staff teaching the student.</li> </ul>
Information	<ul style="list-style-type: none"> <li>• The Counselling team produce hand outs internally and are checked for accuracy and relevance.</li> <li>• Our website is available 24 hours a day all year round and we continue to update on a regular basis.</li> <li>• We advertise our Service at Open Days and Enrolment.</li> </ul>
Staff	<ul style="list-style-type: none"> <li>• All Counsellors are trained within our service including shadowing other staff.</li> <li>• All staff will have an annual PDP</li> <li>• Administration staff are trained within our team.</li> </ul>

Our customers are current, alumni & prospective students, University staff.