Student Welfare Advice and Guidance and the Counselling and Mental Health Advisory Service make up Student Services. Together we provide information, advice, guidance and counseling to all students.

We are split into two main areas incorporating a number of specialist advisers. The diagram below shows how the services are organised.

Student Welfare Advice and Guidance staff are all very experienced professionals in supporting students with a range of issues. In the Counselling and Mental Health Advisory Service all staff are professionally qualified in either counselling and/or mental health and work in accordance with standards set by recognised professional bodies. All students are encouraged to come and discuss any concerns or support requirements with the teams as soon as possible. The services are available throughout the year.

More information
If you have any concerns about confidentiality please do speak to any member of the Student Services teams.

Information on the University’s data protection policy can be found at www.liverpool.ac.uk/legal/data_protection/

Contact details
Student Support Services
T: 0151 794 5863
www.liverpool.ac.uk/studentsupport

Advice and Guidance
E: advice@liverpool.ac.uk

Disability Advice and Guidance
E: disteam@liverpool.ac.uk

International Advice and Guidance
E: ist@liverpool.ac.uk

Money Advice and Guidance
E: fst@liverpool.ac.uk

Counselling Service
T: 0151 794 3304
E: counserv@liverpool.ac.uk
www.liverpool.ac.uk/studentsupport/counselling

Mental Health Advisory Service
T: 0151 794 5863
E: mhas@liverpool.ac.uk
www.liverpool.ac.uk/studentsupport/mentalhealth
Student Services provide confidential information, advice and support to students studying at the University. Many students who use our services discuss sensitive personal information with us and it is important that we ensure that we keep this information confidential. Students who share information with us should be secure in the knowledge that any information they disclose to us is handled in a respectful and appropriate manner, we believe this is important in encouraging students to come and seek help and support.

Introduction
Your records will only be shared by staff within the Student Services on a need to know basis, unless we have your permission to discuss your issue with someone else. No information will be divulged to anyone outside of Student Services without your express permission and we will usually ask you to sign a release of information consent form to confirm this in writing.

Access to your record
Student Services comply with the requirements of the Data Protection Act 1998 and respect the rights of users to request access to their records. For further information about accessing your records please ask your advisor or visit the data protection pages on the University website www.liverpool.ac.uk/legal/data_protection and follow the link to the Data Protection Policy where you can find information about requesting access to your records and a link to the Data Protection Enquiry/Subject Access Request Form.

Sharing information outside of Student Services

Students should be aware that their needs and any intervention offered may be discussed by the staff within the appropriate supervision structures. This would include casework supervision with an appropriate independent professional clinical supervisor and appropriate line management structures within Student Services. Supervisions also operate within the relevant professional guidelines eg the British Association for Counselling and Psychotherapy and the Health and Care Professions Council or other relevant professional bodies.

Supervision

Access to your record
Confidentiality is important and we want students to be assured that the information they provide is treated with sensitivity and care. However, in order to fully support students it is sometimes necessary to work with colleagues outside Student Services in University departments. In these situations we would ask your permission to share relevant information with staff in other University departments. It is important that enable us to provide you with the most appropriate support. We will explain our reasons to you and ask you about whom we feel needs to have information about you. We will then usually ask for your signed consent to do this.

Your records will only be shared by staff within the Student Services on a need to know basis, unless we have your permission to discuss your issue with someone else. No information will be divulged to anyone outside of Student Services without your express permission and we will usually ask you to sign a release of information consent form to confirm this in writing.

Sharing information outside of the University

In some instances, staff may need to share information with organisations outside the University to ensure support is in place. This could include services such as Student Finance England, the Student Health Service, Liverpool Guild of Students, NHS or Local Authorities. You will be asked to confirm who you are willing for us to contact/discuss your support with on your consent form. We will explain our reasons to you and ask you about whom we feel needs to have information about you. We will then usually ask for your consent.

Exceptions – breaking confidentiality

If we have serious concerns about your safety or the safety of others we may have to share information with other people from the University or from outside organisations. Whenever possible and where the delay would not increase the likelihood of harm we would try to discuss this with you and get your consent to share relevant information. However, this may not always be possible; in these circumstances we would discuss with our reasons for sharing this information with others as soon as possible after this had taken place.

Theses exceptional circumstances are rare and would arise only;

1. Where there is risk of harm to yourself or others, including safeguarding issues eg child protection or where disclosure is required by law eg a court subpoena records required in court or under prevention of terrorism legislation.
2. If we are legally obliged to provide information to outside agencies we will do this in line with the Data Protection Act.

This leaflet explains how we record and store personal and confidential information. It also explains how we sometimes share information with others in line with the University data policies and the Data Protection Act. Staff within the Services will only keep information that is relevant and appropriate. Paper based information is kept in locked secure areas within the Services and electronic files are held securely with limited access and appropriate protection.

Sharing information with Student Services

However, if you do wish to restrict the sharing of your information this may limit the support and effectiveness of help that we can offer you.

The Counselling and Mental Health Advisory Service works to recognised professional standards of confidentiality. Our counsellors work to British Association of Counselling and Psychotherapy standards of practice including ethical guidelines covering confidentiality the BACP Ethical Framework can be found on their website at www.bACP.co.uk whilst our Mental Health Advisors are registered with the Health and Care Professions Council or other relevant body and work in accordance with their standards of professional practice, information is available on their website at www.hpcs-uk.org.

Sharing information outside of the University

Confidentiality

In some situations, staff may need to share information with organisations outside the University to ensure support is in place. This could include services such as Student Finance England, the Student Health Service, Liverpool Guild of Students, NHS or Local Authorities. You will be asked to confirm who you are willing for us to contact/discuss your support with on your consent form. We will explain our reasons to you and ask you about whom we feel needs to have information about you. We will then usually ask for your signed consent to do this.

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