**The Etiquette of Online Counselling Sessions**

Counselling can be offered remotely, either on Microsoft Teams or by telephone.

Your counsellor will email you a Microsoft Teams appointment link to your student email account which you can access from a laptop, tablet or smartphone.

* Your counsellor will be in a private, secure and safe room during your counselling sessions.
* You need to ensure your space is private and secure for the duration of your session where intrusions or interruptions are limited.
* If you would prefer to have your online counselling on site, please let the counsellor know and we will try to secure you a confidential room.
* We recommend that you wear headphones to keep your session private.
* Your counsellor will be using a headset where no-one will be able to hear your session.
* Sessions will not be recorded.
* By accepting online counselling, you are explicitly agreeing not to record your sessions. This is to safeguard your privacy and confidentiality.
* Please check that your device is fully charged with the charger to hand prior to your session.
* Your counsellor will book your sessions to take place at the same time and day each week, just as if you were coming to the counselling room.
* It is important that you are available at the agreed time. If you are late starting your session, we are unable to extend it.
* If your counsellor is not available for a session, they will endeavour to give you as much notice as possible.
* We understand that for some students, the private space available to you is your bedroom. However, we do require you to be up and dressed for your counselling session.
* It is inappropriate for younger children to be present during the session, we ask that you arrange childcare if required. If this is a problem, please talk to your counsellor.
* If we are cut off, or have a poor connection, your counsellor will attempt to contact you by telephone to continue the session. If it is not possible to reconnect,

we will reschedule to meet at the same time the following week.

You will be asked to read the Confidentiality and Data Protection agreements, sign electronically to agree to the terms, and return this to your counsellor from your student account.

Please talk to your counsellor if you have any questions or concerns about counselling.