Counselling Service Registration Form

The purpose of this form is to register for a counselling appointment. We offer appointments with both University of Stirling counsellors and counsellors from an external service provider called Spectrum Life.

In most cases, you will be offered an appointment with University Counsellors within 3 weeks. If you will have to wait more than 3 weeks for an appointment with a university counsellor or if you are overseas, you will be offered an appointment with Spectrum Life. PLEASE NOTE: Spectrum life offer online appointments only. We will share this form with Spectrum Life to enable them to contact you for an appointment.

Student email address: Click or tap here to enter text.

Student I.D. Number: Click or tap here to enter text.

Student Full Name: Click or tap here to enter text.

Student Date of Birth: Click or tap here to enter text.

Contact Telephone Number: Click or tap here to enter text.

Name of GP/ Doctor: Click or tap here to enter text.

Address of GP/Doctor: Click or tap here to enter text.

Telephone Number of GP/Doctor: Click or tap here to enter text.

I am currently seeing a GP about my circumstances Click or tap here to enter text.

Trusted contact Name and Phone Number: Click or tap here to enter text.

Your trusted contact should be over 18, ideally be able to speak English and be contactable by phone. The University would only contact them if we had sufficient concern for your health and wellbeing or that of a third party. Please ensure you inform your nominated contact.

Please use the tick boxes below to tell us whether you would prefer a face-to-face appointment with a university counsellor or an online appointment with a university or Spectrum life counsellor

Face-to-face  Online  No preference

Please indicate below your availability, we will try to find a time that suits you:

Monday AM  PM  Tuesday AM  PM  Wednesday AM  PM  Thursday AM  PM  Friday AM  PM

If you are currently residing overseas, please tick this box:

For legal and regulatory reasons counselling cannot be provided by University of Stirling Counsellors to students overseas. However, we can provide counselling with our partner organisation Spectrum Life.

Please let us know if you require any adjustments to attend the counselling session: Click or tap here to enter text.

IF YOU CONSIDER YOURSELF TO BE AT IMMEDIATE RISK OF HARM TO YOURSELF OR OTHERS PLEASE CONTACT YOUR GP, NHS 24 ON 111 OR EMERGENCY SERVICES ON 999.

You may also want to contact Samaritans on 116 123 or Breathing Space on 0800 83 85 87

PLEASE NOW READ THE PRIVACY STATEMENTS AND SIGN THE FORM.

University of Stirling Confidentiality and data sharing

Why are we collecting the information above?

This information has been collected so we can offer you the best possible support.

Who might we share your information with?

Student Support Services are committed to protecting and respecting your confidentiality and privacy. Staff working for Student Support Services will not pass on personal information about students, except in the following circumstances:

* Where the member of staff has your consent to disclose the information (e.g. to your GP, another staff member(s), or to a body such as Student Awards Agency for Scotland);
* Where the member of staff, the University would be liable to civil or criminal court procedure if the information was not disclosed;
* Where the member of staff believes you or a third party is in danger/at risk of harm, and it is in your vital interest to extend confidentiality;
* Where there is a legal requirement to disclose information;
* Where the information is required by the police for the prevention or detection or crime or the apprehension or prosecution of an offender and not providing the information would prejudice the investigation;
* Where it is necessary to share this information with colleagues within the University of Stirling on a need-to-know basis to help them provide robust and appropriate support to you or a third party.

All counsellors are required to participate in regular supervision sessions. During these sessions, they may share details of cases, but they will not disclose the name or student number of the client.

What do we do with your information?

Student Support Services produces reports on trends, for example who accesses our services and how satisfied students are with the support they receive. Your information may at times be used for these statistical monitoring purposes, but you will not be identifiable from reports produced using that data. If we think that you are at risk of personal crisis or academic withdrawal, then we may add you to a limited record we keep of students who we consider to be a particular cause for concern. This record is held securely within Student Support Services and access is restricted to a very limited number of staff who need this information to provide you with adequate support. Students are added to the register by a member of the Student Support Services team e.g. a Counsellor or the Student Adviser (Mental Health) following professional analysis, and are removed as soon as their circumstances change. This record is kept to closely monitor whether support being given to a student who is a cause for concern is appropriate. If you require to be added to this record at any point, your Student Support Adviser or Counsellor will ask for your consent. You would only be added to the record without your consent when it is in your vital interest to do so.

Further information on the personal and special category data we process and our legal justification for processing can be found in the [Student Privacy Notice](https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/policy-and-planning/legal-compliance/data-protectiongdpr/privacy-notices/students/).

How do we store your information?

All Counsellors’ and Student Support Advisers’ notes and any information you provide during meetings with Student Support Services staff (including the Student Hub team), or as part of registration, will be held securely within case management systems operated by the Student Support Services team. A basic record of engagement with each of our support services is stored on the University’s student information system. Access to the record of engagement is carefully controlled and is restricted to staff who may reasonably need to know this information in order to provide support to students.

How long do we keep hold of your information?

University of Stirling will retain information for 5 years from point of registration. Information will then be destroyed confidentially.

Your rights.

You have a number of rights in relation to the information we hold about you. A full breakdown of your rights can be found on the University’s overall [Privacy Notice](https://www.stir.ac.uk/about/professional-services/student-academic-and-corporate-services/policy-and-planning/legal-compliance/data-protectiongdpr/privacy-notices/staff/), but these include the right to access your information by submitting a subject access request and the right to withdraw your consent where this is the legal basis we are relying on for processing.

Please note, the applicability of your rights depends on what lawful basis we’re using and withdrawing your consent for us to use your information means it may not be possible to provide you with the best possible support in future. For more information on why this is, or for more information on your rights, please contact [ask@stir.ac.uk](mailto:ask@stir.ac.uk) who will arrange for you to meet with the Head of Student Support Servicesand Operations.

Spectrum Life Privacy Policy.

We have partnered with an external service provider, Spectrum Life, to offer greater availability of appointments. Please note, if you choose to take up counselling sessions with Spectrum Life, they will process your information in line with their privacy policy:

<https://www.spectrum.life/privacy-policy/>

To refer you to Spectrum Life’s counselling services, we will share this form with them via email and encrypted word document so they can arrange to call you and provide support. Spectrum Life will provide us with a monthly report indicating your appointment dates and attendance information. Spectrum Life will only share special category personal data with the University where there is a risk of harm identified or, in limited cases, where you give consent to be referred to the University for support.

★ I have read and understood the Confidentiality and Data Sharing Statements above, and confirm:

Please use the tick boxes below:

Yes, I understand my personal data will be processed in accordance with the University’s Privacy Notice for Students to provide me with counselling services as required.

Any special category data (e.g. health, disability or ethnicity data) I may disclose will generally be processed on the basis of consent.

Yes, I grant consent for Student Support, University of Stirling to collect, use and retain any special category data I may disclose as specified in the statement above.

★ We may contact you by text message to confirm appointment times. Do you grant us permission to do this?

Yes  No

Signed: Click or tap here to enter text. Date: Click or tap here to enter text.

Once you have returned your form you will receive an acknowledgement email, followed by an email confirming your appointment time from the University of Stirling or receive a call from Spectrum Life.