

Service Level Agreement (SLA) from the Counselling and Emotional Wellbeing service

This document is intended to present the minimum level of service that users can expect from the Counselling and Emotional Wellbeing service. As with all such agreements, targets have been set to reflect normal circumstances and they may not always be met in periods with high levels of staff absence or vacant posts. The targets will be regularly monitored in order to ensure that targets are being met and service levels improved, wherever possible.

University of Stirling's Counselling and Emotional Wellbeing team are here to help you develop your own solutions to problems, and to help you understand your feelings and emotions better. We will do this in a non-judgemental way which respects your values, personal resources and capacity for development. If you have a diagnosis of a mental ill health condition, our Student Adviser (Mental Health & Wellbeing) can help support you in your studies by putting various support arrangements in place.

1. What to expect when meeting with a Counsellor?

When you first [register with the Counselling & Emotional Wellbeing service](#), you should expect us to:

- Carefully consider what support is most appropriate for you to help manage your emotional wellbeing and offer you support. This may take the form of wellbeing classes, workshops or one to one Counselling.

- If it is considered that Counselling is suitable for you, we will aim to offer you a 30 minute assessment with a Counsellor within six weeks or sooner if possible and appropriate
- Be friendly, approachable and non-judgmental
- Treat you with dignity and respect
- Respect your confidentiality subject to our [statement on confidentiality and data sharing](#)
- Provide you with helpful coping strategies
- Help you access useful resources
- Continue to maintain our professionalism through participating in continuous professional development and by participating in regular supervision
- Provide you with a referral to other helpful University services or external organisations, if appropriate, to ensure you receive the best support to meet your individual needs

2. What to expect when meeting with our Student Adviser (Mental Health & Wellbeing)?

The Student Adviser (Mental Health & Wellbeing) is part of both our Counselling & Emotional Wellbeing, and our Accessibility & Inclusion teams. In order to meet with the Student Adviser (Mental Health & Wellbeing), you should submit an [Identification of Needs form](#) to the Student Services Hub. On receipt of your registration form, and where appropriate, we will put basic adjustments in place for your class tests and exams **within 3 weeks** of receiving your application. This will normally be 25% extra response time and the use of a PC if required. (Permanent for those who have submitted

suitable written evidence, and temporary for one semester for those who are still to submit suitable written evidence. This changes to permanent once suitable written evidence has been received). Other exam adjustments can be added if required after your Assessment of Need.

You should then expect us to:

- Offer you an Assessment of Needs appointment within six weeks or sooner if possible and appropriate
- If you are deemed to require additional temporary support arrangements such as a mental health mentor, we will offer you a short appointment to discuss support requirements within three weeks or sooner if possible and appropriate
- Respect your confidentiality subject to our [statement on confidentiality and data sharing](#)
- Be friendly, approachable and non-judgmental
- Treat you with dignity and respect
- Provide you with a referral to other helpful University services or external organisations, if appropriate, to ensure you receive the best support to meet your individual needs

3. What does the Counselling & Emotional Wellbeing team expect of me?

The Counselling & Wellbeing team expects you to:

- Complete a registration form for Student Support Services
- Turn up for appointments on time
- Provide us with contact details for both you and your GP

- Provide us with medical evidence of your mental ill health condition if you are registering with our Student Adviser (Mental Health & Wellbeing)
- Give us at least 48 hours' notice of cancellations so we can offer freed-up appointments to other students who require our support
- Allow us to keep confidential notes about your engagement with the service
- Recognise that there may be times when we may need to extend confidentiality to other colleagues in order to provide you with the best level of support available (note: we will always seek to discuss extending confidentiality or information-sharing with you, unless this is not possible and you, or a third party is at risk of harm)

4. More information:

Counselling and Wellbeing Service

Student Services Hub

Student Services

2A1 Cottrell Building

FK9 4LA

Tel: 01786 466022

Email: ask@stir.ac.uk

Web: <https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/emotional-wellbeing/> and <https://www.stir.ac.uk/student-life/support-wellbeing/student-support-services/accessibility-and-inclusion/>

We aim to respond to email enquiries within 5 working days.