

# COUNSELLING AT HRC



**#destinationHRC**



HERTFORD REGIONAL COLLEGE

**hrc**

The Counselling Service offers free one-to-one counselling to all learners during term time.

## Who uses the Counselling Service and why?

The service is well used by learners of all ages and backgrounds and from different courses across the college. People come about any of the life issues that can affect us all from time to time, such as:

- relationship and family problems
- stress
- current or past bullying
- anxiety or worry
- sexuality and sexual relationships
- drug and alcohol misuse
- lack of confidence and self esteem
- eating distress
- loneliness
- feeling unhappy
- feeling down or depressed
- physical or mental ill-health
- academic pressure
- anger
- loss or bereavement
- self harm
- abuse
- work or study worries.

## Confidentiality

Counselling is highly confidential with only a few extreme and rare exceptions according to the law. Your counsellor will discuss this with you.

Your counsellor will not talk to anyone outside the counselling team including other members of staff in the College about the fact that you are seeing them and anything you say will remain private.

All your information will be kept securely and is in line with GDPR 2018.

## Appointments

Counselling starts with an initial appointment with a counsellor to explore why you have come and to let you know more about the counselling service. From here, you can decide whether counselling is for you and if so make arrangements for further sessions, subject to availability.

You can also discuss with your counsellor other forms of help or counselling available.

You can make your own appointment by contacting the counsellors or asking someone (for example your tutor) to make the appointment for you if you would prefer. Appointment contact details are on the back of this leaflet.

## What is Counselling?

Counselling is an opportunity to talk with a professional therapist in a safe and confidential way. You may explore any aspects of your life freely and openly in a way that is rarely possible with friends or family.

Counsellors are non-judgemental and will listen with respect from your point of view, going at your pace – how much you say and what you discuss in your session is up to you. Counsellors talk with honesty and care to help create a safe space in which to become more aware of your choices in life and possibilities for change. It's an opportunity to gain self understanding, confidence and potentially change the way you manage your emotions (including anger), behaviour and relationships.

## How long will it take?

This depends on you, sometimes just one visit is helpful or you can choose to come for a longer period of time.

Sessions usually last 50 minutes and take place once a week by arrangement between you and the counsellor, preferably outside lesson times.

## Where does it take place?

The counsellors work at the Ware and Broxbourne Campuses. One-to-one counselling takes place in the counsellor's room, a private, comfortable space where you can safely explore your difficulties and problems.

## About the Counsellors

The Counselling Service is staffed by both qualified and trainee professional counsellors. All counsellors are members of the British Association of Counselling & Psychotherapy and work within their ethical framework and complaints procedure (available at [www.bacp.co.uk](http://www.bacp.co.uk)).

Training and on-going professional supervision enables Counsellors to listen to you without being overwhelmed.

Counsellors are impartial and, if you would prefer to see a counsellor outside of the College, we can help to refer you elsewhere.

Counsellors can also discuss other services that might be relevant or more helpful for you.

## Supervision

In order to comply with the BACP Ethical Framework, all counsellors have somebody to help them think about their work in a way that does not identify individuals. Supervisors are bound by the same code of ethics and confidentiality as counsellors.

## To make an appointment...

Email: [counselling@hrc.ac.uk](mailto:counselling@hrc.ac.uk) and a counsellor will email you back to discuss a suitable time or contact the counsellors direct by phone or text.

## Counsellor Contact Details



Counsellor MBACP (accred.)

**Broxbourne**  
Room B118, Main Building.

Telephone  
**01992 411375**

Office mobile  
**07843 359045**

E-mail  
[kwilliams@hrc.ac.uk](mailto:kwilliams@hrc.ac.uk)



Counsellor, MBACP.

**Ware**  
Room W347, Scott Building.

Telephone  
**01992 411453**

Office mobile  
**07701 286585**

E-mail  
[vross@hrc.ac.uk](mailto:vross@hrc.ac.uk)