

Student Services and Careers

Confidentiality Guidelines

- Information shared during a meeting is normally private and confidential.
- Information is not given to a third party without the consent of the learner unless not to do so would put at risk either the learner or another person, in accordance with the College's Safeguarding Policy.

There are occasions, such as when a lecturer/ tutor/ Progress Coach has referred a learner to the service, that it may be appropriate to let them know that the learner has attended. We do NOT pass on information, or discuss a learner's problems with tutors, parents, or friends unless requested to do so by the learner or with the learner's consent. For example, a learner's financial difficulties may be affecting their academic work and it may be helpful to contact their personal tutor/ Progress Coach.

The College recognises that information may need to be shared when advisers discuss cases to monitor quality and for the purposes of supervision.

Confidential Data and Personal Notes

We may keep records of our work, such as learner's contact and course details, notes of the progress of discussions, and any correspondence.

These records are kept securely for six years, and then destroyed, in line with the Data Protection Act.

They do not form part of the learner's record at the College.

Confidentiality

The adviser – client relationship is one in which the learner should feel confident that information shared during the meeting is private and confidential.

In general, and subject to the requirements of law, the adviser must take care to prevent the identity of individuals being revealed deliberately or inadvertently, without their expressed permission. The learner should be informed at the outset of meetings of the limits of and exceptions to confidentiality.

Advisers should take all reasonable steps to ensure that colleagues, staff and trainees with whom they work understand and respect the need for confidentiality regarding any information obtained.

In exceptional circumstances, where there is sufficient evidence to raise serious concern about the safety or interests of learners, or about others who may be threatened by the learners behaviour, the adviser may take such steps as are judged necessary to inform appropriate third parties without prior consent – although wherever possible prior consent should be sought.