

Document Title	WELLBEING HUB - THERAPEUTIC SERVICES POLICY			Page 1 of 8
Document Number	031	Document Revision	I	Date Issued
				17/04/2026

### GENERAL INFORMATION

1	Document category	Policy		
2	Approved by	Vocational and Professional Council		
3	Minimum list of document users to be notified upon release of document update	All staff and students.		
4	Document change history			
	H	DCN #	Date released	Change originator
		90/2021	30.08.2021	Mario Falzon
	Change history (Section/change details)			
	Changed Document title Changed MCAST logo All references to Support Services Department in document text changed to Wellbeing Hub Updated ISSSC title to SSSSC Updated title of Director Support Services to Director Outreach Services and Student Affairs Updated procedure in par:10, 15 and 20			
	I	DCN #	Date released	Change originator
37/2026		17.04.2026	Dr John Bartolo; Mr Mario Falzon	
Change history				
Major Document rewrite. Removal of Services to Staff which has been moved to a separate procedure in the MOP Admin.				

### Instructions for document users with access to College Website

All MCAST employees can access current, controlled and approved documents related to the Quality Management System via the College website [www.mcast.edu.mt](http://www.mcast.edu.mt).

Document users are encouraged **NOT** to retain printed hard copies of the Quality Management System documents. If however a hard copy of the document is required, the user is to ensure before use that the printed document is the current revision.

### Continuous Improvement

Procedures are meant to be 'living' documents that need to be followed, implemented and maintained. If the procedure does not reflect the current, correct work practice, it needs to be updated! Contact your Document Controller on Ext 7148 **today!**

Document Title	WELLBEING HUB - THERAPEUTIC SERVICES POLICY			Page 2 of 8	
Document Number	031	Document Revision	I	Date Issued	17/04/2026

*Note 1: The procedure below is replicated in the Manual of Procedures, Chapter 3, paragraph 1*

*Note 2: In this document, where applicable, staff and student/s will be referred to as 'Client/s'*

## 1. Definitions for the purpose of this policy

- i. Practitioner - Counsellor/Psychotherapist/Clinical and Counselling Psychologist providing counselling/psychotherapy/psychological interventions at the Wellbeing Hub.
- ii. Client - An MCAST full-time student availing of counselling/psychotherapy/psychological interventions at the Wellbeing Hub.
- iii. Wellbeing Hub therapeutic service contact hours – Winter schedule 0800 till 1600 hours, Summer schedule 0800 till 1300 hours.

## 2. The Ethos

The Wellbeing Hub is in line with, and supports, MCAST's mission statement as it focuses on the needs of individuals in the College by providing them with personal counselling/psychotherapy/psychological interventions and other interventions related to personal wellbeing.

By establishing a safe and supportive environment, therapeutic services aim to strengthen clients' emotional wellbeing and foster positive mental health. This process encourages personal growth leading to a more productive, self-enhancing, and fulfilling personal and professional life. Through this personal development, individuals are in a better position to enhance their educational attainment and to contribute positively to their future career, which is one of the aims of the College.

All practitioners are committed to respect all therapeutic disciplines and approaches by viewing them as equally effective in this line of work and by collaborating with each other so as to create a multi-disciplinary team approach. Due to the relational nature of the work, it is of utmost importance that all the staff within the Wellbeing Hub value collegiality, respect and a positive working ambiance as this will in turn permeate and affect the professional quality of the service given.

## 3. Description of services and responsibilities

All clients may avail themselves of the therapeutic services offered at the Wellbeing Hub free of charge.

Clients have the right to be treated as unique individuals who choose to develop at their own pace, irrelevant of their age, race, creed, gender, sexual orientation, social class, ability, or any other form of diversity.

Clients are entitled to a high quality counselling/psychotherapy/psychological interventions which:

- are client-focused;
- are growth oriented and offer understanding in a therapeutic and non-judgemental environment;
- are delivered by warranted practitioners and trainee practitioners in a safe environment; and
- assist clients through the therapeutic process.

Document Title	WELLBEING HUB - THERAPEUTIC SERVICES POLICY			Page 3 of 8	
Document Number	031	Document Revision	I	Date Issued	17/04/2026

The range of services and responsibilities assumed by the practitioners include:

- answering to referrals;
- carrying out of intake sessions;
- case meetings and discussions;
- one-to-one counselling/psychotherapy sessions or psychological interventions by appointment;
- group therapeutic sessions;
- keeping an up-to-date record system as required by the department;
- consultations and liaising with other in-house services and professionals working at MCAST;
- liaising with and referring to external entities and professionals;
- organising continuous professional development sessions;
- collecting feedback from clients to evaluate the service;
- attending peer and external supervision;

participating in regular in-service consultation, ongoing training, professional development and departmental meetings.

#### **4. Ethical conduct**

Practitioners providing a service at the Wellbeing Hub are bound to adhere to the code of ethics of their respective professions.

#### **5. Conflict of interest**

Conflict of interest must be avoided. It is the responsibility of the practitioner to avoid multiple relationships with clients. Practitioners need to consider the implications of their involvement in activities other than counselling/psychotherapy sessions or psychological interventions, which may damage the therapeutic relationship. Should a conflict of interest arise during the course of therapy, the practitioner will discuss this ethical dilemma in supervision and with their director.

#### **6. Confidentiality**

Client confidentiality is kept within the Wellbeing Hub team and this is explained to all clients during their intake session.

Confidentiality cannot be maintained in instances when the client talks about serious harm to self, harm to others, or harm done to them. In such cases, the best course of action will be discussed with the client when it comes to informing third parties.

When applicable, and beneficial for the therapeutic process, information/documents are shared with other MCAST Wellbeing Hub services. To pass on any information to third parties outside the Wellbeing Hub services, the practitioner will ask for the client's written consent by making use of the Declaration of Consent for Information Sharing (Doc 226). Moreover, information held by the Wellbeing Hub may be legally requested by court if the practitioner is summoned during a court case.

#### **7. Accountability**

Accountability in this context, refers to the responsibility of both the practitioner and the client to engage in the therapeutic process, uphold ethical standards and work toward agreed upon goals. Practitioners must clearly define the roles, boundaries and expectations in the therapeutic

Document Title	WELLBEING HUB - THERAPEUTIC SERVICES POLICY			Page 4 of 8	
Document Number	031	Document Revision	I	Date Issued	17/04/2026

relationship. The duty of the practitioner is to provide a competent, ethical and effective service, while adhering to professional guidelines, ethical codes and legal requirements.

Accountability helps both the practitioner and the client stay engaged and committed to the therapeutic process, ultimately leading to better outcomes. It fosters a healthy, productive and trusting therapeutic relationship that can lead to meaningful change in the client's life.

In the eventuality of any concerns about service provision or the therapeutic process, clients are encouraged to address this with the practitioner concerned. In cases where issues are not resolved, then a meeting is to be requested with the Director Outreach Services and Student Affairs. Clients may opt to lodge their complaint through other corporate channels available at MCAST.

### 7.1. Quality of service

Quality of service refers to the effectiveness, efficiency, and overall client experience. It comprises standard of therapeutic support, communication, facilities and the therapeutic environment. Quality service fosters trust and safety throughout the therapeutic experience, impacting therapeutic outcomes, emotional wellbeing and client satisfaction.

One of the measures in ensuring quality of service, is to invite clients to complete a 'Student Feedback Form' at their discretion. The anonymous feedback gathered will enable practitioners to have a better understanding of the clients' expectations, perceptions, and effectiveness of the service.

## 8. Service Guidelines

- a) Sessions last about 50 minutes;
- b) Clients' confidentiality is maintained by the practitioners within the Wellbeing Hub team;
- c) Clients are offered a maximum of 15 sessions, 2 additional sessions can be provided in particular cases in agreement with all the team;
- d) In the case of termination, sessions will not be reactivated before 12 months from the termination date. Should the client experience a crisis during such period, the Wellbeing Hub will assess and direct accordingly. If beneficial, one follow-up session will be provided;
- e) Sessions are either held in person or, at the practitioner's discretion, online in a private setting via Microsoft Teams, within the jurisdiction of Malta;
- f) Clients are expected to attend regularly;
- g) It is the clients' responsibility to schedule appointments during their free time;
- h) Clients need to contact their practitioner as soon as possible, by latest 8am on day of appointment, if they need to cancel or postpone a session;
- i) Clients commit to continue with sessions during the summer months. If the client opts not to attend during this period, the service will be terminated;
- j) If a person misses three sessions without any notification, the therapeutic process is automatically terminated;
- k) Information held by the Wellbeing Hub may be legally requested by court if the practitioner is summoned during a court case;

Document Title	WELLBEING HUB - THERAPEUTIC SERVICES POLICY			Page 5 of 8	
Document Number	031	Document Revision	I	Date Issued	17/04/2026

- l) If the practitioner realises that the client is using the service with the sole intention of having a witness in court, sessions will be immediately terminated;
- m) Clients who have graduated or resigned from the College may continue to avail of the Wellbeing Hub services for a maximum of two concluding sessions according to their entitlement as per point 'c' above.

## 9. Contacting the Wellbeing Hub

### 9.1. Premises

When clients attend one of the satellite institutes/centres, it is at the discretion of the practitioner whether to meet at Main Campus or at the satellite institute/centre. During the summer recess the Wellbeing Hub continues to operate, however clients are to attend sessions at the Wellbeing Hub, Main Campus, Paola.

Sessions are to be held in an environment that is conducive to counselling/psychotherapy/psychological interventions. This implies that a private and safe environment needs to be created. In order to ensure this, care must be taken to equip the rooms with the required resources and to ensure that the rooms used are located in a quiet part of the premises. The rooms should be large enough to allow for at least three individuals to be comfortably seated.

### 9.2. Making contact with the Wellbeing Hub

- a) Contact can be done by email on [counsellors@mcast.edu.mt](mailto:counsellors@mcast.edu.mt), phone on 23987188, or in person.
- b) Clients at the Gozo Campus may directly contact the department on 23987665 or they may opt to contact the Support Services Coordinator through [studentsupport-gozocampus@mcast.edu.mt](mailto:studentsupport-gozocampus@mcast.edu.mt).
- c) Following the initial communication, it will be acknowledged within one working day of their communication with the Wellbeing Hub.

## 10. Referring clients

Students can choose to directly refer themselves to the Wellbeing Hub. Staff, parents, other students, external agencies, or other professionals can all directly refer a student to the Wellbeing Hub or seek consultation with the Director or one of the practitioners. When therapeutic interventions are required, a referral to the Wellbeing Hub Therapeutic Services may be appropriate after obtaining the client's consent.

- a) Once initial contact has been established, an intake session will be organised and carried out. The MCAST Counselling/Psychotherapy Agreement will be explained and signed between the Wellbeing Hub practitioner and the client.
- b) Following the intake session, the Client Registration Form and the MCAST Counselling/Psychotherapy Agreement are passed on to the Director. The case is evaluated according to level of urgency and availability of practitioners and assigned accordingly.
- c) The assigned practitioner will contact the client to start sessions. In due course, the practitioner may discuss with the client regarding any liaising required with other internal or external entities for the holistic multi-disciplinary interventions offered to the client.

Document Title	WELLBEING HUB - THERAPEUTIC SERVICES POLICY			Page 6 of 8	
Document Number	031	Document Revision	I	Date Issued	17/04/2026

- d) When the demand for counselling/psychotherapy is exceptionally high, cases are vetted and organised in a waiting list.

### **11. Management of Caseload**

Practitioners are not to exceed 20 sessions per week and they are to be supported through peer and external supervision, as well as psychiatric consultations. In determining the above, consideration needs to be given to the severity of the cases, administrative duties, outreach activities, consultations, and other work done by the Wellbeing Hub. In order to discuss the afore, a regular case overview meeting is held between the Director and the practitioner.

### **12. Assisting staff members**

Should a staff member wish to avail of therapeutic services, a consultation session will be held to assess and direct accordingly. If beneficial, one follow-up session will be provided.

Members of Staff may be directed to services offered by the ESP as per College Procedure MOP Chapter 3 or other services as the case may require.

### **13. Crises and situations that require immediate attention**

For the purpose of this policy, crises and situations that require immediate attention refer to serious, unexpected and/or dangerous psychological occurrences that require immediate action.

In such cases, the first available practitioner will respond to the crisis and inform the Director Outreach Services and Student Affairs. As long as a situation is deemed by the practitioners to be one requiring immediate attention, the client will be seen to on the day once one of the practitioners has been reasonably contacted during MCAST Wellbeing Hub therapeutic contact hours. In order for crises cases to be addressed effectively, it is advised that such cases are to be flagged at the earliest possible and no later than 1430 hours. This allows the Wellbeing Hub practitioners to provide the necessary support in a timely manner. Should a crisis occur after 1430 hours, the Wellbeing Hub practitioners will be available to assist the crisis by guiding towards the respective national support services. After office hours, in case of a crisis or emergency, other 24-hour services and support lines are to be contacted accordingly.

### **14. Cancellation of appointments by the practitioner**

Practitioners are to keep the rescheduling of sessions to a minimum. However, if due to unforeseen circumstances, the practitioner is unavailable, the client shall be informed at the earliest and the session shall be rescheduled. Upon their return, the practitioner will contact the clients to set a new appointment.

### **15. Change of practitioner assigned**

In the eventuality of an exceptional circumstance that calls for a change in practitioner, a closure session and a handing over meeting are offered, where possible.

### **16. Record keeping**

Record-keeping is required to support practitioners in their activity. All forms, agreements and statistics, manual and/or online, are property of MCAST Wellbeing Hub and strictly confidential. It is the responsibility of the practitioners to keep all documents and statistics updated and do their utmost to safeguard such records.

Document Title	WELLBEING HUB - THERAPEUTIC SERVICES POLICY			Page 7 of 8	
Document Number	031	Document Revision	I	Date Issued	17/04/2026

Practitioners will keep client notes in accordance with the Data Protection Act and GDPR as well as the relevant ethical frameworks of their professions. Such notes are kept in a secure online database. When hard copies of the notes are kept, these are to be filed in a safe and secure place. All data can be accessed, when necessary, by the Director and practitioners. All data will be destroyed 5 years after the end of the academic year during which the last session would have been held. In case a practitioner leaves employment, any client documentation will be passed on to the Director and rights to access all data will be revoked.

It is the practitioner's responsibility to ensure that client documentation is protected in an adequate manner when outside MCAST premises.

### **17. Requests for supporting documentation**

Supporting documentation is provided at the practitioner's discretion in consultation with the Director Outreach Services and Student Affairs. Requests may be made by a client, or if by a third party, the latter has the responsibility to inform the client. The practitioner will consider the request, and if deemed adequate, a written consent from the client is sought. Decisions about course-work and assessments rest with the institute's administration.

### **18. Supervision**

Practitioners are ethically required to attend supervision with an external supervisor of their own choice, as approved by the Director Outreach Services and Student Affairs. Approval will be granted on the basis of ethical consideration with no conflict of interest or dual roles. The College provides an allowance for supervision purposes. Practitioners engage in peer supervision sessions on a regular basis.

In the eventuality of counselling or psychotherapy trainees carrying their practicum at MCAST, supervision is to be provided by a supervisor, ideally within the team of the Wellbeing Hub practitioners. In this context, supervision of supervision shall be provided.

### **19. Training and Continuous Professional Development (CPD)**

Practitioners need to be provided with CPD as required according to the emerging needs of the department. The College is to provide the necessary time and funds to attend CPD training. Practitioners may also use their Work Resources Fund provision for this aim. Requests are to be submitted to the Director Outreach Services and Student Affairs who may approve or otherwise. The Department may oblige practitioners to attend training that is organised by the same department during working hours.

### **20. Opportunities for trainee practitioners**

MCAST Wellbeing Hub values the concept of giving the opportunity to trainees from diverse disciplines to gain their experience through placements. Requests for training placements and observation sessions are to be made in writing and addressed to the Director Outreach Services and Student Affairs. It is at the discretion of the department to consider whether to accept or not such requests.

Trainee applicants are then invited for an introductory meeting. Following this meeting the trainees are required to sign the agreement entitled MCAST Wellbeing Hub Trainee Practitioners on Placement (Doc 220) emphasizing their role, rights and responsibilities during their practicum placement. They are also required to abide by MCAST Wellbeing Hub Policy, copy of which will be

Document Title	WELLBEING HUB - THERAPEUTIC SERVICES POLICY			Page 8 of 8	
Document Number	031	Document Revision	I	Date Issued	17/04/2026

provided to the trainees. The trainees are expected to adhere to their profession's code of ethics. The trainees will also fill in all the necessary record-keeping forms as requested by the department and will safeguard all documents as stated in this policy.

Prior to commencing client work, trainees need to hand all mandatory documentation filled in by the trainee and other signatories to the Director Outreach Services and Student Affairs. Trainees are provided with the necessary access rights to the Wellbeing Hub online database throughout the duration of their practicum. The cases referred to the trainees will commensurate with their level of training and experience. It is the trainees' responsibility to ensure that all case notes are inputted in this database and kept safe and separate from other personal data.

Therapy sessions are to be held at MCAST Wellbeing Hub or online if necessary, and during college hours. It is mandatory that trainees attend regular supervision sessions provided by the MCAST Wellbeing Hub. Open communication with the supervisor is imperative in order for the trainee practitioners to follow ethical standards for the benefit of the client, the trainees' professional growth and the institutions involved.

MCAST Wellbeing Hub reserves the right to terminate the placement if there is serious concern about the work carried out by the trainee. This concern will be communicated to the trainee by the MCAST supervisor during a supervision session as well as the trainees' educational institution. The client concerned will be offered the option to continue counselling/psychotherapy with one of the Wellbeing Hub practitioners and extra care will be taken to minimize any negative effect that can result from this situation.