

# PSYCHOLOGICAL SUPPORT

## Conditions of Agreement / Contract with Foundations for Learning (FFL)

FFL is an educational consultancy and shared services provider offering teaching and learning support to students/adults, teacher training, consultancy and educational advisory services etc.

FFL's goal is to provide highly specialised educational or psychological support via a network of practitioners who will work within the schools and on a consultative basis providing assessment, management plans, advice and training and teaching solutions to individuals and groups within the education community.

### Art. 1 PURPOSE OF AGREEMENT

1. The purpose of this agreement is, on the part of FFL, to understand and support the named client by:
  - a. assessing the needs of the client,
  - b. providing input through which the client can be psychologically supported.
2. Where the named client is a child/young person, it is the responsibility of the parents, to provide the conditions for understanding and supporting the student by:
  - a. providing any existing information,
  - b. supporting the assessment process,
  - c. fulfilling the financial agreement/contract.

### Art. 2 ACCEPTANCE PROCESS

1. The acceptance process may vary from one applicant to another due to a number of factors, most notably the nature of the referral area/s.
2. The final decision concerning acceptance of a client by the consultant rests with FFL fulfilling the financial agreement/contract.

### Art. 3 ADMISSION, SCOPE, DURATION AND CLOSURE

1. To the extent that each client is unique, each approach to psychological support is equally unique. The assessment process will determine the steps taken towards understanding the support needs of the client.
2. The scope and duration of support services will be directly dependent on the needs of the client.
3. Closure may be achieved through a review and, where appropriate, final report provided by FFL.

#### **Art. 4 COSTS, PAYMENT OF FEES, BILLING**

1. The charge per hour is CHF 180 (this generally splits as 50 minutes contact with the child/adolescent and 10 minutes admin).
2. All consultancy fees are due within 10 days from the date of the invoice.
3. Services may be suspended if accounts remain unpaid after a written reminder.
4. Telephone/Skype Contact There may be times when it is more convenient for the client to seek support from a counsellor/psychologist via telephone or Skype.
5. The counsellor / psychologist may want to have one or more telephone consultations with parents prior to starting sessions with a young person and/or over the first phase of the work to gather information. Additionally, depending on the reason for the referral and the age of the young person, check-in calls may be agreed on which could take place at regular intervals (e.g. every 4 or 6 weeks). It is not recommended that parents ring on an ad hoc basis as the young person needs to feel that their privacy and confidentiality are being respected. However, if there is a need to speak in between arranged check-in calls, it is suggested that the parent email the counsellor / therapist and book a call. Communication relating to practical issues (e.g. session times, holiday breaks etc.) should be by email.
6. All telephone/Skype calls are charged at the standard rate of CHF 180 per hour (15-30 minutes = CHF 90, 30-60 minutes = CHF 180).

#### **Art. 5 CANCELLATION OF ORDERED HOURS**

1. All efforts should be made to inform FFL of cancellations with as much notice as possible.
2. The cancellation policy requires a minimum of 24 hours notice for a full refund. Notification should be given by email to both practitioners and the admin department of FFL ([admin@foundationsforlearning.ch](mailto:admin@foundationsforlearning.ch)). If notice is given less than 24 hours but before 7:30am on the day of the session, 50% of the fee will be charged. Notification after 7:30am (or no notification) will result in a full-charge.

#### **Art. 6 INSURANCE USED TO COVER THE COSTS OF WORK UNDERTAKEN BY FFL.**

1. It is the obligation of the bill-payer to check whether work undertaken by FFL is covered by their insurance policies before commencing at FFL (if they wish to have insurance coverage).
2. In cases where insurance does not cover the costs, the bill-payer is liable to pay the full amount of hours rendered by FFL.
3. Swiss health insurance very rarely covers the costs of practitioners at FFL.

#### **Art. 7 INSURANCE AND LIABILITY FOR DAMAGE**

1. FFL will NOT provide any insurance coverage for the client, particularly not health, accident, or third party liability insurance coverage.
2. Parents confirm to have their own health, accident and liability insurance for a child.
3. Damage caused to people or property by the client on his/her way to or at the premises of FFL, is the sole and full liability of the client (and/or parents where a child is the named client).
4. FFL will not accept any liability in the case of theft to the disadvantage of the client.

#### **Art. 8 CONFIDENTIALITY AND REPORTING**

1. FFL and its practitioners uphold the strictest confidentiality. The limits of confidentiality will be discussed prior to the first session taking place.
2. In order for the client to benefit from the expertise and perspectives of a range of specialists, FFL may discuss cases with specialised third party professionals who work with FFL in order to ensure optimum services to the client. However, this will not be done without the approval of the client/parents.
3. All counsellors/psychologists receive clinical supervision where cases are discussed with an external counsellor/psychologist anonymously. This is considered "good-practice" for all psychologists and is to ensure the best support for the client.

## Art. 9 MISCELLANEOUS

1. Any amendment or addition to this Agreement, as well as its mutual partly or totally annulment, shall be valid only if executed in writing. This also applies to the amendment, addition or annulment of this particular provision.
2. This Agreement shall be exclusively governed and construed by the laws of Switzerland (without reference to its conflict of law provisions).
3. All disputes arising out of or in connection with this Agreement, including disputes on its conclusion, binding effect, amendments and termination, shall be exclusively decided by the competent courts at the registered seat of FFL.
4. When work is online the same conditions & costs apply.
5. FFL recommends that children be given a suitable space for online work i.e. quiet, private and with good internet connection.

## Art. 9 TERMS AND CONDITIONS FOR STUDENT USE OF Google Workspace (WHEN NEEDED)

Foundations for Learning (FFL) is using Google Workspace for Education. This innovative tool facilitates learning in a digitally connected world. It is already used by many educational establishments. We wish to be able to provide an account for your child to use with our practitioners.

### Google Workspace for Education

1. Google Workspace for Education, previously known as GSuite for Education, includes free, web-based programs like document creation tools, email, shared calendars, and collaboration tools. This service is available through an agreement between Google and Foundations for Learning. These specially designed education versions of Google applications do not collect data on users.
2. FFL practitioners may use Google Workspace for Education for lessons, assignments, and communication. Google Workspace for Education is available anywhere with internet access. Parents are responsible for monitoring their child's use of Google Workspace for Education outside of contact hours with FFL staff. Students are responsible for their own behaviour at all times. Click [here](#) to learn more about Google Workspace for Education. Students will need Google Chrome browser installed on their computer .

### Acceptable Use (Privacy and Safety)

1. Google Workspace for Education is for educational use. Students may use it for personal use but it is then their responsibility to use the account appropriately. FFL takes no responsibility for misuse of accounts by students. FFL staff and administration have access to view student activity in G Suite for Education.

### Loss of Privileges

1. The use of technology is a privilege, not a right, and inappropriate use may result in a loss of those privileges. In cases of inappropriate use, FFL staff will decide what consequences are appropriate. Some examples of inappropriate use are unlawful activities, commercial purposes (running a business or trying to make money) or personal financial gain (running a website to sell things), inappropriate sexual or other offensive content, threatening another person, misrepresentation of FFL staff, or students.

## Safety

1. As a best digital citizenship practice, students should not post personal contact information about themselves or other people, including last names, addresses, and phone numbers. Content created by students may be shared with their peers who are also using Google Workspace for Education (in addition to their teachers and FFL administration).
2. Students are responsible for the use of their individual accounts and should take all reasonable precautions to prevent others from being able to use their account.
3. Under no conditions should a user provide his or her password to others.

## Access Restriction

1. Access to Google Workspace for Education is considered a privilege accorded at the discretion of FFL. FFL maintains the right to immediately withdraw the access and use of Google Workspace for Education when there is a reason to believe that inappropriate use has occurred. If a violation of law occurs, FFL reserves the right to take legal action on how to proceed and this could therefore become a legal matter. As part of the agreement with Google, FFL also reserves the right to immediately suspend any user's account suspected of inappropriate use. Pending review, a user account may be terminated as part of such action.

## What Rules and Practices are in place to keep students safe?

1. Student accounts have constraints set on delivery and sending of emails. The students can send and receive only in the domain foundationsforlearning.ch.
2. Browsing when logged on to the Google Workspace account is not controlled by Foundations for Learning .
3. Student expectations include, but are not limited to the following:
  - a. Students will use this email account for work with FFL.
  - b. Students will exhibit respect and courtesy at all times when using their email account.
  - c. Students will understand that this email account can be monitored for inappropriate usage.
  - d. Students will not use this email account to send or receive derogatory subject matter.

## Additional Google Links:

1. [Google Workspace for Education](#)
2. [Privacy and Security in Google Workspace for Education](#)