

## THE APPLICATION PROCESS

### What can I expect from the application process?

**Application:** The application form will ask you about your current situation, your history, your support needs, and any previous support you have received. Your application documents help us to gather the initial information that helps us to understand your needs and whether the Freedom Course is the most suitable support for you at this time.

*You'll need to upload a head-to-toe photo with your application so have this ready before you start completing your form.*

**Follow-Up Call:** After you have submitted your application form, the Admissions Team will clarify any answers and set up an interview date for you in a follow-up call that you can make a few working days after you have submitted your application. During this call, the team member will also ask questions about your wellbeing and discuss setting up an Accountability Partner from within your own support network as your cheerleader throughout your journey with Mercy UK. .

**Interview:** Your interview is the best way for us to get to know you. Although there may be some questions that you find challenging to answer, our Admissions team member will never rush you or pressure you into answering a question you're not comfortable with. Remember, this information is used to help us determine how we might help and support you through your healing journey, and whatever information you can provide will help us make an informed decision best suited to you.

### Is there any support or teaching available to me during my application?

Throughout your application process, the Admissions team is available to support you or answer any questions you may have. We will also send teachings to provide insight into the course and the type of teaching you can expect to receive as part of your curriculum. This also creates an opportunity for you to reflect on how you feel about working through a process of healing. Please be honest in your responses to these teachings so that you can make an informed decision about your own readiness for change.

Once your application is accepted and you are awaiting a start date, you will be offered a regular check-in call and will be sent teachings and topical support plans to help prepare you for the course. You will also begin meeting with your Accountability Partner to discuss goals and any areas in which you would like accountability.

### What happens if my application is declined?

Whilst we try very hard not to decline applications, sometimes it becomes clear through the application process that our support is not the best suited for your needs. If this is the case, we would clearly explain the reasons for the application being declined and would look at alternative support options that may offer more suitable support.

## How is my information used?

The information you provide us during your application is confidential between you and Mercy UK and, in line with our Ethical Framework, will not be used against you in any way.

There are exceptions to confidentiality and should these occur or are suspected, we will discuss this with you, where possible. The exceptions to confidentiality are:

- 1. Abuse: If you know of a minor (under 18) or vulnerable adult being abused or at risk of harm, you (or Mercy UK) are required by law to report it to the local Child Protection Agency.*
- 2. Risk of Serious Harm: If either you or anyone else is at risk of serious harm or where there is threat to life, Mercy UK is required to report this to the appropriate authorities to ensure appropriate support and care.*
- 3. Where there is a legal obligation to disclose information.*

At Mercy UK, we recognise appropriate information sharing is as important as protecting confidentiality. In our general communications within the team, we adopt a 'need-to-know' approach to information sharing by considering what information is relevant in ensuring our duty of care to you is delivered effectively and ethically.