



University College Dublin  
An Coláiste Ollscoile, Baile Átha Cliath

## Student Counselling Service – Information for Students

### ***General Information***

The UCD Student Counselling Service is a confidential service staffed by professionally qualified psychologists and counsellors. Its aim is to provide easily accessible support for students when personal issues arise that affect their happiness, well-being, capacity to cope, relationships or learning. There is no charge to students using the Student Counselling Service.

### ***Reasons for Attending Counselling***

Some of the typical reasons for students attending the Counselling Service include difficulties in day-to-day coping, relationship difficulties, issues around sexuality, academic concerns, family difficulties, social anxieties, mood changes, stress or past or present traumatic events. Any issues of concern to a student can be discussed at counselling.

Counselling provides an invitation to speak privately with a professional about any problems that are worrying or upsetting. Talking to people who are trained in a special way to listen to problems can deepen a person's understanding of what is happening and can help develop alternative ways of dealing with the situation. It is often helpful to attend counselling when ways of coping with a difficulty have been tried and are not working so that new ways of understanding and managing the problem can be explored.

### ***Referral to the Counselling Service***

Students can self-refer to the counselling service by contacting the reception in the Student Health Service on 716 3133/3143 or by calling in to the service. The service is located on the 1<sup>st</sup> floor of the Student Centre. Students may also be referred to the service by a member of staff of the university or by a professional outside the University such as a family GP. Appointments are offered as soon as possible but at times during the year there may be a waiting list. However, if a student is in crisis an appointment will be offered on the day of referral if possible. Also if a student particularly wishes to see a male or female counsellor this can be organised subject to counsellor availability

### ***Contacting Students Regarding Appointments***

At times during the year students may have to wait a number of weeks before receiving an initial counselling appointment. Students on the waiting list will be contacted by email at regular intervals to ask whether they wish to remain on the list.

When appointments do become available, students will be contacted by email or text to inform them of this and they will be asked to get in touch with the service to organise an initial intake appointment.

***Unless otherwise requested by a student, UCD connect email accounts will be routinely used to contact students so it is important that students regularly access their UCD email.***

### ***Attending Counselling Appointments***

At the first meeting between a student and a counsellor, the counsellor will explain how the service works and answer any questions that a student has. Consultations typically last up to 50 minutes and students attend weekly, fortnightly or at less frequent intervals depending on the student's needs. Students usually attend for between 1-6 appointments. It may be possible to attend for more than 6 appointments should the need arise and this will be discussed between the student and the counsellor.

### ***Cancelling a Counselling Appointment***

Due to the high demand on the service we request that if a student needs to cancel an appointment that they try to give 48 hour's notice so that the appointment can be offered to another student on the waiting list.

### ***Non-Attendance at Counselling Appointment***

Due to the high demand on the service we request that students attend their counselling appointments unless this is unavoidable. Students who do not attend their initial intake counselling appointment will be sent an email asking them to get in touch within two weeks if they wish to schedule a further appointment. Students who do not attend two consecutive intake counselling appointments will be removed from the waiting list and will need to get back in touch with the service should they need to attend in future.

### ***Confidentiality***

The consultation between a student and a counsellor is confidential and is not disclosed to anyone outside the Student Counselling Service except in circumstances where a student gives consent for the counsellor to discuss the situation with an academic, a student advisor, a chaplain, a doctor or nurse, a parent or any other person.

Confidentiality may, however, be broken by the counsellor if there is a significant and immediate risk of a student harming himself or herself or of harming other people or in situations where a vulnerable person such as child may be a risk of harm. At the first appointment with a counsellor students can ask any questions about confidentiality.

***We aim to provide a professional and respectful service to the Students of UCD.  
All students are welcome. There is no charge for the Student Counselling Service.***

For more information please see our website: <http://www.ucd.ie/studentcounselling>