University Counselling Service

It’s good to talk.

abdn.ac.uk/student-support
What is counselling
Counselling is a talking therapy which gives you the opportunity to explore issues which are causing you concern or distress. We can give you the space and time to find a new perspective on a problem or think about options for change. We won’t tell you what to do but we will listen to you and help you find a way forward.

What happens before my counselling appointment?
We invite all clients to complete a short 6 question Counselling Preparation Form. This is optional and whether you complete this or not, we will still offer you an appointment. However, completing this form can help you to prepare for your session and potentially get the most out of your appointment. We will email this form to you when we give you the time and date of your appointment. You can either complete the form online and email it back to us or print it and bring it to your appointment.

What happens during my counselling appointment?
We provide what’s called one-at-a-time focused counselling, meaning we offer you one appointment at a time. About 70% of students find a single appointment is all they need to help them move in the right direction.

What happens after my counselling appointment?
We encourage you to digest and reflect on what emerges from your counselling session. This may include taking some action regarding your situation (including onward referral to specialist resources, as appropriate) and better managing your issue by putting into practice the ideas, techniques or action plans discussed in counselling.

How many appointments are available?
We offer you one appointment at a time, which may be all you need. If you would like a further appointment, please get in touch with us, preferably by email, and we can arrange a further session.
Who are the counsellors?
We are a team of professionally trained and qualified counsellors who abide by the Ethical Framework for the Counselling Professions from our professional body, the British Association for Counselling and Psychotherapy (BACP).

When can I get an appointment?
We aim to offer you an appointment as quickly as possible and at least within 7 working days depending on your availability.

How long does an appointment last?
Each appointment lasts up to 50 minutes and has strict start and end points. If you arrive late, we will not be able to give you more than your allocated time slot. We offer appointments Monday to Friday from 9am - 4pm to throughout the year.

Can I choose who I see?
You will usually be offered an appointment with the next available counsellor. It is normal that sometimes you may not click or gel with a particular counsellor. If you want to meet a different counsellor, that’s ok. Please let us know when you contact us if you would like to see a specific counsellor, though you may need to wait longer depending on their availability.

Female or male counsellor options
Please let us know if you would prefer to see a female or a male counsellor.

Cancellation and ‘no show’ policy
Please give us at least 24 hours notice if you need to cancel or reschedule your appointment so we can offer this to someone else and reduce our waiting times. If you don’t cancel your appointment and do not attend, you will need to contact us to re-schedule.

Persistent cancellations may suggest that counselling is not right for you just now. You are always welcome to return for an appointment in the future.

Confidentiality
The work with your counsellor is confidential. As part of our Duty of Care, if we believe you pose a significant risk of harm to yourself or others we may need to take action to minimise the risk. We would always try to involve you in any decisions and act in accordance with your wishes. You can read the Ethical Framework to which we subscribe here:

Privacy
Read our privacy notice here:
Opening times
Monday to Friday 9am - 1pm & 2pm - 5pm

The front door is locked at 4:15pm but the service operates until 5pm.

After 4.15pm please email us at counselling@abdn.ac.uk

Summer opening times may vary – please check our website.

Location
5 Dunbar Street
Aberdeen
AB24 3UD

Contact
Telephone: 01224 272139
Email: counselling@abdn.ac.uk

StudentLifeUoA