

Student Counselling Service

Here for you, when you need it most.

Client Contract Our Agreement

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 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 take it to your appointment.

WHAT HAPPENS DURING MY COUNSELLING APPOINTMENT?

We offer focused counselling which means we focus on the most significant issue for you at the time. We provide what's called one-at-a-time focused counselling, meaning we offer you one appointment at a time, then encourage you to reflect on this, after which you can make further appointments as necessary. 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. We encourage you to digest and reflect after your session but 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 at the point of need rather than at the point of availability 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 09.00 to 16.00 throughout the year.

CAN I CHOOSE WHO I SEE?

You will normally 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 at this time, and maybe that is something you need to consider. You are always welcome to return for an appointment at any time in the future.

CONFIDENTIALITY

The work with your counsellor is confidential. Your attendance at counselling will not show up in your academic records or your medical records with your GP. We do not share information with anyone unless we have your permission to do so.

PRIVACY

You can read our privacy notice at www.abdn.ac.uk/counselling

EXCEPTIONS TO CONFIDENTIALITY

All counsellors are required by their professional body to review their clinical work with an appropriately qualified external supervisor to ensure you are given the best possible service. You can read the Ethical Framework to which we subscribe at www.bacp.co.uk

If your counsellor believes you pose a significant risk of harm to yourself or others we will take action to minimise the risk. The same may apply to criminal intent. We will always try to talk with you about this first but your counsellor may be duty bound by their Ethical Framework to inform your GP and/or other professionals, if this situation arises, whether you give consent or not.

We are sometimes required by courts of law, the police or clients themselves to provide information. This may include requests for client notes and files. We would try to involve you in any decisions and act in accordance with your wishes. Without client consent, we only release information in these circumstances if required to do so by a court of law. This applies even after you have left University.

LOCATION

5 Dunbar Street, Aberdeen, AB24 3UD

CONTACT US

Telephone: 01224 272139

Email: counselling@abdn.ac.uk

OPENING TIMES

Monday to Friday 09:00 – 13:00 & 14:00 – 17:00

We close between 13.00 and 13.45 daily

After 16.15 please email us: counselling@abdn.ac.uk

Summer opening times may vary – please check our website.

Please check our website for more information and loads of resources, including self-help leaflets, online resources and organisations providing specialist support www.abdn.ac.uk/counselling