

Counselling Related FAQs

- How does counselling work?
- How confidential is Counselling?
- Will any information go on my student records?
- Can the counsellor write a supporting letter?
- Is counselling the only option?
- What if I need help from somewhere else?
- Will my problem be seen as serious enough?
- What if I am worried about my mental health?

How does counselling work?

Talking with someone who is professionally trained and objective can help you to think more clearly about your situation. Having time to focus and express thoughts and feelings may help you to understand yourself. Counsellors do not give direct advice but work collaboratively with you to explore choices. Some problems have no absolute solution and in these situations the counselling process is about how you can either adjust to or manage them in a way that enables you to get on more easily with your life.

How confidential is counselling?

Please see our Data Protection Policy.

Will any information go on my student records?

The factual data on the initial form that you complete is used by the service to provide anonymous statistics. No information is recorded on any central student records. Please read our Data Protection and Record Keeping for further details.

Can the counsellor write a supporting letter?

Counsellors may write a letter of support to your tutor or examination committee. Please discuss this with your counsellor. In the majority of cases it is not appropriate or effective for letters to be written based on one session only. The letter of support is only written with your consent and written permission.

Is counselling the only option?

Counselling is not the best choice for everyone. Many students help themselves through reading, talking about a problem with friends or family. Counselling offers an opportunity to talk confidentially with someone who is objective and professionally trained to understand the emotional and psychological difficulties you may have.

What if I need help from somewhere else?

Counsellors and Student Wellbeing Advisers can give you information about other appropriate sources of help. These sources of help include your G.P. and other NHS services. Our professional staff will discuss these suggestions with you should it be necessary.

Will my problem be seen as serious enough?

Sometimes you may feel that your problems are not serious enough or you may not be sure what the problem is. In these situations we recommend that you make an appointment. The counsellor is there to help you put your thoughts and feelings into words.

Can I talk to a counsellor if I am worried about someone?

It can be very difficult when you know a flatmate or friend is having serious problems. You may begin to feel responsible for their wellbeing which is very stressful. In these situations talking about your anxieties with a counsellor gives you the opportunity to think about the problem and how it is affecting you as well as your friend. The counsellor will not offer advice but can help you to think clearly about the situation; how you are coping with it and possible courses of action.

We do not accept referrals from a third party but we suggest that you encourage anyone who you are worried about to make an appointment.

What if I am worried about my mental wellbeing?

If you have any concerns you can make an appointment to see either a counsellor or a Student Wellbeing Adviser. Apart from exceptional circumstances no other party will be contacted without further discussion and your permission.