

## **COUNSELLING & PERSONAL DEVELOPMENT**

### **HOW TO MAKE AN APPOINTMENT**



**Call into Marie in GC72  
Ground floor in the  
Henry Grattan building**

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**Phone  
01 -7005165**



**Email  
counselling@dcu.ie**

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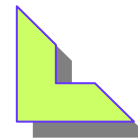
**For further information visit our website  
[www.dcu.ie/students/counselling](http://www.dcu.ie/students/counselling)**



## **DUBLIN CITY UNIVERSITY COUNSELLING & PERSONAL DEVELOPMENT SERVICE**



## **INFORMATION FOR STUDENTS THINKING OF USING THE COUNSELLING AND PERSONAL DEVELOPMENT SERVICE**



### What is the DCU Counselling and Personal Development Service?

The Counselling and Personal Development Service provides free of charge, professional counselling support to all DCU registered students. The service aims to enable you the student to maximise your potential and coping strategies in managing personal and social difficulties which impact negatively on your academic performance and/or interferes with you benefiting from a full university experience.

### What is Counselling?

Counselling is not the same as giving advice, rather your counsellor will work with you to develop more effective responses to difficulties. The counsellor listens to and encourages you to express thoughts and feelings in your own way and to address issues of concern in an environment that is confidential, non-judgemental and professional. The work is collaborative in nature, aiming to help you to make more informed choices, enhancing problem solving and facilitates your personal development.

### Who are the Counsellors?

The service is staffed by two full-time and sessional professionally trained psychotherapists / counselling psychologists, who are especially sensitive to the developmental path of students. They are experienced in helping people from many different backgrounds in addressing a wide range of personal issues. In addition and in accordance with best practice, each counsellor adheres to a professional code of practice. In addition, we run an Internship for Therapists in Training.

### What to Expect in Sessions

- In the initial meeting, the counsellor will listen to your concerns and together a plan of work is drawn up.
- A session is usually 60 minutes in duration.
- In some cases one to two sessions are all that is required. In

- most cases 4-6 sessions are availed of. Some long term support may also be offered.

### Confidentiality

Confidentiality is an essential part of the counselling process. No information will be disclosed to anyone else without your consent, except in special circumstances where there is a risk of harm to yourself or someone else, or where the counsellor is obliged to comply with legal requirements i.e. fraud or criminal proceedings. In this rare situation and if time allows the counsellor will discuss this with you. If you have any questions about this please feel free to ask your counsellor in person.

### Cancellation

If in a rare situation (eg. illness) you are unable to make your appointment we ask that you give us at least **48 hours** notice where possible, telephone Marie, our admin contact person, on 01-700 5165 or email [counselling@dcu.ie](mailto:counselling@dcu.ie)

**Because of the high demand on the Service, these cancelled appointments can be reallocated to other students thus maximizing effective use of time.** If your counsellor has to change an appointment for any reason s/he will arrange an alternative one with you. If you wish to stop counselling, please do so with your counsellor in a session, rather than by telephone or by simply not showing up for your next appointment.

### Complaints Procedure

If you are unhappy with the way your counselling is proceeding: as your initial step, please discuss this with your counsellor. Such feedback is vital. A second step would be to approach Head of Service Helena Ahern or the Director of Student Support and Development, Dr. Claire Bohan, to discuss your concerns in an informal setting.