

## **City University of Hong Kong Psychological Counselling Service**

### **Conditions for Service**

#### **Scope of Service**

1. The Psychological Counselling Service is offered for current students on main campus who are studying a programme leading to:

An Associate Degree, Degree or Postgraduate Degree Award of the following Colleges / Schools:

- College of Business
- College of Engineering
- College of Liberal Arts and Social Sciences
- College of Science
- Jockey Club College of Veterinary Medicine and Life Sciences
- School of Creative Media
- School of Data Science
- School of Energy and Environment
- School of Law
- Chow Yei Ching School of Graduate Studies

2. Counselling service will be offered within the office hours of the Student Development Services.
3. Counsellors will refer students to appropriate service providers inside or outside the University when conditions necessitate.
4. Counselling aims to help students to have a better understanding of their cognition and emotion as well as the problems they are facing; to explore possibilities in life and to develop their inner strengths so that they can lead a more fulfilling and rewarding life. Counsellors will not involve in matters related to assessment of students' suitability for continuation of study, internship and placement, exchange study or other non-academic endeavours.

#### **Format of Counselling**

To have a complete understanding of students, counselling will be offered in the format of a face-to-face encounter in a counselling room of Student Development Services. Unless under special circumstances, neither telephone nor on-line counselling will be provided. Each counselling session will be around 50 minutes to an hour.

## **Confidentiality**

Information disclosed by students on the registration form and in the counselling sessions will be kept strictly confidential, except under the following circumstances wherein confidentiality may need to be compromised or disclosed:

- i. A student is in serious danger of harming himself/herself or other people; or
- ii. The information is required by Court Order; or
- iii. Written consent is obtained from the student

## **Termination of Counselling**

Under the following circumstances, counselling will be terminated:

- i. The student's study status has expired;
- ii. The counselling goal has been fulfilled; or
- iii. The student might be better served by another party (e.g. the student needs longer treatment, the student is not eligible for the service); or
- iv. Counselling cannot be conducted effectively due to
  - Continuous disruptive behaviors displayed by the student in the counselling sessions
  - Demands for services out of the scope of counselling by the student
  - Inconsistency in attending counselling appointments, e.g. frequent absence.

## **Storage of Information**

All the information related to the students will be destroyed 5 years after graduation, discontinuation or termination of the study

## **Registration for Counselling and Updating of Information**

Students in need can make an appointment with a counsellor through SDS counter in person or by phone at 3442 8478 during the SDS's office hours (Mon–Fri: 9:00 am – 12:45 pm & 2:00 - 5:30 pm). Before the first counselling session, the student has to complete an online Personal Counselling Registration Form providing true and updated personal details. Such information will be updated at the beginning of every academic year and upon notice of the student throughout the counselling period.