



What to Expect at Your First Counselling Appointment

Finding Us

If you have opted for an **in-person appointment**, head to **The Orchards** building at University Park - close to the Monica Partridge building:

📍 [Directions & Map](#)
📍 *what3words*: words
[location](#), 'thin.goat.energy'



Online or Phone Appointments

- **If you have booked a Teams' appointment**, we'll email you the time, you won't receive a Teams calendar invite/link, as your Counsellor will just call you via Teams at the time of your appointment. (usually video).
- **If it's a Phone call appointment**, we'll ring you at the agreed time and the call will come from a **withheld number**.

When you arrive

You'll see a waiting area.

📱 Scan the **QR code** to check in.

👋 Our reception office may be open—feel free to ask any questions.

🪑 Take a seat; your counsellor will come and meet you.

🔍 Want to know who you're meeting? Check our [Meet the Team](#) page, click on the 'Counselling team'

Please see photos of our waiting room and some of our counselling rooms



Facilities

- **Gender-neutral toilets and water dispenser:** Straight down the hallway, right-hand side.

Accessibility

- We have ground floor counselling rooms and an accessible toilet. We also recognise that not all disabilities are physical.

Privacy and space

- **Counselling rooms:** Comfortable and private, with soft lighting, chairs, cushions, and all rooms have a window.
- You and your Counsellor will sit across from one another in separate chairs; you'll sit at a distance that feels right for you
- You're welcome to ask about seating, lighting, or anything else that helps you feel at ease

Your First Appointment (Consultation)

- Your first session lasts up to **50 minutes**. You'll have space to talk openly with a professionally trained counsellor—someone who listens with empathy and without judgment.
- You can ask your Counsellor any questions, e.g. about confidentiality, your Counsellor's approach/the way they work, what to expect in the consultation.
- You'll receive our '[Student Counselling Service Agreement](#)' link before your appointment,
- You can also check out our [FAQs](#).
- With your Counsellor you'll be able to explore what's been going on for you and any challenges you have been experiencing and together consider helpful next steps which might include self-help resources, groups, workshops, follow-up appointments.

The Counselling Team

Our counsellors have a vast experience of working with students and come from a wide range of backgrounds themselves. The service promotes inclusivity, and our counsellors are required to engage with continuing professional development (CPD).

They're trained and committed to working in ways that are:

- Inclusive and affirming to all students
- Respectful of different identities, cultures, disabilities, ethnicity, socio-economic backgrounds, beliefs, sexualities and lived experiences

Lived experience - the team includes people who

- Speak English as a second language and have lived in different countries
- Are neurodivergent (e.g. ADHD, autism, dyslexia)
- Have different faiths, experiences as a carer and share other lived experiences
- Are part of the LGBTQIA+ community

We're here to support you, just as you are. We all know how difficult it can be to make that first step in reaching out for counselling support and look forward to meeting you.