




When to refer

- A student discloses a personal problem to you.
- You notice changes in class attendance and/or the quality of academic work.
- There are repeated attempts to gain your personal attention by emailing, phoning or making an appointment with you.
- A student displays uncharacteristic anxiety when approaching you.
- You notice significant changes in a student's appearance and/or personal hygiene.



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w: <http://www.nottingham.edu.cn/en/life/health-and-wellbeing/wellbeing-service/counselling-service/index.aspx>

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University Counselling Service

Making a referral: guidelines for staff

<http://www.nottingham.edu.cn/en/wellbeing-service/counselling-service/counselling-service.aspx>



At some point during the course of their university career most students experience the effects of stress.

While many cope successfully others, from time to time, may benefit from additional support.

As a staff member you may become concerned about a student and wish to refer them to the University Counselling Service.

University Counselling Service

Initiating a conversation

Talk to the student in private, offering a gentle expression of concern that may invite them to tell you if they are distressed.

Listen carefully, showing interest and concern. Repeat back to the student the main points of what they have told you. It is not necessary to ask about the details of the problem as too many personal questions may lead to embarrassment and a sense of intrusion for the student. Acknowledge that there is a problem and glean just enough information to make an appropriate referral.

Making a referral

Advise the student that a counselling service is available, give them the email contact and suggest that they make an appointment. If the student has expressed interest in making an appointment but is anxious about doing so, help students refer themselves, by filling the registration form in with them. If you are faced with a more complex situation and you remain concerned, you are welcome to arrange to speak about your concerns to the counsellor yourself, without disclosing the identity of the student.

In any referral confidentiality and student consent are of paramount importance.

When concern is high

If you are concerned about a student and think that the student needs to be seen and supported by a professional urgently, you can follow the following process to make a referral:

If you are a Student Support Advisor, Personal Tutor or a Faculty Senior Tutor, you can refer the student to MHA service (MHA@nottingham.edu.cn). In other cases, you can contact DCL hotline immediately at 158-5740-0157 and the staff on duty will be able to help you to refer to appropriate resources.

If you try the above procedures but are still concerned about how to support the student, you may send an email to University Counselling Service to ask for a brief consultation.

Further information

For further information on the referral process, please read our comprehensive guide for staff *Identifying and responding to students in difficulty*, which is available from the University Counselling Service website.

Location

The University Counselling Service is located on the first floor of **Building 23, Room 121 -125.**

Directions: If you face the front door of Building 23 with the supermarket on your right hand, please go straight and then make a right turn. You will find an entrance with a University Counselling Service sign. Come in the first glass doors and you will see another sliding glass door on your right. Touch the button to the left of the door and the waiting area is on the left after you enter.