



PERSONAL COUNSELLING @ APU

ASIA PACIFIC UNIVERSITY OF
TECHNOLOGY & INNOVATION

GUIDELINES TO CONSIDER WHEN SEEKING COUNSELLING

As students, during your university life, you may go through emotional ups and downs. Should you require assistance, you may find it helpful to meet with the personal counsellor. There are also instances when members of staff may direct you to the counselling service, should they see fit. For your convenience, here are some useful guidelines to consider when seeking counselling.

1. Please refer to the personal counsellor if you are going through emotional or personal problems.
2. If you are facing issues which are related to programme regulations, subject matter and assessments, administration and student services, it would be more beneficial to refer to respective Programme Leaders or Administrative/Student Services/Operations staff.
3. When submitting an EC claim, please only refer to the personal counsellor if your academic performance has been affected by circumstances beyond your control. This can include
 - (i) Bereavement
 - (ii) A serious family emergency
 - (iii) Being a victim of a crime
 - (iv) Unforeseeable and unpreventable incidences
4. Please note that a student will only be given a letter of support in extenuating circumstances and only if the student was seeking counseling at the time the problem was happening: the counsellor **cannot** provide evidence about a period when there was no contact with the student.
5. Please note that the purpose of counselling is not for the counsellor to solve all your problems. Counselling is a collaborative effort between you and the counselor, where the counsellor will assist and guide you to solve your grievances or help you to cope using the resources that you have.