



Welcome to **STUDENT SUPPORT SERVICES**

in the
College of Agriculture, Engineering
and Science

We are pleased that you have chosen to use our counselling services and we value the trust you have placed in us to support you on your wellness journey. Our professional relationship with you is based on trust, mutual respect, and a commitment to your well-being and academic success.

In this spirit, we would like to remind you of the following terms and conditions:

- 1. APPOINTMENT ALLOCATION:** Each student is allocated 7 counselling sessions per year, with priority given to crisis clients to ensure fair access for all. Unless there is an emergency, students are only entitled to make 1 booking per week with 1 counsellor (please avoid making multiple bookings in a week with multiple counsellors)
- 2. CANCELLATION POLICY:** Students must inform us at least 24 hours in advance if they need to cancel an appointment. Arriving more than 10 minutes late without prior notice will result in the appointment being marked as a "no show." Three consecutive "no shows" will lead to referral to external service providers. All "no shows" count towards the allocated 7 counselling sessions per year.
- 3. CONFIDENTIALITY:** Counselling sessions are free and confidential. However, confidentiality may be breached if the student poses a danger to themselves or others, if there's suspected abuse under the Children's Act, or if required by law or court order.
- 4. STRICT CONFIDENTIALITY:** Except for the aforementioned situations, strict confidentiality is maintained, and information obtained during counselling will not be released without express written consent.
- 5. BOOKEM PROFILE:** Please avoid making multiple profiles on our online booking system. We request that you check and update your existing profile at the beginning of each semester if there are any changes to your year of study, academic standing etc. We request that students use their official UKZN email rather than Gmail for correspondence.

Student Support Services | College of Agriculture, Engineering and Science

Toll free: 0800 800 017 (Weekdays between 08:00 & 16:30) | Email: aessupport@ukzn.ac.za | Website: <https://aessupport.ukzn.ac.za>

