



UNIVERSITY OF TM
KWAZULU-NATAL
INYUVESI
YAKWAZULU-NATALI

YOU @ UKZN

Introducing Student Support Services
College of Agriculture, Engineering & Science



EDGEWOOD CAMPUS



HOWARD COLLEGE CAMPUS



NELSON R MANDELA SCHOOL OF MEDICINE



PIETERMARITZBURG CAMPUS



WESTVILLE CAMPUS

INSPIRING GREATNESS

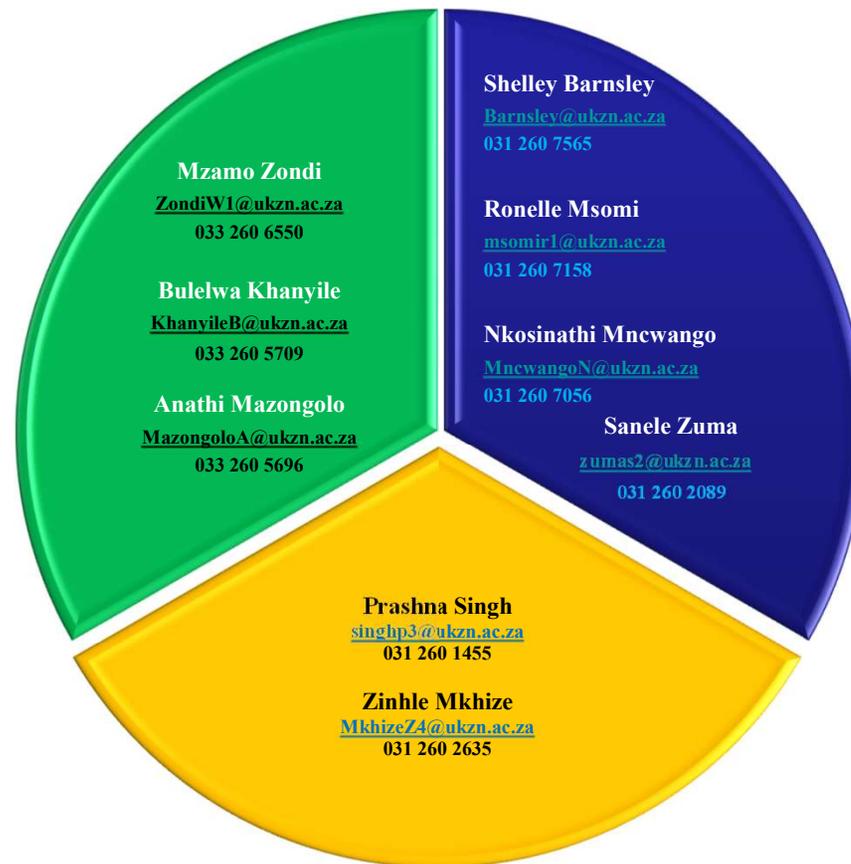
SUPPORT SERVICES ACROSS CAMPUSES

- Student Support Services (Counselling)
- Risk Management Services (RMS)
- Campus Clinic & Campus HIV/AIDS Support Unit (CHASU)
- Student Housing
- Student Funding
- Academic Leaders
- Academic Development Officers
- Disability Unit
- Student Representative Council (SRC)
- Library

STUDENT SUPPORT

- HPCSA registered psychologists, Student Development Officers and Interns
- Based on Westville (ORT Building), Howard (Desmond Clarence) and PMB (Frank Bush Annex)
- **Services offered:**
 - *Individual Counselling and Psychotherapy*
 - *Academic risk assessments*
 - *Psychological Assessments*
 - *Crisis Management*
 - *Career Assessments*
 - *Group Work/Therapy (incl. support groups)*
 - *Life-skills Workshops Study- skills development*
 - *Learning enhancement checklist (LECR)*

CAES STUDENT SUPPORT TEAM



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HOWARD COLLEGE SSS TEAM



Prashna Singh
Counselling Psychologist
Room 345,
Desmond Clarence Building
031 260 1455
singhp3@ukzn.ac.za



Zinhle Monica Mkhize
Intern Student Development Officer
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Desmond Clarence Building
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Bongwiwe Buthelezi
Career Development Officer
Room 327,
Desmond Clarence Building
031 260 2635

WESTVILLE SSS TEAM



Ms Ronelle Msomi
Counselling Psychologist
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OR Tambo 4th floor
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Ms Shelley Barnsley
Manager & Counselling Psychologist
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Mr. Sanele Zuma
Student Development Officer
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Mr. Nkosi Mncwango
Intern Counselling Psychologist
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OR Tambo 4th floor
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PMB CAMPUS SSS TEAM



Bulelwa Khanyile
Educational Psychologist
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Frank Bush Annex,
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Mzamo Zondi
*Student Development
Officer*
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Anathi Mazongolo
*Intern Educational
Psychologist*
Room 3
Frank Bush Annex,
Main Campus
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AES SSS ADMINISTRATORS



Nontobeko Masikane

Intern Help Desk Administrator – PMB Campus

Frank Bush Annex, Main campus

Tel: 033 260 5090



Ms. Nosipho Ngema

Intern Help Desk Administrator – Westville Campus

OR Tambo Building, 4th Floor – Help Desk

Tel: 031 260 7572

Email: ngemaz2@ukzn.ac.za

WHY SHOULD YOU COME FOR COUNSELLING?

- SSS is there to support you, **committed to your wellbeing**
- No problem is too small, too big... or too strange
- We support your studies –we **advocate** for you
- The service is highly **confidential**, **professional**, and **free of charge**
- You can see us for personal, career and academic counselling
- Your mental health is critical to **academic success**
 - Personal ‘worries’ may easily impair cognitive functions (depression; anxiety; etc.)
- We have good **diversity** in our teams
- The service is **highly rated** by our clients

Presenting problems

1. **Relationship with partners, family or friends/peers**
2. **Grief & Bereavement**
3. **Anxiety & depression**
4. **Fear of failure**
5. **Issues related to unintended pregnancy**
6. **Trauma related (Rape, childhood sexual abuse, armed robbery, hijacking)**

1. **Gender Based Violence**
2. **Sexuality & Sexual orientation issues**
3. **Academic related challenges (study skills, etc.)**
4. **Any other personal, emotional, psychological or social challenges**
5. **Advocacy with SPIRITUAL ISSUE**

HOW TO MAKE AN APPOINTMENT TO SEE A COUNSELLOR?

- Consultations are through appointments
 - Bookings are online
- Go to: <https://caes-ukzn.bookem.com>
- Once off registration
- Make bookings from anywhere (or cancel, change)
- Choose between an online or a face to face session
- Students will receive a confirmation of their booking once approved
- **Note:** You need to return the consent form before your appointment is approved
- Students will receive reminders of their appointment via email



Making an Appointment



caes-ukzn.bookem.com



First Appointment (Online)

Choose this if you HAVE NEVER been to see any of our student counsellors before, and if you wish to have your session online via Zoom.

30 minutes

1 hour



Standard Appointment (Online)

Choose this appointment type if you HAVE been to see any of our student counsellors before, and if you wish to have your session online via Zoom.

30 minutes

1 hour



First Appointment (Face to face)

Choose this if you HAVE NEVER been to see any of our student counsellors before, and if you want to see the counsellor in person in their office.

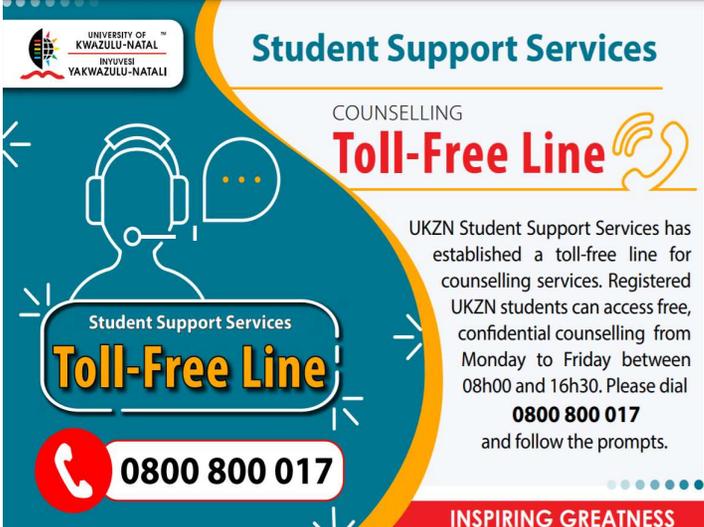
30 minutes

1 hour

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Alternative Contact Details

- Our toll-free line is **0800 800 017**
– (Weekdays between 08:00 & 16:30)
- Our generic email address is:
<https://aessupport.ukzn.ac.za>



The graphic is a promotional poster for UKZN Student Support Services. It features the university's logo in the top left corner, which includes the text 'UNIVERSITY OF KWAZULU-NATALI' and 'INYULVESI YAKWAZULU-NATALI'. The main title 'Student Support Services' is written in a blue, sans-serif font. Below this, the word 'COUNSELLING' is in a smaller font, followed by 'Toll-Free Line' in a large, bold, red font with a yellow outline. To the right of 'Toll-Free Line' is a yellow icon of a hand holding a telephone receiver. The central part of the graphic has a dark blue background with a white outline of a person wearing a headset and a speech bubble. Below this, the text 'Student Support Services' and 'Toll-Free Line' are repeated in a smaller font. At the bottom left, there is a red circular icon with a white telephone handset, next to the number '0800 800 017' in a white box. The bottom right corner features the slogan 'INSPIRING GREATNESS' in white text on a red background.

UNIVERSITY OF KWAZULU-NATALI
INYULVESI YAKWAZULU-NATALI

Student Support Services

COUNSELLING
Toll-Free Line

UKZN Student Support Services has established a toll-free line for counselling services. Registered UKZN students can access free, confidential counselling from Monday to Friday between 08h00 and 16h30. Please dial **0800 800 017** and follow the prompts.

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https://aessupport.ukzn.ac.za

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WELCOME TO AES SUPPORT

We are here to provide student support and career development services to students from the College of Agriculture, Engineering and Science.

[OUR SERVICES](#)

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'CAES Student Support Services'



UKZN-CAES-Student Support Services

Students Support Services- SSS

SSS offers free, confidential individual counselling and psychotherapy, psychological and career assessments, group work, life skills workshops and academic risk assessments.

Page · College & university

Durban, South Africa · Pietermaritzburg, South Africa

Barnsley@ukzn.ac.za

aessupport.ukzn.ac.za

Not yet rated (0 Reviews)

Photos

See all photos



UKZN-CAES-Student Support Services

November 13, 2024 · 🌐

CASSE Class of 2024 Certificate Event 🌟❤️100



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caes_studentsupportservices



#CONNECT #STRONGERTOGETHER #MENTALHEALTH



**CONNECT WITH
US ON THE
CAES STUDENT
SUPPORT
INSTAGRAM
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UNIVERSITY OF
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College of Agriculture,
Engineering and Science
Student Support Services

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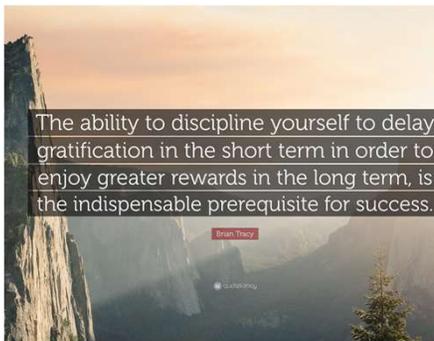
Golden Rules



- **Self-discipline** is very, very, very important
 - Be a good manager of yourself and your **time**
 - Make use of **support** available
 - Do not suffer in silence – UKZN cares!
 - **Engage! Engage! Engage!**
- Drag yourself to class. Consult. Get involved. Take initiative.
 - Resist **instant gratification**
 - Never doubt your **potential**
 - You have what it takes to succeed!

Without self-discipline,
success is impossible, period.

LOU HOLTZ



*Believe in
Yourself.*

Frequently Asked Questions

- ***Does it cost a student to consult?***
 - All counselling services are free of charge, this includes assessments
- ***Can I choose who I want to see?***
 - Yes there are a number of counsellors to choose from (except if you are contracted for psychotherapy)
- ***Can I change between counsellors?***
 - Yes, you are not compelled to see the same counsellor
- ***Can I consult in IsiZulu***
 - We do have counsellors who can speak IsiZulu
- ***Can I consult more than once?***
 - Yes you consult whenever you need assistance, however, we allocate 7 sessions to one student per year to ensure that we accommodate all students.
 - Crisis clients are given the first priority
- ***How safe is my information?***
 - Counselling is defined by strict confidentiality
- ***Can I consult if I am worried by 'small things'?***
 - Anything that affects your mental and emotional wellbeing is big-enough so feel free to consult
- ***Are my parents allowed to know what is discussed?***
 - No, we are contracted to the student unless they are a minor (below age 18)
- ***Am I compelled to come for counselling?***
 - Staff may recommend but counselling is strictly voluntary
- ***What happens if I miss appointments?***
 - You have a responsibility to inform us timeously (preferably 24hrs in advance) if you can no longer come for your appointment, by cancelling it online, so that students who desperately need to consult can take that slot.