



**University of  
Nottingham**  
UK | CHINA | MALAYSIA

# Wellbeing and Learning Support Services

## **University Counselling Service**

The University Counselling Service is a free confidential service available to students and staff. It is registered with the Malaysian Board of Counsellors.

Counselling offers an opportunity to talk in confidence about problems that concern you. It may also be known as psychotherapy, therapeutic counselling or psychological counselling. Some of the issues brought to the service include anxiety, depression, family concerns, bereavement, difficulty in adjusting to a new way of life, work and study related problems, family issues, relationship issues, aggressive and violent behaviour, suicidal tendencies, sexual abuse etc.

If you are in need of help, you may want to think of discussing your issue with someone who is trained. By talking through your problems or concerns with a counsellor, you may deepen your understanding of what is happening and develop alternative ways of dealing with your situation or concern.

## **Confidentiality**

The University Counselling service is confidential. This means that we do not disclose verbal or written information without your permission or agreement. In rare cases, disclosure may occur without your consent if there is good reason to believe that you or others are at risk.

## **Record Keeping**

The Counselling Service complies with the Personal Data Protection Act of 2010 and the professional ethics of the counselling profession. Brief notes are kept in a secure place only within the Counselling Service.

## **Mental Health/Well being**

The university is concerned about the wellbeing of our students and staff. Our professional team is very experienced and trained in their professionalism. They receive regular supervision and are constantly monitored for the quality of service they offer. There are two staffs in the Mental Health Advisory whose main responsibility is providing mental health service to concerned students and staff.

The Mental Health Advisory:

1. Will assess support need requirements
2. Provide one to one support as requested
3. Provide referral letters to external and internal support (including psychiatrist)
4. Increases awareness and response to mental health issues within the university

## Disability Advisory Service

The University of Nottingham is strongly committed to the equality of opportunity in its provision for all of its students. It is committed to providing ongoing support with the focus being on the provision of accessible services and supporting students in completing their courses as independently as possible.

The Disability Advisory is open to registered students with seen and unseen disabilities; physical disabilities, long-term medical conditions and chronic illness.

We can assist with queries regarding:

- Admissions and registration
- Assessments in relation to disability and dyslexia and recommendations to academic staff about reasonable adjustments in the learning, teaching and assessment environment
- Recommendations for alternative assessment and timetabling arrangements.
- Access to alternative formats such as large print
- Liaison with libraries for enhanced services such as extended loans
- Residential accommodation
- Learning support provides study support such as academic writing skills, time management, etc. to students with learning differences

Each school appoints a Disability Liaison Officer (DLO) to provide a point of reference, advice and guidance for members of staff and students in the school about disability issues and support. The DLOs are part of a network that meets regularly to share information and good practice. The DLO Network is co-ordinated by Disability and Learning Support Services.

It is your responsibility to ensure that the University is aware of your situation. You can alert the University to your disability and your requirements by:

- Direct contact with appropriate services such as the Disability and Learning Support Services.
- Indicating disability on the registration forms
- Direct contact with appropriate staff such as DLO for your school or your personal tutor

Early disclosure to Disability is essential to ensure the timely provision of appropriate support services. You will have control over the disclosure of information about you. The university undertakes to maintain student data in secure conditions and to process and disclose data only within the terms of the Personal Data Protection Act 2010. All information provided by you is kept confidential and will not be disclosed unless you give permission for us to do so.

To receive services, you must:

- Be a registered student at the University Of Nottingham
- Provide documentary evidence of your disability, such as a letter from your GP (doctor) or specialist to access some services. If you have Dyslexia or any other Learning Differences, you will need to have/obtain an assessment from an educational psychologist or other professional.

## Learning Support

The university offers one-to-one support for students who have been assessed.

Examples of some of the learning difficulties:

1. Dyslexia
2. Dyspraxia

3. Asperger's Syndrome
4. AD(H)D

A number of factors decide the availability of this service to individuals:

- Strong recommendations by experts
- Availability of resources

Students with learning differences will be able to seek support through similar provisions under the disability advisory. Learning support provides study support such as academic writing skills, time management, mind mapping, memory + retrieval strategies.

## **Location and Contact Details**

The University Wellbeing and Learning Support Service is located on the 1st Floor of the, H Block (HB19), Yellow building. If you have any queries about the support provided at Nottingham, your first contact is Counselling, Mental Health and Disability & Learning Support Services. Please contact us either by walking in or calling or emailing us at the following:

### **Contact Person**

**Ms Revathi Gopal**  
Administrator

Tel: +60 3 8924 8060  
Fax: +60 3 8924 8657

**Email:**  
[WellbeingandLearning@nottingham.edu.my](mailto:WellbeingandLearning@nottingham.edu.my)

**Email:**  
[disabilities@nottingham.edu.my](mailto:disabilities@nottingham.edu.my)

**Webpage:**  
<http://www.nottingham.edu.my/Wellbeing/Home.aspx>