FAQ Telephone Counselling Service @ Trinity College Student Counselling Service

What is telephone counselling?

Telephone Counselling is a confidential, evidenced based counselling relationship, where the student and counsellor speak on the phone, rather than meeting in person. The counsellor is experienced in doing counselling this way.

Why telephone counselling?

It enables students who may be unable to attend in person for whatever reason, to access The Trinity College Counselling Service.

How does telephone counselling work?

The student contacts Trinity College Counselling Service by phone/email requesting a telephone counselling appointment. This service is available Tuesday and Wednesday each week during term time: 4.30 to 8pm.

The student indicates in their request for telephone counselling, a time preference that suits their being free for 45 minutes, in a safe and private environment to talk to the appointed telephone counsellor.

The telephone counsellor will call the student at the appointed time and introduce themselves to the student. The counsellor will then explore confidentiality, how telephone counselling works, assess risk if any, and ensure that the student is safe and comfortable to explore the issue(s) at hand.
How long is the telephone counselling session?

The telephone counselling session lasts for 45 minutes, whereby a further telephone counselling session and time can be agreed upon between the student and counsellor if required: 6 to 8 sessions are what the student counselling service offers to students.

As with face to face counselling the student will speak to the same counsellor at each session.

What if the student requests a counselling session in person rather than a telephone counselling session?

Should it be determined by the student and counsellor together that a counselling session in person is required, then that will be arranged as soon as the counsellors schedule will allow. Emergency telephone counselling sessions are also provided by the student counselling service, however speaking with the student’s appointed counsellor is not always guaranteed.

What is the difference between telephone counselling and face to face counselling?

The student is not meeting their counsellor physically face to face, however the counselling relationship is the same: a shared space for student and counsellor to talk about and explore the issue(s) that have brought the student to the counselling service.

Is there any reason that telephone counselling may not be the best counselling option?

If the student has any difficulties with hearing or speaking when using the telephone normally, then the student counselling service can consider how best to accommodate their counselling needs.

If the student would prefer that the issue(s) requiring attention be accommodated by meeting a counsellor face to face.
If it has been determined by the student and/or the counsellor/counselling service, that the issue(s) requiring support are more safely dealt with by meeting a counsellor face to face, then this will be arranged by the student counselling service.