



## MOME Wellbeing protocol

The goal of MOME Wellbeing services is to support the mental health and well-being of the university's students. It is our job to ensure that students can maintain a high level of psychological well-being with sufficient resilience, self-awareness, self-acceptance, positive relationships, and positive academic experiences.

Most students as young adults are at a stage in life that presents challenges, which often have a significant impact on academic progress, and in some cases, study-related stress can lead to mental blocks. In such cases, MOME Wellbeing services can provide support.

### Principles

- Counselling-related services are organised in four key areas:
  - information
  - orientation
  - workshops
  - psychological counselling
- These services are available exclusively to **enrolled students with an active student status**.
- The services are available for difficulties that hinder academic progress.
- The university aims to ensure that psychological counselling services are **equally accessible to all students**.
- Access to services is based on **voluntary participation, with students choosing to participate of their own free will**.
- The services provided by the university include **psychological counselling** but do not include specialist psychological, psychiatric, or psychotherapeutic interventions.
- The university's services **do not constitute therapy** and cannot replace any necessary therapeutic interventions or crisis interventions.
- Professionals involved in the services are required to adhere to currently effective higher education and data protection laws, as well as the professional documents regulating their practice, such as the Professional Basic Protocol for Psychological Counselling and the Psychologists' Professional Code of Ethics.

## Details and operational framework of wellbeing services

### Information

Available information and orientation events are the first level of counselling services. These include our events and workshops on various topics related to psychology and mental well-being. Information materials about the services, counselling details, crisis services, and external support services available outside the university are provided on the [services' website](#).

### Orientation

The Student Services and Alumni Office support manager, a qualified psychologist, provides orientation sessions for enrolled students with an active student status. Students may use one orientation session per semester. These sessions provide an opportunity for them to receive guidance on accessing the appropriate support for their current challenges. Orientation is available by appointment and not intended for crisis counselling or therapy.

**Registration:** Registrations can be made via the university's website. To complete the registration, the student must accept the processing notice and this protocol. Their registration will be confirmed via an automatic email, after which our staff will schedule an appointment for the orientation with them.

**Specifics:** Orientations are available once per semester and typically last between 30 to 45 minutes. In exceptional, justified cases, the number of orientation sessions may be increased. Please make sure to notify us of any cancellations in advance.

### Workshops

Thematic group workshops offer not only valuable knowledge and practical skills on specific topics, but also a wonderful opportunity for students facing similar challenges to meet and connect. These workshops have the same structure, are announced in advance, and focus on specific topics.

**Registration:** Students will receive updates about professional workshops via our regular newsletters. Registration links are included in these emails. To register, they must accept the university's general privacy notice. Their registration will be confirmed via an automatic email.

**Specifics:** The specifics are available in the description for the relevant workshop. Please make sure to notify us of any cancellations in advance.

## Psychological counselling

Depending on the support manager's professional judgement, the university can provide access to psychological counselling services provided by an external psychological centre with which the university has a contract for students who require additional support. The university covers the costs of the first three sessions for eligible students. After that, the student is responsible for the costs and may choose whether to continue. Students will receive support in a safe, therapeutic environment to overcome personal challenges and blocks that may affect their studies. Counsellors adhere to strict confidentiality, and it's important to note that the psychological services covered by the university do not include therapy or psychotherapeutic care.

**Eligibility:** Psychological counselling is available to students with an active student status who are not currently engaged in an international mobility scholarship and who have been approved by the university for this support.

**Registration:** Students can register for counselling at the orientation (described above) or via the university's website. To complete the registration, they must accept the processing notice and this protocol. Registrations will be confirmed by automatic email, and their support status will be communicated to the counselling provider via a separate email. **Students will have two weeks from receiving this email to schedule an appointment.** The MOME support manager is available to assist with the process, maintaining strict confidentiality.

**Specifics:** The university covers the psychological counselling services for up to three sessions. After this, the student can continue at their own expense. Each session lasts approximately 50 minutes, with the first meeting taking place in person at the external counselling centre.

**Cancellation policy:** Cancellations must be made at least 24 hours in advance to the counselling professional at the external psychological centre. If no notice is given, the student will lose their eligibility for further funded sessions. The counsellor is responsible for ensuring these conditions are met.

## Service providers' responsibilities

The services are provided by the MOME Student Services and Alumni Office support manager and the professionals at the external psychological centre contracted by the university. In their supportive roles, they are committed to:

- Respecting the dignity of the students receiving services
- Maintaining a person-centred approach, focusing on students' growth
- Ensuring professional standards of empathy, acceptance, and authenticity
- Complying with confidentiality binding psychologists
- Complying with all relevant higher education and data protection laws, the Professional Protocol for Psychological Counselling, and the Code of Ethics for Psychologists.

Additionally, the support manager (a qualified psychologist)

- Organises informational and psychoeducational tasks, as well as developmental workshops
- Offers one orientation session per semester to help students identify the appropriate support for their current challenges
- Verifies the student's active status
- Oversees the counselling agreement and assists students with any questions regarding the counselling process
- **Cannot provide individual therapy, psychotherapy, or crisis counselling.**

The counselling psychologist (a qualified psychologist)

- Provides tailored guidance during counselling sessions
- Based on their professional self-awareness, recognises and respects the limits of their own competence
- Refers students to appropriate external services for further care if needed and assists them with further information.

## Participants' responsibilities

Participating students agree to:

- Attending voluntarily
- Attending at the agreed time and adhering to the cancellation policy
- Not being under the influence of alcohol or mind-altering substances when attending sessions
- Familiarising themselves with and accepting this protocol and the privacy notice

Students attending workshops also agree to:

- Respecting the dignity of their peers

- Maintaining confidentiality regarding personal stories and information shared during workshops
- Adhering to the specific theme of the given workshop

## **Ethical and legal framework**

### **Confidentiality**

Service providers agree to be bound by confidentiality in accordance with the Code of Ethics for Psychologists and relevant data protection laws, with the following stipulations:

- The counselling professional partner's confidentiality obligation covers the protection of personal data and registrations, and they must not disclose any personally identifiable content to university staff.
- Confidentiality obligations also extend to non-psychologist staff of the counselling partner.
- Counsellors may write case notes to support their sessions. The responsible handling of these notes must be regulated by the counselling partner's relevant internal policies, which must be made accessible.
- Confidentiality may be overridden by legal requirements, including reporting obligations to authorities or emergency services in cases of suspected harm, homicide, or terrorism.

### **The counselling relationship**

The support manager, as a member of the university staff, will exercise the utmost care in organising orientations and to the best of their professional ability, avoid any conflict of interest.

In accordance with professional guidelines, avoiding conflicts of interest is a fundamental ethical requirement in psychological counselling. The success of counselling is founded on the trust between the student (as the client) and the counselling psychologist.

In organising psychological counselling, it is the responsibility of the counselling partner's professional team and its leader to recommend the most suitable therapist available for the student. In this process, they must check if there is any potential conflicts of interest and ensure these are avoided when making their decision.

## Annex - The counselling process: what to expect

### General information

Psychological counselling provides support in various areas of mental health and personal development. University students often face stress, anxiety, and challenges related to their studies and personal lives, and counselling aims to help them manage these issues. Relationship, family, and life management difficulties, which can impact daily performance, may also be addressed.

### Common topics

The issues students typically bring to counselling include:

- Stress and anxiety
- Learning difficulties
- Self-confidence and self-esteem
- Relationship issues
- Integration difficulties
- Life management advice
- Motivation and quarter-life crisis
- Family conflicts

### First interview

The first meeting allows the psychologist to understand the student's issues and goals and gives the student a chance to ask questions and decide whether counselling is the right approach for them. The psychologist will assess the level of support required and outline potential counselling directions, including the process, duration, and goal-setting.

### Focus

Counselling typically focuses on specific issues raised by the student. The psychologist helps the student explore these issues, understand emotional reactions, and develop new coping strategies. The process is tailored to meet the student's needs and objectives. Our psychologists are trained in a wide range of methods (e.g., CBT, integrative therapy, art therapy, psychodrama), covering all psychological approaches to ensure the student can find the one that works best for them.

### Referral and limitations

It is important to note that psychological counselling is offered with certain limitations. If the psychologist feels that the student's issues require more intensive

treatment than they can provide, they may refer the student to psychotherapy or psychiatric care. This may be necessary for severe mental health conditions such as depression or anxiety disorders. After assessment, the psychologist may refer the student to a clinical psychologist within the counselling centre.

#### **Continued support and long-term assistance**

Counselling may be short-term, involving a few sessions, or long-term, with regular sessions. The goal is for the student to be able to independently cope with challenges by the end of the process and to apply the skills and strategies mastered. The length and frequency of counselling will be adjusted to the student's needs and circumstances.

Through this process, students are given the opportunity to address their challenges in a safe environment, receive support, and achieve both personal and academic growth.

*The annex was drafted by the Mentis Psychological Centre team.*