

Problems at school? Finding solutions together



Problems at school?

Sometimes, children and adolescents don't feel at home or have problems at school.

For instance:

- They are afraid.
- Studying is difficult for them.
- They find it hard to concentrate or have no enthusiasm.
- They have problems with their classmates.
- They have problems with teachers.
- They would even like to do without going to school.
- There's trouble when it comes to doing homework.
- They would like to switch to another school.

In these and similar situations, the "Schulpsychologische Beratungsstelle" can be a source of help.

Even when there are conflicts between parents and the school.



What do school psychologists do?

In our Beratungsstelle (counselling centre), we are a team made up of about 20 school psychologists.

We work with children and young people, with their parents, with teaching staff, and with other school employees. We advise and support them in their efforts to deal with problems of the kind mentioned. We do this in our Beratungsstelle and during our visits to the various schools.

Looking at things from the outside, we provide ourselves with an impartial overview. We listen to the different viewpoints of those involved, wishing to understand them and bring them together. In doing so we maintain a neutral standpoint, keeping our distance from all sides.

Our goal is to activate the strong points and strengths of the family, the school, and the child.

Working together, we find a way of enabling the child or young person to recover and feel better again.

What we don't do

We cannot take any decisions relating to the school system, e.g. concerning a change of school or class or relating to special educational support.





Confidential, free-of-charge, and voluntary

We are bound by the principle of confidentiality. We are not allowed to pass on any information to others without the consent of the parents. We don't get in touch with the school either until the parents or guardians have approved of this step. And that also applies to collaboration with other public offices, institutions, doctors, etc.

In our experience, problems can be solved most effectively when all those involved come together.

That is why we often invite all those who have any connection with the child or young person to a "round-table" discussion. We then decide together what can be done in addition in the way of providing support.

Our advice is free. Everyone can decide for themselves whether they want to take up our offer of advice and for how long.

Don't worry

Our counselling has no effect on people's right of abode. For instance, it has no impact on an asylum application procedure.

In your language

Your German isn't really very good yet? That's not a problem. We or the school would be pleased to ask an interpreter to attend the advisory consultation. That would be at no charge to you and better than having your brothers or sisters translate for you.



How we work

First of all, we talk to those involved and, in the process, agree on the next steps to take.

To enable us to get a better picture of the situation

- we sometimes watch during lessons
- we use psychological tests whenever necessary
- we conduct (joint) discussions with parents, teaching staff, and children and young people.

This is how we carry out tests

Psychological tests help us to improve our recognition of a child's strengths and difficulties. As a general rule, this involves the child's working alone with the school psychologist. In this way the child's attention is not distracted. He or she solves memory tasks or brain-teasers, deals with reading, writing, or arithmetical tasks, or answers questions about his or her anxieties.

Our experience: the children often enjoy solving these problems.

We discuss the results with the parents and - if the parents consent to this - with the teachers too. Together, all these people consider how to help the child or adolescent.

Means of providing further support are also recommended. In this way, a child can benefit, for example, from a learning support or therapeutic support scheme.

Just get in touch with us

An initial consultation can be conducted during the periods stated here. For any additional counselling it is necessary to make an appointment.

Schulpsychologische Beratungsstelle

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Consultation hours

Mon – Wed 9am – 12 noon and 2pm – 4pm

Thur 9am – 12 noon and 2pm – 5pm

Fri 9am – 12 noon

and also by appointment

As from the summer of 2018:

Mon – Fri 8am – 4pm



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