



## What do school psychologists do?

Around 20 school psychologists work at the School Psychology Advisory Service. We help children of all ages, their parents, teachers and other in-school professionals. We provide advice and support to help them solve their problems. We do this at the advisory service or on visits to their school.

We listen carefully to the different opinions of the people involved with the aim of understanding them and bringing them together. In doing so, we remain neutral and impartial.

Our goal is to help the family, school and child to make the best use of their strengths and capabilities. We work together to find ways to get the child or adolescent back on track.

You can find more information on our services, including the learning workshop and training courses, on our website.

### What we don't do

We don't make any decisions about schooling, for example about changing school, changing class or about special educational needs support. We don't conduct tests when there isn't a specific reason for doing so.

## Contact us

Please feel free to call us during our office hours. You can find the registration form for our advisory services on our website.

**Schulpsychologische Beratungsstelle**  
 Klosterstraße 33, 48143 Münster  
 Phone 02 51/4 92-40 81  
 schulpsy@stadt-muenster.de  
 www.schulpsychologie.muenster.de

### Consultation hours

**During the school term**  
 Mon – Thu 8 am – 12 noon and 1 pm – 3 pm  
 Fri 8 am – 12 noon

**During the holidays**  
 Mon – Fri 9 am – 12 noon  
 and by appointment.



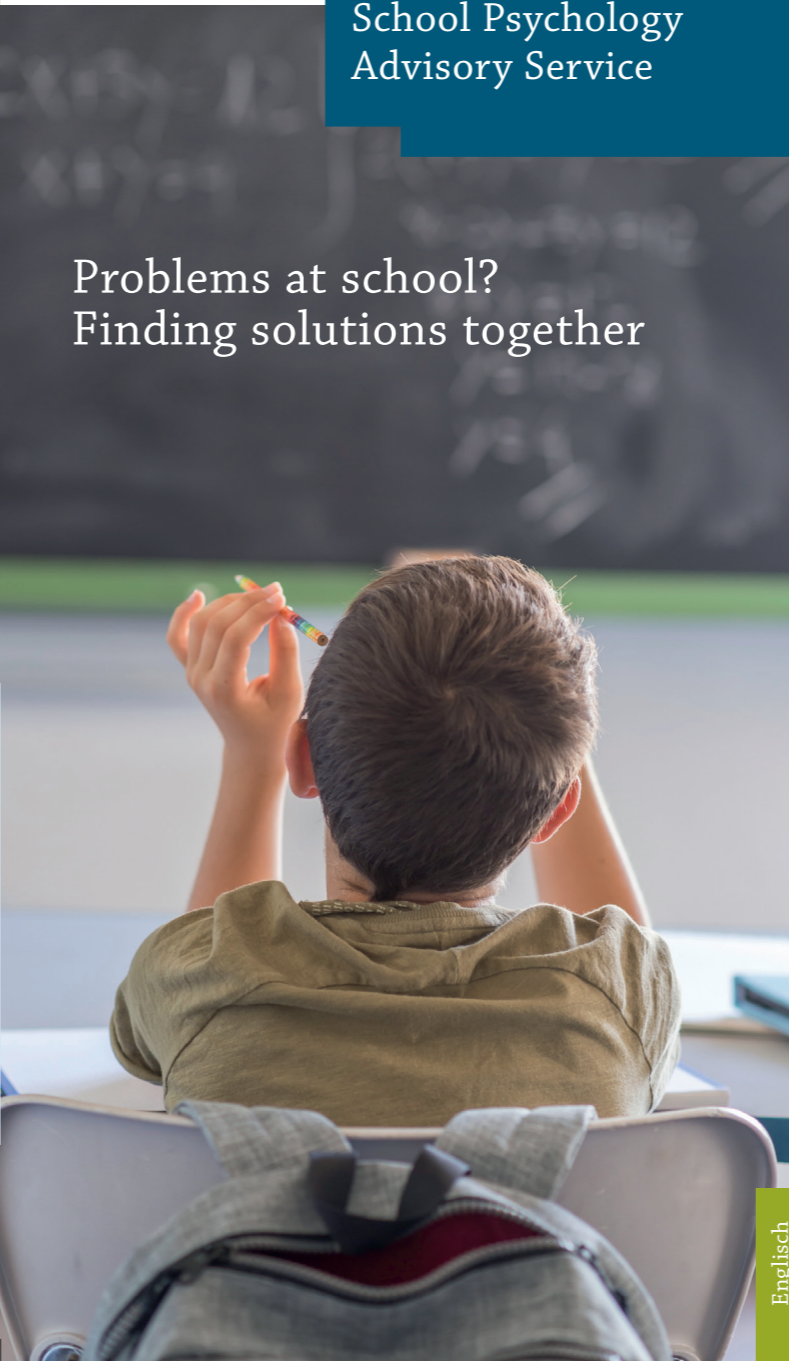
**Imprint**  
 Published by: Stadt Münster  
 Amt für Schule und Weiterbildung  
 Press Office  
 Fotos: © Michael C. Möller, photocase.de (© 2Design), fotolia.com (© tkyszk)  
 November 2024



Office for School and Further Education

## School Psychology Advisory Service

## Problems at school?



## Problems at school? Finding solutions together

Sometimes children or adolescents feel unhappy or have problems at school.

### Examples include:

- feeling anxious about something
- finding learning difficult
- having trouble concentrating
- feeling listless
- having problems with their classmates
- having problems with teachers or other school staff
- having problems with a particular subject
- just not wanting to go to school any more
- having trouble with homework
- being dissatisfied with the school

In situations like these, the School Psychology Advisory Service can help.



Englisch



## Confidential, free and voluntary

We are subject to a duty of confidentiality. We are not allowed to share information with anyone else without the parents' permission. We will only talk to the school if we have the parents' or guardians' permission to do so. This applies equally to other agencies, institutions, doctors, etc.

The best way to solve problems is when everyone involved works together.

That's why we often invite everyone connected to the child or adolescent to a 'round table', where we can talk over what can be done to help the child together.

Our advisory services are provided free of charge. Everyone who comes to us for help can decide for themselves whether they want to make use of our services and for how long.

### Don't worry

Coming to us for advice does not affect your right to remain in Germany. It will not have any effect on an asylum application or other procedure.

### In your language

You don't yet speak good German? No problem! We or the school will be happy to arrange for an interpreter to attend the advice session. This will not cost you anything.



## How we work

First we talk to everyone involved. Then together we make a plan for what should happen next.

To better understand the situation:

- we sometimes come and watch a lesson at school
- if necessary we may carry out some psychological tests
- we (together) talk to parents, teachers and other significant people from the school and with the child or adolescent

### How we test

In some cases, we use psychological tests to better understand a child's strengths and difficulties.

We discuss the results with the child's parents. If the parents agree, the results will also be discussed with teachers and other professionals. Together we work out the best way to help the child or adolescent.

In our sessions, we can also recommend additional support, such as support with learning or therapeutic assistance.