

**POLITÉCNICO
DO PORTO**

**STUDENT SUPPORT OFFICE:
PSYCHOLOGICAL AND CAREER SERVICES**

FILIPA HEITOR (Psychologist/Coordinator)
Student Support Office
ECBAC TRAINING
07.april.2015 (Porto, Portugal)

<i>STUDENT SUPPORT OFFICE: PSYCHOLOGICAL AND CAREER SERVICES</i>	POLITÉCNICO DO PORTO
<p>IPP'S STUDENT SUPPORT OFFICE</p> <p>Integrated into the mission of the IPP; the Student Support Office (Gabinete do Estudante) AIMS to provide wide integrated professional and accessible services that help graduate and current students build skills, improve their well-being and achieve personal and academic success, in a confidential and challenging environment.</p> <p>LOCATION: IPP Central Services</p>	
<hr/> <p>GABINETE DO ESTUDANTE STUDENT'S SUPPORT OFFICE</p>	
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STUDENT SUPPORT OFFICE: PSYCHOLOGICAL AND CAREER SERVICES	POLITÉCNICO DO PORTO
<p>THE STUDENT SUPPORT OFFICE ACTIVITIES ARE ORGANIZED IN THE FOLLOWING AREAS:</p> <ul style="list-style-type: none"> ↳ Counselling and Psychological Support ↳ Disability Inclusion and Special Education Needs ↳ Soft Skills Training Courses ↳ Volunteer Programme ↳ Career Development and Employability ↳ Scientific Research Activities 	
<p style="text-align: center;">GABINETE DO ESTUDANTE STUDENT'S SUPPORT OFFICE</p> <p style="text-align: right;">2 →</p>	

STUDENT SUPPORT OFFICE: PSYCHOLOGICAL AND CAREER SERVICES	POLITÉCNICO DO PORTO
<p>OUR STAFF</p> <p>Filipa Heitor - Head / Senior Staff Psychologist / Soft Skills Trainer / Project Manager</p> <p>Susana Saraiva – Psychologist / Disability Adviser</p> <p>Miriam Medina – Psychologist / Group Facilitator</p> <p>Lucinda Giesta - Trainee Psychologist</p> <p>-</p> <p>Portuguese Sign Language Interpreters:</p> <p>Ana Isabel Pinto; Ana Luísa Sousa; Ana Catarina Oliveira;</p> <p>Sofia Borges; Tânia Araújo; Joana Castro; Florbela Lopes</p> <p>-</p> <p>Patrícia Pina - Administrative Support</p>	
<p style="text-align: center;">GABINETE DO ESTUDANTE STUDENT'S SUPPORT OFFICE</p> <p style="text-align: right;">3 →</p>	

STUDENT SUPPORT OFFICE: PSYCHOLOGICAL AND CAREER SERVICES	POLITÉCNICO DO PORTO
<p>PROFESSIONAL MEMBERSHIPS AND NETWORKING</p> <ul style="list-style-type: none"> ↳ Psychology Board of Portugal ↳ Psychological Counselling Services Network in Higher Education (Portugal) ↳ Disabled Students´ Network (Portugal) ↳ Psychologists for Social Responsibility (International Organization) 	
<p style="text-align: center;">GABINETE DO ESTUDANTE STUDENT´S SUPPORT OFFICE</p> <p style="text-align: right;">4 →</p>	

STUDENT SUPPORT OFFICE: PSYCHOLOGICAL AND CAREER SERVICES	POLITÉCNICO DO PORTO
<p>COUNSELLING AND PSYCHOLOGICAL SUPPORT</p> <ul style="list-style-type: none"> ↳ Professional and highly specialized services ↳ Commitment to respect , affirm and celebrate the diversity of all students ↳ Communications are privileged, confidential and safeguarded ↳ Current students (free of charge); International students (free of charge); Graduates (fee per session) ↳ Flexible portfolio of high quality services 	
<p style="text-align: center;">GABINETE DO ESTUDANTE STUDENT´S SUPPORT OFFICE</p> <p style="text-align: right;">5 →</p>	

<i>STUDENT SUPPORT OFFICE:</i>		POLITÉCNICO DO PORTO
<i>PSYCHOLOGICAL AND CAREER SERVICES</i>		
COUNSELLING AND PSYCHOLOGICAL SUPPORT		
ACTIVITIES AND SERVICES		
<ul style="list-style-type: none"> ▪ Short Appointments ▪ Ongoing Counselling ▪ Crisis Intervention ▪ Referrals to Psychiatric Services ▪ Relaxation and Stress Reduction Groups ▪ Self-help Resources 		
GABINETE DO ESTUDANTE STUDENT'S SUPPORT OFFICE		6 →

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<i>PSYCHOLOGICAL AND CAREER SERVICES</i>														
COUNSELLING AND PSYCHOLOGICAL SUPPORT														
MOST COMMON ISSUES THAT STUDENTS EXPERIENCE:														
<table border="0"> <tbody> <tr> <td>• Anxiety and Panic</td> <td>• Anxiety exam and time management</td> </tr> <tr> <td>• Depression</td> <td>• High standards</td> </tr> <tr> <td>• Stress</td> <td>• Procrastination</td> </tr> <tr> <td>• Loss and grief</td> <td>• Vocational guidance issues</td> </tr> <tr> <td>• Relationship issues</td> <td>• Exploring transitions and life choices</td> </tr> <tr> <td>• Family concerns</td> <td>• (...)</td> </tr> </tbody> </table>			• Anxiety and Panic	• Anxiety exam and time management	• Depression	• High standards	• Stress	• Procrastination	• Loss and grief	• Vocational guidance issues	• Relationship issues	• Exploring transitions and life choices	• Family concerns	• (...)
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<p>DISABILITY INCLUSION AND SPECIAL EDUCATION NEEDS</p> <p>ELIGIBILITY CRITERIA</p> <ul style="list-style-type: none"> ▪ Specific learning difficulties (SpLDs), including dyslexia ▪ Developmental disorders, such as Autism Spectrum Disorders ▪ A range of health conditions ▪ Progressive conditions, such as cancer or HIV ▪ Sensory impairments, such as those affecting sight or hearing ▪ Mobility difficulties 	
<p style="text-align: center;"><small>GABINETE DO ESTUDANTE STUDENT'S SUPPORT OFFICE</small></p> <p style="text-align: right;">8 →</p>	

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<p>DISABILITY INCLUSION AND SPECIAL EDUCATION NEEDS</p> <p>SUPPORT MAY INCLUDE:</p> <ul style="list-style-type: none"> ▪ Screening and Assessment (Individualized Education Program) ▪ Reasonable Adjustments (including exam arrangements) ▪ Assistive Technology ▪ Human Support (e.g. Individual Specialist Support; Sign Language Interpreter; Peer Mentoring Program) ▪ Recommendations for reasonable adjustments and support strategies (Liaison with faculty) ▪ Signposting and Referral to other Services 	
<p style="text-align: center;"><small>GABINETE DO ESTUDANTE STUDENT'S SUPPORT OFFICE</small></p> <p style="text-align: right;">9 →</p>	

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<p>SOFT SKILLS TRAINING COURSES</p> <ul style="list-style-type: none"> ↳ Strategies and skills for academic excellence ↳ Personal Development Planning Process ↳ Usually 6 hours (2 x 3 hours) or 12 hours (4 x 3 hours) = 2-4 weeks ↳ Registration and minimum fee ↳ Requests from IPP Schools Services, Teachers and Student Organizations 	
<p style="text-align: center;"><small>GABINETE DO ESTUDANTE STUDENT'S SUPPORT OFFICE</small></p> <p style="text-align: right;">10 →</p>	

STUDENT SUPPORT OFFICE: PSYCHOLOGICAL AND CAREER SERVICES	POLITÉCNICO DO PORTO		
<p>SOFT SKILLS TRAINING COURSES</p> <p>EXAMPLES OF ONGOING WORKSHOPS</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> ▪ Study Skills ▪ Interpersonal Skills ▪ Critical Thinking in Academic Contexts ▪ Problem-Solving & Task Management ▪ Time Management ▪ Employability Skills ▪ (...) </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> ▪ Teamwork & Leadership Skills ▪ High-Impact Presentation Skills ▪ Creative Thinking & Innovation ▪ Resilience, Happiness & Positive Change ▪ Emotional Intelligence Skills ▪ Talent & Career Management </td> </tr> </table>		<ul style="list-style-type: none"> ▪ Study Skills ▪ Interpersonal Skills ▪ Critical Thinking in Academic Contexts ▪ Problem-Solving & Task Management ▪ Time Management ▪ Employability Skills ▪ (...) 	<ul style="list-style-type: none"> ▪ Teamwork & Leadership Skills ▪ High-Impact Presentation Skills ▪ Creative Thinking & Innovation ▪ Resilience, Happiness & Positive Change ▪ Emotional Intelligence Skills ▪ Talent & Career Management
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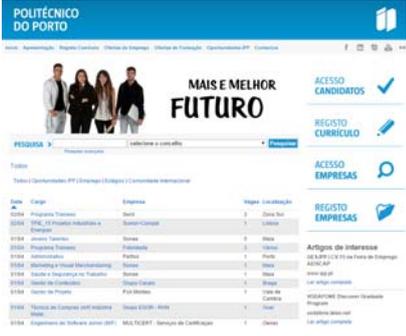
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<p>VOLUNTEER PROGRAMME</p> <ul style="list-style-type: none"> ↳ Personal Development versus Organizational Benefit ↳ Employability versus Citizenship ↳ Psychoeducational approach - Balanced cycles of action and reflection <ul style="list-style-type: none"> ▪ Students' participation in volunteering activities (regular and continued regimen) ▪ Exploration of experience, interaction and reflection (group intervention + training logbook) <div data-bbox="635 772 1265 922" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;">  <ul style="list-style-type: none"> Peer Mentoring Programme Social Entrepreneurship and Leadership Programme Community Intervention Programme </div>	
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STUDENT SUPPORT OFFICE: PSYCHOLOGICAL AND CAREER SERVICES	POLITÉCNICO DO PORTO
<p>CAREER DEVELOPMENT AND EMPLOYABILITY</p> <ul style="list-style-type: none"> ↳ Self-awareness, career exploration, and effective job search strategies ↳ Serves a wide variety of clients (current students and young professionals; stagnated midlife professionals and even specialized knowledge workers) <p>ACTIVITIES AND RESOURCES</p> <ul style="list-style-type: none"> ▪ Workshops ▪ Career Guidance and Career Coaching ▪ Job Application appointment: PDP portfolios, covering letters and CVs ▪ Career Express Sessions (15 minute review) ▪ Conference communications, and collaboration in Information Sessions and Job Fairs ▪ On-Campus Internship Programme ▪ Career Portal 	
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CAREER DEVELOPMENT AND EMPLOYABILITY

IPP'S CAREER PORTAL



↳ <http://emprego.ipp.pt>

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https://www.ipp.pt/site/espaco_estudante/ges_en.aspx

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