

More than a Listening Ear and a Helping Hand

Embarking on the journey to tertiary education can be challenging for some high school graduates: a new campus environment, different learning techniques, not to mention the stress associated with entering into adulthood. To facilitate students' all-round development, the six members of HKCC's Student Counselling Team are always ready to offer support and guidance to those in need.

"The keys to success are 'trust' and 'respect'," said Mr Kent Chan Kwok-keung, Senior Student Counselling Officer. "Through different social activities such as New Year's gathering and birthday party, as well as social networking platforms including Facebook and MSN, we reach out to students and gain their trust as their friends or mentors. A 'buddy' relationship encourages students to share their problems with us more at ease."

"We highly respect students' privacy and approach them with compassion and

discretion," added Ms Tiffanie Ma Pui-yan, Senior Student Counselling Officer. "We also teach them to respect the norms and rules shared among us, not to be self-centred when dealing with difficulties."

Both Tiffanie and Kent joined the Student Counselling Team in 2005. Over the years they have witnessed the growth of a caring culture among HKCC's teachers and students. "Very often a concerned lecturer or a supportive classmate would alert us of someone they know who might need our services," remarked Kent.

Another change they observed is diminishing of social stigmatisation. "For example, students with Asperger Syndrome could be easily mistaken as autistic. These students could perform well in their study, but they might be isolated in situations like group projects as their social and communication skills are relatively under-developed," Tiffanie recalled. Following individual consultation with the

lecturers and class students concerned, Tiffanie is happy to see these students are now being accepted and work harmoniously with their fellow classmates.

When asked what their biggest job satisfaction is, both Tiffanie and Kent replied unanimously, "The long-lasting relationship with students." One of the most touching moments for Kent is when he was treated as one of the family members during a student's wedding. For Tiffanie, it is a student's tears when feeling helpless at the beginning of a semester turning into tears of happiness when graduation comes.

To be a counsellor you need more than a listening ear and a helping hand. Most importantly, you need a caring heart.



HKCC's Student Counselling Team members (from left): Mr Kent Chan, Ms Heidi Lai, Ms Tiffanie Ma, Ms Sammi Chan, Miss Mon Ho and Ms Fanie Hao

HKCC學生輔導組成員(左起) 陳國強先生、黎雪芳女士、馬佩欣女士、陳淑嫻女士、何潤儀小姐及侯琪琪女士

“We highly respect students' privacy and approach them with compassion and discretion

我們十分重視同學們的個人私隱，會以同情和保密的原則進行輔導”

用心聆聽 援之以手

對一些高中畢業生而言，升讀專上教育的歷程會遇到不少挑戰：新的學校環境、不同的學習技巧，以及踏入成年階段的各種壓力，都須要面對。為幫助同學們的全人發展，HKCC學生輔導組的六位成員，以豐富的青少年輔導經驗和技巧，隨時提供支援予有需要的同學。

高級學生輔導主任陳國強先生(Kent)認為：「輔導服務成功的關鍵，是要贏得同學的信任和尊重。」他說：「透過不同的聯誼活動，例如新年聚會、生日慶祝會等，以及facebook及MSN等社交網站，我們主動接觸同學，成為他們的良師益友。建立了友誼後，同學也會樂於與我們傾談心事。」

另一位高級學生輔導主任馬佩欣女士(Tiffanie)亦分享了她的輔導心得。Tiffanie說：「我們十分重視同學們的個人私隱，會以同情和保密的原則進行輔導。我們亦會鼓勵同學們尊重社會遵守的秩序及價值，以免在面對困難時，過份自我。」

Kent和Tiffanie早於2005年已加入學生輔導組，目睹HKCC關愛的校園文化茁壯成長。Kent說：「很多時候，老師或學生察覺某位同學遇上困擾，都會主動聯絡我們，提供協助。」

他們見證的另一項轉變，是一些社會偏見逐漸淡化。Tiffanie說：「例如一些患有亞斯伯格綜合症的學生，會被誤認為有自閉症。其

實這些同學的學習能力相當不錯，只是社交及溝通技巧不足，往往在小組習作等場合受到孤立。」經過與個別老師及學生的詳細解釋後，她欣然見到這些同學被大家接納，而且相處融洽。

當被問到工作上最大的滿足感時，Kent和Tiffanie不約而同認為：「是和同學們建立的深遠友誼。」Kent回憶其中一個最感動的時刻，是某位他曾經輔導的同學，結婚時誠邀他坐在主家席上。而Tiffanie最難忘的，是見到入學當初感到無助而流淚的同學，畢業時流出充滿喜悅自信的眼淚。

要成為學生輔導員，不僅需要仔細聆聽，援之以手；更重要的，是有一顆關愛的心。