



Counselling Services Policy and Procedure

Version 1.3

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Counselling Services Policy and Procedure

1. Purpose & scope

Every student's studying journey is different. The college has the responsibility to take into consideration of the difficulties and challenges some students may encounter in their study journey and provide appropriate support. As part of the H.E.A.R.T. Services Department, the provision of student counselling services aims to meet students' different needs through enhancing their mental health and wellbeing.

This policy is developed to ensure a safe and confidential environment for students to access the college's counselling services.

2. Definition

Term	Meaning
College	Refers to Australia Institute of Business and Technology (AIBT)
Self-referral	The action of making an appointment with a counsellor/counselling service oneself, rather than being referred by staff.
Staff referral	The action of making an appointment with a counsellor/counselling service through college staff (i.e. student support staff, trainer, School Manager, etc.)
H.E.A.R.T Services	Support services provided to students in areas such as Health & Wellbeing, Enrolment Services, Administrative Services, Research & Learning Support And Transition To Future.

3. Policy statement

How can I obtain a counselling service?

Self-referral

Students can access the college internal counselling services through self-referral if he/she suffers from mental health issues.

Staff referral

A college staff (e.g., School Manager, and Trainer) can refer students who need support to the college's internal counselling service if they believe that the support should be provided to students. The staff can identify students who need the services through his/her daily contact with students.

How can I book my counselling appointment?

A counselling session can be booked by filling out the Counselling Service Request Form. The counselling service request form can be downloaded from: <https://aibtglobal.edu.au/support/student-counselling/>.

Students can submit the completed Request for Counselling Form to H.E.A.R.T. Services Staff from their campus studentsupport@aibtglobal.edu.au or email an electronic copy to Mr. Zohrab Balian at z.balian@aibtglobal.edu.au.

How can our counsellor(s) help students?

Students are welcome to seek counselling services whenever they experience difficulties during their study at the college or in their personal life. Students are encouraged to talk about their problems without the feeling of being judged. Through counselling sessions, students can achieve improvements in self-awareness and develop techniques and strategies for coping with daily issues such as studying/work-related stress, time management skills, and anxiety.

How many sessions can I have?

Students can book as many sessions as they need during their study at the college.

How can I attend the counselling sessions?

To meet students' different needs, our counsellor (s) provide a range of options to conduct counselling sessions:

- Face-to-face
- Phone
- Email
- Online via video conferencing e.g. Skype, GoToMeeting

Will other students know any information about me receiving counselling support?

No. All information pertaining to counselling sessions are kept confidential. Our counsellor will not disclose any information to others without students' permission unless serious violation/risks are identified.

Can I have an interpreter when I receive counselling service?

Yes. Students can bring an interpreter with accreditation in both language directions in counselling sessions (English and the language other than English).

Students need to notify our counsellor/H.E.A.R.T. Services staff in advance before any scheduled sessions regarding the presence of an interpreter/a third party.

Our counsellor will not allow any third party to be present in any of the counselling sessions without students' consent. Any third party attending the counselling session will be made aware of the confidentiality requirements that must be followed.

What are the responsibilities for staff and students in the counselling process?

Any staff who are involved in the counselling process are required to comply with confidentiality requirements.

To help achieve the best outcome of each counselling session, students also have some responsibilities:

- To be punctual for their appointment/s or call at least 8 hours in advance, where possible, to cancel/change their appointment.
- To be aware that violent, threatening or intimidating behaviour will not be tolerated under any circumstances.
- To be respectful to all staff involved in the counselling process at all times.

4. Procedures

4.1 Submission of Counselling Service Request Form

Students are required to complete and submit the **Request for Counselling Form** (Refer to Appendix A) before making counselling appointments. Students can submit the completed form via/to:

- H.E.A.R.T. Services staff/reception of each campus
- Email to: z.balian@aibtglobal.edu.au OR studentsupport@aibtglobal.edu.au

4.2 Appointment Booking

Within 3 business days, the student will be advised by our counsellor(s) regarding the availability of the appointment. Students will receive a confirmation from our counsellor(s) once the booking is finalised.

4.3 Appointment cancellation/rescheduling

Once the appointment is booked, students can cancel/reschedule the appointment at any time before the session. However, any short notice of fewer than 8 hours is not encouraged.

4.4 Attending scheduled sessions

Students will be advised with some information regarding their rights to confidentiality and privacy in the first counselling session. Our counsellor(s) will inform students and ask for consent before disclosing any information to a third party unless there are some serious violation/risks identified where our counsellor(s) may breach confidentiality due to professional obligations.

4.5 Involving a third party

Our counsellor will not allow any third party to be present in any of the counselling sessions without:

- Students' consent
- The understanding and compliance of confidentiality requirements by a third party

Students are required to notify our counsellor(s) before the session if they would like to have a third party to be present in their counselling session.

4.6 Referrals to external specialists

Sometimes, referrals will be made by our counsellor(s) to external specialists, such as doctors, psychiatrists, psychologists and social workers if the counsellor recommends that the student requires additional support. It may be necessary depending on the nature of the presenting issues of the student and the level of intervention required. The intervention also includes the adjustment of students' study plans. Our counsellor will discuss with students regarding the necessity and benefits of these referrals beforehand and also assist students through the referral process.

5. Quality Assurance

The Quality Assurance department will conduct an investigation/quality check to ensure compliance of this policy and procedures document.

Appendix B Information Disclosure Consent Form

Student Information Disclosure Consent Form

I _____ hereby give consent for my counsellor to provide information

(Student Name & ID)

to the below list of third parties, regarding my participation in the counselling sessions.

Disclosure to (please tick the boxes):	For the purpose of:	Assigned staff
<input type="checkbox"/> Student support department		
<input type="checkbox"/> External healthcare practitioners		
<input type="checkbox"/> Guardians/parents		
<input type="checkbox"/> Others (Please specify):		

I understand that there are some circumstances where my counsellor may be obliged to disclose certain information to a third party (ambulance, police services, etc.) for the safety of myself and others.

I allow my counsellor to disclose information regarding my participation in counselling sessions to the third party identified above.

Student Printed Name: _____ Student Signature: _____

Date: _____

Counsellor printed Name: _____ Counsellor Signature: _____

Date: _____