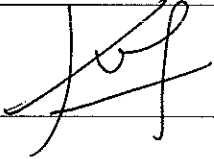


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COUNSELING (REFERRED CASE)

PREPARED BY :		APPROVED BY :	
SIGNATURE :		SIGNATURE :	
NAME : Sr. Khairiah Abdul Razak		NAME : Madam Noraini Ahmad	
POSITION : Psychology Officer Counseling and Career Services Centre		POSITION : Director Counseling and Career Services Centre	
DATE : 28/02/2019		DATE : 28/02/2019	

CONTROLLED COPY NO. :

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1. OBJECTIVE


This procedure is prepared in order to implement the referred counseling session effectively and systematically so that it could enhance and realize the students' full potential and make them balanced persons.

2. SCOPE

This procedure will be practiced by the counselors and staff in the Counseling and Career Services Centre (CCSC) for referred case.


3. DEFINITION AND ABBREVIATION

- 3.1 Referred Client : IUM Students who being referred by referral bodies.
- 3.2 CCSC : Counseling and Career Services Centre
- 3.3 DOC : Director of Counseling and Career Services Centre
- 3.4 OCRES : Online Counseling Record System
(A system to set appointment, recording, keeping and retrieving counseling information)
- 3.5 Referral Bodies : The Kulliyyah/Centre/Division/Institute/Office that refer the cases to the Counseling and Career Services Centre
- 3.6 SCO : Senior Counselor
- 3.7 CO : Counselor
- 3.8 SAA : Senior Administrative Assistant
- 3.9 AA : Administrative Assistant

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4. REFERENCES

- 4.1 Counselor's Act 1998 And Regulations (Act 580) (Until 25th July 2003), International Law Book Services.
- 4.2 Kod Etika Lembaga Kaunselor Malaysia (2011), Lembaga Kaunselor Malaysia.
- 4.3 ACA Code of Ethics (2005). American Counseling Association
- 4.4 Students Academic Performance Evaluation (Undergraduate) Regulations 2015 (SAPER)
- 4.5 Students' Discipline Rules 2004 (amendment 2006), Mahallah Standing Order 2004, Standing Order on Conduct & Attire.


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5. RESPONSIBILITY AND DETAILED PROCEDURE

Responsibility	Detailed Procedure
DOC	<p>5.1) Receive referred case via OCRES.</p> <p>5.2) Assign a suitable counselor to handle the case accordingly.</p>
SAA/AA	<p>5.3) Set an appointment with the SCO/CO via OCRES.</p> <p>5.4) Students and SCO/CO are notified on the appointment through OCRES and email.</p> <p>5.5) Inform the DOC if the client failed to come for counseling session within 7 working days from the date of the appointment.</p>
DOC	<p>5.6) Notify the failure to the referral body via memorandum/email.</p>
SAA/AA	<p>5.7) As the client comes, SAA/AA has to ensure the appointment has been recorded in the OCRES. If the system down, client fills up Temporary Intake Form.</p>
SCO/CO	<p>5.8) Handle counseling session ethically in the counseling room.</p> <p>5.9) Determine the necessity of signing the Counseling Commitment Form by the client based on the individual case.</p> <p>5.10) Initiate follow up counseling session if necessary.</p>


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Responsibility	Detailed Procedure
DOC	5.1) The client should be referred formally by the DOC to the University Medical Officer for further observation and treatment if extra assistance is needed from professionals (Psychiatrist/Clinical Psychologist).
SCO/CO	5.2) End the counseling session. 5.3) Report the session in the OCRES. If the system down, SCO/CO fills up Temporary Case Report Form . 5.4) Submit referral report to the referral body through the DOC in form of letter within 10 working days after the first counseling session.
SCO/CO	5.5) Place all forms or any written counseling documents in the specific file.

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6. QUALITY RECORDS

NO.	RECORD	RETENTION PERIOD	LOCATION	REFERENCE
1.	Counseling Session (Monthly Statistic/Report) (IIUM/510/C/12/4/2)	5 years	Filing Room	SAA/AA
2.	IIUM Students' Database	5 years	OCRES (IIUM server)	SAA/AA
3.	Confidential File	5 years	Filing Room	SCO/CO

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7. Flow Chart

Flow Chart of New Referred Case

