
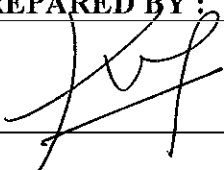




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COUNSELING (VOLUNTARY CASE)

| 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 |

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1. OBJECTIVE


This procedure is prepared in order to implement the voluntary counseling sessions 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 voluntary basis.


3. DEFINITION AND ABBREVIATION

- 3.1 Voluntary Client : Students of International Islamic University Malaysia
- 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 an appointment, recording, keeping and retrieving counseling information)
- 3.5 SCO : Senior Counselor
- 3.6 CO : Counselor
- 3.7 SAA : Senior Administrative Assistant
- 3.8 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 |
|-----------------------|--|
| SAA/AA | 5.1) Ensure client has registered an appointment in the OCRES. If the system down, client fills up Temporary Intake Form . |
| SCO/CO | 5.2) SCO/CO is notified through email and ready for counseling session. 5.3) Handle counseling session ethically in the counseling room. 5.4) Determine the necessity of signing the Counseling Commitment Form by the client based on the individual case. 5.5) Initiate follow up counseling session if necessary. |
| DOC | 5.6) 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 | 5.7) End the counseling session. 5.8) Report the session in the OCRES. If the system down, SCO/CO fills up Temporary Case Report Form . |
| SCO/CO | 5.9) Place all forms or any written counseling documents in the specific file if necessary. |

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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 Voluntary Case

