



University of  
South Australia

Centre for  
English Language

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# STUDENT COUNSELLING PROCEDURE

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## SECTION D - PROCEDURE

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### Related Policy

Student Counselling Policy

### D.1 Procedure

| Responsible                        | Procedure Steps |  | W/I |
|------------------------------------|-----------------|--|-----|
|                                    | <b>1</b>        | <b>Orientation</b>   |     |
| <b>Counsellor</b>                  | <b>1.1</b>      | Provide information to the students in regard to SAIBT and CELUSA Counselling Services.  |     |
|                                    |                 | <b>Availability of the Counsellor after hours</b>  |     |
| <b>Student</b>                     | <b>1.1</b>      | If urgent, and the counsellor is not in her office, students are welcome to make contact by mobile phone. Refer to the number on the orientation material.   |     |
|                                    | <b>2</b>        | <b>Counsellor consultations in school hours</b>  |     |
| <b>Student or Student advocate</b> | <b>2.1</b>      | Contact the Counsellor directly by: <ul style="list-style-type: none"> <li>• Email</li> <li>• Phone</li> <li>• Visiting the Counsellor's office.</li> </ul> <p>NB. With the exception of emergencies it is the student's responsibility to ensure that appointment times are not in conflict with class times.</p> |     |
| <b>Counsellor</b>                  | <b>2.2</b>      | See the student immediately, if available, or make an appointment for another time.  |     |
| <b>Counsellor</b>                  | <b>2.3</b>      | If required, refer the student to or work with an external professional.   |     |
| <b>Counsellor or Student</b>       | <b>2.4</b>      | Make any additional ongoing appointments as necessary.   |     |
|                                    | <b>3</b>        | <b>Student records</b>   |     |
| <b>Counsellor</b>                  | <b>3.1</b>      | File the student information securely.   |     |
|                                    | <b>4</b>        | <b>Reporting to SAIBT/CELUSA Executive Group</b>   |     |
| <b>Counsellor</b>                  | <b>4.1</b>      | Provide six monthly reports for periods ending December and June.  |     |

## D.2 Supporting Documentation

| Related material         | Location   |
|--------------------------|------------|
| Critical Incident Policy | SharePoint |

| Form templates | Retention time | Location |
|----------------|----------------|----------|
| None           |                |          |

| Records (including completed forms) | Retention time | Location |
|-------------------------------------|----------------|----------|
| Student Record                      |                |          |

## D.3 Version Control

|                               |         |
|-------------------------------|---------|
| <b>Current Version Number</b> | 2.0     |
| <b>Date of Effect</b>         | 7/2021  |
| <b>Review Date</b>            | 10/2022 |
| <b>Privilege Level</b>        | Public  |