


The Catholic University of Eastern Africa

TITLE	AUTHOR
PROCEDURE FOR COUNSELLING CLIENTS (CUEA/DVC AA/DOS/08)	TITLE OF HEAD OF FUNCTION DEAN OF STUDENTS
	NO. OF APPENDICES:
	Three (3) 7.1 – 7.3
AUTHORIZATION This Standard Operating Procedure is issued under the authority of:	
TITLE	DVC ACADEMICS
SIGNATURE	
DATE	22 November 2018
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STAMP CONTROLLED / UNCONTROLLED	CONTROLLED
NOTE: 1. Write amendments on the page provided (Clause 0.2) 2. Controlled copies of this document will be in the DVC Academics and Dean of Students offices.	

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0. CONTENTS AND RECORD OF CHANGES

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0.2 Record of Changes

No.	Date	Details of Changes		Authorization
	<i>(dd-mm-yy)</i>	<i>Page</i>	<i>Clause/subclause</i>	<i>Title</i>
1.	21.11.2018	1 -	Review of procedure	Dean of Students

0.3 Distribution / Circulation


This standard operating procedure is available on CUEA servers for authorized users

1.0 PURPOSE

To ensure that all the clients are attended to according to the laid down ethics and standards of professional counseling ethics

2.0 SCOPE

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This procedure shall be used by the members of CUEA community and the immediate relatives CUEA staff.

3.0 REFERENCES

- 3.1 CUEA Quality management manual
- 3.2 Student Handbook
- 3.3 Kenya Counselling Code of Ethics 2012

4.0 DEFINITION OF TERMS

4.1 Abbreviations and Acronyms

- 4.1.1 DOS: Dean of Students


4.2 Definition of Terms Used

- 4.2.1 Client: One who engages the service of the Counselor
- 4.2.2 Counsellor: a trained and qualified person who provides counseling on a broad range of issues.
- 4.2.3 CUEA Community: Students, CUEA staff and their immediate relatives.
- 4.2.4 Immediate Relatives – refers to spouse, father, mother and only children recognized by the institution
- 4.2.5 Case notes: A counseling session record of the client.
- 4.2.6 Information and Consent form: A document signed by client in an agreement that he/she consents to the counselling regulations.

5.0 PRINCIPAL RESPONSIBILITIES

The University Counselor has the overall responsibility of ensuring that this procedure remains adequate for its intended purpose and it is effectively applied.

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6.0 METHOD

6.1. The client will initiate the counselling process:

6.1.1 If the Client is in a position to make an appointment, they will do so by writing their name in the client appointment register;

or

6.1.2 Where the Client requires immediate counselling attention, they may be referred or just walk into the Counselling Centre.

6.2 An Information Consent Form is provided to the Client which they are expected to read and understand. Having understood:

6.2.1 They write their name and sign the form giving their consent;

or;

6.2.2 If they do not write their name and sign, they have not given their consent and counselling cannot take place.

6.3 The Client presents their case to the Counsellor;

6.4 The Counsellor listens to the case presented:

6.4.1 If the Case can be handled by the Counsellor counselling proceeds;

or


6.4.2 If the Case cannot be handled by the Counsellor the Client is given a referral;

6.5 After each session with the Client the Counsellor writes the case notes;

6.6 After the last session the Client is requested to fill a CUEA Client Exit Survey Form;

6.7 After every four months (each trimester) the data on the CUEA Client Exit Survey Forms is analyzed and a report is prepared which is submitted to the Dean of Students.

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7.0 APPENDICES

7.1 CONTEXT


7.1.1 External / Internal Factors

(a)	External	Identified Risk / Opportunity
(i)	Regulatory requirement that counsellors are attached to a professional body (KCA)	Lapse of membership fee by CUEA causing the Counsellor to loss membership
(ii)	Family and community stresses that affect work performance	Scheduled duties will not be done
(iii)	Political situation in the country (Transport disruption)	Affecting the timely take off of the program
(b)	Internal	Identified Risk / Opportunity
(i)	Counsellors ratio to the students and staff is low	Some customers might miss out on the counselling services
(ii)	Burnout of counsellors	Quality services will be affected
(iii)	Lack of adequate Counselling rooms	Less clients will be seen

7.1.2 Relevant Interested Parties


	Party	Needs and Expectations
(i)	Students, staff and their significant others	<ul style="list-style-type: none"> – to receive mental health counselling services. – the students need to be formed holistically through peer counselling for personal integral development.
(ii)	Parents/guardians	<ul style="list-style-type: none"> – their children receive psychological counselling to enable them achieve their goals in the university
(iii)	Kenya Counsellors and Psychological Association	<ul style="list-style-type: none"> – expect the counsellors to offer ethical and professional services to our clientele.
(iv)	Commission for higher education	<ul style="list-style-type: none"> – expects the counselling office to be a co-partner in the education processes, character formation of the students; and enhancement of the psychological wellbeing of the staff.
(v)	Referral institutions	expect the counselling center to refer client who are

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Party	Needs and Expectations
	beyond our area of expertise for example tests done to determine the type of drug being abused, addiction counselling and rehabilitation.
(vi) Onsite practicum placement for Counselling psychology post graduate students.	These students expect to offer counselling services to clients and to receive supervision from qualified practitioners.
(vii) The University Management	expect the counsellors to provide counselling services to students, staff and their significant others.


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7.2 RISK ANALYSIS AND CONTROL

No	Risk	Cause	Risk Assessment			Risk Level	Control / Treatment
			Likelihood	Impact	Likelihood / Impact		
1	Loss of Membership to the Counsellors Professional Body	Lack of remittance of membership fees by the University	3	3	9	High	Submit requests for payment of membership fees one months before expiry date of membership
2	Scheduled duties will not be done	Family and community stresses that affect work performance	1	1	1	Low	Peer and community counselling
3	Affecting the timely take off of the program	Political situation in the country (Transport disruption)	1	1	1	Low	Utilize University busses to ease transport crisis
4	Some customers might miss out on the counselling services	Counsellors ratio to the students and staff is low	2	2	4	Medium	Increase number of Counsellors
5	Quality services will be affected	Burnout of counsellors	3	3	9	High	University Counsellors to be facilitated to go for supervision
6	Less clients will be seen	Lack of adequate Counselling rooms	1	2	2	Low	The University has already identified rooms that are being renovated

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7.3 REQUIRED ORGANIZATIONAL KNOWLEDGE

7.3.1 Yearly reports

7.3.2 Staff profiles

7.3.3 Case Notes

7.3.4 Appointment Register

(Attach sample)

7.3.5 Information and Consent Form

(Attach sample)

7.3.6 Referral Form

(Attach sample)

7.3.7 CUEA Client Exit Survey Form

(Attach sample)

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