



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>2</b>	<b>Availability of the Counsellor after hours</b>	
<b>Student</b>	<b>2.1</b>	If urgent, students are welcome to make contact by mobile phone. Refer to the number on the orientation material.	
<b>Student</b>	<b>2.2</b>	It is the student's responsibility to contact crisis support services in cases where immediate assistance is required.	
	<b>3</b>	<b>Counsellor consultations in school hours</b>	
<b>Student or Student advocate</b>	<b>3.1</b>	Contact the Counsellor directly by: <ul style="list-style-type: none"> <li>• Email</li> <li>• Mobile</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>3.2</b>	See the student immediately, if available, or make an appointment for another time.	
<b>Counsellor</b>	<b>3.3</b>	Where required, make internal and external referrals.	
<b>Counsellor or Student</b>	<b>3.4</b>	Schedule any future appointments as necessary.	
	<b>4</b>	<b>Student records</b>	
<b>Counsellor</b>	<b>4.1</b>	File the student information securely.	
	<b>5</b>	<b>Reporting to SAIBT/CELUSA Executive Group</b>	
<b>Counsellor</b>	<b>5.1</b>	Provide twice yearly 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>	2.1
<b>Date of Effect</b>	04/2023
<b>Privilege Level</b>	Public