



University of
South Australia

Centre for
English Language

STUDENT COUNSELLING PROCEDURE

SECTION D - PROCEDURE

Related Policy

Student Counselling Policy

D.1 Procedure

Responsible	Procedure Steps		W/I
	1	Orientation	
Counsellor	1.1	Provide information to the students in regard to SAIBT and CELUSA Counselling Services.	
	2	Availability of the Counsellor after hours	
Student	2.1	If urgent, students are welcome to make contact by mobile phone. Refer to the number on the orientation material.	
Student	2.2	It is the student's responsibility to contact crisis support services in cases where immediate assistance is required.	
	3	Counsellor consultations in school hours	
Student or Student advocate	3.1	Contact the Counsellor directly by: <ul style="list-style-type: none"> Email Mobile NB. With the exception of emergencies it is the student's responsibility to ensure that appointment times are not in conflict with class times.	
Counsellor	3.2	See the student immediately, if available, or make an appointment for another time.	
Counsellor	3.3	Where required, make internal and external referrals.	
Counsellor or Student	3.4	Schedule any future appointments as necessary.	
	4	Student records	
Counsellor	4.1	File the student information securely.	
	5	Reporting to SAIBT/CELUSA Executive Group	
Counsellor	5.1	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

Current Version Number	2.1
Date of Effect	04/2023
Privilege Level	Public