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 Eynesbury students in regard to Counselling Services.	
	2	**Counsellor consultations in school hours**		
Student or Student advocate		**2.1**	Contact the Counsellor directly by: • Email • Phone • Visiting the Counsellor's office NB: Contact information for the Student Counsellor and other services can be found on the Eynesbury College website, student portal or via Student and Academic Services (SAS).	
Counsellor		**2.2**	See the student immediately, if available, or make an appointment for another time. NB: With the exception of emergencies it is the student's responsibility to ensure that appointment times are not in conflict with class times.	
		2.3	If required, refer the student to or work with an external professional.	
Counsellor or Student		**2.4**	Make any additional ongoing appointments as necessary.	
	3	**Availability of the Counsellor after hours**		
		3.1	In a genuine emergency the Counsellor can be contacted by mobile phone. Refer to the phone number online via the Eynesbury College website or student portal.	
	4	**Student records**		
Counsellor		**4.1**	File any notes made during meeting with student securely.	
		4.2	Note student meeting in student management system (Navigate) .	
	5	**Reporting to Eynesbury Executive Group**		
Counsellor		**5.1**	Provide six monthly reports for periods ending December and June.	

D.2 Supporting Documentation

Related material	Location
Critical Incident Policy	Eynesbury College website

Form templates	Location
None	

Records (including completed forms)	Location
Record of meetings	Secure file on Level 1, Coglin Street; Student management system

For retention information and disposal schedules see the Navitas Records Management, Retention and Disposal policy: https://bit.ly/2OQrJEU

D.3 Version Control

Current Version Number	v3.1
Date of Effect	04/2024
Privilege Level	Public