

Kwame Nkrumah University of Science and Technology, Kumasi

Counselling POLICY



COUNSELLING POLICY



KWAME NKUMAH UNIVERSITY OF SCIENCE
AND TECHNOLOGY, KUMASI-GHANA
**QUALITY ASSURANCE AND
PLANNING OFFICE**

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FOREWORD

The Kwame Nkrumah University of Science and Technology, Kumasi exists to advance knowledge in science and technology through creating an environment for undertaking relevant research, quality teaching, entrepreneurship training and community engagement to improve the quality of life. To achieve this mission, there is the need to have a **Counselling Policy**.

The Implementation of the Counselling Policy has become necessary in order to provide a framework by which KNUST can adequately raise awareness and demonstrate commitment to fulfilling its aim. This is by establishing an atmosphere where individuals have equal opportunities, for self-development and enabling others to learn, grow and lead.

The University is grateful to all those who ensured the initiation, development and approval of this Policy.

PROFESSOR (Mrs.) Rita Akosua Dickson

VICE-CHANCELLOR

KNUST

ACKNOWLEDGEMENT

As part of the strategic planning mandate of the Quality Assurance and Planning Office (QAPO), University Policies are initiated and proposed for approval by the Academic Board. The Office in collaboration with the Counselling Center therefore initiated the preparation of the Counselling Policy and submitted for approval by the Academic Board.

The QAPO is grateful to Mrs. Victoria De-Graft Adjei, Head, KNUST Counselling Center (KCC), Prof. Sr. Frances Emily Owusu-Ansah, Head, Dept. of Behavioural Sciences (Fmr. Head, KCC) and Mr. Appiah Badu, Snr. Asst. Registrar for their initiation, draft and their invaluable contributions to this Policy. We are equally also indebted to the staff of the KNUST Counselling Center for their enormous contributions to this Policy.

Lastly, we wish to appreciate the work of the Review Committee and all staff of the University who contributed in several ways to the development and approval of this Policy.

Professor Jerry John Kponyo

DEAN

QUALITY ASSURANCE AND PLANNING OFFICE

March, 2022

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1.0 INTRODUCTION

The role of Counselling in the University Administration can not be underestimated. Counselling services are pivotal in supporting staff and students.

Individual or group counselling is a relationship that focuses on a person's growth and adjustment, problem-solving and decision-making needs. It is a client centered helping relationship that requires confidentiality. This relationship involves a competent and professionally trained Counsellor and an individual seeking help to gain greater self-understanding and behavioural change skills for personal growth.

1.1 BACKGROUND

KNUST's mission is to provide an environment for teaching, research and entrepreneurship training in Science and Technology for the industrial and socio-economic development of Ghana, Africa and other nations. KNUST offers services to communities, is open to all Ghanaians and positioned to attract scholars, industrialists and entrepreneurs from Africa and other international community. One of the University's core values captured in its Strategic Plan (PLAN2K14) – Diversity and Equal Opportunity for all – emphasises the need for ***“the establishment of an atmosphere where individuals can get equal opportunities for challenge, self-development and learning, and enabling others to learn, grow and lead”***. It is in line with this that the Counselling Unit was initially established in November 1993, under the Office of the Dean of Students, to provide general counselling services to students and was later upgraded to an independent Counselling Center in August, 2016 by the University Academic Board. Its core mandate being to provide counselling and psychological services to all members of the University Community (students, staff and dependents) and the general Ghanaian public.

1.2 POLICY STATEMENT

It is the aim of KNUST to provide/create a supportive environment for students and staff to work effectively to achieve personal, professional and organisational goals. The Counselling Policy for KNUST is geared towards achievement of this objective of the University.

1.3 SCOPE OF POLICY

The KNUST Counselling Policy (KCP) covers all members of the University Community comprising:

- All students, including visiting students
- All staff (including those on contract and placement) and their dependents.
- Casual staff and interns.
- Members of the general public who may want to access the services of the KNUST Counselling Center (KCC).

1.4 JUSTIFICATION FOR KNUST COUNSELLING POLICY

The Counselling Policy has become necessary in order to provide a framework by which KNUST can adequately raise awareness and demonstrate commitment to fulfilling its aim of establishing an atmosphere where individuals have equal opportunities for challenge, self-development and learning, and enabling others to learn, grow and lead. Counselling plays a critical role in making the vision of the University a reality because counselling offers people a chance to examine and change the direction of their lives, take advantage of opportunities, and grow. Therefore, a Counselling Policy will help clarify the processes and structures for advancing staff professional and personal development as well as improving the wellbeing of members of the University Community and the general public.

1.5 OBJECTIVES OF THE KNUST COUNSELLING POLICY

The general objective of the Policy is to promote mental health and wellbeing of members of the University Community towards attainment of the Sustainable Development Goals (SDGs) especially Goal 4 (Quality Education) and Goal 10 (Reduced Inequalities).

The specific objectives of the Policy include the following:

- a. Raise awareness about the KNUST Counselling Center and its psychosocial services to the University Community.
- b. Promote access and participation of counselling and psychological services among the University Community and the general public through programmes, consultancy services, and other social activities.
- c. Clarify the expectations, processes and structures pertaining to the provision of counselling services.
- d. Offer a haven for clients to interact with the counselling and clinical psychologists and share their problems and receive appropriate interventions.
- e. Provide counselling and psychological services within the framework of the directives of the Ghana Psychology Council (GPC) to members of the University Community and the general public.
- f. Enhance counselling services for staff and students and deepen E-Counselling; under themes one (1.3.3.1) and four (4.6) of the action plan of KNUST vision 2020-2024 and beyond.

2.0 LEGISLATION

This Policy takes inspiration from the Chapter Five (5) of the 1992 Constitution of Ghana which is about the fundamental human rights and freedoms of every person. It is in the light of this that the Education Regulatory Bodies Act 2020 (Act 1023) mandates higher educational institutions to have student support service centers which includes Counselling Services.

Again, the Act and Statutes of the Kwame Nkrumah University of Science and Technology provides for the establishment of a centre to enhance the wellbeing of staff and students in the University Community.

Thus, students and staff of the University have the right to seek help from the KCC for any reason – personal, academic, medical, or psychological. The KCC provides students and staff with support at a time when they are most vulnerable.

3.0 THE CONTEXT OF THE POLICY

- 3.1.** The social and mental health of individuals is critical for their wellbeing and success. Therefore, the KCC aims to provide high quality mental health services to support the broader vision of KNUST and thus help members of the University Community to develop holistically.
- 3.2.** Counselling offers people a chance to change how they think and feel in order to live better. Staff and students must therefore have this opportunity to receive or advance knowledge.
- 3.3.** People seek help from the Counselling Center for many reasons. Some of the issues they present include anxiety, stress, personal and family relationship, depression, self-esteem, anger management, bereavement, grief and addiction. These issues may affect their wellbeing and therefore the policy provides direction for this purpose.
- 3.4.** In partnership with other health facilities including the KNUST Hospital and the Komfo Anokye Teaching Hospital, the Counselling Center provides support to clients at a time when they are most vulnerable and our aim is to contain the distress of our clients. The Policy therefore recognises these partners and their roles in complimenting the KCC

4.0 RESPONSIBILITIES

In order to achieve effective implementation of the Policy, major stakeholders in the University shall have the responsibility to give full and active support to the Policy and ensure that the Policy is known and understood by members of the University Community.

4.1. RESPONSIBILITIES OF UNIVERSITY MANAGEMENT

KNUST shall ensure that:

- Members of the University Community are sensitised about the KNUST Counselling Policy (KCP) through the University's web pages, publications, induction and training, matriculation and orientations as appropriate.
- Members of the University Community understand the KCP and their responsibility towards its implementations.
- The KCP is implemented to the benefit of members of the University Community.
- Members of the University Community are treated with respect and dignity in the provision of counselling services.
- The Office of the Vice-Chancellor would approve training sessions for staff of the KCC to meet required professional standard of practice.

4.2. RESPONSIBILITIES OF KCC

- The Head and staff of the Counselling Center would facilitate the implementation of the Policy.
- Counsellors may be required to carry out other tasks aside providing counselling services such as psycho-education, emotional health awareness and outreach programmes aimed at improving the mental and emotional wellbeing of both staff and students.
- The Head of the Center would facilitate and liaise with external agencies to maintain links that support the well-being of members of the University Community and the undertaking of the Center's core mandate.

5.0 ENTITLEMENT TO COUNSELLING

- 5.1.** All members of the University Community (Students, Staff and Dependents) shall be entitled to access the services of the KCC.
- 5.2.** The services of the KCC shall be available to the general public subject to a determined fee for the provision of the service requested.
- 5.3.** The KCC shall operate throughout the Academic Year.

6.0. ACTIONS TOWARD IMPLEMENTATION OF THE POLICY

To achieve the Policy objectives, KCC shall deploy all services under the broad types of counselling including developmental, preventive, remedial, crisis counselling and rehabilitation. Emphasis would be placed on preventive and crisis counselling.

6.1. MEMBERSHIP OF PROFESSIONAL BODIES

KNUST shall ensure that the Counselling Center and staff are registered and accredited by the Ghana Psychology Council (GPC) and be renewed annually; having fulfilled the required Continuous Professional Development expected of them as professionals. Staff of KCC shall be encouraged to affiliate with other local and international bodies, especially, the Ghana Psychological Association (GPA), Ghana National Association of Certified Counsellors (GNACC) and American Psychological Association (APA) in order to enhance skills and be abreast with current standards within the profession.

6.2 SCOPE OF COUNSELLING

Counselling Services would be provided to all (members of the University Community) toward the resolutions of personal issues which impede personal performance, student learning and staff effectiveness. Thus, the KCC shall provide general and special counselling services to students, staff and dependents.

6.2.1 General Counselling

KNUST shall equip the Counselling Center to competently handle all issues presented by students, staff and their dependents. These issues shall include, but not limited to the under listed areas:

❖ Therapeutic

- Self – esteem
- Anxiety
- Stress (Work and Academics)
- Depression
- Loss, Grief, Bereavement
- Addiction (drugs, sex, etc.)
- Sexual and Personal identity
- Academic problems
- Eating Disorders
- Personality disorders
- Psychotic conditions

❖ Development

- Problems of living away from home
- Relationship problems
- Personal and professional/career issues

❖ Psychological Assessment

- Personality Test (e.g. MBTI, 16PF etc.)
- Intelligence Test

❖ Welfare

- Finance
- Housing
- Family counselling

6.2.2 Preventive Counselling

The KCC shall organise programmes (seminars and workshops) and undertake regular needs assessment to provide information, education and skills acquisition for members of the University Community and the general public. This would be aimed toward avoidance of crisis situations and also provide self-help skills to clients. Some of the preventive programmes shall include;

- Psycho-Education Seminars – Academic life seminar geared towards helping first year students to adjust to university life.
- Counselling and Emotional Health Awareness Week (CEHAW) to build emotional resilience in members of the University Community.
- Sensitisation of members of the University Community and the general public about mental health issues and the services provided by the KCC
- To undertake research to inform new trends in the counselling profession and to maintain standards.

6.2.3 Crisis Counselling

The KNUST Counselling Center shall provide emergency counselling services to members of the University Community during crisis situations as listed below. The Protocol for reporting emergencies, making referrals and follow-ups are available in Appendix III.

- Death of parent/Guardian of a student
- Death of a student
- Death of Staff

- Kidnapping
- Rape and Sexual Assault
- Emotional/Mental Crisis
- Psychological, Social/Behavioural Issues
- Suicide
- Epidemic/Pandemic
- Natural/Manmade disaster

6.2.4. Peer Counselling

The KCC shall recruit and train volunteer students as Peer Counsellors annually. They shall serve as liaisons between the KCC and the student body, facilitating speedy referrals to the KCC. The KCC shall organise capacity building and training workshops for them regularly.

6.2.5. Skilled Helpers

The KCC may train volunteer staff (**Faculty and Administration**) as Skilled Helpers to provide emergency counselling services to staff and students and make referral to the KCC as and when necessary. They will also assist College Counsellors at their various Colleges in the delivery of counselling services.

6.2.6. Counselling for the General Public

KNUST shall support the Counselling Center in awareness creation among members of the general public on the services provided by the KCC. Members of the general public (individual or group) can access the services of the Counselling Center for their personal, professional and organisational development (at a fee).

6.2.7. Counselling Sessions

Counselling sessions shall be one hour long; fifty minutes counselling and ten minutes for report writing. This is to prevent clients from meeting each other at the door. There shall be exemptions to time

with regard to special cases. Before counselling starts, the Counsellor will have to brief the client to agree on the number of sessions (up-to-six sessions) initially and can review/extend as and when needed.

6.2.8. Referrals

As a Professional, the Counselling or Clinical Psychologist must be able to recognise the onset of serious Physical and Psychological disturbances and refer appropriately. This may be to a psychiatrist, other specialised counselling and clinical psychologist or other medical consultant for expert opinion and management. During this period, the Counsellor may continue with supportive counselling to the client.

6.2.9. E-Counselling

KNUST shall provide the KCC with modern technology to aid in the effective provision of E-Counselling to members of the University Community.

7.0. PROFESSIONAL PRACTICE AND STANDARDS

To ensure high quality services to clients, counselling services will be client-focused and delivered by qualified Counsellors.

- 7.1** All Counsellors shall be trained to Graduate level and commit to maintaining competence through continuous professional development from in-service and annual retreats, attending training courses, workshops and conferences.
- 7.2** To ensure quality, Counsellors will be required to undertake regular review of cases presented to them in order to monitor and develop their work and they will be regularly supervised by the Head of the KCC.
- 7.3** Every College will be assigned a Counsellor to facilitate proximity and easy access of counselling services to students in order to reduce human traffic generated by many clients wanting to see a Counsellor at the KCC. This is aimed at bringing the service to the door step of clients.
- 7.4** Staff progression at the Counselling Center shall follow analogous positions for Senior Member (Professional/Administrative) and Senior Administrative Staff in the university:

8.0 ETHICAL GUIDELINES FOR THE PROMOTION OF PROFESSIONALISM

8.1 CONFIDENTIALITY

- Clients must be informed about the terms of the counselling contract and the limitations of confidentiality. The client must agree before counselling begins.
- Counsellors are required to offer the highest possible levels of confidentiality in order to respect the clients' privacy and create the trust necessary for counselling.
- Counselling sessions shall be confidential to every client and the Counsellor undertakes not to pass on information about the client to a third party.
- However, in exceptional circumstances, the Counsellor may take the decision to break confidentiality, with or without the client's consent where in his/her professional judgment:
 - There is a risk of the clients harming themselves or being harmed (e.g. suicidal ideations).
 - There is a risk of another person being harmed (e.g. homicidal ideations)
 - There is a risk of a serious crime being committed.

8.2 RELATIONSHIPS

A good client-counsellor relationship is very important for the success of the counselling process. The Counsellor shall not use the relationship to exploit clients sexually because of their vulnerability. The relationship between a Counsellor and a client must cause no harm to the client.

8.3 AUTONOMY

Counsellors must work to strengthen their clients' independence and maturity to take decisions and act on them. Counsellors shall facilitate the decision making process of their clients; knowing when to intervene, explain consequences of client's actions, but, they allow clients make their own final decisions.

8.4 RECORD-KEEPING

- Minimal confidential records shall be securely kept for five academic years after which they should be disposed off safely and securely.
- Confidentiality of all information kept about clients is of paramount importance. All counselling records and notes are to be kept securely in locked drawers at the KCC.
- Clients' statistical data stored electronically in a data base shall be secured with a password and the information restricted to Counsellors only.
- The statistical information should be used to monitor the service and to plan for improvement.
- The input of records should be explained to all clients using the counselling service for their consent. Clients have the right to access all records the KCC hold about them.

8.5 COUNSELLING ACCOMMODATION

Counselling rooms shall be pleasant and conformable with physical access which does not embarrass or stigmatise clients. KNUST shall provide a standard setup for the Counselling Center in the provision of services including but not limited to the following;

- Office for Head of KNUST Counselling Center
- Offices for individual Counsellors
- Secretariat

- Assessment Room
- Observation room
- Boardroom
- Client resting room
- Eatery for staff
- Records/Storage room

KNUST shall provide residential accommodation for at least three counsellors on KNUST campus to provide weekend and emergency/ crisis counselling support to members of the University Community.

8.6 CONFLICT OF INTEREST

Where a Counsellor is in a dilemma of adjudicating issues between staff and students, the Counsellor would act objectively and fairly to promote equality of human dignity at all levels.

8.7 BENEFICENCE

Counsellors must promote the best interests of their clients' whenever possible.

8.8 NON MALEFICENCE

Counsellors must avoid harm to their client (through neglect, abandonment, exploitation, boundary violations etc.)

8.9 FIDELITY

Counsellors must keep promises and remain loyal to clients about availability. Clients must be given prior notice of change in appointment schedules.

8.10 JUSTICE

Counsellors must ensure fair and equitable treatment of all clients' regardless of cultural, gender and other differences

8.11 TRANSPARENCY

Counsellors must encourage transparency and open communication regarding expectations.

8.12 BOUNDARIES

Counsellors must avoid potentially harmful multiple roles with clients and discuss overlapping roles to minimise risk for exploitation or bad outcomes.

8.13 PRIVACY

Counsellors must protect information shared in confidence by mentees. Counsellors must discuss all exceptions to privacy.

8.14 COMPETENCE

Counsellors must develop and continue to develop competence.

8.15 PROTOCOL FOR REPORTING EMERGENCIES, REFERRALS AND FOLLOW-UP

Well defined lines of communication and protocol for handling various emergency situations (e.g. suicide, death of student/parent of student, access of counselling services, etc.) are to guide the work of the KCC in the provision of counselling and psychological services (See Appendix III).

9.0 SERVICE DELIVERY

- 9.1** The Counselling Center shall offer the following services:
- One-to-one counselling by appointment via phone call, email or by direct contact with Counsellors.
 - A daily walk-in session for clients at short notice is available.
 - Mediation between students, staff, students/staff and the general public.
 - Consultations with Faculty and support staff to support them in their roles.
 - Seminars, Trainings and Workshop for Staff and Students on topics such as Stress, Study Skills, Anger Management, Self-Esteem and Depression.
- 9.2** Students and Staff can self-refer or may be referred by other Students, Faculty or Supporting Staff.
- 9.3** Counselling will be provided in a safe and confidential environment.
- 9.4** Short-term or long-term counselling shall be available, according to the client's needs.
- 9.5** Clients who book appointment and do not call to cancel within 24hours will be billed as determined by the KCC.
- 9.6** Appropriate fee may be charged when people outside the University access the services of KCC as prescribed in Appendix IV.

10.0 OTHER SUPPORT OFFICES

In order to achieve the objective of the Policy, it is important that the KCC works collaboratively with some key offices within and outside the University. These offices and institutions would be engaged to play their roles in ensuring the high mental and emotional health of members of the University Community and the general public. The KCC shall facilitate good working relationships with these offices and institutions to promote the general mental health and wellbeing of members of the University Community. KCC shall liaise with these offices and institutions for exchange of services and referrals of cases.

10.1 DIRECTORATE OF STUDENTS AFFAIRS (DoSA)

The Directorate of Students Affairs (DoSA) serves as a home with the Director and Deputy Directors as parents to the entire student body on Campus. It works hand in hand with the KNUST Counselling Center to promote the welfare of students and to establish developmental plans for those students who may be struggling academically. The Directorate refers cases of students who are emotionally challenged for further assessment by the KCC so that they can be supported, motivated and inspired to succeed and stay in school.

10.2 KNUST HOSPITAL

The KCC, in collaboration with the KNUST Hospital, shall exchange services in the referral and management of cases that need medical or psychological attention. The KCC shall rely on the Hospital for resource persons and materials during special programmes.

10.3 UNIVERSITY CHAPLAINCIES

This is an office whose core mandate is to assist in the spiritual wellbeing of students. The chaplaincies work effectively with the KCC by referring cases which might have been triggered as a result of either emotions or any other issue other than spiritual needs. The KCC also refers cases which involve spirituality to the Chaplains for management.

10.4 STUDENT FINANCIAL SERVICES

This office seeks to ensure the financial freedom and stability of students on campus. They do this by employing the services of the Counselling center to assess the eligibility of the student. The KCC on the other hand also refer cases of students who are financially handicapped to the office to explore any opportunities available to make their stay on campus very meaningful.

10.5 UNIVERSITY SECURITY SERVICES

The mandate of this Office is to see to the safety of the members of the KNUST community and also to maintain law and order as well as protect its members by ensuring free movement in and around the KNUST Campus. The KCC works in collaboration with this Office by referring cases which involve criminalities. Where a student is psychologically imbalanced and the life of other student(s) is/are in danger, KCC falls on the University Security Services to ensure the safety of other students and properties of the University at large. When a student exhibits a questionable behaviour on Campus, the University Security Services is called upon to calm the situation and later the student is referred for counselling support. The KCC works with the University Security Services to ensure both the serenity of students/staff, their mood assessments and how they view things.

10.6 THE HUMAN RESOURCE DEVELOPMENT DIVISION (HRDD)

The Human Resource Development Division (HRDD) of KNUST is responsible for the recruitment, training and promotion of staff at KNUST. The HRDD shall ensure the representation of the relevant expertise from the KCC during meetings at the Administration Appointment and Promotions Committee (AAPC) and the University's Appointment and Promotions Committee (UAPC) to consider the appointment and promotion of staff for the KCC. Again, at the College level, the College Counsellors shall be in attendance at the College Appointment and Promotions Committee. Thus, the KCC shall be in-attendance to observe and make recommendations for the consideration for (by) the committees on the emotional state and mental health status of new applicant(s).

Again, the HRDD may facilitate/liaise with the KCC for newly appointed staff of the University to visit the College Counsellors once a year for mental examination. This could be done by informing newly appointed staff through their appointment letters. The KNUST through the HRDD may issue yearly invitation to staff to visit the Counselling Center for emotional assessment and support.

10.7 STUDENTS' REPRESENTATIVE COUNCIL (SRC)

The Students Representative Council (SRC) is the students' mouthpiece on issues affecting the welfare and well-being of students. The KCC in collaboration with the SRC, do promote the welfare of students by honouring their invitations to speak at functions organised by the SRC. The SRC refers students to the KCC for emotional support. SRC invites the KCC to sit on panels to interview students for SRC financial support to needy students.

10.8 NARCOTICS CONTROL COMMISSION (NCC)

The KCC collaborates with the NCC in making presentation of narcotic drug use and abuse during Counselling and Emotional Health Awareness Week and Freshers Orientations.

10.9 PLANNED PARENTHOOD ASSOCIATION OF GHANA (PPAG)

The KCC collaborates with the PPAG in the provision of support in terms of staff and educational materials during Counselling and Emotional Health Awareness Week and Freshers Orientation.

10.10 GHANA AIDS COMMISSION (GAC)

The KCC shall collaborates with the GAC in the provision of support in the form of HIV test-kits, staff and educational materials during Counselling and Emotional Health Awareness Week and Fresher's Orientation.

10.11 KNUST DISABILITY SECRETARIAT

The KCC will collaborate with the KNUST Disability Secretariat to provide opportunities for staff and students with disability to realise their full potential and actively participate in activities in the University.

10.12 GHANA FEDERATION OF DISABILITY ORGANISATIONS (GFD)

The KCC collaborates with GFD in the exchange of services and the provision of mentorship and career development for persons with disability at KNUST.

11.0 PUBLICITY

11.1 The KNUST Counselling Center shall be advertised to the University Community and the General Public via:

- Freshers Orientation
- Admission letter for Students
- KNUST bulk SMS system
- Students guide/handbook
- Staff mails
- KCC website and KNUST website
- Psycho education to Staff
- Focus FM and TEK TV
- Outreach Programmes
- Serve as Resource Persons on Radio and Television programmes

Thus, Counsellors shall provide information on the counselling services as well as useful resources for the University Community and the General Public.

11.2 The KCC shall develop and maintain effective network of internal and external referral agencies and refer clients appropriately. Thus, KCC would establish and renew Memoranda of Understanding (MoU) with the Komfo Anokye Teaching Hospital (KATH), KNUST Hospital, Peace and Love Hospital, Ghana Federation of Disable Organisation (GFD) and other health facilities as well as counselling centers at other tertiary institutions.

12.0 MONITORING AND EVALUATION

The KCC would be evaluated at the end of every semester as part of its self-assessment and evaluation system. The KCC will be available for evaluation by the Quality Assurance and Planning Office (QAPO) to ensure sustained clinical practice and the maintenance of professional standards. To this end, data will be collected at the end of every academic year by the KCC.

The KCC shall make Follow-ups on persons and clients referred to and from any other office for intervention and support services. This way all stakeholders would, as much as is possible, be well informed and on the same page about the referred cases. The concerted effort of all outfits would be a step in the right direction and go a long way in consolidating a more effective response to the needs and challenges of members of the University Community.

13.0 REVIEW OF THE POLICY

The Policy framework and guidelines will be reviewed as and when suitable, but, not more than once every five years to ensure its sustained relevance and effectiveness.

14.0 EFFECTIVE DATE

The Policy became operational after the approval by the Academic Board. The Policy was approved at the Academic Board 398th (Regular) meeting held on 20th September, 2021.

15.0 APPENDICES

APPENDIX I: Functions of Staff of the KNUST Counselling Center (KCC)

Specific duties of KCC staff may include, but are not limited to:

1. Coordination and administration of specialised services, including consultation with faculty to manage students with social and psychological challenges.
2. Provision of psychological counselling on general and special counselling issues.
3. Liaising with campus and external agencies, including referral and follow-up to some relevant agencies on behalf of members of the University Community with special needs.
4. Facilitation and provision of psychological assessments to clients with special needs.
5. Providing psycho educational seminars for members of staff of the University.
6. Training of Peer Counsellors annually.
7. Providing on-campus and off-campus counseling services through Peer Counsellors.
8. Creating student volunteer programme/soliciting volunteers to provide support for tutoring.
9. Provision of registration assistance, including priority enrolment, assistant with applications for financial aid, and related University services.
10. Facilitation and provision of Resource Persons for the Fresher's Orientation annually.

11. Providing specialised orientation to acquaint less endowed students with the campus environment.
12. Monitoring and follow-up to check on the progress of clients.
13. Undertaking research on various educational, social and psychological needs of students and staff of KNUST.
14. Identifying, attending and presenting papers at conferences nationally and internationally.
15. Ensuring the confidentiality of information on clients.

If future evidence supports the need to modify or amplify the aforementioned services, such changes will be assessed and acted upon within the parameters posed by the University's available resources.

APPENDIX II: Duties of the Head (Director) KNUST Counselling Center (KCC) and Progression of Staff

The University Council shall appoint a *Senior Member* (a Professional Counselling Psychologist/Clinical Psychologist in good standing with the GPC) as the **Director of Counselling** to serve as head of the **KCC**. The Director of the KCC shall be assisted by a Deputy Director. The Director of Counselling shall have the status of a Dean of a Faculty and be responsible to the Vice-Chancellor for efficient discharge of duties.

The duties of the Director of the **KCC** shall include:

1. Ensuring the implementation of the University's Policy of equal opportunities in respect of clients.
2. Liaising between students and departments during initial discussions.
3. Enhancing awareness of KCC on campus by coordinating the organisation of orientation programmes for members of the University Community.
4. Liaising with the Admissions Office to ensure that information about KCC is added to the admission letters of students to enhance publicity and awareness.

5. Liaising between the University and outside agencies, governmental and non-governmental organisations concerned with wellness of persons to ensure that clients with special needs fully benefit from their programmes, financial and material assistance.
6. Arranging orientation programmes for students with special needs in respect of their health, mobility, academic, social, recreational and other needs to facilitate their fullest participation and integration into campus life.
7. Consulting with clients with special needs in the search for technical advice on the nature of facilities they require in the halls of residence, lecture rooms, libraries and the general environment on campus and forward findings to the University authorities for the necessary provision to be made.
8. Campaigning for funding.
9. Coordinating and overseeing all services available to clients and writing of annual reports on them for the University's information and necessary policy decisions.
10. Liaising between clients with special needs and College Boards/ other University bodies to facilitate the resolution of problems and difficulties of clients within the University.
11. Co-operating with the Directorate of Students Affairs to explore the possibilities of team work towards enhancement and publicity of the KCC on campus.
12. Undertaking all other kinds of services that would enhance the academic, social and psychological life of clients.
13. Facilitating outreach programmes to second cycle institutions in Kumasi.
14. Facilitating staff development through the attendance of workshops, retreats and conferences.

A. Senior Members Appointment

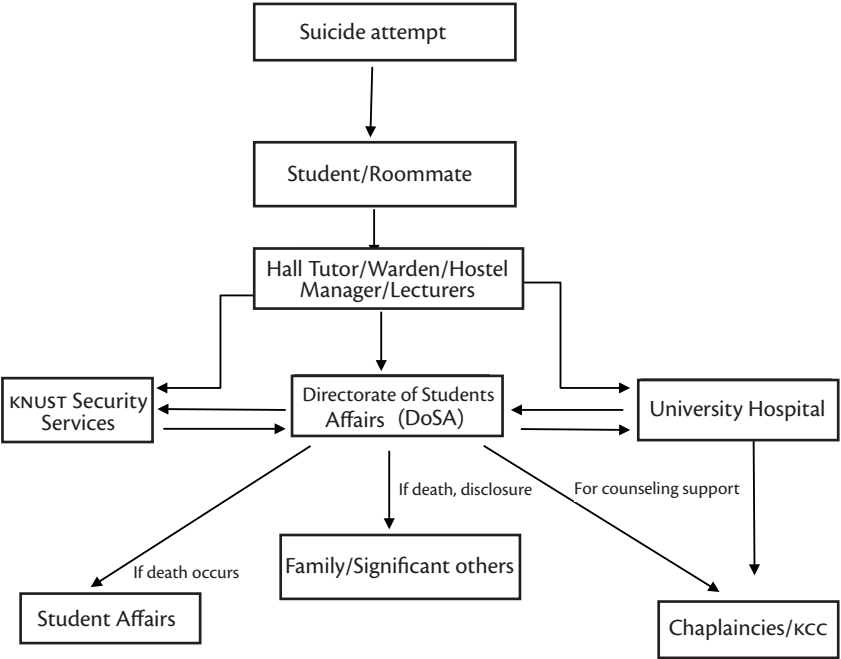
Deputy Counselling/Clinical Psychologist	Deputy Registrar
Senior Counselling/Clinical Psychologist	Senior Assistant Registrar
Counselling/Clinical Psychologist	Assistant Registrar
Assistant Counselling/Clinical Psychologist	Junior Assistant Registrar

B. Senior Staff Appointment

Chief Counselling Assistant	Chief Administrative Assistant
Principal Counselling Assistant	Principal Administrative Assistant
Senior Counselling Assistant	Senior Administrative Assistant
Counselling Assistant	Administrative Assistant

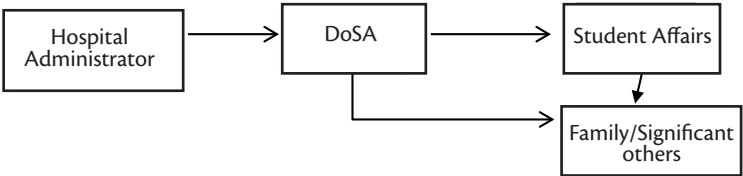
APPENDIX III: Protocol for Reporting Emergencies, Referrals and Follow-up

A. Suicide



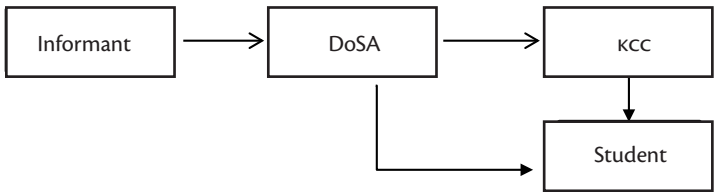
B. Death of Student

When a student dies at the KNUST Hospital, the *Hospital Administrator* reports to the *Director of the Directorate of Students Affairs* who informs the *Students Affairs* section. The *Director* discloses to the family or significant others. The nature of the death occurrence may or may not call for counselling services.



c. Death of Parent/Guardian Student

In the case of the death of a parent/guardian of a student, again the suddenness of the occurrence and or the nature of death may require counselling before the disclosure to the student who in this case is considered a minor and might be more emotionally vulnerable. Therefore, the following line of communication is recommended:



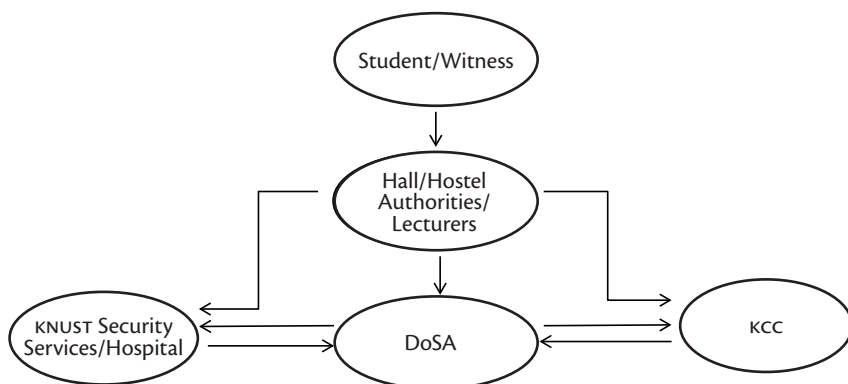
d. Psychological, Social/Behavioural Issues

In the event of physical assault, drug use, romantic relationship issues, conflicts between roommates and theft cases in the halls, hostels on and off campus or lecture halls, the victim/witness reports to the *Hall/Hostel authorities or lecturers* around.

If the issue is threatening, the authorities will report to the *Director of the Directorate of Students Affairs* and the *KNUST Security Services*.

If the issue is more emotional, the authorities will consult and refer to the *KCC*.

In the case of injuries as a result of assault, the authorities shall report to the *KNUST Security Services, University Hospital* and the *DoSA*.



e. Counselling Referrals

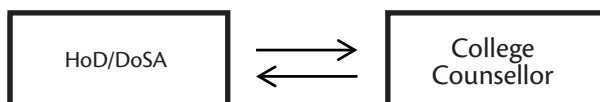
• STAFF

In the case of staff, the *Head of Department (HoD)* reports the issue to the *Human Resource Development Division (HRDD)* who will refer the staff to *KCC* for assessment and recommendation.



• STUDENTS

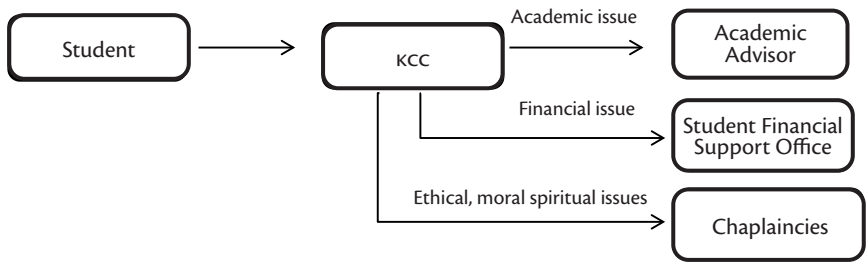
If the case involves a student, the *HOD* or *DoSA* refers the student to *College Counsellor*. After assessment, the *counsellor* reports back to the referral source with recommendation.



F. Other Walk-In Clients

If a student comes to the KCC and presents with financial issues, the *Counsellor* assesses the student, makes recommendations and refers him/her to the *Student Financial Support Office*.

The *Counsellor* assesses the problem of the student and refers to the appropriate office for necessary action and support services.



APPENDIX IV: Consultation Charges for Counselling Services to Persons/Bodies Outside the University Community

No.	Item	Definition	Charges
1.	Therapy for Private Clients	<ul style="list-style-type: none"> a. Dependents of Staff other than spouse and children b. Private Individuals c. Private Local Corporate Institutions/ organisations (lower tier) d. Private Local Corporate Institutions/ organisations (upper tier) 	<ul style="list-style-type: none"> a. ¢80 for first consultation and ¢40 for subsequent sessions b. ¢100 for first Consultation and ¢50 for subsequent sessions c. ¢ 200 for first session and ¢ 100 for subsequent sessions d. ¢ 300 for first session and ¢ 200 for subsequent sessions
2.	Training a. Training Programmes lasting a day:	<ul style="list-style-type: none"> i. Churches and other non-profit organisations ii. Financial institutions and other profit organisations iii. Other campus non student organisations/bodies/ faculties 	<ul style="list-style-type: none"> i. ¢2000 ii. ¢4000 iii. ¢1000
	b. Training Programmes lasting two days	<ul style="list-style-type: none"> i. Churches and other non-profit organisations: ii. Financial institutions and other profit organisations iii. Other campus non student organisations/bodies/ faculties 	<ul style="list-style-type: none"> i. ¢3500 ii. ¢64000 iii. ¢1500

No.	Item	Definition	Charges
3.	a. Others	i. Short programmes for church groups and other non-profit organisations ii. Short programmes for other Corporate bodies (financial, legal etc) iii. Certification Programmes iv. Student certification programmes	i. ₦ 1000 ii. ₦ 2000 iii. ₦1500 iv. ₦ 300
4.	Report Writing	Based on available psychological tools including; i. WAIS, BENDER, WRAT, REY ii. TEMPERAMENT, MBTI, SCL-90, HARE PSYCHOPATHY, MASC iii. BAI, BDI, HAMILTON, CAREER KEY etc.	
	a. Simple Report	All	₦ 120

No.	Item	Definition	Charges
	b. Full Psychological Evaluation Report	Student report to other schools	₹ 200
		Police and the Courts ordered	₹ 400
		Adult for work and other private individuals	₹ 300
		Lower tier Local Corporate Organisations/ Institutions	₹ 500
		Upper tier Local Corporate Organisations and Multi-national organisations	₹ 2000
5.	Psychological Tests		
	WAIS, WMS, MBTI, Bender, 16PF, BPI	All	₹ 100
	WRAT, SCL, ROCF, PCL, SPM, CPM, MASC, APT	All	₹ 50
	CORE-OM, Career Key, COPE	All	₹ 30
	ADHD Clinical Workbook, Temperament, SAQ, PCL and other short Tests	All	₹ 20

All these are subject to review based on current trends.

APPENDIX V: Definition of Terms

Word/Term	Definition with examples if required
Client	Any individual, association or organisation which assess the services of the KCC
Members of the University Community	All employees and students of the University and dependents of University staff resident at all University Locations
Client other than members of the University Community	Any client who is not a student, a staff or their dependents
Case Presentation	Formal communication between counsellors and clinical psychologists regarding a client's clinical information
WAIS	Wechsler Adult Intelligence Scale
WRAT	Wide Range Achievement Test
MBTI	Myers-Briggs Type Indicator
MASC	Multidimensional Anxiety Scale for Children
BAI	Beck Anxiety Inventory
BDI	Beck Depression Inventory
WMS	Wechsler Memory Scale
16PF	16 Personality Factors
BPI	Basic Personality Inventory
SCL	Symptoms Checklist
ROCF	The Rey–Osterrieth Complex <i>Figure Test</i>
PCL	Hare Psychopathy Checklist
SPM	Standard Progressive Matrices
CPM	Coloured Progressive Matrices
MASC	Multi-Dimensional Anxiety Scale for Children
APT	Attention Process Training

Word/Term	Definition with examples if required
CORE-OM	Clinical Outcome Routine Evaluation – Outcome Measure
COPE	Coping Evaluation
ADHD	Attention Deficit Hyperactivity Disorder
SAQ	Social Anxiety Questionnaire
Bender	Bender Gestalt Test

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