




**WALTER SISULU UNIVERSITY
STUDENT COUNSELLING, SPECIAL
NEEDS AND DEVELOPMENT
POLICY & PROCEDURES**

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STUDENT COUNSELLING, SPECIAL NEEDS AND DEVELOPMENT

Sponsor division	Student Development & Support Services
Responsible Department	Student Counselling Unit
Related WSU policies	
Policy name	Policy Name
Access, Retention and Throughput Strategy	
WSU Strategy for Monitoring and Tracking of Student Performance for Improved Pass Rates	Student Counselling, Special Needs and Development
Academic Advising	
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TITLE	STUDENT COUSSELLING SPECIAL NEEDS DEVELOPMEN POLICY		
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**STUDENT COUNSELLING, SPECIAL NEEDS AND DEVELOPMENT
STANDARD OPERATING PROCEDURES**

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1. PREAMBLE

The purpose of the Student Counselling, Special Needs and Development (SCSD) policy is to render to students of Walter Sisulu University (WSU), guidance and counselling services that provide for educational, career, personal, and social development. It focuses on prevention, psychological interventions and treatment of mental health problems which could be potentially disruptive to students' successful academic interpersonal and campus adjustment.

The SCSD embraces the WSU commitment on the application of innovative, holistic education in an effort to strive for excellence. Our main purpose is to contribute to retention and academic success through the provision of professional services towards life enrichment to WSU students.

2. DEFINITION OF TERMS

2.1 Counseling

Counselling is defined as a growth process through which individuals are helped to define goals, make decisions, and solve problems related to personal, social, educational and career concerns.

2.2 Mental Health

The successful performance of mental function, resulting in productive activities, fulfilling relationships with other people and the ability to adapt to change and cope with adversity; from early childhood until late life, mental health is the springboard of thinking and communications skills, learning, emotional growth, resilience and self-esteem.

2.3 Wellness

Wellness is a positive approach to living, which results in physical, psychological and spiritual well-being. It involves a balanced, controlled approach to each of the seven dimensions of wellness: physical, spiritual, intellectual, occupational, emotional, social and environmental.

2.4 Psychotherapy

Is a process in which a client/patient talks with a psychiatrist, psychologist, social worker or licensed counsellor about a mental health conditions; the treatment of mental and emotional disorders using psychological methods such as counselling.

3. PURPOSE

In fulfilling our main purpose we:-

- Balance, strengthen and support the values, mission and goals of the WSU.
- Respect human dignity and diversity.
- Respect the confidentiality of our clients (students and staff) and the information obtained during counselling sessions.
- Improve the client's ability to establish and maintain relationships.
- Promote the decision-making process and facilitate client potential and development.
- Promote team work and the development of core competencies within the centre.
- Network, collaborate and foster interdependent relationships within and outside our institution.

4. PRINCIPLES

We are committed to:

- Promoting integrity and the dignity of all people at all times.
- Mutual trust and respect.
- Provision of equal opportunity for optimal mental healthy well-being for all students.
- Co-operative links with other educational institutions and with the WSU departments and community service providers in the interest of making available services to all staff and students.
- A balanced healthy lifestyle.
- Self-responsibility, self-awareness and self-confidence.
- Personal growth and excellence

5. KEY ISSUES

The Student Counselling, Special Needs and Development of WSU, plays three essential roles in serving higher education students:

- **Interventions:** Supporting and enhancing wellness and the healthy holistic growth and development.
- **Prevention:** The preventive role of assisting students by providing guidance, awareness and training to improve throughput rates.
- **Treatment:** providing counselling and/or therapy to students experiencing personal adjustment, vocational, developmental and psychological problems that require professional attention.

6. ACTIVITIES

- Emergency Counselling Services
- Personal Counselling (Individual & Groups)
- Career Counselling
- Education/Academic Counselling
- Trauma Counselling

- Crisis Intervention
- Assessment

7. SCSD PROCEDURE

- Students make an appointment to see the counsellor through the administrative assistant or receptionist
- A registered student file is opened with all the relevant information of the client
- The client is allocated 45 minutes with the counsellor depending on the problem consulted for.
- Follow-up sessions are done on appointment due to understaffing.
- All information obtained from students will be kept confidential.

8. MONITORING & EVALUATION

- 8.1 Each campus Counselling Unit submits its written report relating to the activities for each quarter
- 8.2 Evaluation of activities is done twice a quarter
- 8.3 Unit reports are submitted to the office of the Deputy Director Student Development and Support Services quarterly.

9. IMPLEMENTATION

- 9.1. This policy is applicable to all WSU Campuses.
- 9.2. The policy and procedures will be reviewed bi-annually.