

PSYCHOLOGICAL SUPPORT

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DOCUMENT HISTORY

Version	Author	Approved by	Date
2.0	Academic Compliance Office	Deputy Vice Chancellor	

1. PURPOSE

This Procedure has been developed to support British University Vietnam's Student Engagement Department in general and Student's Well-Being & Psychological Counsellor in particular, to manage the procedure of providing prompt and high-quality psychological support services for students, helping students to achieve academic success at the best of their conditions and ability.

2. SCOPE

This procedure is applied to all undergraduates studying University of London programmes, Staffordshire University programmes & BUV Own Degree programmes.

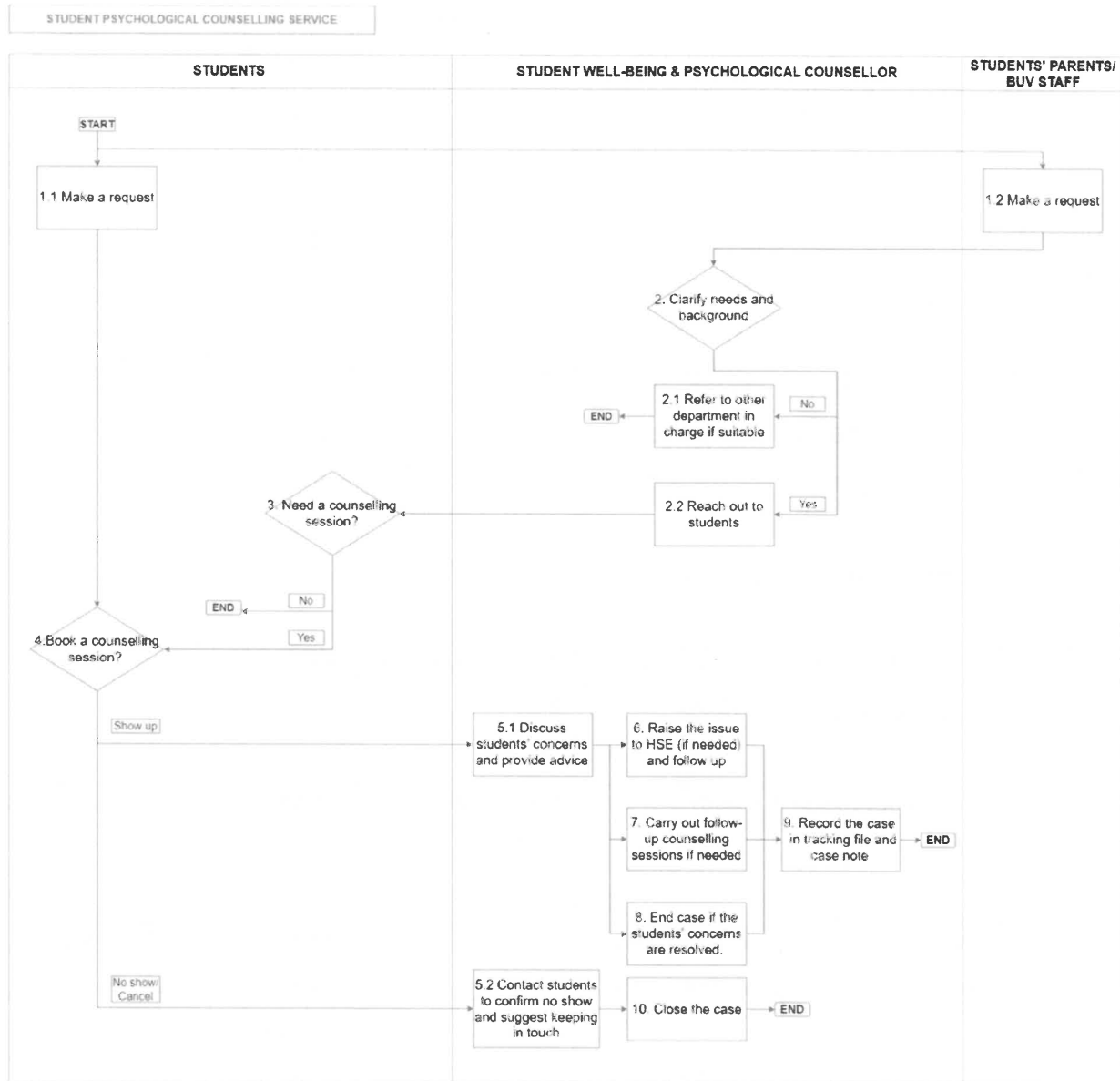
3. DEFINITIONS

Definitions of abbreviations used throughout the policy and related references are as follows

Abbreviations	Definitions
BUV	British University Vietnam
DVC	Deputy Vice-Chancellor
HSE	Head of Student Engagement
SE	Student Engagement

4. PROCESS

a. Flowchart



b. Roles & Responsibilities

Step	Process Activities	Turnaround time	Output	PIC
1.1	Students to book an appointment via email or the booking portal	Anytime	Bookings on booking portal or email received	Students
1.2	Students' parents and BUV staff make a referral request to Counsellor	Anytime	Referral email to Counsellor	Students' parents/ BUV staff
2	Counsellor to clarify needs and background to see whether a counselling session is needed and relevant - If yes, move to (2.1) - If no, move to (2.2)	Within 24 hours	Record checked	Counsellor
2.1	Counsellor to refer the case to other department in charge if suitable	2 days after Step 2	Referral email	Counsellor
2.2	Counsellor to reach out to students	1 week after Step 2	Phone call / email / in-person contact	Counsellor
3	Students to confirm whether they need a counselling session or not		Email / in - person. Record updated	Students
4	Students to book counselling session - If students show up, move to (5.1) - If students don't show up or cancel the meeting, move to (5.2)	Anytime	Bookings on booking portal or email received	Students
5.1	Counsellor and students to discuss students' concerns	As scheduled	Discussion with students	Counsellor

	Counsellor to provide advice for students			
5.2	Counsellor to contact students to confirm no show and suggest keeping in touch	2 days after Step 4	Email notice / Phone call	Counsellor
6	Counsellor to raise the issue to HSE if needed and follow up	2 days after Step 5.1 and 5.2	Email notice	Counsellor
7	Counsellor to carry out follow-up counselling sessions if needed	Contact students within 2 days after HSE's advice in Step 6	Counseling sessions	Counsellor
8	Counsellor to end the case if students' concerns are resolved.			Counsellor
9	Counsellor to record the case in tracking file and case note	2 days after Step 7	Record the case in tracking file and case note	Counsellor
10	Counsellor to close the case			Counsellor

5. APPROVALS

- a. Policy development or review will be endorsed by HSE and approved by DVC prior to implementation and execution.
- b. Any exceptions to this policy shall be submitted in writing, using the exception template for appropriate approval.
- c. This document is approved and effective from the date of signing:

Prepared by	Checked by	Checked by	Confirmed by	Approved by
 NOV 7, 2023 Hoang Linh Chi Senior Officer Academic Compliance Office	 Phung Bich Thuy Student's Well-being and Psychological Counsellor	 Ta Ha Lan Head of Student Engagement	 7/11/23 Tony Summers University Registrar	 Rick Bennett Deputy Vice-Chancellor and Vice-President

6. RECORDS

Records (What)	Medium (How)	Responsibility (Who)	Retention Period
Counsellor tracking file	Soft copy	Counsellor	7 years

7. REFERENCES

Document Ref
02/2023/SE/BUV-SE

Document Title
Psychological support
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