



COUNSELLING MANUAL

Manual for University Counselling Process -LIGS

Introduction

This manual outlines the procedures and protocols for the Lincoln Institute of Graduate Studies student counselling process. It aims to provide comprehensive guidelines to ensure effective and professional support for students facing mental health challenges during their academic journey.

1. Objectives of the Counseling Process

- To provide a safe and confidential environment for students to discuss mental health concerns.
- To offer professional psychological support and guidance.
- To equip students with coping strategies to manage academic, personal, and social challenges.
- To promote mental well-being and resilience among students.

2. Structure of the Counseling Process

2.1 Counseling Room

- Location: Institute of Graduate Studies, Metro Campus, Nawala, Administrative Premises
- Facilities: Comfortable seating, privacy measures, and student accessibility.
- Counselling room is labelled as Counselling and Career Guidance Unit

2.2 Counselor Details

- Name: Dr. Chandana Kasturi Arachchi.
- Qualifications: [B.Sc.,PGDCP, MPhil, PhD].
- Availability: [9.00 am-4.00 pm].

2.3 Funding

- Allocated by the university to support infrastructure, resources, and training.

3. Counseling Procedures

3.1 Accessing Counseling Services

- Students can self-refer or be referred by faculty, peers, or administrative staff.
- Appointments can be scheduled via the university's counsellor's email, over his phone or in person.

3.2 Initial Assessment

- Duration: 30-45 minutes.
- Purpose: To understand the student's concerns and determine the appropriate intervention.
- Outcome: Development of a personalized counselling plan.

3.3 Follow-Up Sessions

- Frequency: Determined based on the initial assessment.
- Duration: Typically 45-60 minutes.
- Focus: Addressing specific concerns, monitoring progress, and adjusting the counselling plan.

3.4 Emergency Support

- Immediate assistance is available for students in crisis.
- Contact details for on-campus
 - Email: [chandana@lincoln.edu.lk].
 - Phone: [070 417 2771].
 - and external emergency services are provided via LIGS Counsellor.

4. Confidentiality

- Counseling sessions are strictly confidential.
- Information will only be disclosed with the student's consent, except in cases where there is a risk of harm to the student or others.
- All records are securely stored and accessible only to authorized personnel.

5. Roles and Responsibilities

5.1 Counselor

- Provide ethical and professional support to students.
- Maintain confidentiality and uphold professional standards.
- Participate in continuous professional development.

5.2 University Administration

- Ensure the availability of resources and funding.
- Promote awareness of counselling services among students.

5.3 Students

- Engage actively in the counselling process.
- Follow through with agreed strategies and recommendations.

6. Awareness and Outreach

- Regular workshops and seminars on mental health and wellness.
- Distribution of informational brochures and digital content.
- Collaboration with student organisations to normalise seeking help.

7. Evaluation and Feedback

7.1 Evaluation of Services

- Regular review of counselling effectiveness through student feedback and outcome assessments.

7.2 Feedback Mechanism

- Anonymous feedback forms are available online and in the counselling office.
- Suggestions and concerns are reviewed quarterly for service improvement.

8. Contact Information

- Name: Dr. Chandana Kasturi Arachchi
- Email: [chandana@lincoln.edu.lk].
- Phone: [070 417 2771].
- Office Hours: [9 am-4.00 pm].

9. Referral

If the LIGS student counsellor determines that a case exceeds his capacity to manage, the client/ student will be referred to the LIGS Medical Officer. Should the LIGS Medical Officer also find the case beyond their scope, the client/ student will be directed to a qualified psychiatric or mental health specialist.

Contact details of the LIGS University Medical Officer

- Name of UMO: Dr. Thilina Wanigasekera
- Qualifications: [MBBS, MSc, MBA].
- Email: [thilinaw71@gmail.com].
- Phone: [077-2097806, 071-2272882].

Conclusion

This manual serves as a guide to ensure a structured and supportive counselling process at the Lincoln Institute of Graduate Studies. The university aims to foster a nurturing environment that prioritises student mental health and well-being by following these guidelines.

Prepared by LIGS - 2024