



Educational Institute	American University of Malta (AUM)
Policy Title:	Student Counselling Policy
Policy Ref:	VER2
Effective Date:	15-07-2024
Responsible Office	Office of Student Affairs
Responsible Executive(s)	Office of Student Affairs & Counsellor

1. Introduction:

The American University of Malta (AUM) is committed to safeguarding the mental health and well-being of its students. This Counselling Policy outlines the services, principles, and procedures designed to support individuals in managing personal, academic, and professional challenges. This policy is integral to our mission of promoting a healthy, supportive, and inclusive campus environment.

2. Scope:

This policy applies to all students and encompasses the provision of counselling services, including individual and group counselling, workshops, and crisis intervention.

3. Goals:

The goals of the AUM University Counselling Policy are to:

- Provide accessible and confidential counselling services.
- Promote mental health awareness and education.
- Support individuals in developing coping strategies and resilience.
- Help in crisis situations with proper interventions.
- Foster a culture of well-being and support within the university community.

4. Counselling Services:

AUM University offers a range of counselling services, including:

4.1 Individual Counselling:

- Confidential one-on-one sessions with a qualified counsellor.
- Available for personal, academic, or professional issues.

- Sessions are by appointment, with emergency slots available for urgent cases.

4.2 Group Counselling:

- Facilitated sessions for groups with common concerns or issues.
- Topics may include stress management, anxiety, depression, and academic pressure.
- Group size is limited to ten ensure effective participation and support.

4.3 Workshops and Seminars:

- Regular workshops on mental health topics.
- Seminars on study skills, time management, and coping strategies.
- Open to all members of the university community.

4.4 Crisis Intervention:

- Immediate support for individuals experiencing acute distress.
- 24/7 crisis helpline available.
- Coordination with external emergency services if needed.

5. Confidentiality:

Confidentiality is a cornerstone of our counselling services. All interactions between counsellors and clients are confidential, except in circumstances where there is a risk of harm to self or others, or as required by law. In such cases, the counsellor will take proper steps to ensure safety while keeping as much confidentiality as possible.

6. Accessibility:

AUM University is committed to making counselling services accessible to all. This includes:

- Providing services at no cost to students.
- Ensuring physical accessibility to counselling facilities.
- Offering remote counselling options via phone or video call.
- Providing information in multiple languages as needed.

7. Counselling Process:

7.1 Appointments:

- Appointments can be made via the university counsellor's email or in person.
- Initial assessment to decide the proper level of support.
- Ongoing sessions scheduled based on individual needs.

7.2 Referral System:

- Self-referral is encouraged.
- Referrals can also be made by faculty, staff, or peers with the individual's consent.
- External referrals may be provided for specialized support not available within the university.

8. Roles and Responsibilities:

8.1 Counsellors:

- Provide professional and ethical counselling services.
- Keep confidentiality and professional boundaries.
- Engage in continuous professional development.

8.2 University Administration:

- Support the counselling office with necessary resources.
- Promote mental health awareness across the campus.
- Ensure the implementation and periodic review of this policy.

8.3 Students:

- Engage with counselling services responsibly.
- Respect the confidentiality and privacy of others.
- Take part in mental health awareness initiatives.

9. Monitoring and Evaluation:

The counselling services and policy will be regularly checked and evaluated to ensure effectiveness and relevance. Feedback will be looked for from service users to continuously improve the support provided.

10. Review and Amendments:

This policy will be reviewed annually by the counselling office in collaboration with the Office of Student Affairs. Amendments will be made as necessary to reflect best practices and the evolving needs of the university community.

Last reviewed by the Director of Student Affairs & Counsellor July 2024