5.1 Evaluation – Training Programme

5.1.1 A survey will be administered midway through each programmes and at the end to determine the students'/clients' satisfaction with the programme. The information gathered will be analyzed and the results submitted to the QAC for review and implementation.

5.2 Evaluation – Instructors

5.2.1 A survey will be administered at specific intervals to determine the students'/clients' satisfaction with the Instructor. The information gathered will be analyzed and the results submitted to the QAC for review and implementation.

5.3 Evaluation – Assessment Services

5.3.1 The office of the registrar will provide a report on each assessment to include the pass rate per cluster and, at the end of each programme, the certification rate per programme. This information will be submitted to the QAC for review. The information gathered will be analyzed and the results submitted to the QAC for review and implementation.

5.3.2 During each structured assessment period surveys will be administered to determine the satisfaction level of students/clients with the assessment process. The information gathered will be analyzed and the results submitted to the QAC for review and implementation.

5.4 Mini Tracer Studies and Analysis of Work Experience Report

5.4.1 At least once per financial year the Career Counsellor will conduct a mini tracer study to determine the employment rate of graduates and to obtain feedback from employers regarding the performance of graduates. Work Experience reports will be analyzed to determine the strengths and weaknesses of graduates and to seek information for improvement of the programme.

5.5 Implementation of findings from Evaluation

5.5.1 The findings of the surveys will be tabled at QAC. QAC will review the respective reports and recommendations for improvement noted.

5.5.2 The Director/Principal will write to the respective head of department to inform him/her of the corrective measures to be taken to improve the process.

5.5.3 Where the recommendation affects an entity external to the HCIT the Director/Principal will write to the appropriate individual e.g. Workforce Development and Employment Director, Director of a supporting department, or of the NCTVET. Those that impact on NVQJ or other Curriculum Standards will be channeled to the Director of the Standards Unit of the NCTVET or other appropriate officer.

6. Policy Review

6.1 HCIT will facilitate periodic review of this policy as a means of ensuring quality for continued customer satisfaction in the evaluation process.

Policy and Procedure
No: HCIT-CS-CAA-3.0
Topic: Counselling & Academic Advisement
Category: Clients Services
Issue Date: September 2021
Version: 3.0

Purpose

To clearly define the parameters within which Counselling and Academic Advisement Services are provided to students/clients and staff.

Policy

General Policy

The HCIT adopts a holistic approach in treating with students / clients. It is generally understood that personal challenges can affect a student/client's ability to perform well in assessment activities. Therefore all registered students/clients of the HCIT are entitled to access the provisions for counseling services internally/externally as is requested and/or required. The College also provides advice and support to assist all students/clients in planning and completing their certification.

Regarding Services for Faculty and Staff

Counseling Services are available to faculty and staff pertaining to conflict resolution and goal-setting in the interest of the education of HCIT students/clients. *However, Counseling Services may also be offered to staff members who are desirous of such and a high level of confidentiality will be maintained.*

Scope

All HCIT students/clients and staff who so consent may participate in the Counselling Programme.

Responsibility

Career Counsellor: Provide individual and group counselling in a confidential manner.

Policy Guidelines

Confidentiality and Recordings

HCIT (HEART College of Innovations & Technology) counseling Services provides each individual with the highest level of privacy in his/her work with a counselor. At the onset of the working relationship the student/client is made aware of any terms, conditions, methods of practice and extent of confidentiality. All contacts with a counselor are confidential to the Counseling. Confidential information will not be released without a written and signed permission unless requested by a court order or if the individual becomes a threat to himself or to others. Also, reports of child abuse or others unable to care for themselves will also be reported to the police. Confidentiality regulations do not apply in these cases.

A record is kept of an individual's sessions with the counselor. At the inception of first time visitations students/clients are required to fill out the intake form/ referral forms. It contains personal information and a progress note sheet is added to the file, this allows the counselor to gather social history about the student/client to get a better understanding of their situation. Student's/Client's files are filed in alphabetic order with provision for priority cases e.g. suicidal cases etc. Records are kept in a secure electronic form for a period of seven (7) years after the student's last visit. Paper record destroyed after a period of seven (7) years after an individual's last visit.

Additional records of sessions are sometimes taken such as the counselor's personal notes and audio tapes. These are destroyed in a timely manner and do not become part of an individual's counseling record. Students/Clients will be in an enclosed area/ room in order to provide utmost confidentiality so that information disclosed is not heard in a public arena.
Relevant material from the counseling sessions may be discussed with professional staff and consultants for consultation, education, or supervision purposes. All information will be handled professionally and confidentially.

Referrals

Students/Clients whose case is of such that it requires external assistance; they will be referred to the relevant agencies or authorities based on the nature of the situation. For

internal purposes Instructors or staff members will utilize the referral form as they identify students in need of the counseling services.

Counseling Sessions

When students/clients are seen by the counselor you will be required to sign a visitation logbook, at the beginning of the first counseling session we will make the ground rules for how our sessions will be governed. Students/Clients will assist in making the rules and the consequences as a result of not complying.

Ground Rules of Sessions

- Attendance
- Instruct counselor in the event that you can't make it to any scheduled session
- If a student/client cannot make an appointment, he/she should inform the counselor at least a day in advance, or as soon as possible.
- What is said in the counseling sessions are confidential and should not be discussed outside of that setting
- Duration of the sessions is 45 minutes and should last no longer
- Group sessions should have 6-10 members
- No expletives
- Each person experience and opinions are valid and will not be ridiculed
- More rules will be made during the counseling sessions.

Counseling Attendance Policies

Students/Clients are required to complete necessary forms (Intake form, release of confidential information form)

Late Arrivals

If students/clients are scheduled to see the counselor and will be late, the onus is theirs to contact the counselor and state their situation. If this is done student/client will be seen if they are less than 15 minutes late to check in, any later the session will be rescheduled at the discretion of the counselor.

Three no shows will automatically mean that the student/client is not interested and the case file will be deemed closed. The following will occur for the 1st, 2nd and third no show:

First No-show"

The counselor will attempt to contact the student/client through phone call, text messaging or via email to make another appointment for a time and date that works for counselor and student. During the first contact session the student/client is made aware of the rules and regulations of the counseling session. If the counselor does not hear from the student/client within two weeks of the initial no-show, then the counselor will inactivate the file. If the student/client does not contact their counselor or Counseling Services within 30 days, then their file will remain inactivated.

Second "no show" in 30-day period

The next available appointment will be at least 30 days from the second no-show. The counselor will attempt to contact the student/client through secure message. If the student/client does not respond or reschedule within 2 weeks, their file will be inactivated. If there is no contact from the student within the 30 days after the no show, then their file will remain inactive.

Cancellations

Students/Clients should contact Counseling Services to in notify any cancellations or appointments within 24 hours of appointment. In the event of an emergency or being late, students/clients are responsible for notifying the counselor in order for him/her to reschedule other activities to accommodate the session as well as the Counseling Services needs time to be able to make the appointment time available to other students/clients. If a student/client establishes a pattern of late cancellations, then they may be required to wait a longer period of time before case is dealt with.

Office Hours

9:00am-5:00pm Monday – Thursdays & 4:30 Fridays

Lunch at 1:00pm

Services Offered

The services offered include:

1. Individual counseling sessions
2. Group counseling sessions
3. Tele-counseling (counseling via telephone)
4. Extra services: Staff or Part-time students (counseling via Skype)
5. Grief counseling
6. Accident and trauma
7. Daily drop-in sessions for students wanting to see a counselor at short notice and for a short time
8. Mediation between students
9. Consultations with teaching and support staff to support them in their roles
10. Workshops for students on various topics such as Anger management, self-esteem and relaxation, Stress.

The Career Counsellor has responsibility for career development – career advisement, career information, and resume referral.

STUDENTS IN TRAINING

Career interest form to indicate if the skill they have chosen is best for them. Career development sessions to include topics on resume writing, employability skills, interview techniques, behavior modification session and exit readiness to incorporate workshops and mock interview.

ASSESSMENT ONLY CLIENTS

The Career Counsellor will seek to provide support to assist clients in planning and completing their certification by advising them in relevant areas including but not limited to:

Time management

Stress Management

Career Planning & Advancement

Professionalism and Work Ethics

Self-Assessment/Evaluation