

**JARAMOGI OGINGA ODINGA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**POLICY ON GUIDANCE AND COUNSELLING**  
**June, 2024**

**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**GUIDANCE AND COUNSELLING POLICY**

**JUNE 2024**

**© Copyright JOOUST 2024**

This policy was written and produced by Jaramogi Oginga Odinga University of Science and Technology.

P.O. Box 210-40601 Bondo, Kenya

Telephone: + 254 - 57 2501804 / 2058000

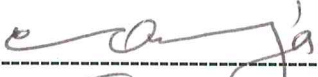
Fax: + 254 - 572523851

Email: [vc@joooust.ac.ke](mailto:vc@joooust.ac.ke)

Website: <http://www.joust.ac.ke>

Guidance and Counseling Policy

---

<b>Policy Title:</b>	Guidance and Counseling Policy
<b>Policy Theme:</b>	An ideal guidance and counselling policy that will be used for the provision of accessible, professional and confidential counselling services which support students and employees to overcome issues affecting them socially, emotionally, psychologically, and academically at JOOUST.
<b>Policy Contact:</b>	Deputy Vice-Chancellor Academics, Student Affairs and Research
<b>Approval Authority:</b>	The Council
<b>Policy Category:</b>	Academics
<b>Reference No:</b>	JOOUST/ASA/03
<b>Commencement Date:</b>	
<b>Revision Date:</b>	June, 2024
<b>Revision No:/Issue No:</b>	01/1
<b>Approval Status:</b>	Approved by the Council
<b>Signed:</b>	<p><b>Prof. Emily Achieng' Akuno, PhD, OGW</b> <b>Vice-Chancellor and Secretary to the Council</b></p> <p>Sign: ----- Date: <u>24.01.2025</u>-----</p>
<b>Signed:</b>	<p><b>Prof. Shem Oyoo Wandiga, PhD, FRSC, D.SC. (hc)</b> <b>Chairman of Council</b></p> <p>Sign: ----- Date: <u>25/01/2025</u>-----</p>

**TABLE OF CONTENT**

**INTRODUCTION.....1**

**1.1 Mission: .....1**

**1.2 Vision:.....**

**1.3 Core Values Customer focus .....Error! Bookmark not defined.**

**1.4 Motto .....Error! Bookmark not defined.**

**1.5 Philosophy .....Error! Bookmark not defined.**

**THE POLICY .....3**

**2.1 Purpose.....3**

**2.2 Policy Statement .....4**

**2.3 Scope of the Policy .....4**

**2.4 Objectives.....4**

**2.5 Guiding Principles .....4**

**ADMINISTRATION .....4**

**3.1 Dean of Students. ....4**

**3.2 Role of VC, DVCs, and Deans of Schools.....4**

**3.3 Role of Directors/Coordinators/Registrars. ....4**

**1.14 Role of Student Counselors.....5**

**IMPLEMENTATION .....Error! Bookmark not defined.**

**EFFECTIVE DATE .....Error! Bookmark not defined.**

**REVIEW:.....Error! Bookmark not defined.**

**ABBREVIATIONS AND ACRONYMS**

ACU	Aid Control Unit
AIDs	Acquired Immune Deficiency
AO	Authorizing officer
CEO	Chief Executive Officer
HIV	Human Immuno-Deficiency Virus
IEC	Information, Education and Communication
ILO	International Labour Organization

**DEFINITION OF TERMS**

<b>Professional Counselor</b>	A trained person authorized and granted access to clients/students/staff information by their role and responsibility in the university.
<b>Client</b>	A member of staff/ Student in need of counseling services.
<b>Clinical Records</b>	Notes on Therapeutic Counseling Session.
<b>Counseling Psychologist</b>	A professional practitioner, who administers, interprets psychological assessment and testing and conducts psychological treatment.
<b>Confidentiality</b>	The assurance that information shared during counseling will not be revealed without the written consent of the client.
<b>Counseling</b>	Counseling is a helping relationship in which a counsellor assists clients in resolving their issues and /or coping with situations.
<b>Counselling Contract</b>	A written consent signed by the counsellor and the client(s) indicating that he or she has agreed to be counselled.
<b>Counseling process</b>	The period between the signing of a counseling contract and the termination of therapy.
<b>Counselling Professional Ethics</b>	Principle, Standards and guidelines that regulate the counselling service.
<b>Counseling session</b>	The period spent with a client within a counseling setting.
<b>Counselor Supervisor</b>	An experienced professional and certified counselor who provides the counselor support and ensures counseling standards and ethical practices are upheld.
<b>Guidance</b>	The provision of information, advice and psycho-education.
<b>Referral</b>	Recommendation of a client to another practitioner or agency for appropriate care and services by a social worker.
<b>A professional Practitioner</b>	A professional practitioner who provides social support to patients/ clients, family and community.
<b>Supervisor</b>	A counselor/ staff assigned administrative responsibilities with an officer reporting to him or her.
<b>Termination</b>	Exit phase of the counselling session.

- Third-party practitioners** in counselling and from other fields/ professions from whom counsellors would receive or make referrals. They include but are not limited to, clinical psychologists, social workers, sociologists, work supervisors, counselor supervisors and Medical practitioners, especially psychiatrists.
- Workplace** Occupational settings, stations and places where workers are engaged for gainful employment.
- Workshops** A seminar, discussion group or something similar that emphasizes the exchange of ideas and the demonstration and application of techniques or skills. The workshop can be open to all students; they do not have to be receiving counselling to access the workshops.
- Therapeutic group** A group of clients meeting together for mutual psychotherapeutic and personal development.



## **1.0 INTRODUCTION.**

### **i) JOOUSTs Support to Guidance and Counselling**

JOOUST is committed to supporting the provision of counselling services and developing it further to ensure it is accessible and meets the needs of all stakeholders. Our evidence (student feedback and data of students who have accessed the service) shows the positive impact counselling has on students; chances of staying at the University and completing a programme of study successfully. The University also recognizes the value of this approach in improving the emotional well-being of its staff. It calls for workers to be physically, mentally and spiritually sound to be productive thus necessitating the provision of guidance and counselling services at the workplace. This service will ensure that the University staff are psychologically healthy to ensure a high level of productivity and high-quality service delivery. To complement guidance and counselling services, there is an urgent need to bring on board chaplains since some of the issues affecting students and staff are spiritual in nature.

### **ii Role of Guidance and Counselling**

#### **1. Academic Success:**

- Guidance and counselling play a crucial role in supporting students' academic success at the university level.
- Counsellors can help students navigate academic challenges, develop effective study habits, and set realistic academic goals.
- They can guide course selection, time management, and study techniques to enhance learning outcomes.

#### **2. Career Development:**

- University is a critical time for students to make decisions about their future careers.



- Guidance and counselling services can assist students in exploring career options, identifying their strengths and interests, and setting career goals.
- Counsellors can provide resources for internships, job opportunities, and further education to help students make informed career choices.

### **3. Mental Health Support:**

- University life can be stressful and challenging for many students, leading to mental health issues such as anxiety and depression.
- Guidance and counselling services in universities offer support for students dealing with emotional difficulties, stress management, and mental health concerns.
- Counsellors provide a safe space for students to express their feelings, seek guidance on coping strategies, and access appropriate mental health resources.

### **4. Personal Development:**

- University is a time of personal growth and self-discovery for many students.
- Guidance and counselling can help students navigate personal challenges, develop self-awareness, build resilience, and enhance interpersonal relationships.
- Counsellors support students in overcoming obstacles, improving self-confidence, and fostering overall personal development during their university journey.

### **5. Social Support:**

- University environments can be diverse and complex, requiring students to adapt to new social dynamics and relationships.
- Guidance and counselling services offer social support by promoting inclusivity, diversity awareness, conflict resolution skills, and community engagement among students.
- Counsellors facilitate communication, teamwork, and cultural competence to create a supportive social environment within the university community.

### **1.1 1.1 Vision**

A beacon of excellence in University Education, Research and Community Engagement.

### **1.2 Mission**

To provide transformative University education through integrated quality training, research and community engagement for sustainable development.

### **1.3 Core Values**

- Customer focus
- Integrity
- Professionalism
- Responsiveness
- Integrity
- Meritocracy

### **1.4 Motto**

Oasis of Knowledge

### **1.5 Philosophy**

The University is anchored on the philosophy of a holistic approach to the service of humanity and other related areas of scholarship mediated through wisdom, science and technology.

## **2.0 THE POLICY**

### **2.1 Purpose**

The purpose of this policy is to assist students and staff to make mental, physical and emotional adjustments during their campus life and beyond. As important, the policy shall provide knowledge, understanding and skills that are essential and help students to develop competencies necessary in life

## **2.2 Policy Statement**

Jaramogi Oginga Odinga University of Science and Technology is committed to providing accessible, professional, and confidential counselling services which support students and employees to overcome issues which may be affecting them socially, emotionally, psychologically and academically at the university.

## **2.3 Scope of the policy**

The counselling services at Jaramogi Oginga Odinga University of Science and Technology are available to all enrolled students and employees, irrespective of the level, mode or duration of study or employment.

## **2.4 Objectives**

The objectives of this policy are to:

1. Provide guidelines on guidance and counselling services at JOOUST.
2. Set standards for mainstreaming student/staff guidance and counselling services.
3. Establish operational and institutional structures for the implementation of guidance and counselling programmes and activities at JOOUST and in the workplace.

## **2.5 Guiding Principles**

The primary responsibility of counsellors is to promote the well-being and dignity of their clients. The guiding principles outlined in this policy will be adhered to by counsellors and their clients. They include informed consent, counselling relationships, confidentiality, privileged communication and privacy, counselling records, professional responsibility and obligation, evaluation, assessment and interpretation of clients' results and termination and referral.

## **3.0 ADMINISTRATION**

The following stakeholders will play a pivotal role in the implementation of guidance and counselling services at JOOUST.

### **3.1 Director Student Support Services.**

Provide counsellor supervision, which will include:

- i. Monitoring the services provided by the Counselors.

- ii. Supervising and evaluating the Counselors performance.
- iii. Assisting Counselors in recognizing their Professional Impairment, providing consultation and assistance when showing signs of impairment.
- iv. Network with relevant organizations and individuals to enhance Professional Counseling services.

### **3.2 Role of VC, DVCs, Registrars, CFOs and Deans of Schools.**

- i. Ensuring that Guidance and Counseling is mainstreamed in the Campus/Departments.
- ii. Mobilizes the required resources to facilitate Guidance and Counseling Services.
- iii. Allocating resources for Guidance and Counseling Services.
- iv. Promoting Guidance and Counseling at all levels.
- v. Facilitating responses to disasters/crises on the Campus.
- vi. Promoting Partnerships with other Counseling Services Providers.

### **3.3 Role of Directors/Coordinators/CoDs.**

- i. Liaising with the staff-student Counselors to sensitize them on guidance and counselling services during the induction of newly recruited staff and students on the campus.
- ii. Sensitizing staff on workplace challenges about work performance in conjunction with Guidance and Counseling staff.
- iii. Supporting Guidance and Counseling programmes in their respective workplaces.
- iv. Facilitating administrative procedures for staff to access Guidance and Counseling services.

### **3.4 Role of Student Counselors.**

- i. Coordination of guidance and counselling activities at JOOUST.
- ii. Provision of Guidance and Counseling services to both students and staff. Improving self-concept, increasing productivity and developing a positive image.
- iii. Addressing Management of stress and burn-out and Mental health
- iv. Prevention and Management of HIV/AIDs in collaboration with ACU
- v. Addressing and management of drugs and alcohol abuse.
- vi. Develop proposals for enhancing Guidance and Counseling Services in the workplace.
- vii. Implementing Guidance and Counseling policy within the University.
- viii. Liaise with other Counseling Organizations to promote Guidance and Counselling.

## Guidance and Counseling Policy

---

- ix. Provide referral services as required by law.
- x. Promote clients' well-being and employer's interest.
- xi. Respond to disasters/crises in areas of jurisdiction by providing Psychological debriefing.
- xii. Organize sensitization workshops and seminars for Guidance and Counseling.

### **4.0 IMPLEMENTATION**

Implementation of this policy shall be vested in the office of the Deputy Vice-Chancellor (ASAR).

### **5.0 EFFECTIVE DATE**

This policy shall be effective from April 2024.

### **6.0 REVIEW**

This Policy will be reviewed every 4 years.