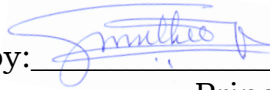


MERU NATIONAL POLYTECHNIC

**QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015
GUIDANCE AND COUNSELLING PROCEDURES MANUAL
MNP/PM/G&C/001**

Authorized by:  Principal	Date: 16 TH JUNE 2016
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**GUIDANCE AND COUNSELLING
PROCEDURES MANUAL**

Doc No:
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DOCUMENT VERSION CONTROL SHEET

Issue No.	Issue Date	Description of Change	Authored / Revised by	Approved By
Issue 1 Version 0	13-May-2011	Document creation	G&C Coordinator	Principal
Issue 2 Version 0	16-June- 2016	Overhaul of the Procedure Manual to meet the requirements of ISO 9001:2015	G&C Coordinator	Principal



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PROCEDURE NUMBER 1: COUNSELLING OF CLIENTS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and consistency in counselling of clients.

1.2 SCOPE

This procedure applies to the counselling of all members of the polytechnic.

1.3 REFERENCES

- a) MNP strategic plan (2012-2017).
- b) Counselling code of ethics.

1.4 TERMS AND DEFINITIONS

Refer to list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The G&C Coordinator shall ensure adherence to this procedure.

1.6 INTERFACES

- a) Academic HODs- Communicate the need of referring trainees for guidance & counselling services in departmental meeting.
- b) Principal - Forward cases

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% responsiveness to all requests and referrals	Analysing counselling logbooks and intake books ,review records of G&C departmental meetings
100% maintenance of confidentiality	Review of complaints emanating from the department and review of counselling logbooks and intake books and minutes of G&C departmental meetings



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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Personnel.
- b) Stationery.

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Personnel , stationery	Satisfied client and duly counselling filled logbooks and intake books

2.0 METHOD

- 2.1 This procedure shall start upon the counsellor receiving a client seeking counselling services.
- 2.2 Upon receipt of the client, the counsellor shall then verify the trainee's/staff details against their official identification documents and code him/her in the intake book.
- 2.3 Upon 2.2 the counsellor shall commence the counselling process and offer the appropriate interventions in accordance with the counselling code of ethics.
- 2.4 In the event that the counsellor is not able to handle the client's issue he/she shall refer him/her to other counsellors or specialist for appropriate therapy and care.
- 2.5 After counselling, the counsellor shall record the session in the counselling logbook using codes.
- 2.6 The G&C coordinator shall inspect the counselling logbook to verify that record keeping is being done and to establish the trends.
- 2.7 During the G&C departmental meetings, the G&C Coordinator shall table a report on the trends for deliberation on the course of action.
- 2.8 The G&C Coordinator shall as need be seek the Principal's advice on the trends of reported issues.



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2.9 At the end of each term, the G&C Coordinator shall prepare and submit a report on the counselling of the clients to the Principal for information and any necessary action.

3.0 LIST OF APPLICABLE RECORDS

3.1 Intake book.

3.2 Counselling logbook.

3.3 Record of G&C departmental meetings.



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PROCEDURE NUMBER 2: ORGANIZING GUIDANCE AND COUNSELLING EVENTS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness, efficiency and consistency in the organization of G&C events.

1.2 SCOPE

This procedure applies to the organization of all G&C events in the polytechnic.

1.3 REFERENCES

Current MNP Performance Contract

1.4 TERMS AND DEFINITIONS

Refer to the list of the terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The G&C coordinator shall ensure adherence to this procedure.

1.6 INTERFACES

- a) Principal - authorizes activities, approves termly reports
- b) DP – receives department schedule of terms events
- c) Academic HODs – receive communication on scheduled events

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Pass information to at least 70% of the target population	- review of reports on events -review of attendance lists
Hold a health week event every term	-review of events related records and documents.

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Personnel



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- b) Stationery
- c) Public Address system
- d) Computer, LCD projector and printer

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Personnel, stationery	Informed client and duly filled attendance list and reports
Electronic equipment	Duly filled and printed documents
Finances	Payment vouchers for external service providers

2.0 METHOD

- 2.1 This procedure shall start the last week of the old term with the G & C coordinator as per the meetings procedure number 3 in the Administration Procedures Manual convening a meeting with the G&C committee to determine the terms G&C events.
- 2.2 In determining the events, the meeting shall consider:-
 - a) The current PC
 - b) Trends identified in the previous term, and
 - c) Departmental budgetary allocation.
- 2.3 The meeting shall also identify the facilitators/coordinators of the events guided by:-
 - a) Nature of the events
 - b) Previous records of the coordinators/facilitators
 - c) Departmental budgetary allocation
- 2.4 Upon receipt of the directive to submit a list of the departmental activities, the G&C coordinator shall forward them to the DP for scheduling as per the procedure on preparation of the Polytechnic's termly schedule activities number 9 in the Administration Procedures Manual .
- 2.5 Upon 2.4 the G&C Coordinator as per the internal and external
- 2.6 Communication procedures numbers 1 and 2 respectively in the Administration Procedures Manual invite the facilitators/coordinators.



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- 2.7 For facilitators/coordinators outsourced, the G&C Coordinator shall seek the Principal's authority before inviting them.
- 2.8 In the event that the invited facilitators/coordinators are not available, the G&C Coordinator shall seek an alternative or reschedule the event.
- 2.9 At least a week before the event, the G&C Coordinator shall in liaison with the committee members and where need be the facilitators/coordinators prepare a programme for the event.
- 2.10 At least three days to the event, the G&C Coordinator shall as per the internal communication procedure number 1 in the Administration Procedures Manual invite the targeted members of the Polytechnic to the event.
- 2.11 Prior to the event, the G&C Coordinator shall in liaison with the DOS ensure that the venue is ready.
- 2.12 During the event, the G&C Coordinator shall ensure that the programme is adhered to and address any issues arising.
- 2.13 After the event, the G&C Coordinator shall as per the internal communication procedure number 1 in the Administration Procedures Manual forward a report to the principal for information and action where necessary.
- 2.14 At the end of the term, the G&C Coordinator shall prepare and submit to the Principal a report on the G&C events conducted in the course of the term for information and the procedure shall be deemed complete.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Evidence of the G&C committee meeting,
- 3.2 Reports on G&C events



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PROCEDURE NUMBER 3: RECRUITMENT AND TRAINING OF PEER COUNSELORS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness, efficiency and consistency in the training of peer counsellors in the polytechnic.

1.2 SCOPE

This procedure applies to training of all peer counsellors in Polytechnic.

1.3 REFERENCE

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The G&C coordinator shall ensure adherence to this procedure.

1.6 INTERFACES

- a) Principal - Approving budgets
 - Authorization for training of peer counselors
- b) HODs -shortlist the applicants for peer counselling training

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Train adequate number of peer counsellors as per the demand of the Polytechnic	-review of applications -analyse minutes of shortlisting - review Peer counsellors' interview form
Provide adequate number of peer counsellors	-review list of trained peer counsellors.

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Personnel



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- b) Stationery
- c) Computers
- d) printers
- e) Internet connectivity

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Personnel , stationery,	Duly filled application forms, applications register, Peer counsellors' interview form, list of trained peer counsellors
Electronic equipment	Duly filled and printed documents.

2.0 METHOD

- 2.1 This procedure shall start with peer counselling patron identifying a need to training peer counsellors.
- 2.2 Upon identifying the need, the peer counselling patron shall seek the G&C Coordinators' approval.
- 2.3 In approving the request, the G&C Coordinator shall consider:-
 - a) Available peers counsellors,
 - b) Nature of training, and
 - c) Cost of training.
- 2.4 In the event of disapproval, the G&C Coordinator shall advise the peer counselling patron as appropriate.
- 2.5 Upon approval, the G&C Coordinator shall forward the request to the Principal for authorization.
- 2.6 In authorizing the training, the Principal shall consider:-
 - a) Criteria in 2.3 above
 - b) Availability of funds
 - c) Proposed dates vis a vis the Polytechnic's schedule of activities
- 2.7 In the event of disapproval, the Principal shall make recommendations to the G&C Coordinator for consideration.
- 2.8 On approval, the G&C coordinator shall as per the internal communication procedure number 1 in the Administration Procedures



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Manual invite members of the Polytechnic to apply for the training through their departments. The communication shall detail the following:-

- a) Number of vacancies per department,
- b) Requirements (i.e. Interest, previous experience, ability to communicate and integrity), and
- c) Mode of application.

- 2.9 Upon receipt of the applications from the trainees, the respective HODs in liaison with the class teachers shall forward the applications to G&C Coordinator for shortlisting guided by the criteria in 2.8 above.
- 2.10 Upon short listing, the G&C Coordinator shall avail the list of the shortlisted trainees for interviewing.
- 2.11 The G&C Coordinator shall in liaison with the Principal appoint an adhoc committee to interview the shortlisted trainees and as per the internal communication procedure number 1 in the Administration Procedures Manual invite the short listed applicants for the interview.
- 2.12 The committee shall conduct an interview to select trainees for the training using the peer counsellors' interview form.
- 2.13 After the interview, the G&C coordinator shall as per the internal communication procedure number 1 in the Administration Procedures Manual communicate to the successful applicants informing them of the training dates.
- 2.14 Sourcing of trainers and coordination of the training shall be done as per the provisions in the procedure on organizing G&C events number 2 in this manual
- 2.15 Upon completion of the training, the G&C coordinator shall ensure certification of the successful trainees.



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2.16 After the training, the G&C Coordinator shall as per the internal communication procedure number 1 in the Administration Procedures Manual brief the Principal.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Peer counsellors' interview form.
- 3.2 Evidence of short listing.
- 3.3 List of shortlisted trainees.