



Document title: Counseling Services Policy

Document version number: V.1

Office/department responsible: TKH Counseling Department

Approved by: Dr. Mahmoud Allam – President of The Knowledge Hub Universities

TKH Counselling Services Policy

Policy Statement/Purposes:

The Counselling Services Policy promotes the health and wellness for all members of TKH community. This policy provides clear guidelines to all Students and TKH Staff on the Counselling procedures and highlights the confidentiality and non-disclosure of any related information.

Who Needs to Know This Policy

Entire TKH staff and Students

Supporting department

If you have any questions on the policy, you may send an email to

counselor@tkh.edu.eg

Policy/Procedures:

1- Confidentiality

Confidentiality is an important aspect of counseling. This means that under normal circumstances no one outside the Counseling Center is given any information - even the fact that the student has sought counseling, without the student's expressed written consent. Our primary goal is to provide the student with a safe environment in which he/she feels comfortable to discuss his/her concerns. However, professional ethics place some limits on confidentiality, and in very special cases, we may be required to release information, without the student's permission, considering a credible and imminent threat of danger to self or another person(s).

2- Autonomy

Autonomy is the principle that addresses the concept of independence. The essence of this principle is allowing an individual the freedom of choice and action. It addresses the responsibility of the counselor to encourage the student, when appropriate, to make their decisions and to act on their own values.



3- Privacy

To ensure privacy, the sessions will take place in the counseling office, based on an email appointment system.

4- Appointments

The student will be required to fill-in the student counseling intake form, and send it in an email to counselor@tkh.edu.eg requesting an appointment. This form WILL NOT be disseminated or shared with anyone.

5- Process

The counseling process is a planned, and structured dialogue between the counselor and the student. It is a cooperative process in which a trained professional helps the student to identify sources of difficulties or concerns that he/she is experiencing. Together they develop ways to deal with and overcome these problems so that the student develops new skills and has increased understanding of themselves and others.

In case that the help required exceeds the scope of what the counselor can provide on campus, the student will be given the choice of being referred to an appropriate third party.

6- Wellbeing

TKH places great importance on the emotional wellbeing of its students and staff. Where applicable, awareness campaigns and workshops will be organized to encourage understanding, awareness, and overall wellbeing

History/Revision Dates

Origination Date: September, 2020

Next Review Date: September, 2021

*****Disclaimer:** The Knowledge Hub Universities has the right to update policies whenever needed for work flow and business purposes.

Version Log	Date	Signature of the President of TKH
Version 1 (V.1)		