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Prepared by:  Name : Hamidah binti Rapae Position : Senior Executive Counselor, Student Development and Services Centre	Approved by:  Name: Lu Yew King Position: Director , Student Development and Services Centre
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AMENDMENT RECORDS

No.	Date	Remarks	Revision No.	Approved by
1	01/02/14	Establishment	00	Senior Manager, SDSD
2	29/07/22	Revision from UCTS to UTS	01	Senior Manager, SDSD
3	24/11/22	Amendment	02	Senior Manager, SDSD
4	23/11/23	Revision from SDSD to SDSC	03	Director, SDSC
5	19/07/24	Amendment	04	Director, SDSC

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1.0 OBJECTIVE

The objective of this SOP is to ensure that the counseling services are facilitated smoothly and in a systematic manner.

2.0 SCOPE

This scope of this SOP applies to counseling services and consultation for students in UTS.

3.0 REFERENCES


Buku Etika Lembaga Kaunselor Malaysia

4.0 DEFINITIONS / ABBREVIATIONS

UTS	:	University of Technology Sarawak
SDSC	:	Student Development & Services Centre
SOP	:	Standard Operating Procedure
Executive Counselor	:	Counselor restricted to has K.B. P. A
K.B	:	<i>Kaunselor Berdaftar</i>
Dept Exec	:	Department Executive
HoP	:	Head of Programme
HoD	:	Head of Department

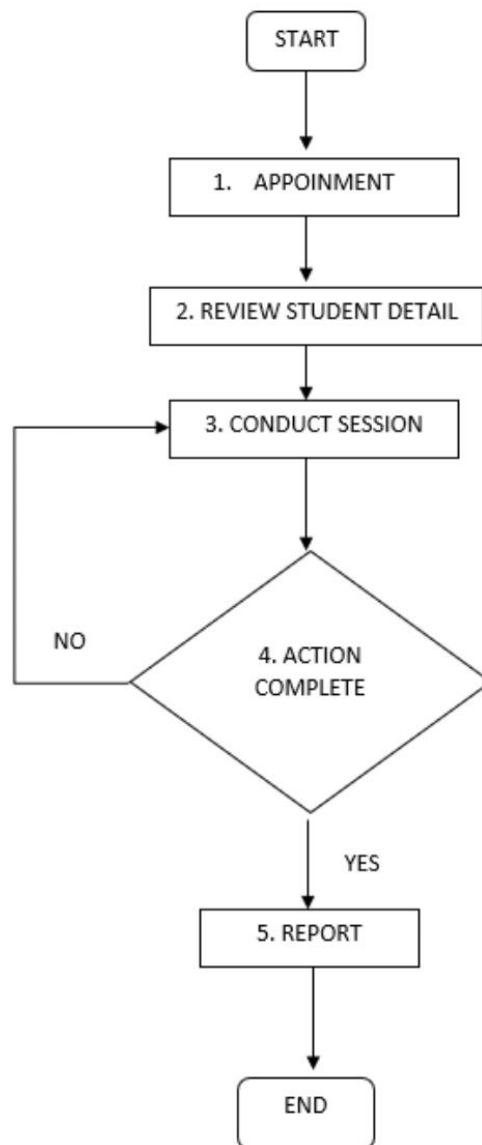
5.0 RESPONSIBILITY


- 5.1 The Director is responsible to ensure that this SOP is adhered to.
- 5.2 Staff is responsible to follow and adhere to this SOP.
- 5.3 The process owner is responsible to follow and adhere to this SOP.

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6.0 PROCEDURE


6.1 Refer to the process flow chart



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7.0 DESCRIPTION

No	Description	Person in Charge	Document
1	Make counseling appointment 1.1 Counseling appointment through email / Google form link 1.2 Client will propose the date and time to meet the counselor.	Executive Counselor	Refer to Counselor's Email/ Google form response Link https://forms.gle/NNXvqfY5FSQTyd6J7
2	Review Student/Client Details 2.1 Refer to Oculus	Executive Counselor	Student Data Base(Oculus)
3	Conduct Session 3.1 Counseling can be conduct through online and offline 3.2 Counseling process will be conducted in a conducive place (Offline) , Online : Google Meet / tele-counseling	Executive Counselor	Report
4	Action Complete? 4.1 If YES will proceed to the report 4.2 If NO will conduct another session	Executive Counselor	Report
5	Report 5.1 Counselor will fill in counseling report through Google Form	Executive Counselor	Google Form Link : https://forms.gle/SpDqu5qTxde8XU8y6

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8.0 RECORDS

No	Title / Records	Location / Responsibility	Retention Period
1	Counseling Appointment	Counselor Office / Google Drive https://docs.google.com/spreadsheets/d/1EVcWeWL9FjbPwKgdOXmSsBpEWQuTvxQ4YtaQ9BBbo74/edit?usp=sharing	5 years
2	Counseling Report	Counselor Office / Google Drive https://drive.google.com/drive/folders/1PYZOAq4MMxKej18eVX_T2sjTkUDUJKxEVVKYtuzGNcaSZZLcJaCkxoe2podVyIMWZvRQCUM9?usp=drive_link	5 years
3	Client Details	Counselor Office / Oculus https://oculus.uts.edu.my/administration/index.php?page=adadm-student-view	5 years