

APPROVED
the Director of Klaipėda State University of
Applied Sciences
by order of 23 November 2021
No. V1-117

PROCEDURE FOR PROVIDING PSYCHOLOGICAL ASSISTANCE AT KLAIPĖDA STATE UNIVERSITY OF APPLIED SCIENCES

SECTION I GENERAL PROVISIONS

1. The Procedure for Providing Psychological Assistance at Klaipėda State University of Applied Sciences (hereinafter referred to as the Procedure) governs the purpose, tasks, areas and organisation of the provision of psychological assistance (hereinafter referred to as the Assistance).

2. Assistance is provided to Students and lecturers of Klaipėda State University of Applied Sciences (hereinafter referred to as KSUAS) (hereinafter referred to as the Beneficiaries) by a psychologist working at KSUAS.

3. The psychologist providing the assistance has a qualification that meets the qualification requirements set out in the Law on Education of the Republic of Lithuania.

4. Information about the Beneficiaries, the content of their problem and the Assistance provided shall be considered confidential. In accordance with the procedure provided for by law, when there are specific circumstances, i.e. the Student's life or the life of people around him/her is in danger, information may be provided to third parties, after informing the Beneficiary in advance (in accordance with the requirements of the psychologist's professional ethics).

5. During the psychological counselling session, a client card is filled out (Annex 1). The client card is stored in the Centre for Studies and Careers, ensuring that confidential information is not accessible to third parties. Upon completion of the Student's studies, the client card shall be destroyed in accordance with the procedure laid down by the legislation of the Republic of Lithuania.

6. The psychologist shall be responsible for the quality of the assistance provided and the proper use of information about the Beneficiaries.

7. Counselling data shall never be included in Student files.

SECTION II PURPOSE AND OBJECTIVES OF THE ASSISTANCE

8. The purpose of the Assistance is to strengthen students' psychological resilience and mental health through preventive measures, to promote the creation of a safe and supportive study environment at KSUAS, to help students, lecturers, and other employees of KSUAS regain their spiritual balance, the ability to live and grow.

9. Objectives:

9.1. Identify and help resolve a student's psychological and personal problems;

9.2. Strengthen the ability of lecturers and other staff at KSUAS to communicate with Students with psychological problems;

9.3. Help ensure a positive psychological environment during the student's study process.

SECTION III AREAS OF ASSISTANCE

10. Areas of activity of KSUAS psychologist:

10.1. Counselling: providing direct guidance to a Student with psychological problems and applying psychological counselling techniques individually and/or in a group;

10.2. Education: for students, lecturers and other staff at KSUAS on psychology, educational and social psychology;

10.3. Prevention of psychological problems: implementation of measures and programmes to prevent psychological problems, prevention, intervention and postvention of psychological crises.

SECTION IV ORGANISING ASSISTANCE

11. To ensure the versatility and accessibility of the Assistance:

11.1. Up to 5 counselling sessions are provided per Student per academic year, with the possibility of more sessions where possible and appropriate;

11.2. Students shall register for psychological counselling via email psichologas@kvk.lt or by phone on KSUAS's website www.kvk.lt (Students - Support - Psychological Assistance);

11.3. the Student who has registered for the counselling session undertakes to inform the psychologist at the email address indicated in the Student's e-mail of any delays or no-shows at psichologas@kvk.lt or by phone;

11.4. The time allowed for the session will not be extended in case of late arrival;

11.5. Failure to attend a consultation without notifying the psychologist means that the time booked for the following week is no longer reserved;

11.6. If the Student does not show up for a counselling session, he/she can register for another time.

12. The psychologist undertakes to ensure the versatility and accessibility of the Assistance by:

12.1. Responding to Students' requests for advice within three working days;

12.2. Providing an initial consultation no later than five weeks after the initial contact;

13. Assistance at KSUAS is provided to a Student when:

13.1. The Student submits a request (independently);

13.2. The Assistance is recommended by lecturers or other staff at KSUAS.

SECTION V FINAL PROVISIONS

14. These Procedure shall be adopted, amended and repealed by order of the Director of KSUAS.

KLAIPEDA STATE UNIVERSITY OF APPLIED SCIENCES

CLIENT CARD

FIRST NAME LAST NAME			
DATE OF BIRTH			
AGE			
PHONE			
SPECIALITY			
COURSE		FACULTY	

Problem

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Customer expectations

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Counselling process

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Conclusions

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