



KITALE NATIONAL POLYTECHNIC

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015 STANDARD

GUIDANCE AND COUNSELLING PROCEDURE MANUAL

KNP/PM/G & C/ 02

VERSION: C

REVISION: 1




Authorized by: _____ Principal	Sign: 	Date: <u>25/10/2021</u>
Issued by: _____ Management Representative	Sign: 	Date: <u>25/10/2021</u>

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	Title: G & C PROCEDURE MANUAL	Issue date	25th October, 2021	
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		Revision	1	

PROCEDURE NUMBER 1: GUIDANCE AND COUNSELLING

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and efficiency in the guidance and counseling process at KNP.

1.2 SCOPE

This procedure applies to all guidance and counseling activities at the Polytechnic

1.3 REFERENCES

- a) MOE guidance and counseling guidelines

1.4 TERMS AND DEFINITIONS

- a) G/C- Guidance and Counseling

1.5 PRINCIPAL RESPONSIBILITY

The HOD Guidance and Counseling shall ensure that this procedure is implemented and maintained.

1.6 INTERFACES/INTERACTIONS

- a) Dean's office – for managing the calendar of events to avoid collusions and duplication of events
- b) HODS-to sensitize their students on the importance of counseling and referral
- c) And to Finance Office- disbursement of approved finances
- d) Procurement-requisition of required items for the departments' activities
- e) Students Senate-to sensitize students and referral of students
- f) Principal Office- approval of department's activities and requisitions

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% Confidentiality	Clients' feedback tool analysis

Effective counseling	Monitored change in client's behavior and review of feedback tool
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1.8 RESOURCES

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

- a) counseling room-to carry out the counseling process
- b) counselor- to carry out the counseling process
- c) furniture- to facilitate the counseling process

1.8 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Counseling schedule	Counseled client change of behavior Filled referral form Updated counseling register Minutes Schedule of termly activities
Counseling notice	
Counselor	
Furniture	
Referral form	
Counseling register	
Clients	


2.0 METHOD

2.1 PLANNING FOR THE GUIDANCE AND COUNSELING ACTIVITIES

2.1.1 This procedure shall start by the HOD Guidance and Counseling convening a meeting of members of the guidance and counseling committee as per the procedure on meetings number 4 in the general operations procedures manual in the last week of any academic term in the guidance and counseling office.

2.1.2 The purpose of the meeting shall be to plan for the terms activities which include:

- a) Talks
- b) Workshops (where applicable)
- c) Educational and awareness trips (where applicable)
- d) Peer groups trainings (where applicable)
- e) Exchange programs for peer counselors (where applicable)

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f) Sensitization on identified matters and PC requirements

g) Orientations

h) Department members continuous training

2.1.3 The procedure shall be deemed complete when a schedule of activities is developed and approved.

2.2 GUIDANCE AND COUNSELLING

2.2.1 This Procedure shall start with the HOD posting a copy of the counseling schedule on the staff notice boards and issuing other copies to the peer counselor coordinator to post on the student notice boards.

2.2.2 This schedule shall detail the teacher counselors on duty for every week of the term.

2.2.3 Upon a counselee walking into the counseling room the counselor shall receive the client according to the professional counseling skills.

2.2.4 A notice to the effect that counseling is in progress shall be put on the door of the counseling room by the counselor to avoid any disturbances.

2.2.5 The counselor and counselee shall then sit on similar chairs without a table between to de-emphasize authority.

2.2.6 Guidance and counseling shall be done in the counseling office/room or any other convenient place so that the counselor and counselee can talk in confidence.

2.2.7 The counselor shall ensure that each counseling session shall not take more than one hour. The counseling shall then proceed as per the counseling skills and the need of the counselee. In the event that session is not over in an hour the counselor shall book another appointment for the counselee.

2.2.8 In the event that the counselor cannot handle the case, he/she shall refer the case to another counselor as per the procedure on making referrals and fill in the referral form.

2.2.9 After the counseling session, the counselor shall make notes of the session and record the case in counseling register. The case details shall consist of:

a). Date

b). Name of counselor

c). Types / category of the case


d). Options

2.2.10 The procedure shall end with the HOD G & C compiling the counseling register forms details into a counseling register on termly basis.

3.0 LIST OF APPLICABLE RECORDS

- a) Minutes
- b) Attendance forms
- c) Counseling schedule
- a. Filled Counselor on duty register
- b. Filled Referral forms
- c. Filled Counseling register
- d. Termly analyzed data

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PROCEDURE NUMBER 2: IDENTIFICATION AND TRAINING OF PEER EDUCATORS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to effectively and efficiently identify peer counselors at the Polytechnic.

1.2 SCOPE

This procedure applies to the identification of peer counselors at the Polytechnic.

1.3 REFERENCES

- a) MOE guidance and counseling guidelines
- b) PSC guidance and counseling guidelines

1.4 TERMS AND DEFINITIONS

G & C - Guidance and counseling

1.5 PRINCIPAL RESPONSIBILITY

The HOD guidance and counseling shall ensure that this procedure is implemented and maintained.

1.6 INTERFACES/INTERACTIONS

- a) Dean's office for recommendation of trainings to the student body
- b) HODS for recommending suitable applicants to be trained
- c) Finance Office for facilitation of trainings
- d) Procurement for provision of items necessary for the training
- e) Principal Office for authorization to conduct the training

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Undertake at least one annual training of peer counselors	Annual Training report Record of graduated peer counselors
Undertake at least one continuous training	Training report for each training

of peer counselors per term	
Undertake an exchange programme at least once a year	Review the number of exchange programmes undertaken

1.8 RESOURCES

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

- a) Training room- to facilitate training
- b) Finances- to facilitate training
- c) Furniture-to facilitate training

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
notice for peer training	Applications
training schedule	Graduated peer counselors
short listed peer educators	Trained peer educators
Trainers	List of trained peer counselors
Finances	Short listed trainee peer counselors
Stationery	List of the graduated peer counselors


2.0 METHOD

2.1. TRAINING OF PEER COUNSELLORS

This procedure shall start by HOD Guidance and Counseling identifying the need for peer counselors. In identifying the need HOD G&C shall consider the following.

- a) Number of peer counselors who have cleared their courses
- b) Increased enrollment of students
- c) Gender parity

2.1.2 Upon the HOD G&C identifying the need for peer counselors, he/she shall communicate to the students about the need for recruitment of peer counselors as per the internal communication procedure in the operations procedure manual and invite them to submit their applications. The notice shall detail the following;

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- a) Requirements for applications
 - b) Submission deadline
 - c) Submission point
- 2.3 The HOD G&C shall receive, short list and put the list of successful applicants on the notice board inviting them for training within a week.
 - 2.4 The HOD G&C shall then convene a G & C committee meeting as per the procedure on meeting to shortlist and select the peer counselors. The procedure shall be deemed complete upon the graduation of peer counselors
 - 2.5 In selecting the peer counselors the committee shall consider the requirements for the applications as per 2.2.above
 - 2.6 In the event that the applications do not meet the requirements, the procedure shall begin per step 2.2 (above)
 - 2.7 If the applications meet requirements the HOD G&C shall communicate to the successful applicants as per the internal communications procedure.
 - 2.8 The HOD G&C shall then compile a list of peer counselors (both old and new) and forward to the dean of student as per the internal communications procedure number 1 in the general operations Procedure manual
 - 2.9 This procedure shall be deemed complete upon the HOD G& C ensuring that all students and staff are communicated about the new peer counselors.

2.2 TRAINING OF PEER GROUPS

- 2.2.1 Upon the HOD G&C identifying the need for peer groups, he/she shall communicate to the principal about the need for such training as per the internal communication procedure in the operations procedure manual and invite the peer group for the training.

The notice shall detail the following;

- i. The need for training
 - ii. Venue
 - iii. Time for training
- 2.2.2 the peer training need will be identified if
 - i. There is an emerging issue

- ii. Election of new student leaders
 - iii. PC targets on cross cutting issues
 - iv. After the analysis of the counselling registers of every term
 - v. Social problems or ethical issues arising
- 2.2.3 This procedure shall be deemed complete upon the HOD G& C ensuring that the peer group has been trained and mandated

2.3.0 CAPACITY BUILDING OF THE DEPARTMENT MEMBERS

2.3.1 The HOD G&C shall convene a G & C committee meeting as per the procedure on meeting to determine the area of capacity building this shall be determined by

- i. Any emerging issue
- ii. Analysis of the counselling registers
- iii. To fulfill a legal requirement

2.3.2 The procedure shall be deemed complete upon the completion of the capacity building training of the department members

3.0 LIST OF APPLICABLE RECORDS

- a) Notice inviting students to apply for peer counselors training
- b) Notice inviting a peer group for training
- c) Peer counselors' applications
- d) Shortlisted applicants list
- e) Recommendations from the academic HODs of the applicants suitability
- f) Invitations of the trainers
- g) Training schedule
- h) Graduation schedule
- i) Peer counselors' register
- j) Peer counselors' counseling registers
- k) Peer group's training schedule
- l) Peer groups sensitization schedule
- m) Department members capacity building training schedule