


Category	Student Support	Policy Number	ACA-STS-102	 جامعة زايد ZAYED UNIVERSITY
Distribution	External	Version	2.0	
Responsible Office	Provost	Policy Owner	SCC	
Date Approved	17 October 2019	Effective Date	17 October 2019	
Date Last Reviewed	25 September 2019	Due Date for Next Review	17 October 2022	

POLICY

Student Counseling Center Services

1. Purpose

To establish guidelines for offering Zayed University students with counseling services that are effective, efficient and of the highest professional quality.

2. Scope of Application

This policy is applicable to all Zayed University students.

3. Policy

Zayed University will provide professional counseling services to students to support their wellbeing and personal growth.

4. Terms of Service

4.1 Counseling services will be offered in accordance with the standards prescribed by the American Counseling Association (ACA), the professional guidelines prescribed by the International Association of Counseling Services (IACS) and the UAE Ministry of Health (MOH)'s medical code of ethics.

4.2 Students seeking counseling sessions will be provided with time-limited confidential counseling.

4.3 Students will be provided with appropriate referral resources for services off campus when specialized services beyond the scope of the center are needed.

4.4 As mandated by the ethical principles of the profession, all information obtained through counseling will be kept strictly confidential. Counselors will thus respect and ensure the privacy and confidentiality of the clients' and students' counseling-related information. When necessary, counselors may consult with colleagues in the profession for the purpose of ensuring the provision of high-quality counseling services.

4.5 Exceptions to the confidentiality policy include:

- a) When a client presents a clear danger to him/herself, another person or society.
- b) When there is suspicion of child abuse, or abuse of a vulnerable adult or the elderly.

c) When release of information is required by law.

- 4.6** With the exception of the above-mentioned circumstances, the written consent of the client is required prior to the release of his/her information. It is the responsibility of the counselors to inform their clients of the Student Counselling Center's policies and answer their questions about counseling before obtaining their consent to receive the services.
- 4.7** To ensure wider outreach to students, counselors will liaise with the relevant stakeholders to provide comprehensive care to students.
- 4.8** An efficient counseling record system will be implemented and maintained to ensure accuracy and prompt retrieval of data when needed, within appropriate safeguards of confidentiality. It is the responsibility of the counselors to document any services provided to students.
- 4.9** In accordance with the standards for university counseling services prescribed by the IACS, all client files and student data will be safeguarded for a period of seven (7) years after termination or the last date of service. The records will be disposed of at the end of the retention period by the staff at the center in a secure manner.

5. Related Policies and Laws

SUP-HSE-201 Health and Wellness Center

6. Administration

This policy is administered by the Student Counseling Center, Student Affairs Deanship.

7. Revision History

Date	Revision
24 November 2022	Administrative change: <ul style="list-style-type: none">• Updated the information header and policy numbers to be in line with the new format.• Policy number changed from ACA-STU-09 to ACA-STS-102.
17 October 2019	Signed by the President (President's Decree No.52 of 2019) (Version 2.0).
7 October 2019	Approved by the University Council. Revision: <ul style="list-style-type: none">• Updated to reflect current international practices.
16 June 2015	New Policy required by CAA, approved by the University Council (Version 1.0).