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PROFESSIONAL COUNSELING AND GUIDANCE OF STUDENTS

CODE: PO-06

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EDITION AND REVISION INDEX

Edition: Revision: Application date :	Section / sub-section no. and reviewed page no.	Modification type:		
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Ed.1,Rev1/05.05.2014	Sec. 1, pg.5		X	X
	Sec. 2, pg. 5	X		
	Sec 3, pg. 5		X	X
	Sec 4, pg., pg. 5		X	X
	Sec 5, pg. 6,7		X	X
	Sec. 6, pg. 8		X	X
	Sec. 7, pg. 8	X	X	X
Ed.2,Rev0/	Sec. 1, pg. 4		X	
	Sec. 4, pg. 5			X
	Sec. 5, pg. 5,6,7,8	X	X	
	Sec. 6, pg. 9	X	X	X
	Sec. 7, pg. 10		X	x



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1. SCOPE

1.1. The scope of drafting this procedure is to regulate at internal level an explicit and unitary framework of planning, execution and control (monitoring and evaluation) of activities related to the professional counseling and guidance and the *psychological counseling* of students of “Grigore T. Popa” UMF of Iasi.

2. INTENDED USE

2.1. This procedure is applied to the students and staff carrying out their activity in the Service of Professional Counseling and Guidance as well as in the secretariats of the faculties of the “Grigore T. Popa” University of Medicine and Pharmacy of Iasi.

3. REFERENCE DOCUMENTS

SR EN ISO 9000:2015 – Quality management systems. Fundamental principles and vocabulary

SR EN ISO 9001:2015 – Quality management systems. Requirements.

SR EN ISO 9004:2010 – Quality management systems. Guidelines for the improvement of performances.

OSGG 600/2018 – related to the approval of the Code of internal management control of public entities

Law of National Education (Law no. 1/ 2011)

Chart of “Grigore T. Popa” University of Medicine and Pharmacy of Iasi

Undergraduate Degree Regulations

Study Framework Agreement

Law no. 677/21.XI.2001 for protection of persons regarding personal data processing and their free circulation


Deontological Code for the profession of psychologist

4. DEFINITIONS AND ABBREVIATIONS

4.1. Definitions

4.1.1. Professional counseling is a psychological intervention with the aim of guiding the student in the discovery of his/her vocational potential, in developing his/her decisional ability and support in order to surpass certain barriers related to the academic field.

4.1.2. Psychological counseling is a psychological intervention for improvement, self-knowledge and personal development or in order to prevent and remit emotional, cognitive or behavioral issues.

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4.2. Abbreviations

SMC	– quality management system
PO	– operational procedure
R	– Rector
PR	– Prorector of <i>institutional strategy, academic evaluation and relationships with student and labor organizations, NGOs and the local community</i>
NA	– Archive Classification
SCOP	– Service of Professional Counseling and Guidance
F	– form
PSH	– psychologist
Std	– student

5. PROCEDURE DESCRIPTION

5.1. General:

5.1.1. The activities of professional counseling and guidance are carried out in order to prevent and decrease the practice of academic dropout and in order to contribute to the professional development of students.

5.1.2. These activities have the following structuring:

- a. Promotion of professional counseling and guidance services
- b. Career counseling and guidance
- c. Psychological counseling
- d. Specific studies based on the data collected within the activities mentioned above

(5.1.2. a, b, c)

5.1.3. Such activities are planned, carried out and managed by the specialized staff within S.C.O.P.

5.2. Promotion of professional counseling and guidance services

5.2.1. This activity is aimed to inform the students about the role and usefulness of the cooperation with the specialized staff of S.C.O.P.

5.2.2. This activity has two components:

- a. Activity planning
- b. Promotion of services provided

5.2.3. Planning consists in:


- a. Elaboration of a specific promotion plan
- b. *Identification of the necessary resources for the implementation of the promotion plan.*

5.2.4. The promotion plan of S.C.O.P. services is compiled by the PSH based on a set of specific actions.

5.2.5 This plan is sent to the *PR* for analysis and approval.

5.2.6 The approved plan becomes operational for the entire S.C.O.P. staff

5.2.7 For the promotion of S.C.O.P. services, PSH identifies and updates the necessary promotion materials.

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5.2.8. In order to carry out the design of such materials, the PSH cooperates with the specialized staff of the *Marketing and Communication Department* and of the typography or with specific third parties.

5.2.9 It is the PSH's responsibility to manage and use the promotion materials.

5.2.10 Each promotion action is organized by the PSH based on a specific projection elaborated and included in the *promotion plan*.

5.2.11 At the end of each promotion action, the PSH identifies its attractiveness and efficiency via the specific evaluation questionnaire or by direct discussions carried out with the participants with the specific records maintained.

5.2.12 Once a quarter or whenever necessary, the S.C.O.P staff carries out evaluations of the efficiency of the promotion measures implemented and identifies new measures for making such promotion more efficient.

5.3. Career counseling and guidance

5.3.1. This activity has the following stages:

- a. Identification and analysis of the professional interests and values of the students
- b. Identification and analysis of opportunities related to the development of professional skills and abilities
- c. *Elaboration of a career plan and setting out professional objectives and necessary means / stage for their achievement*
- d. Analysis of the *dropout phenomenon*
- e. Elaboration and update of databases *comprising information related to students who decide to suspend their studies*
- f. Carrying out periodical analyses using these databases

5.3.2 The identification of professional interests and values as well as the opportunities for the development of professional abilities and skills of the students is made by the PSH using the following informational resources:

- a. The outcome of the professional counseling of some students who requested support;
- b. Conclusions of the outcome related to the participation to certain events organized by the *students or events organized by S.C.O.P.*
- c. Conclusions resulted following the participation of PSH to various specific experience exchanges.


5.3.3 The professional values and interests as well as the opportunities *are identified via the specific questions or the discussions carried out in the individual counseling meetings.*

5.3.4 Depending on the conclusions, the PSH initiates plans of measures for the reduction of university dropout.

5.3.5 The implementation of the measures documented in such plans is monitored by the PSH and assessed depending on the results.

5.3.6 The analysis of university dropout is made by taking into account the following aspects:

- a. Number of dropout applicants structured per faculties and academic year.
- b. Main causes that generated the dropout
- c. *Particularities of the students requesting the suspension of studies as well as the reasons based on their decision to enroll at UMF Iasi, the positive aspects related to the studies and the negative aspects related to their academic endeavor.*

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The analysis of university dropout is correlated with the situation of the previous semester / academic year.

5.3.7 In case of dropout/suspension of studies, the student must come to the faculty’s secretariat where he/she will be directed to S.C.O.P. or he/she may directly address the S.C.O.P. After the specialized counseling, if applicable, the student will submit to the faculty’s secretariat the request of withdrawal / suspension of studies.

5.3.8 At S.C.O.P. level, the student will benefit from counseling and, if applicable, information regarding the support possibilities or the effects related to the withdrawal/suspension.

5.3.9 The data brought forward by the students in the cases of decisional and psychological counseling are subject to confidentiality.

5.3.10 Depending on the situation, the case can be settled on the spot or within 5 days. If the issues are not resolved on the spot, the applicant’s contact data are taken with the communication of the term for a preliminary or definitive response.

5.3.11 If no alternatives were found in solving the issues of the applicant, a document will be issued to him/her specifying the grounds for which the respective student requested the withdrawal / suspension of studies. The dated and signed requested will be submitted by the student to the faculty’s secretariat. Following the issue of such document attesting the decisional counseling of the applicant, the process of withdrawal / suspension of studies will be started (the student will submit the request for withdrawal / suspension of studies to the secretariat).

5.3.12 The data related to the name, surname, place of birth, faculty, specialization, academic year, reasons for the SCOP interaction, reasons for withdrawal / suspension, remarks regarding the applicant’s interests and attitude in following a professional or education path during the decisional counseling will be recorded in the *Interview form of students* and all such data will be recorded in an electronic database with the consent of the student and namely the “Registry for the suspensions of studies”.

5.3.13 Such data related to the motivation of the applicants, their decision after counseling as well as the annual share of withdrawals / suspensions per faculties, specializations, academic years, withdrawal / suspension causes will be used for the periodical evaluations and specific decisions at service level. The conclusions of such evaluations may be used in order to concretize some educational support measures for the students or for professional guidance in case of withdrawal or for decreasing the said phenomena but also for carrying out some prognoses related to their evolution.

5.3.14 The detailed databases related to the discussions carried out with the students who applied for withdrawal are maintained by each PSH electronically and are permanently updated.


5.3.15 *The students applying for activities of individual professional counseling will be recorded in the Registry of SCOP students – Year ...*

5.3.16 *The details discussed within the professional counseling meetings will be recorded in the SCOP activity sheet.*

5.4. Psychological counseling

5.4.1. This activity has the following stages:

- a. Identification and analysis of emotional difficulties and crisis situations

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b. *Psychological evaluation with the help of the psychological test batteries available to the S.C.O.P. department*

c. Organization of actions for personal development

d. Elaboration and update of databases *comprising information related to the beneficiaries of psychological counseling*

e. Carrying out periodical analyses using such databases

5.4.2 The identification of emotional difficulties and crises situations is made by the PSH and is based on the following informational sources:

a. Conclusions resulted from the direct discussions carried out with the students who addressed S.C.O.P.

b. Conclusions resulted from the discussions carried out with the tutors

c. *Results obtained following the psychological evaluations via the psychological test batteries available to the S.C.O.P. department*

5.4.3 Based on the conclusions resulted from the identification of the motional difficulties and the crisis situations, the PSH starts actions for the personal development of students

5.4.4 The topics of such actions are set out by the PSH following cooperation with the tutors

5.4.5 The topics are based on specific documented materials compiled by the PSH.

5.4.6 The target group is set out by the PSH in cooperation with the tutors, if applicable.

5.4.7 The location and the duration of such actions are set out by the PSH and announced in a timely manner via the classic information systems of UMF Iasi (bulletin boards, website posts, *Facebook posts* etc.).

5.4.8 The conclusions of such actions will help the update of the databases maintained by the PSH related to:

- Attractiveness degree of the topics
- Elements to be improved in cooperation with the students
- New topics


5.4.9 The improvements implemented following the organized actions are evaluated annually or whenever is necessary within S.C.O.P. as for their efficiencies. The conclusions will be recorded by the PSH.

5.4.10 *All students applying for psychological counseling will be recorded in the Registry of students of S.C.O.P. – Year ...*

5.4.11 *The details discussed within the professional counseling meetings will be recorded in the SCOP activity sheet.*


5.5 Performance indicators

On an annual basis, performance indicators are set out which will be associated with the SCOP's specific objectives fulfilling the relevance criteria in the Management's Statement regarding the Objective System of the "Grigore T. Popa" University of Medicine and Pharmacy of Iasi.

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6. RESPONSIBILITIES

Activities	Responsibilities			
	Student	Secretariat Year secretary	PSH	PR
1.Presentation at the secretariat for starting the formalities related to the withdrawal / suspension of students	X			
2. Referral to SCOP for decisional counseling		X		
3.Presentation at SCOP	X			
4. Services of professional and psychological counseling for students			X	
5.Issue of the counseling document as notice / recommendation / referral			X	
6.Submitting the request for withdrawal / suspension of studies at the faculty's secretary	X			
7.Identification of opportunities for S.C.O.P. services promotion, promotion channels and materials to be used			X	
8. Creation of databases related to the users of S.C.O.P. services and their permanent updating			X	
9. Organization of information and personal development actions for students and maintenance of specific records			X	
10.Filling in the Registry with the students reaching out to S.C.O.P.			X	
11. Proposing activities to support the students	X			
12. Filling in the SCOP activity sheet			X	

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13. Verification and approval of the annual planning of activities				X
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7. ANNEXES AND RECORDS

Crt. No.	Record name	Code	Compiler	Approval	Copy no.	Distributed:	Retention period (years)	Retention place	Archiving duration (years)
1.	Database of SCOP service users	-	PSH	-	1	PSH	Permanently	SCOP	Conf. NA
2.	Resolution document – Notice / recommendation / referral	-	SCOP	-	1	1 copy secretariat	Equal to the retention period of the withdrawal request	Faculty's secretariat	Conf. NA
3.	Activity report	-	SCOP	-	1	1 copy SCOP	5	SCOP	Conf. NA
4.	Projection of promotion actions for SCOP services	FO06-01	PSH	-	1	PSH	5	S.C.O.P	Conf. NA
5.	<i>Annual planning of SCOP activities</i>		<i>PSH</i>	<i>PR</i>	<i>1</i>	<i>PR</i>	<i>5</i>	<i>S.C.O.P</i>	<i>Conf. NA</i>
6.	Registry for withdrawals / suspensions of studies		PSH	-	1	PSH	Permanently	S.C.O.P	Conf. NA
7.	Evaluation questionnaires for the evaluation of actions	C-09	PSH	-	1	PSH	5	S.C.O.P	Conf. NA
8.	<i>SCOP activity sheet</i>	<i>FO06-03</i>	<i>PSH</i>	-	<i>1</i>	<i>PSH</i>	<i>5</i>	<i>S.C.O.P.</i>	<i>Conf. NA</i>
9.	<i>Registry of SCOP students</i>		<i>PSH</i>	-	<i>1</i>	<i>PSH</i>	<i>Permanently</i>	<i>S.C.O.P</i>	<i>Conf. NA</i>
10.	<i>Interview form for students</i>	<i>FO06-04</i>	<i>PSH</i>	-	<i>1</i>	<i>PSH</i>	<i>5</i>	<i>S.C.O.P.</i>	<i>Conf. NA</i>

NA – Archive classification
PR – prorector