



For an Open Mind

UNIVERSAL TECHNOLOGY AND MANAGEMENT UNIVERSITY

**UTAMU**

**UTAMU COUNSELLING AND  
GUIDANCE POLICY, 2026.**

# Table of Contents

- Policy Authority Statement..... 3
- Policy Ownership..... 3
- Executive Summary..... 3
- Preamble ..... 5
- 1. Introduction..... 6
  - 1.1 Background..... 6
  - 1.2 Vision..... 6
  - 1.3 Mission..... 6
  - 1.4 Core Values..... 6
  - 1.5 Institutional Commitment Statement ..... 7
  - 1.6 Definitions..... 7
- 2. Purpose..... 8
- 3. Scope..... 9
- 4. Policy Objectives ..... 9
- 5. Guiding Principles ..... 10
  - 5.1 Confidentiality ..... 10
  - 5.2 Accessibility..... 10
  - 5.3 Professionalism ..... 10
  - 5.4 Inclusiveness ..... 11
  - 5.5 Preventive Orientation ..... 11
- 6.0 Policy Statements..... 11
- 7.0 Areas of Counselling and Guidance Services ..... 12
  - 7.1 Academic Counselling ..... 12
  - 7.2 Personal and Psychological Counselling ..... 12

7.3 Career Guidance.....	13
7.4 Crisis Intervention.....	13
7.5 Social and Behavioural Guidance .....	13
8.0 Institutional Arrangements.....	14
8.1 Counselling and Guidance Unit .....	14
8.2 Institutional Placement.....	14
8.3 Functions of the Unit.....	14
9.0 Rights and Responsibilities .....	15
9.1 Rights of Students and Staff.....	15
9.2 Responsibilities of Counselling Staff.....	15
10.0 Ethical and Confidentiality Standards.....	15
<b>10.1 Records and Data Protection .....</b>	<b>15</b>
11.0 Implementation .....	16
12.0 Monitoring and Review .....	16
13.0 Related Policies.....	17
Annexes .....	19
Annex 1: UTAMU Counselling Intake Form Template .....	19
<b>COUNSELLING INTAKE FORM .....</b>	<b>19</b>
Annex 2: UTAMU Counselling Referral Form .....	20
<b>COUNSELLING REFERRAL FORM.....</b>	<b>20</b>
ANNEX 3: UTAMU Crisis Response Flow .....	21

## Policy Authority Statement

The **UTAMU Counselling and Guidance Policy** is established under the authority of the **University Council of Universal Technology and Management University (UTAMU)** a responsible for the formulation and approval of institutional policies governing the administration, academic environment, and welfare systems of the University.

This Policy operationalises the University's commitment to providing a safe, supportive, and inclusive learning and working environment that promotes the psychological wellbeing, personal development, and academic success of members of the University community.

The implementation of this Policy shall be the responsibility of **University Management**, acting through the administrative structures responsible for student welfare and staff support services. All units, staff, and students of the University shall adhere to the provisions of this Policy.

The University Council retains the authority to review, amend, or revoke this Policy in accordance with established University governance procedures.

## Policy Ownership

The **Directorate responsible for Students' Affairs and Welfare** shall be the custodian and policy owner of this Policy. The Directorate shall oversee the implementation, coordination, monitoring, and periodic review of the UTAMU Counselling and Guidance Policy in collaboration with the Counselling and Guidance Unit and other relevant University structures.

## Executive Summary

The **UTAMU Counselling and Guidance Policy** establishes the institutional framework for the provision of counselling and guidance services designed to support the psychological wellbeing, academic success, and personal development of members of the University community.

Recognising that effective learning and professional growth depend not only on academic instruction but also on emotional, social, and psychological stability, the University commits to providing accessible, professional, and confidential counselling services as a key component of institutional student welfare and staff support systems.

The Policy defines the governance structure, guiding principles, and operational scope for counselling and guidance services at UTAMU. It clarifies the responsibilities of the University in ensuring that students and staff have access to counselling support for academic, personal, social, behavioural, and career-related challenges.

The Policy promotes a proactive approach to mental health and wellbeing through preventive programmes, awareness initiatives, early intervention mechanisms, and appropriate referral pathways.

Through the institutionalization of counselling and guidance services, UTAMU reinforces its commitment to creating a supportive and inclusive learning environment that promotes holistic development, academic persistence, and responsible citizenship.

## Preamble

Universal Technology and Management University (UTAMU) recognises that academic success, personal wellbeing, and professional development depend not only on intellectual capability but also on psychological, social, and emotional stability.

Higher education institutions worldwide therefore institutionalize counselling and guidance services as an essential component of student welfare and institutional effectiveness.

Counselling and guidance services support individuals in addressing academic pressures, psychosocial challenges, career uncertainty, and personal difficulties that may affect learning, productivity, and overall wellbeing. These services contribute to the holistic development of members of the University community by strengthening resilience, ethical decision-making, responsible conduct, and professional growth.

UTAMU is committed to creating a supportive and inclusive learning environment in which students and staff can access confidential counselling and guidance services.

The University therefore establishes this Policy to provide a structured framework for the governance, coordination, and delivery of counselling and guidance services across the institution.

## 1. Introduction

### 1.1 Background

UTAMU was granted a Provisional License by the **National Council for Higher Education (NCHE)** on 11 March 2013 (License No. UIPL022), with its establishment published in the **Uganda Gazette Vol. CVI No. 14 of 22 March 2013 under Legal Notice No. 4 of 2013**. The University operates within the core mandate of **teaching and learning, research and innovation, and community engagement**. Maintaining a safe and secure institutional environment is essential to safeguarding academic integrity, ensuring regulatory compliance, protecting institutional assets, and enabling effective delivery of the University's mandate. This Policy is therefore aligned with the regulatory requirements of the **National Council for Higher Education (NCHE)** and UTAMU's institutional governance framework.

### 1.2 Vision

The Vision of UTAMU is A global educational institution of excellence in management, science, technology and innovation.

### 1.3 Mission

The mission of UTAMU is to provide global quality education, research and innovation critical to economic and human development.

### 1.4 Core Values

**The Core values of UTAMU are:**

- a) **Professionalism:** making sure that staff and students conduct themselves with the highest ethical standards and taking responsibility for all their actions
- b) **Creativity:** committing to stimulating the culture of scientific and technological advancement, innovation and practical enrichment to UTAMU's stakeholders through a rich and flexible educational experience

- c) **Integrity:** adhering to ethical and moral principles in all the educational, research and innovation processes
- d) **Transparency:** seeking to provide accountability and value for money to UTAMU's stakeholders
- e) **Empowerment:** offering unsurpassed practical opportunities to UTAMU's stakeholders through industry-oriented collaborations, research engagements and incubation clusters in order to transform the educational environment
- f) **Community Engagement:** working with the community to solve the real-world problems as a focal point towards economic development.

### 1.5 Institutional Commitment Statement

UTAMU recognises that student success, staff wellbeing, institutional performance, and participation are influenced by psychological, emotional, social, academic, and career-related factors

Counselling and guidance services therefore form an essential component of a supportive institutional environment that enables individuals to manage challenges, make informed decisions, and access timely support where specialised intervention is required.

The University adopts this Policy to provide a structured, inclusive, and confidential framework for counselling and guidance services that promote wellbeing, safeguard dignity, strengthen referral systems, and support the holistic development of the University community.

### 1.6 Definitions

For purposes of this Policy:

1. **Counselling:** a professional helping process through which an individual is supported to understand, address, and manage personal, psychological, social, academic, or career-related concerns.

2. **Guidance:** structured assistance provided to help an individual make informed educational, behavioural, personal, or career decisions.
3. **Psychosocial support:** interventions that protect or promote psychological wellbeing and social functioning.
4. **Crisis:** a situation involving acute distress or risk requiring urgent assessment, support, referral, or protective action.
5. **Referral:** the formal process of directing a client to an internal or external service provider for specialised support beyond the scope of the University's counselling service.
6. **Reasonable accommodation:** necessary and appropriate adjustments that enable persons with disabilities to access services on an equal basis with others without imposing a disproportionate burden on the University.
7. **Tele-counselling:** counselling provided through approved telephone or secure digital platforms.

## **2. Purpose**

The purpose of this Policy is to establish a comprehensive framework for the provision of counselling and guidance services at UTAMU in order to:

1. Promote the psychological wellbeing and personal development of students and staff.
2. Support academic success and professional development.
3. Provide structured assistance in addressing psychosocial, emotional, and academic challenges.
4. Promote a culture of seeking professional counselling and guidance support.
5. Ensure confidentiality, ethical conduct, and professional standards in counselling practice.

Universities adopt counselling services as a mechanism to enhance student welfare, support academic achievement, and foster holistic development within the learning environment.

### **3. Scope**

This policy applies to:

1. All UTAMU students
2. Academic staff
3. Administrative and support staff
4. Visiting scholars and interns where appropriate

The policy covers counselling and guidance services related to:

1. Academic counselling
2. Personal and psychological counselling
3. Career guidance
4. Crisis intervention
5. Social and behavioural counselling
6. Conflict resolution and mediation

Universities typically structure counselling services to address **academic, personal, and career development needs simultaneously**.

### **4. Policy Objectives**

The objectives of the Counselling and Guidance Policy are to:

1. Provide accessible and professional counselling services to the University community.
2. Promote mental health awareness and psychological wellbeing.

3. Provide academic and career guidance to students.
4. Support individuals experiencing personal, emotional, or social challenges.
5. Strengthen early identification and intervention mechanisms for psychosocial difficulties.
6. Promote resilience, life skills, and responsible decision-making among students.
7. Support institutional retention, academic performance, and positive campus climate.

## **5. Guiding Principles**

The provision of counselling and guidance services at UTAMU shall be guided by the following principles:

### **5.1 Confidentiality**

All counselling interactions and records shall be treated as confidential and handled in a manner that protects dignity, privacy, and trust. Confidential information shall only be disclosed with the informed consent of the client, except where disclosure is necessary to prevent serious harm to the client or another person, where abuse or safeguarding concerns arise, where emergency referral is necessary, or where disclosure is required by law or lawful institutional process. In all such cases, disclosure shall be limited to what is necessary for protection, care, or compliance.

### **5.2 Accessibility**

Counselling services shall be accessible to all members of the University community without discrimination.

### **5.3 Professionalism**

Counselling services shall be delivered by qualified professionals adhering to recognised ethical standards of counselling practice.

#### 5.4 Inclusiveness

Services shall respect diversity, including gender, disability, cultural background, and socioeconomic status.

#### 5.5 Preventive Orientation

The University shall promote preventive and developmental counselling programs in addition to remedial support.

#### 5.6 Rights-Based and Inclusive Service Delivery

Counselling and guidance services at UTAMU shall be delivered in a manner that respects human dignity, non-discrimination, informed consent, privacy, cultural sensitivity, and reasonable accommodation for persons with disabilities and other users with specific access needs.

### **6.0 Policy Statements**

UTAMU commits to the following policy positions:

1. The University shall establish and maintain counselling and guidance services to support students and staff wellbeing.
2. The University shall ensure the availability of qualified counselling professionals.
3. The University shall promote mental health awareness through institutional programs and outreach initiatives.
4. Counselling services shall operate in accordance with professional ethical standards and confidentiality principles.
5. The University shall provide career guidance services to assist students in career planning and professional development.
6. Counselling services shall integrate with other student welfare services within the University.

7. The University shall maintain clear internal and external referral pathways for cases requiring medical, psychiatric, legal, safeguarding, disability-support, or other specialised services.
8. The University shall support multiple access channels for counselling and guidance services, including in-person and approved remote modalities where feasible.
9. The University shall provide awareness, prevention, and early-identification programmes for students and staff.
10. The University shall ensure reasonable accommodation and accessible counselling service delivery for persons with disabilities and other users with specific needs.
11. The University shall maintain secure counselling records and use aggregated, non-identifiable service data for institutional planning and quality improvement.

## **7.0 Areas of Counselling and Guidance Services**

Counselling and guidance services at UTAMU shall address the following areas:

### **7.1 Academic Counselling**

Support for students experiencing academic challenges including:

1. Study skills
2. Academic stress
3. Examination anxiety
4. Programme selection and course planning

### **7.2 Personal and Psychological Counselling**

Support for individuals experiencing:

1. Stress and anxiety
2. Depression
3. Relationship difficulties

4. Substance abuse
5. Emotional distress

### 7.3 Career Guidance

Support for students in:

1. Career planning
2. Professional development
3. Internship preparation
4. Transition to employment

### 7.4 Crisis Intervention

Provision of immediate support for:

1. Trauma
2. Bereavement
3. Psychological emergencies
4. Harassment or abuse cases

### 7.5 Social and Behavioural Guidance

Support in addressing issues such as:

1. Conflict resolution
2. Peer relationships
3. Behavioural challenges
4. Adjustment to university life

Universities commonly integrate counselling services to address **psychosocial, academic, financial, and personal challenges affecting students and staff**

## **8.0 Institutional Arrangements**

### 8.1 Counselling and Guidance Unit

The Counselling and Guidance Unit shall be responsible for coordinating and managing counselling and guidance services.

### 8.2 Institutional Placement

The Counselling and Guidance Unit shall operate under the appropriate University administrative structure responsible for student and staff welfare. The Counselling and Guidance Unit shall work in collaboration with academic departments, student affairs offices, health services, and external referral partners to ensure coordinated student support.

### 8.3 Functions of the Unit

The Counselling and Guidance Unit shall:

1. Provide counselling services
2. Conduct mental health awareness programmes
3. Provide career guidance services
4. Facilitate referrals to specialised services when necessary
5. Maintain confidential counselling records

### 8.4 Crisis and Referral Framework

The Counselling and Guidance Unit shall establish and maintain a documented crisis response and referral protocol for urgent and high-risk situations, including suicide risk, self-harm, severe psychological distress, violence, abuse, trauma, and other mental-health emergencies. The protocol shall define procedures for risk assessment, emergency response, referral to appropriate medical or specialised services, case documentation, and follow-up support

## **9.0 Rights and Responsibilities**

### 9.1 Rights of Students and Staff

Members of the University community have the right to:

1. Access counselling services
2. Confidentiality of counselling sessions
3. Respectful and non-discriminatory support
4. Professional counselling assistance

### 9.2 Responsibilities of Counselling Staff

Counselling staff shall:

1. Maintain professional and ethical standards
2. Protect confidentiality
3. Provide accurate guidance and support
4. Refer complex cases to appropriate external professionals when necessary

## **10.0 Ethical and Confidentiality Standards**

All counselling services shall adhere to recognised professional counselling ethics, including:

1. Confidentiality of counselling records
2. Informed consent
3. Respect for client autonomy
4. Protection from harm

### **10.1 Records and Data Protection**

Counselling records shall be created, stored, accessed, retained, and disposed of in accordance with applicable law and the **UTAMU Data Protection and Privacy Policy**. Access to

counselling records shall be restricted to authorised personnel on a need-to-know basis. Service data used for institutional reporting shall be anonymised or aggregated to protect client identity.

## **11.0 Implementation**

The University shall:

1. Provide resources for counselling services
2. Conduct awareness programmes
3. Integrate counselling services into orientation programmes
4. Train staff on referral and mental-health awareness
5. Establish partnerships with external mental-health providers

## **12.0 Monitoring and Review**

The implementation of this Policy shall be monitored by the relevant University authority responsible for student and staff welfare. The Directorate for Students' affairs and the Human Resources Office will work together with the counselling and guidance unit to implement and monitor this policy.

The Counselling and Guidance Unit shall prepare periodic reports on:

1. service utilisation
2. awareness activities
3. referral patterns
4. emerging risks

The Policy shall be reviewed **every five years** or earlier where necessary. Monitoring reports shall inform institutional planning, resource allocation, and the continuous improvement of counselling and guidance services.

### **13.0 Related Policies**

This Policy shall be read together with:

1. Student Welfare Policy
2. Gender Policy
3. Disability Policy
4. Anti-Sexual Harassment Policy
5. Academic Handbook Policy
6. Data Protection and Privacy Policy

Signed this on day 27th of March 2026.

By:  .....

**Chairperson, University Council**

 .....

**Vice Chancellor**

## Annexes

### Annex 1: UTAMU Counselling Intake Form Template

**Counselling and Guidance Unit**  
**COUNSELLING INTAKE FORM**  
**Section A: Client Information**

Field	Details
Full Name	
Student/Staff ID	
Programme/Department	
Level of Study/Position	
Gender	
Age	
Contact Phone	
Email Address	
Emergency Contact Person	
Emergency Contact Phone	

#### Section B: Referral Source

Please indicate how you were referred to the Counselling Service:

- Self-referral
- Lecturer/Academic Advisor
- Student Affairs Office
- Peer/Student Leader
- Medical Personnel
- Other (Specify)

#### Section C: Nature of Concern

Please indicate the main reason for seeking counselling (tick where applicable):

- Academic stress
- Examination anxiety
- Personal or emotional distress
- Relationship difficulties
- Family concerns
- Financial stress
- Substance use concerns
- Career uncertainty
- Mental health concerns
- Trauma or crisis
- Other (Specify)

#### Section D: Brief Description of Concern

Please briefly describe the issue you would like assistance with:

---

---

---

---

**Section E: Risk Assessment (Counsellor Only)**

- No immediate risk identified
- Emotional distress
- Self-harm risk
- Suicide risk
- Violence risk
- Trauma exposure
- Immediate referral required

**Section F: Consent Statement**

I confirm that the information provided is accurate to the best of my knowledge and that I voluntarily seek counselling support.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Annex 2: UTAMU Counselling Referral Form**

**Universal Technology and Management University (UTAMU)**

**Counselling and Guidance Unit**

**COUNSELLING REFERRAL FORM**

**Section A: Client Information**

<b>Field</b>	<b>Details</b>
Name	
Student/Staff ID	
Programme/Department	
Contact Phone	

**Section B: Reason for Referral**

- Academic challenges
- Psychological distress
- Mental health concerns
- Crisis intervention
- Substance abuse concerns
- Medical referral
- Legal or safeguarding concerns
- Other (Specify)

**Section C: Referral Destination**

- UTAMU Medical Services
- External Mental Health Professional

- Hospital or Medical Facility
- Student Affairs Office
- Disability Support Services
- Legal/Safeguarding Authority

**Section D: Summary of Case**

---

---

**Section E: Referring Officer**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

---

**ANNEX 3: UTAMU Crisis Response Flow**

**UTAMU Counselling and Guidance Crisis Response Protocol**

**STEP 1: IDENTIFICATION**

Concern identified through:

1. student self-report
2. lecturer referral
3. peer concern
4. behavioural observation