BAHRIA UNIVERSITY
ISLAMABAD

BU POLICY FOR PSYCHOLOGICAL SERVICES CENTRES

BAHRIA UNIVERSITY
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Head Office

CERTIFICATE OF PROMULGATION

1. It is certified that this document titled "BU Policy for Psychological Services Centres" contains 1 to 18 pages including Annexes A to C. The Policy was approved by the Academic Council in its 47th Meeting held on 7 October 2024 as Agenda Item 4616 (Para 109). Master copy of this document is held with Regulations Section of Registrar's Office.

2. Upon approval of Minutes of 47th Academic Council Meeting by the Chairman, BU Policy for Psychological Services Centres contained in this document stands promulgated with effect from Fall 2024 Semester.

3. This Policy supersedes the Chapter 11 titled "Psychological Services" of Human Resource Policy Manual (2023) approved on 20 July 2023 by Bahria University Executive Committee in its 19th Meeting. However, BU Ordinance 2000 and BU Statutes 2022 shall take precedence over this Policy.

M JALALUDDIN QURESHI SI(M)
Commodore (Retd)
Registrar

Dated:20 December 2024

RECORD OF AMENDMENTS

Amendment No	Dated	Authority	Clauses Amended	Status

Note: Amendments are to be recorded, cross-checked and their incorporation in the documents authenticated (with name designation, and signatures).

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1. Preamble

1.1 The Psychological Services Centres (also named *Umeed e Nau* and *Well-Being Centre*) are units of Bahria University that provide essential mental health services to BU students, employees, their families and the general public for community well-being. Each Centre aims to address educational, social, emotional and psychological issues that may hinder the personal or professional development and growth of those seeking its support.

2. Services to be Provided by Psychological Services Centres

2.1 Bahria University is committed to providing high-quality, problem-focused, ethical professional psychological services at all its CUs offering degree programmes in Clinical Psychology. Accordingly, an integrated and cohesive approach will be adopted at the Psychological Services Centre (PSC) of each CU to provide professional support for different emotional and psychological issues that may hinder the normal functioning and performance of an individual. Services that will be provided by the PSC include:

a. Psychological assessment for all types of developmental/ psychological issues and problem conditions by using the latest psychological tests with a complete written report (where required).
b. Psychotherapeutic intervention and psychological services by applying traditional and latest psychotherapies for different emotional and other issues, like academic difficulties or career choices, etc.
c. Training programmes for self-management and self-improvement.

3. Objectives of PSCs

3.1 In order to provide the aforementioned services, the following objectives have been set for PSC:

a. To provide standardised psychological assessments, counselling and psychotherapy to BU students, addressing their psychosocial, emotional, behavioural, educational and career issues; and to BU employees, addressing their work-life stressors and other mental health-related challenges.
b. To deliver community services across a spectrum of psychological domains (ranging from awareness camps to intervention-based projects, as per the available resources) including but not limited to clinical, educational, organisational and social issues. To offer training and development opportunities to all BU postgraduate students of Psychology through

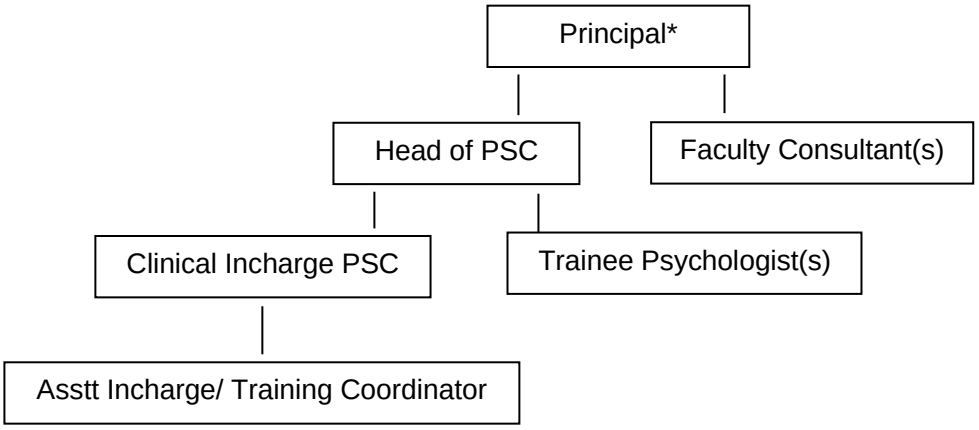
specialisation-based internships and rotations at external locations, where required.

c. To offer regulated and supervised paid internships during the summer to external postgraduate/ graduated students/ scholars specialising in Clinical Psychology.

d. To create community awareness through outreach activities by involving BU students of Psychology, including undergraduate students for CSP hours and observer ship, and postgraduate students for internships.

4. Organisation

4.1 The following organogram will be adopted at each Psychological Service Centre:



* Where a Principal is not appointed, the PSC will be headed by the respective Head of Department.

5. Selection Criteria and Duties/ Responsibilities for PSC Administration

5.1 The PSCs are to be administrated/ managed professionally and ethically while adhering to the guidelines covered in this Policy.

5.2 **Head of PSC.** Is to be appointed as per the procedure for the HODs, based on the following criteria to discharge the undermentioned responsibilities.

5.2.1 **Criteria**

a. Permanent Faculty Member (PFM) of the concerned CU, with course load allocation as applicable to other HODs).

b. Doctorate in Clinical/ Counselling Psychology **OR** assessed eligible for psychological clinical work.

c. Demonstrated ability and appropriate experience to supervise and train clinical trainees and interns.

d. Demonstrated ability to conduct clinical interviews, psychological assessment, case conceptualisation, and treatment plan formulation.

5.2.2 **Duties/ Responsibilities**

a. Supervise and ensure the administrative and functional requirements at the Psychological Services Centre.
b. Responsible for the regular preparation of biannual reports on performance, records and audits, and presenting them to higher authorities when required.
c. Any other task assigned by the Principal/ HCU.

5.3 Clinical In-charge PSC. Is to be appointed by the respective Head of CU on the recommendation of the respective Head of PSC, to fulfil the responsibilities outlined below.

5.3.1 **Criteria**

a. Permanent Faculty Member (PFM) of the concerned CU, with course load allocation as per prevailing policy.
b. At least MS/ MPhil degree in Clinical/ Counselling Psychology **OR** assessed eligible for psychological clinical work.
c. Demonstrated ability and appropriate experience to supervise and train clinical trainees and interns.
d. Demonstrated ability to conduct clinical interviews, psychological assessment, case conceptualisation and treatment plan formulation.

5.3.2 **Duties/ Responsibilities**

a. Ensure that the quality of clinical and other psychological services provided by supervisees meet established standards, guidelines and regulations, as applicable. This would include observation of sessions, review of documentation, preparation of audit reports, preparation of audit reports, and other supervisory activities to assure quality of care as per established standards.
b. Ensure that supervisees operate within their scope of expertise and practice.
c. Provide clinical supervision, training and direction for supervisees.
d. Communicate deficiencies, concerns and achievements of supervisees to the Head of Psychological Services.
e. Manage/ administer day-to-day affairs/ activities of the PSC.

5.4 Assistant Clinical In-charge/ Training Coordinator. Is to be nominated by the Head of PSC based on the following criteria for the following responsibilities.

5.4.1 **Criteria**

a. Intern from already enrolled senior students of the postgraduate programme, approved by the HCU.
b. At least BS degree in Psychology and enrolled in BU MS/ MPhil (Clinical) programme in Psychology.
c. Demonstrated ability and appropriate understanding of psychological services.
d. Demonstrated ability to conduct intake clinical interviews and preliminary psychological assessment.

5.4.2 **Duties/ Responsibilities**

a. Assist Clinical In-charge/ Training Coordinator in administrative/ managerial affairs and supervisory commitments, including appointments/ session scheduling, etc.
b. Communicate deficiencies and concerns of clients and supervisees to the In-charge/ Training Coordinator.
c. Any other task assigned by the Clinical In-charge.

5.5 Faculty Consultant. Any regular faculty member who can provide consultation in the psychological domain may be considered a Faculty Consultant for the PSC; usually a senior PFM of the Bahria University. The list of consultants for conducting consultancy services at PSC will be approved by the HCU, on the recommendation of the Head of the PSC. These recommendations will be based on the clients assigned by the In-charge/ Training Coordinator as per reported/ available slots and specifications. General criteria for the Faculty Consultants and his/ her associated duties is covered in the following clauses.

5.5.1 **Criteria**

a. At least MPhil/ MS degree in the specialised field of Professional Psychology, i.e. Clinical, Organizational, Educational, etc.
b. Demonstrated ability and appropriate understanding of professional services in the relevant field.

5.5.2 **Duties/ Responsibilities**

a. Provide psychological services as per his/ her specialised areas of expertise, while strictly adhering to established standards.

b. Provide necessary psychological services to the client if recommended or referred by the Head of PSC or Clinical In-charge/ Training Coordinator due to any ethical or emergency reason.

c. Maintain and adhere to the ethical considerations for paid clients after regular hours, i.e. seeing personally referred private clients after serving the regular clients who have approached the PSC for availing the offered psychological services.

5.5.3 A Faculty Consultant is eligible to use the available counselling unit to serve paid clients/ patients after the regular counselling hours, with the prior approval of the respective HCU on the recommendation of the Head of PSC.

5.6 Trainee Psychologist. Is the student of PhD/ MPhil/ MS in Professional Psychology/ Clinical Psychology of a BU programme, attached to the PSC for programme-related training.

6. Operation of PSC

6.1 Instructions for the operation of PSC are to be issued by the respective Head of PSC with the approval of the concerned HCU through the respective Director/ Principal/ HOD (in case of BULC only). Following guidelines are to be adhered to in this regard:

a. All sessions are to be properly scheduled and approved by the Head of PSC/ Clinical In-charge, except for emergency clients.

b. Session logs are to be maintained and kept confidential.

c. Records of psychological services provided are to be retained for 2 years after the closure of the case.

d. Timings for internal/ external clients are to be regularly announced on weekly/ monthly basis or as and when required.

e. Day-to-day coordination and other operational aspects are to be handled by the concerned In-charge/ Training Coordinator as per the Policy.

6.2 **Client.** Any person who contacts the Psychological Services Centre to seek psychological services in the form of psychological assessment and guidance will be considered a potential client/ patient.

7. Consultation Schedule

7.1 Psychological consultation schedule will be prepared for each semester (Spring/ Fall) and Summer Sessions by the respective Head of PSC and approved by the respective HCU. Faculty members would be allowed to have one to two days of

consultancy with a maximum of four hours per day in each week, after 1300 hrs, without affecting the students/ ongoing teaching sessions and other academic research activity. The schedule thus prepared is to include the following:

a. Consultation hours (including limited slots during working hours).
b. After-hours consultation.
c. Specified days for internal and external clients.
d. Specified days and hours per week during the Regular Semesters and Summer Sessions.

8. Internship

8.1 The internship provided by the PSC will be carefully regulated and supervised to guarantee ethical conduct and prevent malpractices, ensuring a high standard of professional development and ethical responsibility.

8.2 Internships at external locations will be subject to availability and the nature of MOUs with different organisations. Accordingly, procedures for the same may vary across the CUs, depending on the context of the internship and the extent of agreements with external organisations.

8.3 Internships against payment will generally be offered to external PG candidates during the Summer sessions.

9. Referral System for Psychological Services

9.1 To maximize the university-wide utilization of PSC, faculty members must recommend/ refer students for behavioural counselling and psychological services through their respective departmental heads.

9.2 Faculty members are to utilise the referral form in **Annexure A** to document their behavioural concerns. Upon completion, the referral form must be submitted to the concerned HOD. Subsequently, the HOD will undertake the cross-verification and forward the referral form to the respective Head of PSC.

9.3 Informed consent of the client/ patient as per **Annexure B** would be mandatory for managing ethical parameters in the counselling.

9.4 The Heads of the Disciplinary Committee can also refer cases to the Head of PSC through respective HOD, using the form in **Annexure A**.

9.5 The introduction of this structured referral system – based on informed consent via **Annexure B** – aims to offer timely support to students facing behavioural challenges, contributing to a conducive learning environment for all.

9.6 Faculty members, staff, other employees, and their families are encouraged to directly contact the PSC for any psychological problems requiring professional help and attention.

10. Conditions for Referral

10.1 **Behavioural/ Conduct Related Issues.** Faculty members may refer students through respective HOD for counselling when observing behavioural or conduct-related issues affecting their academic environment.

10.2 **Academic Difficulties.** Students with a CGPA below the minimum requirement for respective degree programme may be referred to the PSC for assessment regarding academic difficulties, career guidance and counselling for smooth completion of their degree programme as a proactive measure to address their personal and educational challenges, while conforming with the BU policy for academically underperforming students.

10.3 **Disciplinary Cases.** Referrals for counselling may also occur in cases involving disciplinary issues, to provide support and guidance in navigating and addressing the associated challenges faced by the students/ scholars/ employees.

10.4 **Self-Referrals.** Students, faculty members and other BU employees as well as external clients are encouraged to make self-referrals for counselling; fostering a holistic approach to psychological services for comprehensive support.

11. Reporting and Monitoring Process for Behavioural Counselling

11.1 After the referral and intake, the counselling plan (number of sessions, time duration, termination, etc) is to be shared with the individual and referring individual (if required).

11.2 Feedback and monitoring will be managed and provided by the Clinical In-charge (if and where required) through the relevant Faculty Consultant.

11.3 Where considered essential, parents may be involved following the Disciplinary Committee's protocols. This involvement would be contingent upon exceptional circumstances identified by the concerned Disciplinary Committee and consented by the respective Principal/ HCU, ensuring compliance with confidentiality conditions as per the standards adopted for the psychological services being offered.

12. Ethical Standards

12.1 Following ethical standards are to be ensured at all PSCs:

a. As per professional ethics, any information shared in the context of professional psychological assessment is considered confidential. However, the client should be notified in case the psychologist believes that the client is suicidal or is in danger of harming another person, in which case the expectation of confidentiality may not be the same.
b. During the consultation period, the therapeutic relationship will be strictly maintained. Personal meetings between the concerned Faculty Consultants and the clients outside the Centre and the exchange of gifts or other items between them are to be avoided.
c. Any complaints from a client or any observation of violation of policy guidelines should be recorded in written form. The Psychological Services Ethics Committee (PSEC) formed at each Campus will make the required decisions and communicate the same to the concerned person(s) and higher authorities. Details of the same are covered in clause 13 below.
d. The PSC will be committed to self-evaluation to maintain the high quality and effectiveness of its services. It will be the responsibility of the Head of the PSC to compile an annual statistical report for quality assurance, documentation of services rendered, and dissemination of information regarding service utilization and needs assessment.
e. PSC reports are to be submitted to the concerned Principal/HOD monthly, the respective HCU quarterly and the BUHO (through Dean PP) annually.

13. Psychological Services Ethics Committee (PSEC)

13.1 Each Campus will have an Ethics Committee comprising the following members to ensure the above-stated ethics at respective PSC:

a. Dean PP – President
b. Concerned Principal/ HOD – Member
c. Head of Psychological Services Centre – Member
d. In-Charge Psychological Services Centre – Member
e. Any other faculty member, co-opted by the President of PSEC

13.2 In the absence of Dean PP, the senior most Principal/ HOD will head the PSEC.

13.3 Objective of the PSEC. To address ethical issues within the clinical setting, encompassing concerns related to clients, their families, allocated supervisors, and

interns' adherence to rules and regulations, including the submission of log hours and batteries (psychological assessment reports).

13.4 **Scope of Responsibility.** The PSEC will evaluate and address issues such as falsifying data, non-submission of required materials, attendance concerns, and any other ethical challenges arising during training and supervision.

13.5 **PSEC Meetings.** The PSEC will conduct meetings at least once in each academic year and on a case-to-case basis, with the frequency and duration determined by the complexity and urgency of the issues at hand.

13.6 **Scheduling of PSEC Meetings.** The PSEC meetings will be scheduled by the Head of the Committee in collaboration with the concerned Head of PSC.

13.7 **Coordination and Documentation.** The Clinical In-Charge PSC will be responsible for coordinating all aspects of the PSEC meetings, including documentation such as minutes and reports.

13.8 **Reporting Structure.** The PSEC is to provide recommendations to the President of the Committee regarding identified ethical irregularities within the clinical setting at any PSC. Minutes of Meetings of PSEC are to be documented along with decisions and recommendations and signed by the President.

Note. The above-stated terms of reference are designed to guide the PSEC in addressing ethical concerns, promoting a transparent and ethical environment within the clinical setting. The flexibility of meeting frequency and length ensures adaptability to the varying nature of ethical issues that may arise.

14. Financial Aspects

14.1 Fee structure for all psychological services for internal clients (BU students, faculty, staff) will be as approved by the BUHO.

14.2 Fee structure for external clients will be as per the approved rates for specific requirements, which may be reviewed by the Dean PP from time to time and approved by the concerned HCU. The exact fee amount to be paid by the client will be finalized according to the number of tests administered and the financial capacity of the client (determined from the Fee Discount Form filled by the client, as per the format at **Annexure C**).

14.3 Income generated from clients is to be deposited in a separate bank account maintained by the CUs for respective PSC. All expenditures to be incurred from this

account are to be with prior approval of the concerned HCU as per BU Financial Regulations.

14.4 In case a client is unable to afford the psychological service fee, he/ she may be treated free of cost on the basis of strong reasons/ justification, subject to approval by the concerned HCU. Such an approval is to be properly maintained in PSC record.

14.5 Payment for internship by external PG candidates will be made through cash/ cheque to the respective designated PSC bank account. Amplifying instructions in this regard may be promulgated by the respective CUs.

15. Remuneration to Consultants

15.1 Remuneration to Faculty Consultants will be paid for the consultancy provided in the PSC as per the approved BU policy.

15.2 Fee paid by external clients will be deposited in the designated bank account of the respective CU. The payment for consultancy to the FMs and any other expenditure from this account will be paid with the approval of the respective HCU as per the approved policy.

15.3 Consultancy fee may be revised with the consent of Dean PP and approved by the Rector BU as and when required, through respective HCU on the recommendation of the Dean PP.

Annexure A

BEHAVIOURAL COUNSELLING REFERRAL FORM

Student's Information

Name: _____

Gender: _____
Enrolment Number: _____

Semester Details: _____

Academic Performance: _____

_____

Behavioural Concerns (tick all that apply and specify details including incidents)

☐ Inattention / Daydreaming in Class

_____

_____

_____

☐ Irritability / Anger Outbursts

_____

_____

_____

☐ Persistent Low Mood / Crying Spells

_____

_____

_____

☐ High Anxiety Levels / Panic Symptoms

_____

_____

_____

☐ Misconduct not Classified as General Indiscipline

_____

_____

_____

☐ Complaints by Peers

☐ Issues in Teamwork / Group Collaboration

_____

_____

_____

☐ Solitary Behaviour

_____

_____

_____

☐ Any other Observation

_____

_____

_____

☐ Additional Comments (including views on Academic Performance)

_____

_____

_____

Referring Faculty Member

Name _____
Department _____
Contact Information _____
Signature _____
Date _____

Head of Department (HoD) Verification

HoD Name _____
Signature _____
Date _____

Annexure B

COUNSELLING / THERAPY CONSENT FORM

As a (student / staff / FM) in the (_____ Department/ School/ Institute), I acknowledge my upcoming assessment / counselling/ therapy sessions, supervised by senior Expert Clinicians at the Psychological Services Centre.

I am aware that failure to attend or cancel an appointment with less than 24 hours' notice will result in rescheduling. Missing three consecutive appointments will be considered a drop-out from therapy/ psychological services.

I recognize that these services aim to support students/ staff/ faculty in overcoming emotional and psychological challenges. All information shared with the clinician is confidential, with exceptions for imminent danger, suspicion of abuse, or court-ordered disclosures.

For any questions about this consent or the services, I can discuss them with my therapist/In-Charge at the Psychological Services Centre. I commit to full cooperation, and any concerns will be communicated confidentially to the Head of the Department.

I have read and understood the above, consenting to participate in the evaluation and/ treatment, with the understanding that I may stop treatment at any time.

Signature & Date:_____

Student Registration No:_____

Annexure C

Patient Fee Discount Form
Umeed-e-Nau/Well Being

Patient/ Client Name: _____

S/O, D/O, W/O: _____

Contact No: _____

Therapist Name: _____

Fees: _____

Reason (IF ANY): _____

For Office Use Only

Remarks: _____

Recommended / Not Recommended

Clinical Incharge
Umeed-e-Nau / Well-Being

Approved / Not Approved

Principal / HOD

Signature & Date: _____

Student/Client Registration No: _____