



Smt. Indira Gandhi PG College

(Affiliated to Maharaja Suhel Dev State University)

COUNSELLING & STUDENT SUPPORT MANUAL

(In accordance with UGC Guidelines for Student Support Services, 2018)

Prepared by:
Counselling & Student Support Cell

Signature of Chairperson: _____

Signature of Principal: _____

Smt. Indira Gandhi PG College

(Affiliated to Maharaja Suhel Dev State University)

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Smt. Indira Gandhi PG College

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COUNSELING & STUDENT SUPPORT POLICY

1. Policy Statement

Smt. Indira Gandhi PG College is committed to the holistic development of students by providing structured academic, career, and personal support services. The institution believes that counseling, mentoring, and guidance are integral to higher education and essential for nurturing confident, skilled, ethical, and socially responsible graduates.

This policy establishes a comprehensive framework to ensure that:

- Students receive **timely academic, career, and psychological guidance**
- Support services remain **accessible, inclusive, confidential, and student-centric**
- A **safe, empathetic, and supportive campus environment** is maintained
- Counseling initiatives are **monitored, evaluated, and strengthened** through feedback
- Student support is integrated with teaching–learning to promote:
 - academic excellence
 - emotional well-being
 - employability and professional readiness
 - value-based education

2. Scope

This policy applies to **all undergraduate and postgraduate students** of Smt. Indira Gandhi PG College and covers:

A. Academic Counseling

- Study skills and learning support
- Time management and examination preparedness
- Assistance for slow and advanced learners

B. Career Counseling

- Career planning and employability skills
- Internship and placement guidance
- Higher education and competitive examinations

C. Personal & Psychological Support

- Emotional well-being and stress management
- Life skills and value education
- Support for personal challenges affecting studies

D. Mentorship & Peer Support

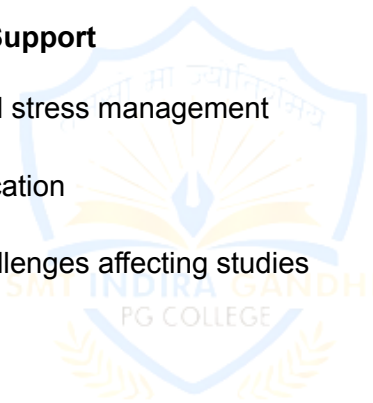
- Faculty mentoring system
- Peer learning and guidance

E. Resource Access & Referrals

- Linkage with internal/external professional services

Special attention shall be provided to:

- Differently-abled students
- First-generation learners



- Students from marginalized or economically weaker backgrounds
 - Students requiring additional academic or emotional assistance
-

3. Regulatory & Institutional Framework

This policy is framed in accordance with:

- **University Grants Commission (UGC)** guidelines on student support and mentoring
 - **National Education Policy 2020** emphasizing mental health and holistic development
 - **National Council for Teacher Education (NCTE)** norms relating to:
 - student mentoring
 - psychological well-being
 - professional ethics and guidance
 - Statutes and ordinances of **Maharaja Suhel Dev State University**
 - Institutional code of conduct and student welfare provisions
-

4. Objectives

4.1 Academic Support

- Strengthen learning capabilities
- Guide study planning and examinations
- Provide remedial and enrichment support

4.2 Career Guidance

- Enable informed career decisions

- Develop employability and professional skills
- Support placements and higher studies

4.3 Personal & Psychological Support

- Promote mental health and resilience
- Provide safe space for sharing concerns
- Address personal challenges affecting academics

4.4 Mentorship

- Foster faculty–student interaction
- Support transition and personal growth

4.5 Equity & Inclusion

- Ensure equal opportunity
- Support disadvantaged learners

4.6 Quality Improvement

- Monitor effectiveness
- Integrate feedback for enhancement



5. Types of Services

5.1 Academic Counseling

- Study techniques
- Bridge and remedial support

- Project/exam guidance

5.2 Career Counseling

- Career planning
- Resume & interview skills
- Information on higher studies

5.3 Personal & Psychological Counseling

- Stress management
- Emotional guidance
- Life skills education

5.4 Mentorship & Peer Support

- Mentor allotment
- Peer assistance
- Confidence building



5.5 Workshops & Programs

- Soft skills
- Mental health awareness
- Leadership and ethics

5.6 External Referrals

- Referral to professionals when required
- Collaboration with health agencies

6. Access to Services

6.1 Modes of Access

Students may seek support through:

- **College Website → Student Life → Career Guidance & Placement Cell Section**
- **Career Guidance & Placement Cell – Request Form** (online/offline)
- Direct visit to the **Career Guidance & Placement Cell**
- Referral by mentor or class teacher

6.2 Process

1. Submission through **Career Guidance & Placement Cell – Request Form**
2. Confidential appointment
3. Counseling/guidance session
4. Follow-up or referral
5. Submission of **Career Guidance & Placement Cell – Services Feedback Form**

6.3 Confidentiality

- Interactions kept strictly confidential
- Records securely maintained by the Cell
- Information shared only with consent except for safety concerns

7. Institutional Mechanism

7.1 Career Guidance & Placement Cell (Counseling Support Unit)

Composition

- Faculty Coordinator
- Trained faculty members
- Student volunteers (where appropriate)

Functions

- Conduct counseling sessions
- Maintain confidential records
- Coordinate workshops
- Liaise with mentors/departments
- Collect feedback through the **Services Feedback Form**
- Prepare reports

7.2 Digital Integration

- Online request system
- E-resources
- Virtual counseling



8. Student Support Components

- Mentorship Programme
- Career Guidance & Placement
- Skill Development Training
- Health & Well-Being

- Scholarship Guidance
 - Coordination with Grievance Redressal
-

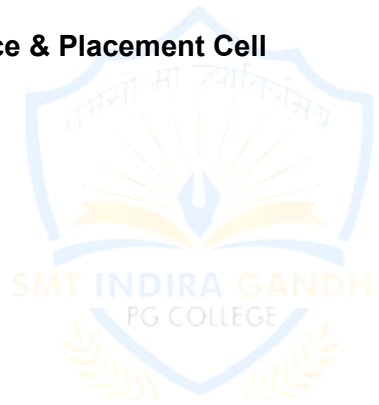
9. Roles & Responsibilities

Principal

- Overall supervision
- Resource allocation
- Policy approval

Coordinator – Career Guidance & Placement Cell

- Implementation
- Confidentiality
- Reporting



Faculty Mentors

- Guide students
- Identify support needs

Students

- Seek support responsibly
- Provide feedback

Administrative Staff

- Facilitate scheduling

- Maintain records
-

10. Monitoring & Evaluation

Mechanisms

- Cell meetings
- Mentor review
- Feedback analysis

Indicators

- Student satisfaction
- Utilization rate
- Improvement in performance

Reporting

- Quarterly report to Principal
 - Annual review
-

11. Feedback & Continuous Improvement

- Anonymous feedback via
Career Guidance & Placement Cell – Services Feedback Form
- Gap analysis
- New initiatives
- Capacity building

12. Policy Review

- Reviewed **once every two years** or as required

Review Committee

- Principal
- Coordinator, Career Guidance & Placement Cell
- Faculty Mentors
- Student Representatives

Communication

- College website
- Notice boards
- Orientation programmes



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ANNEXURE 1

Counseling Request Form

Purpose: This form allows students to request counseling services for academic, career, personal, or psychological support. All information is **confidential**.

Online Link -

https://docs.google.com/forms/d/e/1FAIpQLSeGOxPMLdBLmFeDs2DFZ6DdiqrTS03aJ7WI4YUQCOCXsKZDXQ/viewform?usp=pp_url

Student Details

Field	Details
Name of Student	_____
Enrollment Number	_____
Course & Year	_____
Department	_____
Contact Number	_____
Email ID	_____
Preferred Mode of Counseling	<input type="checkbox"/> In-person <input type="checkbox"/> Online <input type="checkbox"/> Phone

Type of Counseling Requested

(Please tick the relevant option)

- Academic Counseling
 - Career Counseling / Internship Guidance
 - Personal / Psychological Support
 - Peer Mentoring
 - Other: _____
-

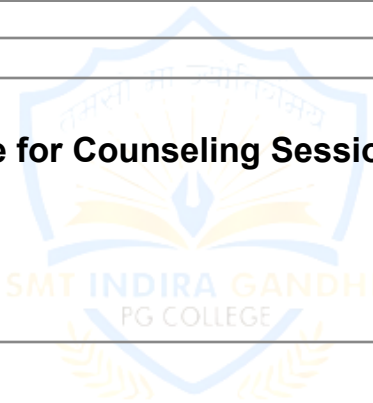
Brief Description of Issue / Support Needed

(Please provide a short description of your concern or the support you are seeking)

Preferred Time / Schedule for Counseling Session

Date: _____

Time: _____



Student Declaration

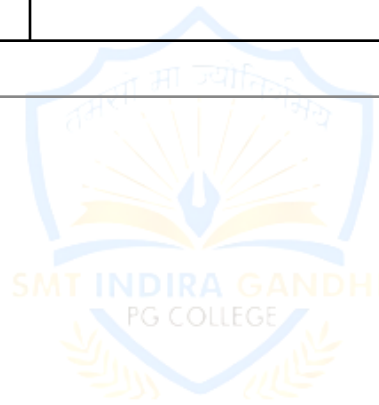
I hereby declare that the information provided above is **true and accurate** to the best of my knowledge. I understand that all counseling sessions will be **confidential**, and the information provided will be used solely for the purpose of providing support.

Signature of Student: _____

Date: _____

For Office Use Only

Field	Details
Received By	_____ -
Date Received	_____ -
Session Scheduled Date & Time	_____ -
Counselor Assigned	_____ -
Follow-up Required	<input type="checkbox"/> Yes <input type="checkbox"/> No



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ANNEXURE 2

Counseling Services Feedback Form

Purpose: This form collects student feedback after counseling sessions to improve the quality and effectiveness of services. Responses will be kept **confidential**.

Online Link-

https://docs.google.com/forms/d/e/1FAIpQLSeO7kFQ3q1v3DrDWauI2kMPWt686jO6aMXTntmPm4n6uODs0g/viewform?usp=pp_url

Student Details

(Optional – can be left blank if the student wishes to remain anonymous)

Field	Details
Name of Student	<hr/> <hr/>
Enrollment Number	<hr/> <hr/>
Course & Year	<hr/> <hr/>
Date of Counseling Session	<hr/> <hr/>

Feedback on Counseling Session

Please rate the following on a scale of **1 (Poor)** to **5 (Excellent)**:

Parameter	1	2	3	4	5
Accessibility of counseling services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of scheduling an appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality maintained during the session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A counselor's ability to listen and understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness of the guidance provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with the counseling session	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Open Feedback

1. What did you find most helpful about the counseling session?

2. What improvements would you suggest for the counseling services?

3. Would you recommend the counseling services to other students?
 Yes No



Student Declaration

I confirm that this feedback reflects my genuine experience and is provided voluntarily.

Signature of Student (if not anonymous): _____

Date: _____

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ANNEXURE 3

COUNSELING SERVICES CONTACT & REFERRAL DIRECTORY

Purpose

This directory serves as a **quick reference guide** for students seeking counseling, guidance, or additional support. It includes details of **internal institutional support services** and **important external referral resources** to ensure timely assistance for academic, personal, and emergency needs.

1. Internal Counseling & Student Support Contacts

Name of Counselor / Faculty Mentor	Designation	Contact (Phone / Email)	Availability (Days / Hours)
	Counseling Coordinator	Cell	
	Faculty Mentor (Academic Support)		
	Student Welfare Officer		

(To be updated by the institution as notified from time to time.)

2. Emergency and External Referral Support

Service	Agency Contact	Phone Number	Availability
Medical Emergency			
Mental Health Helpline			
Women Safety Helpline			
Police Emergency			
Suicide Support Prevention			
Drug De-addiction Support			

(Students may be referred to these services based on urgency and professional requirements.)

3. Institutional Contacts for Student Grievances & Support

Office / Cell	Contact Person	Phone / Email	Location
Student Counseling Cell			
Student Grievance Redressal Committee (SGRC)			
Anti-Ragging Cell			

Important Note

- All counseling interactions and referrals are handled with **strict confidentiality**.
- Students are encouraged to **seek help without hesitation** and may approach faculty mentors or designated authorities for guidance.
- This directory shall be **reviewed and updated periodically** to ensure accuracy and accessibility.

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ANNEXURE 4

Counseling Session Log Sheet & Follow-Up Record

Purpose: This record is maintained by the assigned counselor/faculty mentor to track individual counseling sessions and follow-ups. All records are kept **confidential** and used only for student support purposes.

Counseling Session Log (Master Sheet Format)

Date of Session	Student Name	Enrollment Number	Course & Year	Department	Contact No.	Counselor Name	Type of Counseling (Academic / Career / Personal / Psychological)	Summary of Concern	Guidance / Action Taken	Confidential Notes (Counselor Only)

Follow-Up Record (Linked Sheet Format)

Follow-Up Date	Student Name	Enrollment Number	Mode (In-person / Online / Phone)	Student's Progress / Feedback	Counselor's Remarks	Next Steps

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ANNEXURE 5

CONFIDENTIALITY & ETHICAL GUIDELINES FOR COUNSELING

Purpose

These Confidentiality and Ethical Guidelines are established to ensure that all counseling, mentoring, and student support services at Smt. Indira Gandhi PG College are delivered in a **safe, respectful, ethical, and confidential manner**. The guidelines aim to:

- protect the rights, dignity, and privacy of students,
- define the professional responsibilities of counselors, mentors, and staff,
- create a trustworthy environment for academic, career, and personal guidance, and
- ensure that all services under the **Career Guidance & Placement Cell** operate with integrity and accountability.

1. Principles of Confidentiality

1. All information shared by students during counseling or guidance sessions shall be treated as **strictly confidential** and shall not be disclosed to any unauthorized person or body.
2. Counselors, mentors, and staff shall safeguard student privacy in:
 - physical records,
 - digital platforms, and

- verbal communications.
3. Disclosure of information for academic or administrative purposes shall occur **only with the explicit consent of the student**, except where defined exceptions apply.
 4. Confidentiality applies to:
 - individual counseling sessions,
 - career guidance interactions,
 - peer mentoring activities,
 - group sessions and workshops conducted by the Cell.
-

2. Ethical Conduct for Counselors & Mentors

1. Counselors and mentors shall maintain **professional boundaries** and avoid conflicts of interest or dual roles that may influence judgment.
2. Services shall be delivered with:
 - impartiality,
 - empathy,
 - sensitivity, and
 - respect for diversity.
3. No discrimination shall occur on the basis of gender, caste, religion, language, region, disability, or socio-economic background.
4. Guidance shall be **accurate, responsible, and evidence-based** in academic, career, and personal matters.
5. Counselors shall continuously update their knowledge and skills to adhere to evolving professional standards.

6. A **non-judgmental and trust-based environment** shall be maintained so that students feel safe to express concerns.
-

3. Student Rights

Students availing services through the **Career Guidance & Placement Cell** have the right to:

- Complete confidentiality of interactions, subject to defined exceptions
 - Clear information about the scope and process of counseling
 - Access to guidance records where ethically permissible
 - Refuse, discontinue, or reschedule counseling without disadvantage
 - Report concerns regarding counseling practices without fear of retaliation
-

4. Exceptions to Confidentiality

Confidentiality may be limited only in justified circumstances such as:

1. When there is **serious risk of harm** to the student or others.
2. When disclosure is required by **law, statutory authority, or university directives**.
3. In cases involving:
 - serious misconduct,
 - safety threats,
 - behavioural violations requiring institutional intervention.

Procedure for Handling Exceptions

- The student shall be informed, as far as practicable, about the need for disclosure.

- Only the **minimum necessary information** shall be shared with authorized authorities.
 - All such actions shall be documented and reported to:
 - Coordinator, Career Guidance & Placement Cell, and
 - the Principal, where required.
-

5. Record Keeping & Data Security

1. Counseling records shall be maintained in **secure physical files or encrypted digital systems**.
 2. Access shall be restricted to authorized personnel only.
 3. Records shall be used solely for:
 - monitoring,
 - service improvement,
 - institutional reporting with anonymity.
 4. Online counseling platforms shall follow **data protection and access-control protocols**.
 5. Retention and disposal of records shall follow institutional record management rules.
-

6. Accountability & Reporting

1. Counselors and mentors are accountable for strict compliance with these guidelines.
2. Any breach of confidentiality or ethical lapse shall be reported to:
 - Coordinator, Career Guidance & Placement Cell, or
 - the Principal.

3. Students and parents may report concerns without fear of reprisal.
 4. Compliance shall be periodically reviewed as part of institutional monitoring.
-

7. Professional Boundaries & Conduct

- Dual relationships that may compromise objectivity are prohibited.
 - Any form of physical or emotional intimacy beyond professional limits is strictly forbidden.
 - Counselors shall maintain honesty and avoid unrealistic assurances.
-

8. Ethical Decision-Making

- Student well-being shall be the **primary consideration** in all decisions.
 - Actions involving confidentiality, referrals, or interventions shall be documented.
 - Expert consultation may be sought when required.
-

9. Integration with Institutional Policies

Counseling services function in coordination with:

- Student Grievance Redressal Mechanism
- Student Welfare Systems
- Academic and administrative regulations

Insights from counseling may inform program planning **without disclosing individual identities**.

10. Training & Capacity Building

1. Counselors and mentors shall receive regular training on:

- ethics and confidentiality,
- mental health awareness,
- student support practices.

2. Students involved in peer mentoring shall be trained on:

- boundaries,
- referral protocols,
- responsible communication.

3. Awareness programs shall educate students about:

- their rights and responsibilities,
- services of the Career Guidance & Placement Cell,
- ethical use of support resources.



Smt. Indira Gandhi PG College

ANNEXURE 6

COUNSELING & STUDENT SUPPORT POLICY – IMPLEMENTATION FLOW

Purpose

This implementation flow outlines the **step-wise procedure** for delivering counseling and student support services through the **Career Guidance & Placement Cell**, ensuring:

- clarity of process
 - accountability
 - confidentiality
 - timely and effective support
 - smooth coordination among mentors, counselors, and administration.
- 

Step 1: Identification of Support Need

A student may require support due to one or more of the following:

- Academic difficulties or learning challenges
- Career planning and employability guidance
- Personal or psychological concerns
- Adjustment issues, peer relationships, or mentoring needs
- Stress related to examinations or campus life

Students may also be referred by faculty mentors or departments.

Step 2: Submission of Request

Students may seek assistance through:

Online Mode

- **College Website → Student Life → Career Guidance & Placement Cell → Request Form**

Offline Mode

- Direct submission at the **Career Guidance & Placement Cell Office**
- Referral by mentor/class teacher

All requests are received in a confidential manner.

Step 3: Initial Review

The **Coordinator, Career Guidance & Placement Cell** shall:

1. Verify details of the request
2. Categorize the support as:
 - Academic
 - Career
 - Personal/Psychological
 - Mentorship/Peer Support
3. Assign the case to an appropriate counselor/mentor
4. Schedule a session at the earliest feasible time

Step 4: Counseling Session(s)

- Sessions may be **individual or group-based** as appropriate
- Conducted by trained faculty counselors/mentors
- Issues are discussed with **strict confidentiality**
- Interventions and guidance are identified
- Each interaction is entered in the **Counseling Log** maintained by the Cell

Step 5: Follow-Up & Support Plan

After the session:

- A **support plan** is prepared with the student
- Required resources or referrals are provided
- Follow-up meetings are scheduled to monitor progress
- Mentors may be involved for academic or adjustment support

Step 6: Monitoring & Review

- The Cell monitors progress on an ongoing basis
- Faculty mentors share updates where applicable
- A **quarterly review** of cases and services is conducted to assess effectiveness

Step 7: Feedback & Improvement

- Students provide feedback through the **Career Guidance & Placement Cell – Services Feedback Form**
 - Feedback is analyzed to identify:
 - strengths
 - gaps
 - areas for enhancement
 - Outcomes are incorporated into service improvement plans
-

Step 8: Escalation (If Required)

If concerns require higher intervention:

- The matter may be referred to:
 - the Principal / concerned Head of Department
 - external professionals (psychologist, career expert, healthcare provider)

All escalations shall:

- follow ethical and confidentiality norms
 - involve minimum necessary disclosure
 - be properly documented
-

Step 9: Record Maintenance & Reporting

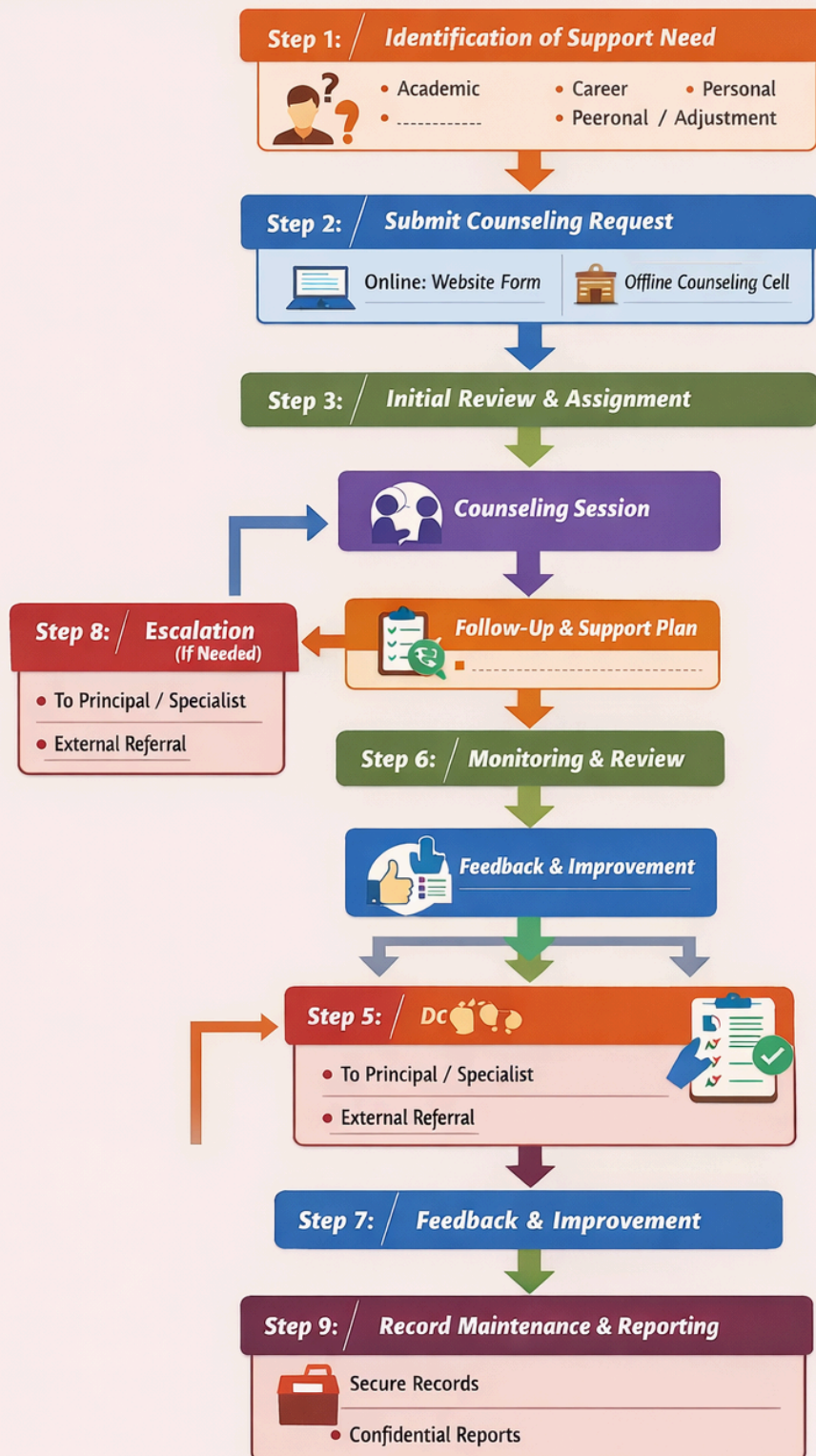
- Secure records of:
 - sessions

- action plans
- follow-ups
- outcomes
are maintained by the Cell.
- Records are used only for:
 - institutional review
 - service enhancement
 - trend analysis **without revealing identities**
- Access is restricted to authorized personnel.



Counseling & Student Support Process

Smt. Indira Gandhi PG College



SMT. INDIRA GANDHI PG COLLEGE

PLACEMENT & CAREER DEVELOPMENT CELL

Bridging Education with Employability

ABOUT THE PLACEMENT CELL

The Placement & Career Development Cell is dedicated to enhancing student employability by facilitating career guidance, skill development, training programs, and placement opportunities in collaboration with industry and professional organizations.



OBJECTIVES OF THE PLACEMENT CELL



- ✓ To prepare students for employment and higher career opportunities
- ✓ To organize campus recruitment drives and employer interactions
- ✓ To provide career guidance, counseling, and mentoring
- ✓ To conduct skill development, aptitude, and soft-skills training
- ✓ To strengthen industry-institution collaboration

WHO CAN AVAIL THE SERVICES?



✓ Final-Year Students



✓ Alumni



✓ Alumni



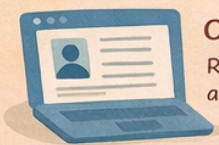
✓ Faculty



KEY ACTIVITIES

- ✓ Campus placement drives
- ✓ Internship and apprenticeship facilitation
- ✓ Career guidance sessions
- ✓ Resume building & interview preparation
- ✓ Industry talks and workshops

REPORTING & COMMUNICATION MECHANISM



Online Mode (Website)

Register for placement activities, internships, and training programs via the College website.

✓ Through Placement Cell Coordinator

Approach the Placement Cell Coordinator for guidance, placement information, and



SHAPING CAREERS, BUILDING FUTURES

The Placement Cell strives to empower students with skills, confidence, and opportunities to succeed in their professional journey.

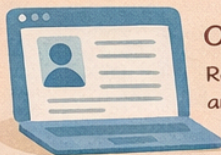
Shaping Careers, Building Futures.

Shaping Careers, Building Futures.



✔ Guidance • ✔ Training • ✔ Opportunities

REPORTING & COMMUNICATION MECHANISM



Online Mode (Website)

Register for placement activities, internships, and training programs via the College website.

✔ Through Placement Cell Coordinator

Approach the Placement Cell Coordinator for guidance, placement information, and support.



SHAPING CAREERS, BUILDING FUTURES.

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