

File Name	Counselling and Mental Health Procedures - The SOBHA Academy
Reference	SKT - TSA PRO - III - 003
Date	13-05-2025

1. Introduction

This procedure defines the operational framework for delivering counselling and mental health services at The SOBHA Academy. It supports early detection, structured intervention, and ongoing support for the psychological well-being of students and staff.

All cases are handled with sensitivity, confidentiality, and professional responsibility in accordance with ethical counselling practices.

2. Procedure Details

2.1 Intake and Assessment

- Initial Contact: Initiated by the student, staff, parent, or referral (in person, call, or email).
- Screening: Brief interaction to assess urgency and service suitability.
- Consent & Confidentiality: Informed consent is obtained; confidentiality is explained, including its legal limitations.
- Comprehensive Assessment: Background (emotional, psychological, medical, academic) is gathered to understand concerns.

2.2 Diagnosis and Goal Setting

- Diagnosis (if applicable): Mental health conditions (e.g., anxiety, depression) are identified using clinical tools.
- Goal Development: The client and psychologist jointly identify key goals (e.g., reducing anxiety, improving focus).

2.3 Treatment Planning

- Individualised Plan: Tailored therapy methods (CBT, talk therapy, mindfulness) are selected.
- Frequency & Duration: Determined in accordance with case complexity.
- Referral: For specialised psychiatric or external medical intervention, referrals are made.

2.4 Counselling Sessions

- Regular Sessions: Conducted weekly or bi-weekly based on need.
- Progress Review: Sessions track emotional improvement and adjust strategies as needed.

- Crisis Management: Immediate response for acute crises (e.g., suicidal ideation, trauma).

2.5 Evaluation and Termination

- Outcome Assessment: Progress toward goals is reviewed at closure.
- Termination Plan: Coping strategies are reinforced, and relapse prevention is discussed.
- Follow-up: Optional sessions/check-ins may be scheduled to support ongoing well-being.

2.6 Documentation and Record Keeping

- All records (assessments, session notes, communications) are confidential and securely stored.
- Documentation is aligned with national standards such as the Information Technology Act (India), and international protocols (HIPAA/GDPR where applicable).
- Access is limited to the Health and Wellness Team and designated authorities (if legally required).

3. Roles and Responsibilities

Role	Responsibility
Principal	Policy enforcement, approvals, and oversight of implementation
Health & Wellness Team	Assessments, counselling, documentation, crisis intervention
Teachers	Observing, referring, and supporting students' mental health
Parents/Guardians	Providing support at home, following through on referrals
Admin Officer	Securing files and coordinating infrastructure

4. Review and Amendment

This procedure will be reviewed every two years or earlier based on the mental health needs of students and feedback from stakeholders. Any changes must be ratified by the Trust Board.

5. Document Control

VERSION	DATE	DESCRIPTION	APPROVED BY

1.0	13-05-2025	Initial Formalisation	Trustee Board
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