

FIRST CITY UNIVERSITY COLLEGE FLOW CHART REFERRAL TO COUNSELLING FLOW CHART	Document No	FC8.8.1
	Revision No	00
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Process	Description	Timeline	PIC	Record / Reference
<pre> graph TD Start([Start]) --> Step1[Observe students' conduct and performance] Step1 --> Decision{Any concerns?} Decision -- No --> End([End]) Decision -- Yes --> Step2[Complete: 1. Checklist for Referral to Counselling; 2. Counselling Referral Form] Step2 --> Step3[Submit referral forms to Counsellor] Step3 --> Step4[Counsellor contact and arrange appointment with the student] Step4 --> End </pre>	1. Teaching staff shall observe students' conduct and performance in the class and a referral should be made whenever a student's emotional, behavioural, social, academic, or personal difficulties appear to affect their wellbeing or ability to function or study.	As required throughout the academic session	Teaching staff	QF 8.8.1 Checklist for Referral to Counselling
	2. Teaching staff shall complete the Checklist for Referral to Counselling and Counselling Referral Form with the relevant information about the student and reason for referral.	Within 2 working days	Teaching staff	QF 8.8.1 Checklist for Referral to Counselling, QF 8.8.2 Counselling Referral Form
	3. Teaching staff shall submit the completed forms to the Counsellor for review and follow-up.	Within 2 working days	Teaching staff	QF 8.8.1 Checklist for Referral to Counselling, QF 8.8.2 Counselling Referral Form
	4. Counsellor shall contact the student and arrange a suitable counselling appointment.	Within 3 working days	Counsellor	QF 8.8.1 Checklist for Referral to Counselling, QF 8.8.2 Counselling Referral Form