



MALLA REDDY (MR)

Deemed To Be University

Recognized Under Section 3 of the UGC Act, 1956

Approved by AICTE, New Delhi,

Accredited by NAAC with 'A++' Grade (Cycle- III)

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STUDENT COUNSELLING POLICY



Policy Code: MRDU/IQAC/SCP/2026



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1. PREAMBLE

Malla Reddy (MR) Deemed to be University (MRDU) is committed to providing a safe, supportive, inclusive, and student-centred educational environment that promotes the academic, emotional, psychological, social, and overall well-being of students. The University recognizes that students may experience academic pressures, adjustment difficulties, personal concerns, relationship issues, career-related uncertainties, stress, anxiety, and other challenges during their academic journey.

The University therefore provides a structured Student Counselling System to enable students to seek timely guidance and support. The Student Counselling Policy establishes a framework for accessible, confidential, professional, and student-friendly counselling services and provides mechanisms for early identification, appropriate intervention, referral, and continued support.

The policy is implemented through the Student Counsellor Committee (SCC) and other designated student-support mechanisms of the University. The Student Counsellor Committee has been constituted to provide emotional and psychological support, promote mental-health awareness and overall well-being, assist students with academic and career-related concerns, and facilitate timely intervention and professional referral wherever necessary.

2. SCOPE

This Policy applies to:

- All students enrolled in undergraduate, postgraduate, doctoral, diploma, certificate, and other academic programmes offered by MRDU.
- Students residing in University hostels and other University-managed residential facilities.
- Students experiencing academic, personal, emotional, behavioural, social, or career-related concerns.
- Students referred by faculty members, mentors, HoDs, Deans, Wardens, or other University authorities.
- Students seeking counselling voluntarily.

The counselling support may be provided through individual counselling, group counselling, mentoring, awareness programmes, workshops, referral services, and other appropriate student-support initiatives.

3. POLICY STATEMENT

Malla Reddy (MR) Deemed to be University is committed to providing accessible, confidential, respectful, and supportive counselling services to promote the holistic development and well-being of its students. The University shall facilitate timely counselling and guidance to students facing academic, personal, emotional, psychological, social, behavioural, or career-related concerns and shall provide appropriate referral and follow-up support wherever required.

The University shall ensure that counselling services are delivered with respect, empathy, confidentiality, non-discrimination, and sensitivity to individual needs, while taking appropriate action in situations involving a serious risk to the safety or well-being of the student or others.

4. OBJECTIVES

The objectives of the Student Counselling Policy are to:

1. Promote the **mental, emotional, social, and overall well-being** of students.
2. Provide students with an accessible and supportive counselling mechanism.
3. Help students manage academic pressure, stress, anxiety, personal difficulties, and adjustment challenges.
4. Provide guidance for academic, behavioural, personal, and career-related concerns.
5. Facilitate early identification of students who may require additional support.
6. Provide appropriate intervention and referral to qualified professionals whenever necessary.
7. Promote awareness regarding mental health, emotional well-being, stress management, life skills, and healthy coping mechanisms.
8. Maintain confidentiality and protect the privacy and dignity of students seeking counselling.
9. Strengthen the University's student-support and mentoring system.
10. Create a positive, inclusive, safe, and supportive campus environment.

5. GUIDING PRINCIPLES

The Student Counselling System shall be guided by the following principles:

5.1 Accessibility

Counselling services shall be easily accessible to students through appropriate institutional channels, including appointments, referrals, and walk-in support wherever feasible.

5.2 Confidentiality

Information shared during counselling shall be treated as confidential and shall be accessed only by authorized persons on a need-to-know basis.

5.3 Respect and Dignity

Every student shall be treated with respect, empathy, fairness, and dignity, without discrimination.

5.4 Voluntary Participation

Students shall generally be encouraged to seek counselling voluntarily and without fear of stigma or adverse academic consequences.

5.5 Professional Support

Students requiring specialized intervention shall be referred to appropriately qualified mental-health or other professional service providers.

5.6 Early Intervention

The University shall encourage early identification and timely support for students experiencing difficulties.

5.7 Student-Centred Approach

Counselling shall focus on understanding the individual needs and circumstances of the student and supporting informed decision-making.

6. STUDENT COUNSELLING SERVICES

The University may provide the following counselling and support services:

6.1 Individual Counselling

One-to-one counselling sessions shall be provided to students who require personal, emotional, academic, behavioural, or other support.

6.2 Group Counselling

Group counselling and facilitated sessions may be organized for students experiencing common concerns or requiring support in areas such as adjustment, stress management, communication, interpersonal relationships, and life skills.

6.3 Academic Counselling

Students facing academic difficulties may be provided guidance relating to study habits, time management, academic planning, examination-related stress, attendance, learning difficulties, and appropriate academic support.

6.4 Career Counselling

Students may be guided regarding career planning, higher education, employability, professional development, and career-related decision-making.

6.5 Personal and Emotional Support

Counselling may address concerns relating to adjustment, homesickness, interpersonal relationships, family concerns, emotional difficulties, stress, anxiety, self-confidence, and other personal challenges.

6.6 Behavioural Support

Students experiencing behavioural or adjustment-related concerns may be provided appropriate counselling and guidance in coordination with the concerned academic or administrative authorities.

6.7 Stress Management and Life Skills

The University shall organize awareness programmes, workshops, and other activities on stress management, emotional well-being, communication, resilience, life skills, and healthy coping strategies.

6.8 Referral Services

Students requiring specialized assessment, treatment, or intervention beyond the scope of institutional counselling shall be referred to qualified professionals or appropriate external services.

The existing SCC framework specifically provides for individual and group counselling, life-skills and stress-management programmes, guidance for academic and behavioural concerns, and referral of serious cases to professional experts.

7. ACCESS TO COUNSELLING

Students may access counselling services through:

1. Directly approaching the Student Counsellor.
2. Seeking an appointment through the designated counselling mechanism.
3. Referral by a faculty mentor, class coordinator, HoD, Dean, Warden, or other University authority.
4. Recommendation of the Student Counsellor Committee.
5. Self-referral by the student.
6. Other channels established by the University from time to time.

Students shall be encouraged to approach the counselling service whenever they feel the need for support.

8. CONFIDENTIALITY AND PRIVACY

Confidentiality is a fundamental principle of the Student Counselling System.

1. Counselling discussions and student information shall be treated as confidential.
2. Counselling records shall be securely maintained and accessed only by authorized personnel.
3. Information shall not ordinarily be disclosed to other persons without the student's consent.
4. Appropriate exceptions may apply where disclosure is necessary to address a **serious and immediate risk to the safety or well-being of the student or another person**, or where disclosure is required by law or competent authority.

5. Counselling information shall not be used for academic evaluation or disciplinary purposes except where disclosure is necessary under the circumstances specified above.
6. Students shall be informed, where appropriate, about the limits of confidentiality.

The SCC's existing responsibilities specifically require confidentiality of student information and maintenance of confidential records.

9. REFERRAL AND FOLLOW-UP

Where a student's concern requires specialized support beyond the scope of institutional counselling, the Student Counsellor may recommend referral to an appropriately qualified professional or external service.

The referral process may include:

- Understanding the student's support requirement.
- Explaining the need for specialized assistance.
- Recommending an appropriate professional/service.
- Facilitating the referral, where appropriate.
- Maintaining necessary referral documentation.
- Providing follow-up support, subject to the student's consent and applicable confidentiality requirements.

Serious or complex cases shall be handled with appropriate care and may be referred to qualified professionals for further assessment and intervention.

10. PARENT/GUARDIAN INVOLVEMENT

Parents/guardians may be involved, wherever appropriate and in the best interests of the student, particularly when continued support or intervention is required.

Such involvement shall be undertaken with due regard to:

- The student's age and circumstances;
- The nature and seriousness of the concern;
- Confidentiality requirements;
- Student safety and welfare; and
- Applicable laws, regulations, and University procedures.

The source policy also recognizes parental involvement as an aspect of student counselling, including appropriate communication regarding the student's progress.

11. ROLE OF THE STUDENT COUNSELLOR COMMITTEE

The Student Counsellor Committee shall:

1. Coordinate and oversee the implementation of the Student Counselling Policy.
2. Facilitate counselling and student-support services.
3. Promote awareness regarding mental health and emotional well-being.
4. Conduct individual and group counselling programmes.
5. Organize workshops, seminars, and awareness programmes.
6. Support students facing academic, behavioural, personal, and career-related concerns.
7. Identify students who may require timely intervention.
8. Facilitate referral to professional experts wherever required.
9. Maintain confidentiality of counselling-related information.
10. Maintain appropriate records and documentation.
11. Review counselling activities periodically.
12. Submit periodic reports to the appropriate University authority.

The existing SCC notification provides for a Chairman, Student Counsellor, faculty members, student representatives, and Convener, with the Committee meeting frequency specified as quarterly.

12. ROLE OF THE STUDENT COUNSELLOR

The Student Counsellor shall:

1. Provide counselling and emotional support to students.
2. Establish a supportive and non-judgmental relationship with students.
3. Assess the student's immediate counselling needs within the scope of professional competence.
4. Maintain confidentiality of counselling interactions and records.
5. Assist students in identifying appropriate coping and support mechanisms.
6. Provide academic, personal, career, and behavioural guidance within the scope of the counselling service.
7. Identify cases requiring specialized professional intervention.
8. Facilitate appropriate referrals.
9. Maintain necessary counselling records.
10. Participate in student-awareness and well-being programmes.
11. Coordinate with mentors and other student-support mechanisms, subject to confidentiality requirements.

13. ROLE OF FACULTY MENTORS AND ACADEMIC AUTHORITIES

Faculty members, mentors, class coordinators, HoDs, and Deans shall:

- Encourage students to seek counselling support when required.
- Observe and identify significant changes in student behaviour, attendance, academic performance, or participation that may indicate a need for support.
- Refer students to the Student Counsellor where appropriate.
- Maintain sensitivity and confidentiality while dealing with student concerns.
- Avoid stigmatizing or labelling students seeking counselling.
- Extend reasonable academic support in coordination with the concerned authorities.

14. STUDENT RESPONSIBILITIES

Students are encouraged to:

1. Seek counselling support whenever they experience difficulties affecting their academic or personal well-being.
2. Provide relevant information honestly during counselling.
3. Respect the confidentiality of other students participating in counselling programmes.
4. Participate actively in counselling and support programmes when referred.
5. Follow professional advice and referral recommendations, wherever appropriate.
6. Approach the designated University authorities promptly in situations requiring immediate assistance.

15. AWARENESS AND PREVENTIVE PROGRAMMES

The University shall undertake regular awareness and preventive activities to promote student well-being, including:

- Orientation programmes for newly admitted students.
- Mental-health and emotional-well-being awareness programmes.
- Stress-management and life-skills workshops.
- Academic and examination-stress management programmes.
- Career guidance and counselling.
- Programmes on healthy relationships and interpersonal skills.
- Awareness on prevention of substance abuse and other student-welfare concerns.
- Activities promoting resilience, self-confidence, and positive coping mechanisms.

16. EMERGENCY AND HIGH-RISK CASES

Where a student is identified as being at immediate risk of serious harm to self or others, the matter shall be handled promptly and appropriately.

Depending on the circumstances, the University may:

1. Provide immediate support and ensure the student's safety.
2. Inform the appropriate University authority.
3. Contact parents/guardians where appropriate.
4. Facilitate referral to qualified professional or emergency services.
5. Take any other necessary action in accordance with applicable law and University procedures.

Confidentiality shall be maintained to the maximum extent possible, subject to safety and legal requirements.

17. DOCUMENTATION AND RECORDS

The Student Counselling Cell shall maintain appropriate records of its activities while ensuring confidentiality and secure handling of sensitive information.

The records may include:

1. Constitution/formation order of the Student Counsellor Committee.
2. List of Committee members and contact details.
3. Student Counselling Policy and related guidelines.
4. Counselling activity register.
5. Individual counselling records/case files.
6. Consent forms, wherever required.
7. Referral records.
8. Minutes of Committee meetings.
9. Awareness programme reports and attendance records.
10. Periodic/annual activity reports.
11. Confidential records maintained in accordance with University procedures.

These categories are consistent with the documentation requirements specified in the existing SCC document.

18. MONITORING AND REPORTING

The Student Counsellor Committee shall periodically review the effectiveness of counselling services and student-support activities.

The Committee shall:

- Review counselling activities and student-support initiatives.
- Monitor participation in awareness programmes.
- Identify areas requiring improvement.

- Review referral and follow-up mechanisms.
- Submit periodic reports to the appropriate University authority.
- Recommend improvements to strengthen the Student Counselling System.

The SCC notification provides for **quarterly meetings** and periodic reporting to the Head of the Institution.

19. GRIEVANCE AND FEEDBACK

Students may provide feedback regarding counselling services through the mechanisms prescribed by the University.

Any concern relating to accessibility, inappropriate conduct, confidentiality, or other aspects of counselling services may be brought to the attention of the appropriate University authority for review and necessary action.

Feedback shall be used for improving the quality and effectiveness of the Student Counselling System.

20. IMPLEMENTATION

The Registrar, Dean (IQAC), Student Counsellor Committee, Deans, HoDs, faculty mentors, and other concerned University authorities shall facilitate the effective implementation of this Policy.

The University shall provide appropriate institutional support and resources for the functioning of the Student Counselling System, subject to availability and University norms.

21. REVIEW OF THE POLICY

This Policy shall be reviewed periodically, preferably once every **three years**, or earlier whenever required due to:

- Changes in applicable regulations or guidelines;
- Recommendations of statutory/regulatory bodies;
- Institutional requirements;
- Feedback from students and stakeholders;
- Changes in the University's student-support mechanisms.

Any amendment to this Policy shall be subject to approval by the Competent Authority.

22. REFERENCES

1. University Grants Commission (UGC) guidelines/advisories relating to student counselling, mentoring, mental health, emotional well-being, and student support.
2. National Education Policy (NEP) 2020.
3. Applicable Ministry of Education, UGC, AICTE, and other statutory/regulatory guidelines relating to student welfare and well-being.
4. MRDU Student Welfare and Mentoring-related policies and procedures.
5. MRDU Student Counsellor Committee Notification, Ref. No. MRDU/Committee/SCC/2025-26/01 dated 10-01-2026.




Registrar
Malla Reddy (MR)
Deemed to be University
Hyderabad-500100.