STUDENT COUNSELLING SERVICES GUIDELINES

KAPLAN BUSINESS SCHOOL AUSTRALIA

SCOPE

These guidelines apply to students currently enrolled in KBS subjects or courses, Kaplan-employed Student Counsellors and Campus Staff who assist with referrals or crisis coordination.

The KBS Student Counselling Services provides non-clinical mental health support and is not a substitute for psychiatric or emergency services. Services are available to current students only and are delivered by qualified Student Counsellors employed by Kaplan.

PURPOSE

The purpose of these guidelines is to define the scope and limitations of the KBS Student Counselling staff. These guidelines are to be read in conjunction with the policies found in the Related Policies and Documents section at the end of this document and to guide staff on the most appropriate use of the KBS Student Counsellors, especially for a potential Mental Health Crisis.

GUIDELINES STATEMENT

The KBS Student Counsellor Service provides mental health support to students experiencing psychological, emotional and personal challenges, primarily, through the delivery of individual counselling. Counselling is free and confidential for KBS students and can be delivered in person, via video call or telephone. Counsellors connect with students either through self-referral, or referral from staff. Student Counsellors may also perform welfare checks on individual students identified by staff and deliver workshops addressing common mental health issues experienced by the student population.

DEFINITIONS

Campus means the physical grounds and building where educational, administrative, and social activities occur.

Continuity of Care means ongoing access to the same Student Counsellor across multiple sessions, where possible.

High/Medium/Low risk of Suicide means a student has disclosed thoughts of suicide or intent to end their life, however hasn't indicated they are going to act on these thoughts in the immediate future.

Imminent risk of Suicide means a student has disclosed they are about to act on suicidal thoughts in the immediate future

KBS Counselling Services means the internal KBS counselling services provided by Kaplan.

Mental Health Crisis is a condition which causes someone to experience intense distress or impairment, leading to a risk of harm to themselves or others. Examples include but are not limited to suicidal ideation, severe panic attacks, self-harm, psychosis or risk of harm.

Self-Harm means intentional injury to one's own body. It may or may not be associated with suicidal thoughts or intent.

Staff means employees of KBS and its related bodies corporate, including casual and permanent academic and professional staff.

Students means individuals enrolled in KBS courses or subjects.

Student Counsellor means a qualified mental health professional employed by Kaplan to deliver KBS Counselling Services. They are not clinical psychologists and do not provide formal diagnoses or medical treatment.

Welfare Check means contact initiated by a Student Counsellor or Campus Manager to check in on and assess a student's safety and wellbeing when there have been concerns raised regarding their mental health.

GUIDELINES

Scope of Student Counselling Services

KBS Student Counselling Services are provided on a first come first served basis and offer a range of support services. Assistance is provided during the Campus's standard business hours of 9.00am-5.00pm Monday through to Friday. Services which may vary by Campus due to resourcing include:

- Single session counselling
- Short term counselling
- Longer term counselling
- Wellbeing workshops
- Welfare phone calls
- Face to face counselling
- Telehealth/Online counselling
- Continuity of Care
- Crisis support (High/imminent suicide risk)

Out of Scope Student Counselling Services

KBS Student Counselling Services does not provide the following counselling services or support:

- Intensive therapeutic support, including more than one session per week
- Prescriptions for medication
- Support outside of standard business hours
- Support for non-KBS students, such as Kaplan staff or KBS Alumni

Students requiring long-term therapy, psychiatric care, or clinical assessment will be referred to external providers.

Mental Health Crisis Support Management

A student may disclose the risk of suicide either in person, over the phone, or via email. Disclosures of intent to act on suicidal thoughts are to be treated with urgency. Staff should not attempt to assess risk via email and must escalate immediately.

If a student discloses intent to end their life by suicide to a non-counselling staff member, the staff member is required to follow the Critical Incident Flow Chart, informing the local Campus Manager. The Campus Manager would then engage the local Student Counsellor (where possible) for a risk assessment and welfare check.

A non-counselling staff member is not expected to determine the level of risk for students disclosing intent to end their own life (suicide). Risk assessment and referral is the responsibility of the counselling team who can assess whether the risk is imminent, high, medium or low.

If the local Counsellor is unavailable, Student Counsellors interstate may be utilised to perform the risk assessment and welfare check. After consultation with or in absence of a Student Counsellor the Campus Manager may consult relevant policies and seek immediate external support, including emergency services.

In cases involving Self Harm where there is no immediate risk to life, the Student Counsellor will provide support and refer the Student to the appropriate mental health services. If the Student is at risk of serious injury or escalating harm, emergency services (000) should be contacted.

When risk is assessed as imminent (the student has means to end their life and is planning on following through in the immediate future), or has made a disclosure via email, the Student Counsellor or Campus Manager will call emergency services (000) and request an ambulance to their known location or address we have on record. For lower levels of risk, the Student Counsellor will refer the student to an appropriate local service.

Duty of Care Reminder

All KBS Staff have a shared duty of care to act when they become aware of a potential risk to student wellbeing or safety.

Staff who are not qualified counsellors are not expected or required to assess the level of risk in a mental health situation. Instead, they must follow the Critical Incident Flowchart, escalate appropriately, and prioritise both their own and the student's safety.

Staff Support and Safety during Crisis Support Management

Should a student present to a staff member requiring crisis care management, the staff member will ensure their own safety and wellbeing is not at risk. Staff may excuse themselves from a situation if they feel unsafe or unsure and are not obligated to manage a student's crisis alone or to accompany a student to any external support services. Managers are encouraged to follow up with Staff involved in crisis care to ensure debriefing and support needs are addressed. Staff are also eligible to access Sonder for further support if desired.

RECORDKEEPING / CONFIDENTIALITY

Student Counsellors maintain confidential records in accordance with privacy laws and Kaplan policies. Confidentiality may be broken where there is a serious risk of harm to the student or others or where required by law.

RELATED POLICIES AND DOCUMENTS

This policy should be read in conjunction with the following:

- Workplace Health and Safety Policy
- Privacy Policy
- Critical Incident Flowchart
- Critical Incident Policy

VERSION CONTROL AND ACCOUNTABLE OFFICERS

It is the joint responsibility of the Responsible Officer and Implementation Officer(s) to ensure compliance with this policy.

Category	Student Experience
Responsible Officer	GM, Student Experience
Implementation Officer(s)	Campus Managers
Review Date	March 2027
Approved by	Steve Knussen, Executive Director
Approved by	

VERSION	AUTHORED BY	BRIEF DESCRIPTION OF THE CHANGES	DATE APPROVED	EFFECTIVE DATE
1.0	Student Experience Team	New guidelines		

Valid from September 2026. Details may change. Published September 2026.
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