

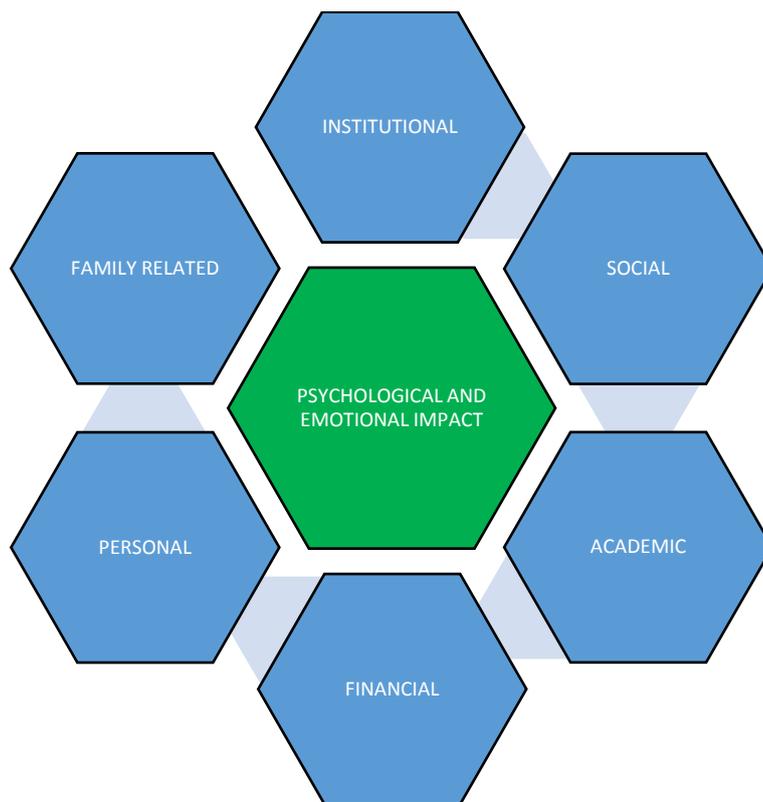
Student Counselling Centre
PO Box 1334
Durban
4000

Lower Library Complex
Steve Biko Campus

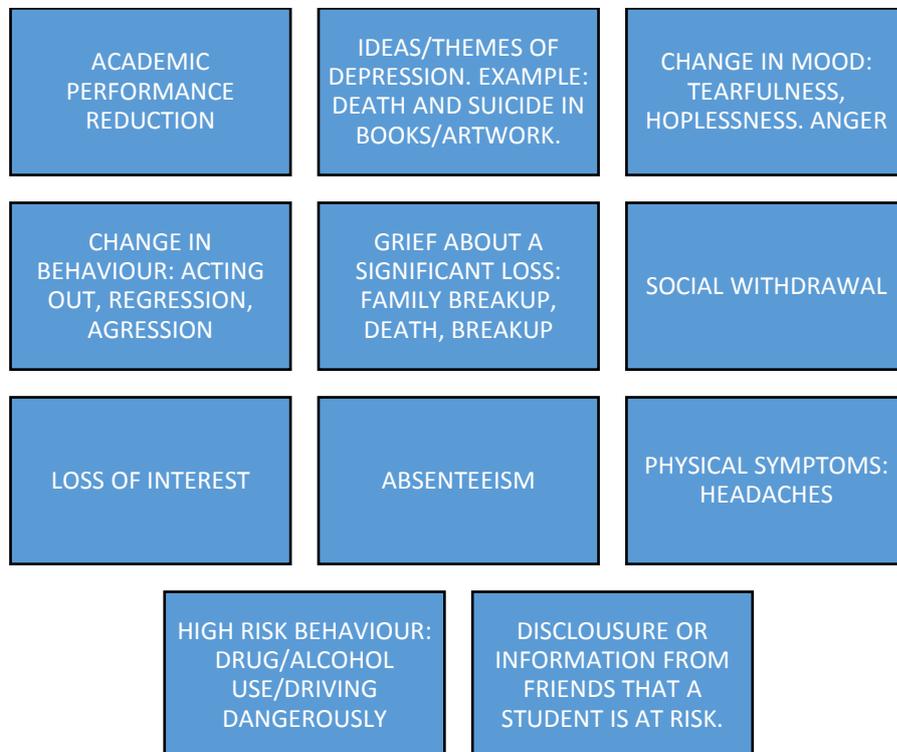
PROTOCOL FOR REFERRING STUDENTS AT RISK:

1. What is an at risk student?

An “at risk” student is any student who encounters major obstacles to successful completion of her/his academic program. Major obstacles could be:



2. What behaviours to look for that may indicate distress and students at risk:



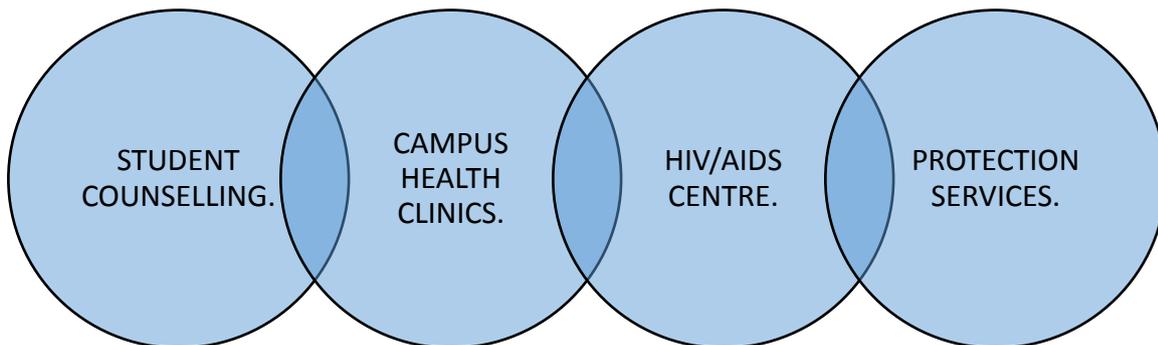
3. Referring students at risk:

3.1. What is a referral?

- A referral can be defined as a process in which a health worker at a one level of the health system, having insufficient resources (drugs, equipment, skills) to manage a clinical condition, seeks the assistance of a better or differently resourced facility at the same or higher level to assist in, or take over the management of, the client's case.
- An effective referral system ensures a close relationship between all levels of the health system and helps to ensure people receive the best possible care closest to home. It also assists in making cost-effective use of hospitals and primary health care services. Being a system, examination of a referral system requires consideration of all its parts.

3.2. What referral resources does the Durban University have?

- The DUT has resources within the Student Services division to ensure the physical and psychological/emotional well-being of the student. These resources include:



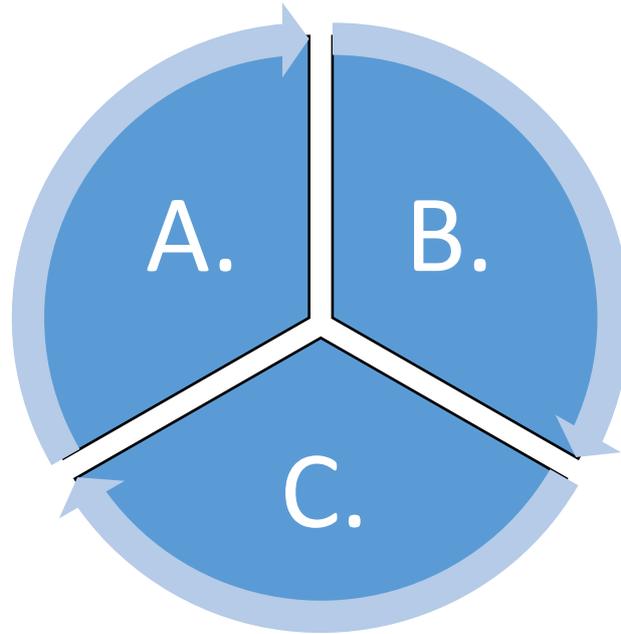
- If a faculty or academic staff member identifies a student whom they consider to be experiencing health, psychological and/or behavioural difficulties, the staff member should immediately contact one of the key contacts to refer. The contact details are as follows:
 - Student Counselling DBN: (031) 373-2266.
 - Student Counselling PMB: (033) 845- 8900/8808.
 - Health Clinic DBN: (031) 373-2223.
 - Health Clinic PMB: (033) 845 -8812 / 8811 (Riverside Campus) and 033 845- 8813/ 8966 (Indumiso Campus).
 - HIV/AIDS centre DBN (031) 373-2287.
 - Protection Services DBN: (031) 373-2181.
 - Protection Services PMB: 033 845 -8899 (Riverside Campus) and (033) 845 -8979 (Riverside Campus).
- It is important to note that staff that work within the Student Counselling and Health unit are professionally trained. It is thus important to be aware of your limitations and refer accordingly.
- Once the student is referred to the Student Counselling and Health unit, the health professional working with the student will assess the situation and determine the level and type of intervention to be taken on the student's behalf.
- Possible interventions may include:
 - i. Referral to doctor/clinic

- ii. Admission to local hospital.
- iii. Referral to Student Counselling.
- iv. Referral to University resources.
- v. Referral to community resource (with student's consent).
- vi. Contacting family of student (with student's consent).

- Staff in the Student Counselling and Health unit are either registered with the Health Professions Council of South Africa or the South African Nursing council. This means we operate within a scope of practice. We abide by ethical rules, and regulations which include confidentiality and informed consent.
- We encourage staff to cooperate with us to ensure effective and appropriate treatment for the student. We are not able to be in an exploitive relationship. Whilst we will consider any recommendations, we need to operate within our boundaries and scope of practice. A final decision will need to be made in the best interest of the student.

4. Initiating and receiving facility :

- A.) The Student Counselling and Health unit will act as the initiating facility, which means we will prepare and outward referral to communicate the client condition and status.
- B.) The facility that accepts the referred case is called the receiving facility. This may include a Doctor or Hospital. At the end of their involvement, they prepare a back referral on the lower part of the forms to let the initiating facility know what has been done. This completes the referral loop between the two facilities.
- C.) Once the student is back on campus the Student Counselling and Health unit will provide supportive services to the student.



5. References:

1. World Health Organisation. 2019. Referral Systems - a summary of key processes to guide health services managers. [ONLINE] Available at: <https://www.who.int/management/Referralnotes.doc>. [Accessed 26 July 2019].
2. psyssa. 2007. SOUTH AFRICAN PROFESSIONAL CONDUCT GUIDELINES IN PSYCHOLOGY 2007. [ONLINE] Available at: https://www.psyssa.com/wp-content/uploads/2016/12/SOUTH-AFRICAN-PROFESSIONAL-CONDUCT-GUIDELINES-IN-PSYCHOLOGY-2007-PsySSA_updated_01-12-2016pdf.pdf. [Accessed 26 July 2019].