NAMAL UNIVERSITY MIANWALI

Ref. No. NUM/REG/NWC/2025-17

June 16, 2025

Notification

In continuation of this office notification No. NUM/REG/NWC/2025-15, dated May 22, 2025, it is hereby clarified that the Namal Wellness Center will also facilitate the staff and faculty of the Namal University Mianwali, in managing their psychological challenges.

The Policies and Procedures Manual of the Namal Wellness Center is enclosed herewith for information/record of all the concerned.

This issues with the approval of the Rector.

Asif Ali
Registrar 16/VI/25

Encl: Policies & Procedures Manual (6 pages)

Distribution:
- All concerned

CC:
- ES to Rector

Policies and Procedures Manual

Namal Wellness Center



Namal University, Mianwali

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Introduction

NAMAL University, Mianwali, is home to approximately 600 students, comprising individuals from diverse cities across Pakistan, including local residents of Mianwali. Different bachelor programs are introduced in Namal, electrical engineering, Computer science, business studies and Mathematics. evaluating various mental health concerns experienced by students, including academic pressure, time management, homesickness, social adjustment and career uncertainty. concerns and enhance the overall well-being of its student community.

Students encounter an array of stressors, such as personality weaknesses, family separation, interpersonal problems, and, in some cases, mental health issues. Regardless of the origin, stress significantly impacts academic performance and the pursuit of students' ultimate goals. To mitigate these challenges, the university acknowledges the necessity for not only fostering healthy extracurricular activities but also providing a structured counseling service.

Counseling Goals, Objectives and Services

Goal:

This protocol serves as a framework for the provision of counselling services to help students at Namal University, Mianwali prevent and address a variety of issues. The purpose of the student counselling service is to assist students in addressing a range of issues that come up while attending university. The Centre offers students an opportunity to explore these issues and difficulties in a confidential setting under the supervision of qualified and experienced experts.

Objectives:

- Offering professional support for academic success and workplace efficiency respectively.
- Identification and need of psychological support for individuals experiencing mild to moderate mental health issues such as mood disorders, depressive disorders, anxiety disorders, Obsessive-Compulsive and Related Disorders, Trauma- and Stressor-Related Disorders, Eating Disorders, Substance-Related and Addictive Disorders.

- Conducting awareness sessions for students, faculty and staff to address mental health and wellbeing.

Contact information

E-mail: well-being services@namal.edu.pk

Phone number: 183

Clinical supervisor and Staff

Consultant: Komal Zafar (komal.zafar@namal.edu.pk) will provide clinical services and consultation services

Coordinator/Intern for record keeping

Terms and Hours of operations:

The duty hours of consultant clinical psychologist are 9:00AM to 5:00PM (Expect lecture timings) in the university time. No clients shall be taken outside of the premises and normal operating hours unless approved by the management. The center is open all year except for official holidays and emergency cases. The emergency cases will be referred to the DHQ hospital, Mianwali.

Clinical Services

- **Consultation:** providing guidance on managing academic and psychological concerns (self-esteem, building confidence, maintaining healthy relationships)
- **Follow-ups:** follow-up shall be done to check the progress of clients.
- **Specialized assessments:** conducting personality and vocational assessments using standardized and evidence based assessment measures.
- **Specialized intervention:** intervention for some psychological condition (Cognitive behavior therapy, client-centered therapy, exposure and response prevention.
- **Coaching:** coaching to enhance well-being and performance in personal professional life.

- **Awareness seminars:** Series of awareness seminars shall be done on mental and emotional health**,** anger management, building resilience and coping mechanisms to deal with anxiety and depression and behavioral issues.

Client Screening

The counsellor/clinical psychologist shall screen the client on the basis of clinical interview and direct observation. The severe clients will be screen out for psychiatrist consultation. The more praise screening shall be done in the follow-up sessions.

Protocol for Supervision

The counsellor/clinical psychologist will report directly to the rector of the university.

Protocols for consultation

1. A request for the appointment should be received through email.
2. A response to request shall be made within appointment slot.
3. Session time will be informed through email 24 hours before the appointment.
4. The informed consent will be signed and registration will be taken by the consultant.
5. Based upon the requirement the follow-up sessions will be scheduled or the client will be referred to the appropriate consultant.

Fee and payment policy

The counselling services will be provided free of cost for students, faculty and staff.

Case filing and monitoring

The counselor/psychologist is responsible for maintaining comprehensive documentation, including brief histories and case notes related to counseling sessions for each client. The following documents shall be maintained; registration form and consent form.

Referral protocol:

Severe psychiatric conditions: If a student expresses suicidal thoughts, immediate referral to DHQ Hospital for further evaluation is mandatory, ensuring swift and specialized intervention.

Extreme behaviors: Clients in need of specialized treatment programs, such as drug treatment, will be appropriately referred to qualified professionals, ensuring comprehensive care.