



DRB-HICOM
UNIVERSITY
OF AUTOMOTIVE MALAYSIA

PROCESS FLOW
GUIDANCE & COUNSELLING
(ODL STUDENTS)

STUDENT AFFAIRS CENTRE
DRB-HICOM UNIVERSITY OF AUTOMOTIVE MALAYSIA

1. PRE-SESSION

The pre-session stage is a crucial preparation phase that ensures the counselling process begins smoothly and efficiently. It involves initial communication, scheduling, and verification of referral information before meeting the student. During this phase, the counsellor gathers relevant background details, whether the student is referred by a lecturer, staff member, or has walked in voluntarily, to understand the nature of the issue and determine the most appropriate counselling approach. Proper planning at this stage helps establish a professional framework, manage time effectively, and ensure confidentiality and readiness for the upcoming session.

Table 1: Pre-Session Step Action

Step Action	
1.1	The ODL student completes the Online Counseling Session Request Form via Microsoft Form or email to the counselor.
1.2	The counselor reviews the request and sets the date, time, and online platform (Zoom / Google Meet / MS Teams).
1.3	The counselor sends a confirmation message and meeting link to the student via official email or WhatsApp.
1.4	The student confirms attendance and agrees to the online counseling ethics (confidentiality, camera policy, no interruptions, etc.).

SAMPLE EMAIL / APPOINTMENT NOTICE – Refer **APPENDIX A**

2. DURING SESSION

The “During Session” phase is the core of the counselling process, where direct interaction between the counsellor and the student takes place. This stage focuses on building rapport, exploring the student’s issues, and applying suitable counselling techniques to facilitate insight, problem-solving, and personal growth. The counsellor provides a safe, confidential, and supportive environment for the student to express thoughts and emotions openly. Effective communication, active listening, and appropriate interventions are essential to help the student develop coping strategies and action plans for positive change.

Table 2: During Session Phase

Phase	Description	Estimated Duration (Minutes)
Opening (Rapport Building)	Counselor introduces self, explains the session objectives, session duration, and ground rules.	5-10
Exploration of Issues / Concerns	Student shares issues to be discussed (e.g., study stress, low motivation, time management).	15-20
Intervention / Guidance	Counselor applies suitable techniques (e.g., brief CBT, cognitive restructuring, emotional support, action planning).	15-20
Closure	Summary of discussion, student’s reflection, and follow-up actions (if needed).	5–10

3. POST-SESSION

The post-session phase focuses on reflection, documentation, and follow-up after the counselling session has ended. During this stage, the counsellor records essential details such as session date, time, issues discussed, interventions used, and the student's progress or response. This step ensures accountability, confidentiality, and continuity of care. If necessary, the counsellor may arrange a follow-up session, provide additional resources, or refer the student to relevant university support units or external professionals. Proper post-session management strengthens the effectiveness of the counselling process and promotes consistent support for the student's well-being.

Table 3: Post-Session Step Action

Step Action	
3.1	Counselor completes the Online Counselling Session Report , including date, time, platform, issues discussed, and brief intervention notes.
3.2	Counselor may send a follow-up or reflection email to the student (optional).
3.3	If necessary, the counsellor schedules a follow-up session or refers the student to another unit (e.g., clinical psychologist or academic advisor).


SAMPLE FORMAT FOR ONLINE SESSION REPORT – Refer **APPENDIX B**

APPENDIX

APPENDIX A: SAMPLE EMAIL / APPOINTMENT NOTICE

Confirmation of Online Counseling Session



Farah Omar
To  Abdul Rahman Zakaria

Dear Rahman,

Your online counselling session has been scheduled as follows:

Date: Monday, 6 October 2025

Time: 8:30 PM – 9:15 PM

Platform: MS Team (link: <https://l1nk.dev/fOE8e>)

Please ensure you are in a quiet and private space during the session.
Confidentiality will be maintained throughout.

Thank you.



FARAH BINTI OMAR

Counsellor, Student Affairs Centre
DRB-HICOM University of Automotive Malaysia

APPENDIX B: SAMPLE FORMAT FOR ONLINE SESSION REPORT

Item	Details
Student Name	<i>Full name of student</i>
Student ID / Program	<i>Student ID number, ODL program</i>
Date & Time of Session	<i>e.g., 1 January 2025, 8:30 PM – 9:15 PM</i>
Platform Used	<i>Google Meet / Zoom / MS Teams</i>
Type of Session	<i>Individual / Academic Support / Motivation / Stress Management</i>
Main Issue Identified	<i>[e.g., Study pressure, difficulty focusing, low motivation during online learning]</i>
Techniques / Approaches Used	<i>[e.g., Active listening, reframing, goal setting, CBT techniques]</i>
Outcome / Student Response	<i>[e.g., Student showed understanding and agreed to create a study schedule and manage rest time.]</i>
Follow-up Action	<i>[e.g., Next session scheduled for 13 October 2025 / referred to academic unit]</i>
Counselor's Name & Signature	<i>[Name, designation, date]</i>