



IMPLEMENTATION GUIDE BOOK
COUNSELING AND CAREER
GUIDANCE SERVICES
UNIVERSITAS
NEGERI SURABAYA

2023

SUB DIRECTORATE OF
COUNSELING AND CAREER
GUIDANCE SERVICES

UNIVERSITAS NEGERI SURABAYA
2023

WORDS OF WELCOME

Counseling and Career Guidance Services at Universitas Negeri Surabaya is a form of facility aimed at students, this service was formed with the hope of helping students who need guidance during lectures so that students can run lectures optimally and can achieve achievements both in academic and non-academic fields. The existence of Counseling and Career Guidance Services within Universitas Negeri Surabaya itself aims to support the vision and mission of Unesa. To help smooth the program of Counseling and Career Guidance Services at Unesa, this guidebook was made which is useful as a guide in planning and managing Counseling and Career Guidance Services at Universitas Negeri Surabaya. In the implementation of Counseling and Career Guidance Services, Unesa is carried out in collaboration with Study Programs and Academic Advisors.

During the process of making this guidebook is not an easy thing to do, it requires great effort to be able to coordinate with several parties and focused thinking. Therefore, on behalf of the Director of Student Affairs and Alumni, I would like to thank various parties who have been involved in making this guidebook so that the guidebook can be completed and support the running of the Career and Counseling Guidance Service program in the environment Universitas Negeri Surabaya.

Surabaya, March 3, 2023

Director of Student and Alumni Affairs

Universitas Negeri Surabaya

Dr. Muhamad Sholeh, M.Pd.

TABLE OF CONTENTS

| | |
|--|-----------|
| WORDS OF WELCOME | 1 |
| TABLE OF CONTENTS..... | 2 |
| CHAPTER I INTRODUCTION | 3 |
| 1.1. Background | 3 |
| 1.2. Purpose of BK services | 4 |
| 1.3. Benefits | 5 |
| 1.4. Definition Of Terms | 5 |
| CHAPTER II ORGANIZATIONAL MANAGEMENT GUIDANCE AND COUNSELING | 7 |
| 2.1. The description of LBKK | 7 |
| 2.2. Organizational structure and implementation of Counseling Services | 7 |
| 2.3. Duties and obligations of LBKK | 9 |
| 1. Unesa BK team | 9 |
| 2. BK faculty team | 10 |
| 2.4. BK team personnel requirements | 10 |
| 2.5. BK team training | 11 |
| CHAPTER III STANDARDS FOR THE IMPLEMENTATION OF COUNSELING SERVICES | 13 |
| 3.1. BK Service Content Standards | 13 |
| 3.2. BK service process standards | 14 |
| 3.3. BK service facilities and infrastructure standards | 16 |
| 3.4. BK and Career Services Program | 16 |
| 3.5. BK service Target | 16 |
| CHAPTER IV CLOSING | 17 |
| Appendix | 18 |
| Link to the attached form 1 | 18 |
| Appendix 2 Student Personal Data Form..... | 19 |
| Appendix 3 Guidance and Counseling Service Registration Form..... | 21 |
| Appendix 4 Individual Counseling Report Card Form..... | 22 |
| Appendix 5: a letter to the D.C. Police Department..... | 23 |
| Appendix 6 Cover Letter Referral / Transfer Case..... | 24 |
| Appendix 7 Case Handover Report Card | 25 |

CHAPTER I

INTRODUCTION

1.1. Background

Students are individuals who are in the process of development, towards maturity and independence (*on becoming person*). Some problems may be faced by students in their development process, including when entering college. From the first time they enter college until they complete their studies at college. In general, the problems include the following aspects:

1. Academic aspects, including academic problems such as completion of study assignments, duration of study period, study discipline, and study skills.
2. Personal aspects include intrapersonal issues such as self-concept, self-confidence, time management, communication and independence.
3. Social aspects, interpersonal problems including social ethics, socializing, self-adjustment, interaction with lecturers.
4. Career aspects, work readiness issues include self-preparation related to careers, soft skills development, self-potential development and work preparation.

One of the main tasks of higher education as an educational institution for students is to provide services to students in facilitating the development of students towards their independence and optimal self-achievement during college. Therefore, universities must understand well the problems that students may experience and have experienced, so that students can undergo and complete their studies well, without significant obstacles.

complete their studies well, without significant obstacles. An understanding of these problems will later be used as a reference in planning the program to be implemented by the college.

Understanding the potential problems experienced by students as previously described, Universitas negeri surabaya organizes guidance and counseling services to help students prevent and overcome the various problems they experience. In order to facilitate the implementation of guidance and counseling services, it is necessary to prepare a guidebook in implementing guidance and counseling services. This guidebook is expected to provide the services needed to prevent problems and help overcome the problems faced by students.

1.2. BK Service Objectives

In general, counseling services aim to help students prevent and overcome various problems experienced by students, and provide reinforcement to develop their potential. The general objectives are translated into specific objectives as follows.

1. Assist and strengthen student capacity in optimizing learning skills in accordance with the academic climate on campus.
2. Assist and strengthen the capacity of students related to their responsibilities in completing their studies on time.
3. Assist and strengthen students in understanding themselves and their environment in the context of effective daily life.
4. Assist and strengthen students in overcoming personal and social problems encountered during activities on campus.
5. Assist and strengthen students in adjusting to the learning environment in college.
6. Assist and strengthen students in developing interpersonal skills.
7. Helping and strengthening students recognize and develop potential and skills that are useful in careers and life in their environment.
8. Assist and strengthen students in improving work readiness.

1.3. Benefits

1. For Students

- a. Students are able to complete their studies on time for 8 semesters.
- b. Obtaining alternative solutions to the problems faced.

- c. Able to develop potential to actualize themselves more optimally in society.

2. For Institutions

- a. Improved performance of faculty and university study programs.
- b. Increasing the quantity and quality of students to achieve achievements.

1.4. Definition of Terms

The Unesa BK team is a representative lecturer of each faculty who serves as a co- counsellor who coordinates and provides guidance and counseling services according to its scope to students in achieving optimal development.

1. The Faculty Counseling Team is a representative lecturer of each study program who serves as a co- counselor from both lecturers and students (Student Peer Mentors) who coordinate and provide guidance and counseling services according to their scope to students in achieving optimal development.
2. Guidance and counseling services are systematic, objective, logical, and sustainable efforts made by counselors / co-counsellors to facilitate the development of counselees to achieve independence, in the form of the ability to understand, accept, direct, make decisions, and realize themselves responsibly so as to achieve happiness and well-being in their lives.
3. Individual counseling is a consultation process conducted individually between a counselor/co-counsellor and a counselee to help solve problems.
4. Group counseling is a consultation process conducted by a counselor/co-counsellor with several counselees at once who are members of a small group conducted at the same time to help solve problems.
5. Academic Advisory Lecturer (DPA) is a lecturer who is in charge of accompanying and providing academic consultation services to students during the college period, including preparing study plans and giving consideration in choosing courses and the number of credits to be taken, student talent interest activities according to study development.
6. Students are individuals who are in the process of learning and are registered to undergo education at tertiary institutions.
7. Case transfer is an act of transferring the handling of student problems from one party to another party who is more authorized and has expertise.

8. Counselors are professionals who have a minimum academic qualification of Bachelor of Education (S-1) in the field of guidance and counseling. Counselors, play a role in providing guidance and counseling services.
9. Counselee is a recipient of guidance and counseling services in order to realize developmental tasks fully and optimally and achieve independence in his/her life.

CHAPTER II

LBKK ORGANIZATION MANAGEMENT

2.1. Description of LBKK

Counseling and Career Guidance Service (LBKK) is a work unit under the auspices of the Directorate of Student Affairs and Alumni which has the task of providing Guidance and Counseling services and providing career development services for students and alumni, by coordinating the implementation of Guidance and Counseling activities, Psychological Services and conducting self-development activities and channeling job vacancies for students and alumni of Universitas negeri surabaya.

2.2. Organizational Structure and Implementation of Guidance Counseling Services

Implementation of Counseling and Career Guidance Service Activities at Universitas negeri surabaya

Universitas negeri surabaya has several levels, namely as follows:

- a) The university level is referred to as the Unesa BK Team,
- b) The faculty level is referred to as the BK Faculty Team

Rector together with WR I, II, III, and IV as Unesa leaders have the authority to provide a policy related to the implementation of Guidance and Counseling services in Unesa. Under the auspices of the Director of Student Affairs and alumni, the Head of Sub-Directorate of LBKK prepares a program in accordance with the performance targets of the leadership and implements the program in accordance with the provisions. The Head of Sub-Directorate of LBKK coordinates the Unesa Guidance and Counseling Team and the Faculty Guidance Team to carry out tasks in their respective work areas. The Faculty Counseling Team helps provide services according to their scope and identifies counselee or student problems in the Study Program. After the service is carried out, if it is

deemed unresolved, the Faculty Counseling Team coordinates with the Unesa Counseling Team. The Faculty Counseling Team is responsible to the Dean.

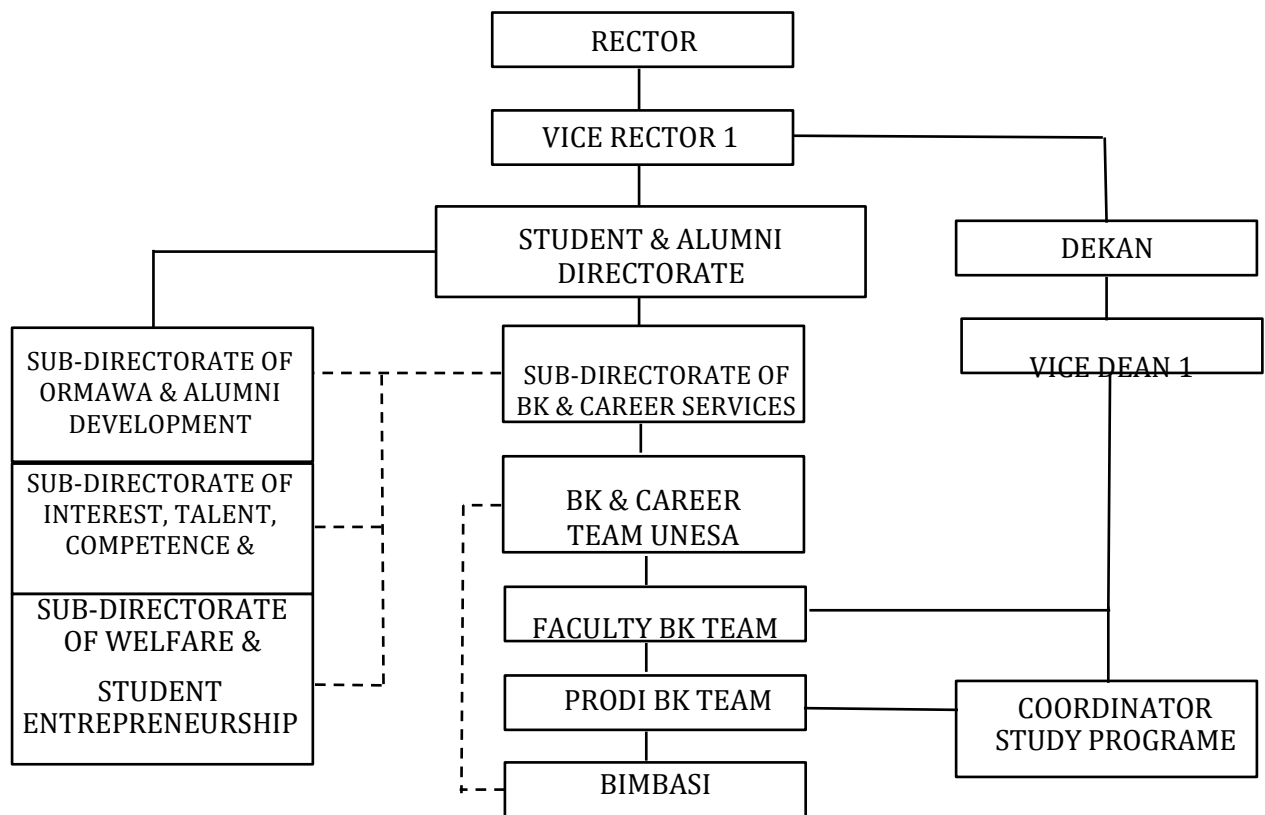


Chart 2.1 Unesa Guidance and Counseling Organizational Structure

The following is the Organizational Structure of Guidance and Counseling Unesa:

1. Coordination of the Unesa Guidance and Counseling Team is carried out by the Subdir of LBKK and the Director of Student Affairs and Alumni in collaboration with the Vice Rector for Academic Affairs, Student Affairs and Alumni, while the Faculty Guidance and Counseling Team is carried out by the Deputy Dean for Academic Affairs, Student Affairs and Alumni;
2. The Faculty Counseling Team is managed by lecturers who are representatives of each Prodi.
(Prodi BK Team) which serves as a *co-counselor* who coordinates in providing guidance assistance to students in achieving optimal development.
3. Unesa's counseling team is managed by lecturers who are representatives of each faculty.
faculty who serves as a *co-counselor* who coordinates in providing directional assistance to students in achieving optimal development.

2.3. Duties and Obligations of LBKK Personnel

Management of Guidance and Counseling Services at Unesa consists of the following:

1. Unesa Guidance and Counseling Team (Unesa BK Team) consists of representatives of lecturers selected by the Dean of each Faculty.
2. The Faculty Guidance and Counseling Team (BK Faculty Team) consists of lecturer representatives selected by each Head of Study Program in Unesa.

The following is a description of each of the duties and obligations of the Guidance and Counseling Team
Counseling Team as follows.

1. BK Unesa Team

1. Develop a career and counseling service program.
2. Implementing career and counseling service programs.
3. Evaluating career and counseling service programs.

4. Coordinating and developing counseling activities with Director of Student Affairs and Alumni.
5. Develop guidelines and service flow related to counseling and career.
6. Coordinating counseling and career activities in providing services to students.
7. Serving cases referred by the Faculty Counseling and Career team.
8. When the case is related to sexual harassment or mental health, the Unesa counseling team coordinates the case with the Directorate of Prevention and Countermeasures of Campus Strategic Issues, to be handled further.
9. Compile reports on the implementation of counseling and career services.

2. BK Faculty Team

1. Developing a counseling service program with the Unesa Counseling and Career Team.
2. Implementing the counseling service program with the Unesa Counseling and Career Team.
3. Evaluating the BK service program with the Unesa BK and Career Team.
4. Coordinating and developing counseling activities with faculty leaders for the improvement of counseling services at the Prodi level.
5. Coordinating Faculty-level peer mentors in carrying out activities.
6. Handling cases referred by DPA (Student Advisory Lecturer) lecturers.
7. Provide referrals to the Unesa Career and Counseling Team.
8. Compile reports on the implementation of counseling services
9. Is a counseling team from study programs in the faculty.

2.4. BK Team Personnel Requirements

Counseling and Career Team personnel have the following requirements.

- 1) Permanent lecturer at Unesa
- 2) Have a strong commitment in carrying out helping students achieve optimal development
- 3) Have patience in helping to deal with student problems related to academic and non-academic fields
- 4) Never committed violations of the code of ethics and discipline as a lecturer and ASN

- 5) Have experience as a lecturer in the BK Team at the Faculty level.

The Faculty Counseling Team has the following requirements.

- 1) Unesa permanent lecturer
- 2) Have a strong commitment in carrying out the duties of Guidance and Counseling
- 3) Have patience in helping to handle student problems related to academic and non-academic fields
- 4) Never violate the code of ethics and discipline as a lecturer and ASN.

2.5. BK Team Training

The following are types of training to strengthen the competence of counseling team lecturers:

1. **Basic Counseling Skills** This training contains workshops on basic counseling interview techniques. In this training, counseling team lecturers are trained to conduct data identification sessions. Basically, the most basic skill in the implementation of counseling is interviewing.
2. **Understanding Individual Characteristics and Student Problems** The counseling team is obliged to understand and identify the problems faced by students. Therefore, the counseling team will be equipped with skills to understand individual characteristics and problems in academic and non-academic areas.
3. **Strategies for Providing Counselor Assistance** This training only provides basic therapy. It provides ways to provide assistance to students. What should and should not be done in the therapeutic process.

BAB III

STANDAR PELAKSANAAN LAYANAN

3.1. Content Standards for Counseling Services

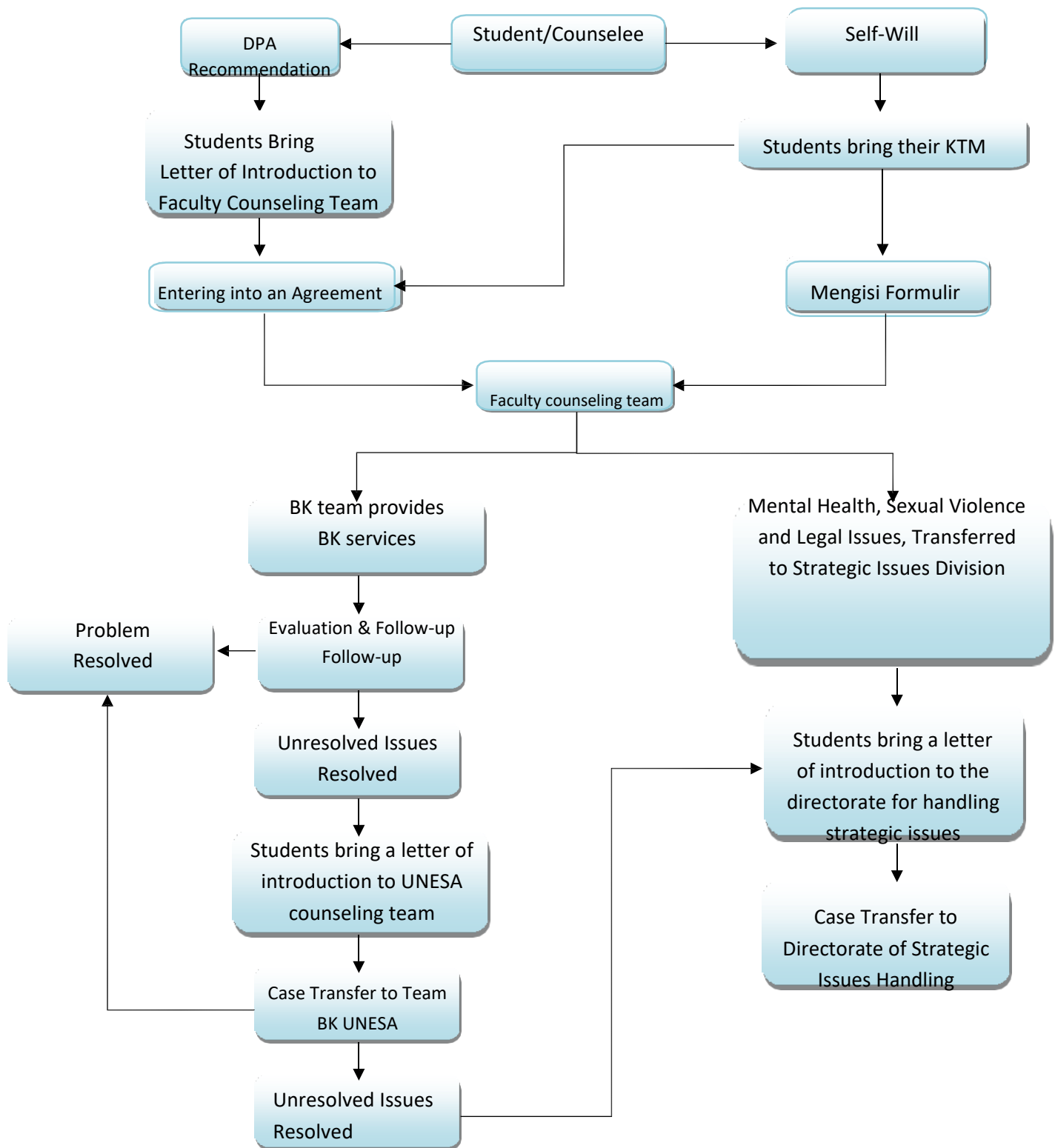
1. Guidance and counseling services are oriented towards handling non-academic problems to support and improve student academic achievement.
2. Guidance and Counseling service areas include: personal, social, learning, and career.
3. The scope of Guidance and Counseling services provided are:
 - a. Providing guidance and coaching to students in developing their potential.
 - b. Providing counseling services to students to obtain solutions to problems faced.
4. Types of Guidance and Counseling services include: Identification assessment of student problems and needs, individual counseling, group counseling, *soft skills* development guidance and mediation service consultation.
5. The components of Guidance and Counseling services include: basic services, specialization and personal planning services, responsive services, and system support.
 - a. Basic services are the provision of assistance to all students related to the development of skills, knowledge and attitudes in personal, social, and academic fields.
 - b. Individualization and planning services are the process of providing assistance to all students in making and implementing personal, social and academic plans.
 - c. Responsive service is the provision of assistance to students who have needs and problems that require immediate assistance.
 - d. System support is a component of services and management activities, infrastructure and continuous professional development

of counselors who indirectly provide assistance to students or facilitate the smooth development of students.

3.2. BK Service Process Standards

The procedure for obtaining counseling guidance services is as follows:

- 1) Counselees (students) can come to the Faculty Counseling Team in two ways, namely:
 - a) On their own. If students on their own wish to visit the Faculty Counseling Team, then the student comes with a valid Student Identity Card (KTM), makes an agreement with the Faculty Counseling team by telephone or WA during working hours and fills out the registration form for guidance and counseling services provided by the faculty counseling team (google form) with a standard format from BK Unesa.
 - b) At the suggestion of the Academic Advisor Lecturer (DPA). If the student gets a recommendation from the Academic Advisor (DPA) to visit the Faculty Counseling team, the Academic Advisor (DPA) will provide a cover letter (containing the identity of the counselee and the counselee's problem) addressed to the Faculty Counseling Team. Students with a cover letter that has been put in a sealed envelope make an appointment by telephone or WA with the faculty counseling team. The letter mechanism is done uniformly and online.
- 2) After receiving information on the time of guidance and counseling services, the counselee gets guidance and counseling services from the faculty counseling team.
- 3) The faculty counseling team conducts evaluation and follow-up.
- 4) If the problem has been resolved in the faculty counseling team, the counselee does not need to transfer the case.
- 5) If the problem has not been resolved in the faculty counseling team, the counselee can be transferred to the Unesa BK team by sending a cover letter to transfer the case (as attached).



3.3 BK Service Facilities and Infrastructure Standards

To carry out counseling services, LBKK must have

- a. LBKK chairman's room
- b. Staff room
- c. Counseling room
- d. Document storage room
- e. Computer or laptop
- f. Instruments needed to diagnose student problems
- g. Social media
- h. Office stationery

3.4. Counseling and Career Services Program

1. Socialization of counseling services
2. Assessment and identification of student potential
3. Guidance and counseling
4. Training
5. Student peer mentors
6. Career development strengthening activities

3.5. Target of Counseling and Career Services

Sasaran layanan bimbingan konseling dan Karier adalah semua mahasiswa Unesa. Masalah yang ditangani adalah masalah di aspek akademik, pribadi, sosial dan karier.

CHAPTER IV

CLOSING

The standard of policy implementation and counseling and Career Guidance services is a minimum standard in providing services to students. Development that is intended to increase the quality of implementation is expected as long as it is relevant to the interests of students and does not deviate from this standard.



LAMPIRAN

Link to the attached form 1

1. Student's Personal Information Form

unesa.me/FormDataDiriPribadiMahasiswa

2. Registration Form for guidance and Counseling Services

unesa.me/FormPendaftaranLayananBimbinganKonseling

3. Individual Counseling Report Card Form

unesa.me/FormKartuLaporanKonselingIndividu

4. Dpa cover letter Form to faculty BK team

unesa.me/FormSuratPengantarDPAKeTimBKFakultas

5. Form Cover Letter Over Hand Case


unesa.me/FormSuratPengantarAlihTanganKasus

6. Handover Report Card

unesa.me/KartuLaporanAlihTangan



Appendix 2 Student Personal Data Form

| | | |
|---|--|-----------------|
|  | UNIVERSITAS NEGERI SURABAYA | |
| | PERSONAL DATA AND STUDENT REGISTRATION FORM | No. Dok.: _____ |

STUDENTS ' PERSONAL DATA

Foto 3 x 4

A. Personal Data

| | | |
|---------------------------------|---|--|
| Student Name | : | |
| NIM | : | |
| Place / Date. Born | : | |
| Prodi | : | |
| Faculty | : | |
| Gender | : | |
| Religion | : | |
| No. Identity (according to KTP) | : | |
| Domicile Address Surabaya | : | |
| Reception Line | : | |
| No. HP / WA | : | |
| E-mail address | : | |
| Hobby | : | |
| Achievements ever achieved | | |
| Academics | : | |
| Non Academic | : | |
| Self Potential | : | |

B. School Address Data

| School Of Origin | | |
|------------------|---|--|
| School Name | : | |
| School Address | : | |
| Kecamatan | : | |

| | | |
|----------------|---|--|
| Regency / City | : | |
| Province | : | |

C. Home Address Data

| | | |
|---------------------|---|--|
| Home Address | : | |
| Dusun / RT/ RW | : | |
| Village / Kelurahan | : | |
| Kecamatan | : | |
| Regency / City | : | |
| Province | : | |

D. Parent Data

Mother Data

| | | |
|---------------|---|--|
| Mother's Name | : | |
| Mother's Work | : | |


Father's Data

| | | |
|---------------|---|--|
| Father's Name | : | |
| Father's Work | : | |

E. Sibling Data

| No | Brother To | Full Name | Age | Status | | Residence | |
|----|------------|-----------|-----|---------|-----------------|------------|------------------|
| | | | | Married | Not yet Married | Housemates | Different Houses |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Appendix 3 Guidance and Counseling Service Registration Form

| | | |
|---|--|-----------------|
| UNIVERSITAS NEGERI SURABAYA | | |
|  | GUIDANCE AND COUNSELING SERVICE REGISTRATION FORM | No. Dok.: _____ |

Guidance and Counseling Service registration form

Counseling to : _____

I. Identity

| | | | |
|---|--|---|--|
| 1 | Full name | : | |
| 2 | NIM | : | |
| 3 | No mobile phone / WA that can be contacted | : | |

II. KELUHAN

| | | |
|---|--|--|
| 1 | The problem (with Short and clear) | |
| 2 | Dominant cause (content briefly and clearly) | |

III. SCHEDULE SUBMISSION


| | | |
|---|--------------------------------|--|
| 1 | Schedule (Directed by Officer) | |
|---|--------------------------------|--|

Surabaya, _____

Student,

NIM.

Appendix 4 Individual Counseling Report Card Form

| | | |
|---|--|-----------------|
| UNIVERSITAS NEGERI SURABAYA | | |
|  | INDIVIDUAL COUNSELING REPORT CARD (FILLED BY BK OFFICER) | No. Dok.: _____ |

INDIVIDUAL COUNSELING REPORT CARD

I. Identity

| | | | |
|---|-----------|---|--|
| 1 | Full name | : | |
| 2 | NIM | : | |


II. COUNSELING STATUS

| 1 | Counseling to | : | | | | | | | |
|---------|--|----------|---|---------|------|----------|--|--|--|
| 2 | Day / Date | : | | | | | | | |
| 3 | Problems (fill in briefly and clearly) | : | | | | | | | |
| 4 | Dominant cause (fill in briefly and clearly) | : | | | | | | | |
| 5 | How to solve (fill in briefly and clearly) | : | | | | | | | |
| 6 | Counseling Results | : | | | | | | | |
| 7 | Follow-Up | : | | | | | | | |
| | | | <table border="1"><tr><th>Further</th><th>Done</th><th>Referral</th></tr><tr><td></td><td></td><td></td></tr></table> | Further | Done | Referral | | | |
| Further | Done | Referral | | | | | | | |
| | | | | | | | | | |

III. MONITORING SCHEDULE

| | | | |
|---|-------------------------|---|--|
| 1 | Day / Date | : | |
| 2 | Hours | : | |
| 3 | PIC guidance and career | : | |

Chapter 5: a letter to the D.C. Police Department

| | | |
|---|---|---------------------------|
|  | UNIVERSITAS NEGERI SURABAYA | |
| | Letter of recommendation to the B.C. | No. Dok.: _____ |

A LETTER OF RECOMMENDATION TO THE B.C. DEPARTMENT OF EDUCATION


| | | |
|--------------------------------------|---|-------|
| Student Name | : | |
| NIM | : | |
| Prodi / Faculty | : | |
| Gender | : | M / F |
| Name Of Student Advisor | : | |
| BK team name of the intended faculty | : | |
| Student Problems | : | |
| (Pointer) | : | |
| Initial treatment already done DPA | : | |

Surabaya, _____

Student Advisor Lecturer,

NIP.

Appendix 6 Cover Letter Referral / Transfer Case

| | | |
|---|--|------------------|
|  | UNIVERSITAS NEGERI SURABAYA | |
| | COVER LETTER OVER HAND CASE | No. Dok.: |

COVER LETTER OVER HAND CASE


| | | |
|-------------------|---|-------|
| Name/NIM | : | |
| Armed forces | : | |
| Prodi / Faculty | : | |
| Gender | : | L / P |
| Day / Date | : | |
| Referrer | : | |
| Referencessources | : | |
| Student Problems | : | |

Surabaya, _____

Referrer,

NIP.

Appendix 7 Case Handover Report Card

| | | |
|---|--------------------------------------|---------------------------|
|  | UNIVERSITAS NEGERI SURABAYA | |
| | CASE HANDOVER REPORT CARD | No. Dok.: <hr/> |

CASE HANDOVER REPORT CARD

| | | |
|---|---|-------|
| Name | : | |
| Armed forces | : | |
| Prodi / Faculty | : | |
| Gender | : | L / P |
| Day / Date | : | |
| Referrer | : | |
| Referencessources | : | |
| Student Problems | : | |
| | | |
| | | |
| Strategy / Method That Has Been Done | : | |
| Results | : | |
| | | |
| | | |
| | | |
| Follow-Up | | |

Surabaya, _____

Referrer,

NIP.