

APPROVED
Al-Farabi Kazakh National University
Board Member Acting Vice-Rector
for Sustainable Social Development
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AL-FARABI KAZAKH NATIONAL UNIVERSITY

POLICY OF THE PSYCHOLOGICAL SUPPORT SERVICE

1. General Provisions

The Psychological Support Service of Al-Farabi Kazakh National University (hereinafter – KazNU) is a structural subdivision aimed at ensuring the mental health, personal development, and successful adaptation of students, faculty, and staff.

The work of the Service is based on the principles of confidentiality, voluntariness, respect for the individual, scientific validity, and ethical standards.

2. Goals of the Psychological Support Service

- To preserve and strengthen the psychological well-being of all participants in the educational process.
- To create a favorable psychological climate at the university.
- To support students in their successful adaptation to the higher education environment.
- To develop resilience, self-awareness, and effective communication skills.
- To prevent emotional burnout, conflicts, and deviant behavior.

3. Main Tasks

- Providing psychological diagnostics and counseling for students and staff.
- Organizing trainings, lectures, and seminars on relevant psychological topics.
- Conducting individual and group sessions to develop personal and communicative skills.
- Delivering psychoprophylactic support for students with special educational needs.
- Collaborating with faculty and advisors on psycho-pedagogical support issues.
- Carrying out research and monitoring the psychological climate of the student body.

4. Principles of Work

- Confidentiality – all information obtained during work remains strictly confidential.
- Voluntariness – seeking help is only at the request of the student or staff member.
- Accessibility – services are free of charge and open to all participants in the educational process.
- Competence – the work is based on professional and scientifically grounded approaches.
- Partnership – cooperation with faculty, administration, and other university structures.

5. Main Areas of Activity

1. Psychological counseling – individual and group.
2. Diagnostics – studying personality traits, stress levels, motivation, and adaptation.
3. Prevention – trainings, lectures, and events aimed at fostering psychological culture.
4. Development – programs to enhance leadership, communication, and emotional intelligence.
5. Crisis assistance – support for students and staff in difficult life situations.
6. Research and methodological work – studies, publications, and methodological materials.

6. Organization of Work

- The Psychological Support Service of KazNU operates on the basis of regulations approved by the university administration.
- The Service interacts with faculties, dean's offices, student organizations, and the university's medical centers.
- Work is conducted in individual and group formats, both online and offline.

7. Work Completed in the 2024–2025 Academic Year

During the reporting period, KazNU's Psychological Support Service carried out extensive work to support students and staff:

- Provided more than 100 individual consultations (on issues of adaptation, interpersonal relations, resilience, and prevention of burnout).
- Organized trainings and seminars on relevant topics: self-aggression, gambling addiction, freshmen adaptation, effective communication, public speaking development, conflict prevention, and stress management.
- Conducted group exercises and interactive lectures.

- Prepared methodological materials on psychoprophylaxis and student psychological support.

8. Plans for the 2025–2026 Academic Year

In the upcoming academic year, the Psychological Support Service of KazNU plans to:

- Expand the scope of psychological counseling using online platforms;
- Conduct preventive trainings on digital addiction, emotional burnout, psychological safety, and emotion regulation;
 - Organize programs to develop soft skills (teamwork, time management, leadership qualities);
 - Broaden student participation in adaptation and personal growth activities;
 - Carry out research on students' psychological well-being and develop recommendations for faculty and advisors.

9. Expected Outcomes

- Increased level of psychological culture among students and faculty.
- Reduction of stress, conflict, and emotional burnout.
- Improved academic performance and social adaptation of students.
- Creation of a safe and favorable educational environment at the university.