

# The Directorate of Students Advisory & Counselling Services

The Directorate of Students Advisory & Counselling Services was established in 1984, merged with Admission office in 1988 and re-activated as an independent directorate in August, 1994. Directorate of Student Advisory & Counselling Services acts as a face of the University. This Directorate is acting as a connection point and link between a student and relevant Department. It offers a range of services and advices related to academic guidance, co-curricular activities, financial queries, skills, development, counselling of the students in addition to problems related to Admission, Mailing and Examination Department. There is no second opinion that all the departments of Allama Iqbal Open University are playing their role in their orbit but the Directorate of Students Advisory & Counselling Services has a very key role in the solution of student problems and redressal of their complaints. Directorate of Student Advisory and Counselling Services of Allama Iqbal Open University is unique and distinct in Servicing Departments and working markedly since 1984.

## 1. SECTIONS OF THE DEPARTMENT AND ITS FUNCTIONS

Following are the main sections that are functioning to cater the needs of students/visitor in the Directorate of Students Advisory & Counselling Services.

1. Information Lobby
2. AIOU Student Support Fund (ASSF) Section
3. Issuance of Bonafide, Medium of instruction Certificate and Verification of WES, Pakistan Bait-ul-Mall cases
4. Attestation Desk
5. NOC / Migration Certificate Section
6. Students Scholarship Section (Processing of Scholarship for Various Institutions)
7. Accounts Section
8. Student Facilitation Center

A brief detail of the functions of above mentioned sections is as follows:

### 1. Information Lobby:

- The lobby is working as a source of information to facilitate the AIOU students and visitors. This segment provides access to information and ambiance to fill-up forms and prepare applications etc. Three counters have been established in the Lobby. One is for **Postgraduate Studies** (Masters-MPhil – PhD Level), second for **General Education** (Matric-FA-BA-BS Level) and third counter for **Senior Citizens/Special Persons** where staff will provide necessary information/guidance to visitors/students.

### 2. AIOU Student Support Fund (ASSF) Section:

- The Directorate provides financial support to the poor, needy and talented AIOU students. The scheme titled as Financial Assistance Scheme was introduced in 1999. The objective of ASSF is to provide financial support to the poor and needy students for self-reliance/self-sufficiency. This Directorate assigns the budget for different schemes to all regions of AIOU across Pakistan according to approved formula in each semester. Interested deserving students apply on the prescribed form /CMS account through their concerned **AIOU Regional Office** during the admission period. This Directorate also communicates the schedule for the processing of such forms to all regional offices in Pakistan. It is clarified that as per prevailing Policy/Guideline, Financial Support is granted to the deserving students of AIOU.
- The main objective of these schemes is to provide financial support to deserving students. Currently, following schemes under ASSF are in operation:
  1. Financial Support Scheme (SSF-101)
  2. Earn to Learn Scheme (SSF-102)
  3. Merit Scholarship Scheme (SSF-103)
  4. Final Year Project Grant Scheme (SSF-105)
  5. Scholarship for Communities Scheme (SSF-106)
  6. Financial Support to AIOU Employees
  7. Financial Support to AIOU Children Employees
  8. **Issuance of Bonafide/English Proficiency Certificate & Verification of WES, Pakistan Bait-ul-Mall Cases:**
    - Bonafide / Medium of Instructions certificate will be issued to concerned student on his/her request after completing codal formalities. This section also provides the verification services of Pakistan Bait ul Mall cases different to the deserving AIOU students. This section also maintains the record of Bonafide Certificate, PBM cases. These forms are delivered/handed over to concerned student by Post, by Hand, and by Email. WES forms are also, processed, verified and signed by this Directorate.
- 4. **Attestation Desk:**
  - The Attestation desk has been established in Directorate of Students' Advisory & Counselling Services for student facilitation. This desk provides the document attestation services to students, which is valid for AIOU only.
- 5. **NOC Section:**
  - The services regarding issuance of No Objection Certificate comes under the responsibility of Directorate of SA & CS. The NOC section is revamped and tried to make it more efficient to cater the needs of students in minimum possible time.
  - Migration /NOC will be given by hand to student concerned only; otherwise it is dispatched by registered post at the given address.
- 6. **Verification of Scholarship Form Section:**

- The scholarship desk has been established in Directorate of Students Advisory & Counselling Services for student facilitation. This section provides the verification services of different scholarship to the AIOU students. This section also verifies the cases of students who are eligible for grant of scholarship(s) admissible to students as announced by the concerned departments.

7. **Accounts Section**

- This section is responsible for processing of different bills incurred in different works like telephone bills, Expenses in delivery NOC's through registered post, Expenses in functions organized by this Directorate. Salary bills of Earn to Learn students working in AIOU Main Campus and in Regional offices are also received, processed, prepared by this section.

8. **Student Facilitation Center**

- This Directorate also receives the applications /forms related to Admission, Mailing, Examination at Student Facilitation Center (SFC) and forward to concerned department for further necessary action at their end.