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Issues That Counselors Consider Ethical or Unethical in Counseling Relationship of Learners with Visual Impairment

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Abstract

This manuscript is a study conducted to analyze the practice of what counselors consider ethical and unethical in counseling relationship of learners with visual impairment at Kwame Nkrumah University in Zambia from a client's point of view. The study was both qualitative and quantitative. It used a case study design. The study targeted students with visual impairment at Kwame Nkrumah University. This is because the university has learners with visual impairment undergoing their first degree program. At the time of study there were seven students ranging from first to fourth year. The tools for data collection were the questionnaire, focused group discussion and observation checklist. The main findings were that most of the ethical issues were exhibited by the counselors namely confidentiality, competence, consent and purpose, rapport, professional relationship, moral responsibility and autonomy, privacy, moral and legal standards, good organization and management, Public statements and welfare of customer. However, the counselors need to improve on some areas such as, pursuit of research activities and utilization of assessment techniques. The recommendation was that, counseling should continue to be offered to the learners with visual impairment at the university because it was transparent, students appreciated it because it influenced their thoughts, decisions, feelings and behavior positively resulting in shaping their personal identity.

Keywords: counseling, counseling relationship, ethics and guidance

Introduction

Problems are part of human life and this has led to the establishment of professional counseling to address human problems. As counselors discharge their duties they need to be protected. Thus there are issues counselors consider ethical or unethical in the counseling relationship which are analyzed in this research such as confidentiality, competence, consent and purpose, rapport, moral responsibility and autonomy, privacy, moral and legal standards, good organization and management, Public statements, welfare of customer, professional relationship, pursuit of research activities, utilization of assessment techniques and welfare of customers.

Materials and methods

The problem

Learners with visual impairment are counseled by various counselors during their residential period. Learners this time of residential have the opportunity to learn how to handle their situations. The experiences of learners during this period of counseling have not been reviewed and documented the reason this study have been instituted. This study therefore meant to answer the question "what are the issues counselors consider ethical or unethical in counseling relationship of learners with visual impairment in a Zambian context?"

Objectives

The study was guided by the following objectives

- To establish learners experiences during counseling sessions.
- To establish ethical issues used during counseling relationship.
- To establish un-ethical issues used during counseling.

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- To examine the quality of counseling provided by counselors.

Research questions

The study answered these questions

- What are the experiences of learners during counseling sessions?
- What are the things that are regarded as ethical issues being used during counseling relationship?
- What are the things regarded as un-ethical issues being used during counseling?
- What is the quality of counseling provided by counselors?

Purpose of the study

The purpose of the study was to investigate the experiences concerning the issues that counselors consider ethical or unethical being used in counseling relationship of learners with visual impairment at Kwame Nkrumah University from learners' view point in order to provide invaluable resource due to amalgamation of ethical standards and real life experiences.

Significant of the study

The study would help counselors doing counseling of learners with visual impairment to have information on how to handle these learners and help them improve their practice. The study will further help training institute improve the ways of counseling learners with visual impairment.

Limitation

The study reviewed the experiences of counselors' experiences from learners with visual impairment's view. Thus the study was limited to learners view, hence the interpretation is based on learners' comments during the study and not all that goes on during counseling for example counselors point of view was left out.

Literature review

The literature focuses on guidance and counseling, counseling relationship, ethics as well as confidentiality, competence, consent and purpose, rapport, moral responsibility and autonomy, privacy, moral and legal standards, good organization and management, Public statements, welfare of customer, professional relationship, pursuit of research activities, utilization of assessment techniques and welfare of customers.

Guidance and Counseling

Guidance is a generic term in which counseling fall and is defined as a process of helping an individual understand self and his world (Makinde, 1984). Hence counseling is a service designed to help an individual analyze oneself by relating his or her capabilities, achievements, interests and mode of adjustments to what new decision he or she has made or has to make" (Makinde 1984:44). In other words, in counseling there is a counselor and a client and through counseling the client understands who he or she is and his or her environment and the situation.

Counseling Relationship

Counseling relationship is the mutual interactive relationship where the counselor attempt to help a client

understand self in relating to his or her future problems or decisions and collaborate well with his colleagues (Makinde, 1984). This is where counselors respect clients and clients also trust and confine in the counselor, counselors refer and receive cases from colleagues easily.

Ethics

Ethics is the code of conduct that is required by those involved in the process of counseling. Ethics is a moral philosophy or an effort to guide once conduct by reason while giving equal weight to the interest of each individual affected by what one does as supported by (Spielthener, 2006). This simply means there are ethics or moral standards which are rights which counselors follow as rules to guide them in their field of work as they discharge their duties. This means counselors are not supposed to act wrongly or be unethical as they carry out their duties. This is because counselors are ethical practitioners (American School Counseling, 2010) as discussed below.

Competence

Brown and Pate (1983) stipulated that, counselors should maintain high standards of professional competence in the interest of the public and professional as a whole. This implies that, ethically the counselor should be trained and continues being retrained and works within his limits of competence and makes referrals whenever necessary, monitor his skills and maintain a desired level of competence. This is vital because the counselor will have right skills to help clients effectively as he uses his expertise and will refer a case not of her or his competence to other competent counselors. Thus, discharging his or her duties incompetently will be considered unethical because the counselor will lack skill needed and work beyond his or her limits. Kimbel and Schellenberg (2014) stipulated that, competence aid in meeting the holistic needs of clients during counseling sessions.

Confidentiality

Another code of conduct is confidentiality. This is where those who are involved in the process of counseling are not supposed to disclose the information. Counselors have a primary obligation to confidentially or safe-guarding information about clients obtained in course of counseling, teaching practice or research (Brown and Pate, 1983). In this case clients expect that all sensitive information, deep feelings disclosed will be kept privately and secretly without telling other people. This is very important because reviewing client's information spoil the relationship. Disclosure of information is only accepted with client's written consent or sound reasons or circumstances of imminent danger to the client or public. According to Chibola and Haworth, (2004) this is when a client will cause harm to self or others, is unable to take responsibility of his decisions and actions, commit a felony or engage in other criminal activities, if infected with Human Immunodeficiency Virus (HIV) the client may infect specified third parties because of non-disclosure. Except on situations where the child is in danger or when the information is required by authorized officers. Disclosure should not be the first choice but keeping everything entrusted to the counselor in confidence which gives a meritorious effect to the profession as a whole as well as the counselor. Confidentiality is very cardinal in counseling

fraternity thus it is unethical to temper with confidentiality as a whole by all counselors because they may lose their jobs.

Consent and Purpose

Secondly, consent is necessary during the process of counseling. Clients should be given freedom to accept or agree if they should be counseled or they should consent. They should participate freely or voluntarily and they should not be coerced or forced. Counselors ethically are obliged to promote the welfare of the consumer or respect the welfare of the people and groups with whom they work with (Brown and Pate, 1983). This means that in case of conflicts clients have freedom of choice. This is supported by Makinde (1984) that clients are never coerced or forced to do anything. This is vital because autonomy will be respected and this will lead to client's self-esteem and clients will be responsible for the consequences of their choices and actions upon having control over their lives, values and beliefs. Thus it is unethical for a counselor to act on behalf of the client unless there is sound reason (Chibola and Haworth, 2004). This is unethical because clients do not act freely and independently. Thus the blame of client's consequences will be on the counselor as he uses the procedure in counseling which are individual and group counseling. It is unethical for a client to see a counselor without a purpose (Kochhar, 1999). This implies that there should be a felt need or a purpose for seeing a counselor without it the counselor cannot be respected or promote client's welfare.

Rapport

The other ethical issue is rapport and is necessary (Ndlovu, 2010). The counselors should be friendly especially to the client. For instance they can start by asking the client's name, where they are coming from. At times when a client fails to give answers to their questions they should not force them to respond because they will feel intimidated.

Moral responsibility and Autonomy

Counselors have ultimate responsibility for the consequences of work and ensuring that their services are used appropriately (Brown and Pate 1983). This implies that ethically counselors are accountable for their work or need to maintain self-effectiveness, commitment and ability or counseling skills to help clients decide on their own and be responsible for the choice they make and counselor only assist them to come up with that decision in the process by his or her warmth and understanding relationship. This helps clients to be able to solve their own problems or difficulties. In case of being sued for the case of deciding on client's behalf the counselor will be set free in this implication if he or she gives chance to a client to decide on their own. It is unethical for a counselor to engage in activities that undermine public confidence or attend to clients when their functioning is impaired due to illness, drug or alcohol intoxication, termination of work, or any other reason (Brown and Pate, 1983). It is not good for a counselor for instance to engage in financial, emotional, marital affairs with a client for this will tarnish the image of the profession and counselors. *Autonomy* refers to the participant's freedom of action and freedom of choice to take part in counseling without coercion (McLeod, 2010). In the guidance counseling practitioner need to respect the

"right of individuals to discontinue participation in counseling at any time, and be responsive to non-verbal indications of a desire to discontinue if individuals have difficulty in non-verbal communication such a desire" (NCGE, 2008, p.9). The issue of autonomy is addressed through the procedure of informed consent.

Privacy

Another ethical issue is privacy. Privacy is cardinal this is where counselors consider professional boundaries, clear contracts, manner of dressing, bodily attraction, respect and location or conducive place or venue which is not busy and a safe place in which the client cannot be harmed and can share freely without many disturbances. According to Guneri (2006) this is the physical facilities where learners receive counseling services. If counselors are not accountable, their work can easily be terminated as one of the disciplinary measure. In such a case the counselor will be affected negatively as a person and professionally.

Moral and Legal Standards

According to Brown and Pate, (1983) counselors ethically should follow moral and legal standards of the community and be aware of the impact they have on the community. For instance if the conduct and behavior of a counselor is contrary to what is right or accepted by the community the law will be applied to him or her such that he or she will not be allowed to discharge his or her services. If on the other hand the behavior is in conformity with the standards of counseling then he or she will gain public trust and his or her services will be appreciated. It is unethical for counselor to misconduct, work uncertified and unlicensed. In case of a counselor not being certified, licensed, even if he or she has a good conduct he or she can be implicated.

Professional Relationship

It is ethical for a counselor to have regard for other fellow counselors in terms of their needs and feelings. Similarly the counselor need to have regard to other professionals who are not counselors as one way of maintaining professional relationship to their organization or institutions to which they belong (Brown and Pate, 1983). This is vital because transactions such as consultation, receiving and sending referrals will be done smoothly for the benefit of clients. It is unethical for a counselor to have unsound relationship with other professionals, their organizations and their fellow counselors. Kochhar, (1999) purports that; it is unethical for counselors not to have mutual understanding among themselves. It is also unethical not to have regard to other professionals who are not counselors. It is unethical for counselors to have no respect for prerogatives and obligations of their organizations.

Good Organization and Management

Having no regard for other professionals and counselors may lead to poor organization and management (Chibola and Haworth, 2004). For instance, a counselor may start doing things which are not allowed such as having dual relationships which may impair his or her objectivity and judgment. He or she may start counseling friends and relatives which must be avoided in his or her profession. In administrative position the counselor may start counseling clients who have problems which he or she cannot handle instead of making referrals. He or she may start counseling

clients who have counselors already. The counselor may keep records of counseling relationship on open files instead of storing these materials safely and separately or confidentially. He or she may have no clear contacts and have counseling sessions in unsafe un-private room.

It calls for characteristics of a good counselor. Ndhlovu (2010) postulated that, characteristics of a good counselor are comprised of a counselor being; honest and sincere with a client and oneself and being authentic, having empathy a feeling with the client, accepting and valuing all aspects of a client, the counselor need to know who she or he is and their capabilities, they need to respect and appreciate themselves, open to change, able to choose things that will shape their life, have a sense of humor, they have generally to live in the present and having a healthy relationship with a client.

Pursuit of Research Activities

Pursuit of research activities require that a counselor follow approved ethics in accordance with currently accepted norms for such research (Chibola and Haworth, 2004). This is essential because information derived from this research can be used in-training of counselors and for protection of clients for example the counselor will have respect for people's dignity those who took part in the research. Thus it is ethical not to oblige to current research ethical standards because it impairs counselors work and relationships with clients.

Utilization of Assessment Techniques

It is ethical for counselors to follow relevant standards in the development, publication and utilization of counseling assessment techniques (Brown and Pate, 1984). This is important for instance the counselor will know that a parent of a client has a legal right to know the results of assessment, interpretations and final judgment. The counselor will get to know that confidentiality of assessed information continue even after client's death. It will be unethical not to abide by ethics required in the utilization of counseling assessment technique such as directive, non-directive and eclectic.

Public Statements

It is ethical for a counselor in their public statements to be objective so that clients can be aided in making informed judgment decisions and choices on the matter (Brown and Pate, 1983). This implies that even when their profession is up to date in public statements, negative statement should not come out in terms of qualification of counselors, affiliations, functions of institutions, services, promotional activities but positively for the purpose of making clients decide freely and independently concerning what has to be published. It is unethical to wash dirty linen in the public because that will tarnish the image of the counseling profession.

Welfare of Customer

Beneficence is needed and it is a commitment to promoting the client's well-being. The principle of beneficence means acting in the best interests of the client based on professional assessment. It directs attention to working

strictly within one's limits of competence and providing services on the basis of adequate training or experience. Ensuring that the client's best interests are achieved requires systematic monitoring of practice and outcomes by the best available means. It is considered important that research and systematic reflection inform practice. There is an obligation to use regular and on-going supervision to enhance the quality of the services provided and to commit to updating practice by continuing professional development. An obligation to act in the best interests of a client may become paramount when working with clients whose capacity for autonomy is diminished because of immaturity, lack of understanding, extreme distress, serious disturbance or other significant personal constraints (British Association for Counseling and Psychotherapy, 2010).

In conclusion issues counselors consider ethical and unethical in counseling relationship are confidentiality, responsibility, moral and legal standards, competence, public statements, utilization of assessment, pursuit of research activities, privacy, purpose, autonomy, good organization and management which are very cardinal for a counselor to feel technically protected and work in his area of expertise and be successful, effective during the discharge of his or her services.

Methodology

This study is both qualitative and quantitative. The case study design was used. The researcher gave questionnaires and interviewed same learners with visual impairment during their residential period.

Population

The study targeted seven full-time students who were the only ones present during the residential period at the time of study. The range of population was from first to fourth year students who were doing their first degree program at the university.

Data collection tools and techniques

To collect the necessary data for this study, the main instruments that the researcher used were questionnaires, focused group discussions and observation checklist. Use of these instruments provided a triangulation of the data collected for the study. This helped the researcher to collect data that was valid and reliable because a gap in one of the research instrument was supplemented by the other research instruments.

Data analysis

Data was analyzed manually. A chart and a table were used to present data. The comments made by learners during the interview sessions and those from questionnaire as well as what the researcher observed during the interview session were taken into account in order to understand their experiences as well as analyze issues counselors consider ethical and unethical during counseling relationship.

Findings

The bar chart below indicates the number of clients who accepted that they be counseled and those who were counseled them.

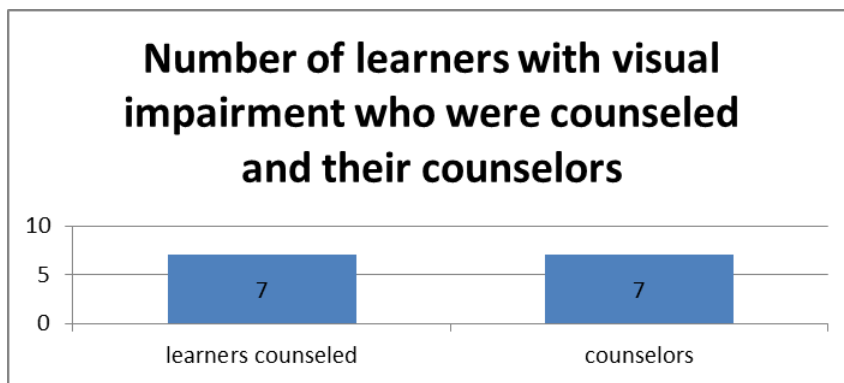


Table 1: frequency in terms of responses ethical and un-ethical issues used during counseling

S/N	ETHICAL ISSUES	Ethical (Frequency of responses)	Un-ethical-(Frequency of responses)
1	Confidentiality	7	
2	Rapport	7	
3	Consent	7	
4	Moral and legal standards	7	
5	Competence	7	
6	Public Statement	7	
7	Welfare of customers	7	
8	Utilization of assessment techniques	-	7
9	Pursuit of research activity	-	7
10	Good organization and management	7	
11	Purpose	7	
12	Autonomy	7	
13	Moral Responsibility	7	

Responses from focused group interview

When the researcher asked them if learners have been counseled during their residential period, all the respondents reported that they have been counseled by different counselors. Then learners narrated the following as their responses to the questions the researcher asked them;

- All counselors have kept what we shared with them confidentially.
- All counselors were friendly and did not force us to follow what they were advising us but left us to make our final decision.
- All counselors never asked for any form of service concerning the counseling they offered to us.
- One respondent stated that, “My counselor never made any public statement about what I shared”.
- Another respondent stated that, “My counselor really helped me and he cared for my welfare”.
- All respondents reported that, there has not been any research carried out so far concerning ethical and un-ethical issues during our counseling sessions.
- Nothing has been published so far.
- The responses from all students were that we saw our counselors purposefully with a felt need.
- The counselors talked to us in places which were conducive and because of that we shared all our information we had to them because the place was private.
- There was good organization and management of counseling session because counselors were open, capable, honest, had respect for us and valued us and felt our problem.
- Learners reported having being counseled in the areas such as academic in terms of choice of course combination, social issues, marriage issues, personal

issues, accommodation, settling down, orientation and mobility, financial issues.

- When learners were asked if they had other counselors when they went for counseling sessions they denied having any.

The observations made by the researcher during this study using the observation checklist are being incorporated in the discussion.

Discussion

The discussion focuses on the main experiences of learners concerning the ethical and non-ethical issues during counseling relationship.

Counseling

Counseling refers to a service designed to help an individual analyze oneself by relating his or her capabilities, achievements, interests and mode of adjustments to what new decision he or she has made or has to make” (Makinde 1984:44). There are various ethical issues that need to be followed and un-ethical issues that need to be avoided during counseling. For instance, there are various situations that counselors handle. Guneri (2006) stated that, counselors’ staff provides a variety of services. For example during the study the learners reported having being counseled in the areas such as academic in terms of choice of course combination, social issues, marriage issues, personal issues, orientation and mobility, accommodation, settling down and financial issues. The learners were grateful about the counseling service which was offered to them which helped them to make new decision or adjust to the new situation. The researcher observed the feeling of gratitude being expressed by clients during the interview session. The finding of this study was

in line with Makinde's findings because learners as individuals were able to analyze themselves and adjust to the new situations.

It is the researcher's view point that should counseling be intensified as reflected from this finding it will be of benefit to the learners with visual impairment because adjusting to the new situation due to counseling was their source of joy.

Confidentiality

The responses under the ethical issue of confidentiality were that all counselors never disclosed to anyone whatever the learners shared with them. This created confidence in learners and they expressed having a lot of respect towards their counselors with a continued relationship. Counselors have a primary obligation to confidentially or safe-guarding information about clients obtained in course of counseling (Brown and Pate, 1983). In this case clients' sensitive information, deep feelings disclosed were being kept privately and secretly without telling other people. This is very important because reviewing client's information spoil the relationship as well as trust. The finding of the current study confirmed what was discovered by Brown and Pate. However, the current study discovered the joy the learners expressed for keeping their information privately which was not discovered by Brown and Pate.

It is with this background empirical finding that the researcher feels that the issue of confidentiality needs to be upheld because learners were so grateful about it.

Competence

Brown and Pate (1983) stipulated that, counselors should maintain high standards of professional competence in the interest of the public and professional as a whole. This implies that, ethically the counselor should be trained and continues being retrained and works within his limits of competence and makes referrals whenever necessary, monitor his skills and maintain a desired level of competence. This is vital because the counselor will have right skills to help clients effectively as he uses his expertise and will refer a case not of her or his competence to other competent counselors. Thus, discharging his or her duties incompetently will be considered unethical because the counselor will lack skill needed and work beyond his or her limits. The responses from learners were that, all counselors were trained. This response was certainly in line with what is needed in counseling fraternity on the issue of competence.

Thus depending on the above research result where trained personnel administered counseling sessions the researcher's point of view was that if counselors at this institute continue operating in this manner they would perform their duties with confidence and alleviate dilemmas because a special skill would help them operate well.

Consent and Purpose

Consent is necessary during the process of counseling. Clients should be given freedom to accept or agree if they should be counseled or they should consent. They should participate freely or voluntarily and they should not be coerced or forced. This is supported by Makinde (1984) that clients are never coerced or forced to do anything. This is vital because autonomy will be respected and this will lead to client's self-esteem and clients will be responsible for the consequences of their choices and actions upon

having control over their lives, values and beliefs. Thus it is unethical for a counselor to act on behalf of the client unless there is sound reason (Chibola and Haworth, 2004). This is unethical because clients do not act freely and independently. It is also unethical for a client to see a counselor without a purpose (Kochhar, 1999). This implies that there should be a felt need or a purpose for seeing a counselor without it the counselor cannot be respected or promote client's welfare. The response in this study from the learners was that counselor did not force them to be counseled or follow what they were advising them but left them to make their final decision. The learners as well responded that, they sort for help with a felt need. The finding of this study is in line with what Mkinde, Chibola and Kochhar discovered in their studies. However, in the current study the learners expressed joy of making their decision and a sigh of relief for addressing their felt need by counselors and this was not discovered by Mkinde, Chibola and Kochhar.

The researchers understanding based on this finding favorably supports the issue of consent and purpose if continued being practiced at this university will lead learners to learn to appreciate the freedom of making their decisions and approach their counselors with a felt need.

Rapport

The other ethical issue is rapport and is necessary because counselors should be friendly especially to the client (Ndhlovu, 2010). The learners reported that, all counselors were friendly during the session of counseling and the finding was in line with what Ndhlovu discovered. However, on top of what was discovered by Ndhlovu in this current study the researcher observed state of being at peace among learners when they were expressing that counselors were friendly to them during the counseling session and it made them encourage others to go for counseling.

The researcher notably uphold the idea of using rapport to address the problem of being unfriendly during counseling session and it is hoped that it can help learners to feel at home and encourage others to go for counseling sessions.

Moral responsibility and autonomy

Counselors have ultimate moral responsibility for the consequences of work and ensuring that their services are used appropriately (Brown and Pate 1983). It is unethical for a counselor to engage in activities that undermine public confidence or attend to clients when their functioning is impaired due to illness, drug or alcohol intoxication, termination of work, or any other reason (Brown and Pate, 1983). It is not good for a counselor for instance to engage in financial, emotional, marital affairs with a client for this will tarnish the image of the profession and counselors. *Autonomy* refers to the participant's freedom of action and freedom of choice to take part in counseling without coercion (McLeod, 2010). In the guidance counseling practitioner need to respect the "right of individuals to discontinue participation in counseling at any time, and be responsive to non-verbal indications of a desire to discontinue if individuals have difficulty in verbally communicating such a desire" (NCGE, 2008, p.9). The study reported that the issues of moral responsibility and autonomy were upheld. For instance, learners voiced that all counselors never asked for any form of service

concerning the counseling they offered to us and our right for autonomy was experienced. The learners expressed themselves with a lot of confidence as observed by the researcher.

The researcher's opinion is similar to the idea of using moral responsibility and autonomy if it can continue being used at the institute probably would encourage the learners to frequently go for counseling.

Privacy

Privacy as an ethical issue is cardinal this is where counselors consider professional boundaries, clear contracts, manner of dressing, bodily attraction, respect and location or the physical facilities where learners receive counseling services, a conducive place or venue which is not busy and a safe place in which the client cannot be harmed and can share freely without many disturbances. The study revealed that, privacy was upheld by counselors during the counseling session and learners shared all they had to share.

The view of what is explained above concerning privacy the researcher's opinion was that, should the issue of privacy continue being incorporated in the counseling session at the university it perhaps would encourage learners to share all that they want to share without hiding any information and counseling would be sustained.

Moral and legal standards

The study revealed that, counselors were certified for counseling services they offered. The finding was in agreement with what was discovered by Brown and Pate, (1983) that, counselors ethically should follow moral and legal standards of the community and be aware of the impact they have on the community by being certified in their work.

It is the researcher's point of view that the issue of moral and legal standards is cardinal and it needs to be upheld and in this way it would enhance counseling at the institute.

6.9 Professional relationship

It is ethical for a counselor to have regard for other fellow counselors in terms of their needs and feelings. Similarly the counselor need to have regard to other professionals who are not counselors as one way of maintaining professional relationship to their organization or institutions to which they belong (Brown and Pate, 1983). This is vital because transactions such as consultation, receiving and sending referrals will be done smoothly for the benefit of clients. It is unethical for a counselor to have unsound relationship with other professionals, their organizations and their fellow counselors. Kochhar, (1999) purports that, it is unethical for counselors not to have mutual understanding among themselves. It is also unethical not to have regard to other professionals who are not counselors. The study reported that, when learners were asked if they had other counselors when they went for counseling sessions they denied having any and this finding was in agreement with what Brown and Pate and Kochhar discovered and this was probably ethical on the part of the counselors. However, not much was covered because the voice of the counselor was left out in this study.

The opinion of the researcher at what is exhibited with regard to the use of professional relationships is assumed that if taken into consideration and let it be implemented in its fullest sense it can improve counseling service at the institute.

Good organization and management

Real "art" of organization is assessed using good characteristics of counseling. Having no regard for good characteristics of counseling may lead to poor organization and management (Chibola and Haworth, 2004). Ndhlovu (2010) postulated that, characteristics of a good counselor are comprised of a counselor being; honest and sincere with a client and oneself and being authentic, having empathy a feeling with the client, accepting and valuing all aspects of a client, the counselor need to know who she or he is and their capabilities, they need to respect and appreciate themselves, open to change, able to choose things that will shape their life, have a sense of humor, they have generally to live in the present and having a healthy relationship with a client.

The study discover that all counselors were using these good characteristics of counseling because learners reported with conviction that during the counseling sessions counselors were open, capable, honest, had respect for us and valued us and felt our problem as if it was their problem. This discovery was in agreement with what Chibola and Haworth and Ndhlovu discovered.

The above finding indicate the possibility of using good organization and management skill when counseling learners with visual impairment and would make learners emulate same skills while being counseled this is according to the researcher's view.

Pursuit of research activities

Pursuit of research activities require that a counselor follow approved ethics in accordance with currently accepted norms for such research (Chibola and Haworth, 2004). This is essential because information derived from this research can be used in-training counselors and for protection of clients for example the counselor will have respect for people's dignity those who took part in the research. The study revealed that, the current research was the first one to be carried out. The researcher observed truthfulness in what they said through their tone of voices which were soft and the uttering of words with convictions. The learners appreciated the manner in which this study was conducted because their consent was sort from them and were asked if they would be comfortable if all the data collected from them could be published to which they agreed.

The researcher's view point basing on what was discovered was that, if the more research is carried out both the learners and counselor would benefit from the pursuit of research activities at the institute.

Utilization of assessment techniques

It is ethical for counselors to follow relevant standards in the development, publication and utilization of counseling assessment techniques (Brown and Pate, 1984). This is important for instance the counselor will know that a client has a legal right to know the results of assessment, interpretations and final judgment. The counselor will get to know that confidentiality of assessed information continue even after client's death. It will be unethical not to abide by ethics required in the utilization of counseling assessment technique such as directive, non-directive and eclectic. The study revealed that nothing has been published so far in the area of counseling and the technique was not used. Learners spoke with a lot of conviction.

The researcher's opinion is of the view that since there was

there was no research conducted the utilization of counseling assessment technique such as directive, non-directive and eclectic was not used but if used it would be of great help to the learners with visual impairment and institute in terms of development.

Public statements

The study revealed that, counselors observed the ethical issue of public statements as stated by one client that, "My counselor never made any public statement about what I shared". The finding is similar with what was discovered that, it is ethical for a counselor in their public statements to be objective so that clients can be aided in making informed judgment decisions and choices on the matter (Brown and Pate, 1983). This implied that in their profession, negative statement never come out in terms of qualification of counselors, affiliations, functions of institutions, services, promotional activities but positively for the purpose of making clients decide freely and independently. Counselors observed that it is unethical to wash dirty linen in the public because that will tarnish the image of the counseling profession.

Based on this finding the researcher concluded that, the ethical issue of public statements was highly observed by all counselors because they never shared what they discussed with clients publicly and in this case they deserve to be highly recommended.

Welfare of customer

The study reported that counselors exhibited commitment to promoting the client's well-being as reported through the questionnaire and reflected in a statement of one client who stated that, "My counselor really helped me and he cared for my welfare". Learners were observed being satisfied with the care they received concerning their problem. The principle of beneficence was observed that of acting in the best interests of the client based on professional assessment. This study result is in agreement with what was discovered that an obligation to advice or act in the best interests of a client may become paramount when working with clients whose capacity for autonomy is diminished because of immaturity, lack of understanding, extreme distress, serious disturbance or other significant personal constraints such as disabilities (British Association for Counseling and Psychotherapy, 2010).

The researcher's view point based on this empirical finding was that welfare of customers was taken into account by counselors and probably this contributed to clients being satisfied with the counseling which they received.

Recommendations

- The counselors at the institute are highly recommended for observing most of the ethical issues of counseling when counseling learners with visual impairment and these were confidentiality, competence, consent and purpose, rapport, moral responsibility and autonomy, privacy, moral and legal standards, professional relationship, competence, good organization and management, Public statements and welfare of customer.
- Counseling should continue to be offered to the learners with visual impairment at the university because it was transparent; students appreciated it because it influenced their thoughts, decisions, feelings

and behavior positively resulting in shaping their personal identity.

- However, the counselors need to improve on some areas as pointed out above such as pursuit of research activities and utilization of assessment techniques.

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