

**031305T4PSY**

**COUNSELING PSYCHOLOGY LEVEL 5**

**PSY/OS/CO/CR/04/5/A**

**Perform Administrative Duties**

**July /August 2023**



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION  
COUNCIL (TVET CDACC)**

**WRITTEN ASSESSMENT**

**TIME: 3 HOURS**

**INSTRUCTIONS TO CANDIDATES**

1. The paper consists of **THREE** sections; **A, B & C**
2. You are provided with a separate answer booklet
3. Marks for each question are as indicated
4. Do Not write on the question paper

**This paper consists of SEVEN printed pages  
Candidates should check the question paper to ascertain that all pages  
are printed as indicated and that no questions are missing**

**SECTION A: 20 MARKS**

*Attempt all questions on this section*

*Each question in this section carries one mark*

1. Prioritizing includes deciding the order in which tasks should be completed. What major factor requires attention in prioritizing activities.
  - A. Delegating and feedback
  - B. Training and motivation
  - C. Importance and urgency
  - D. Objectivity and control
2. Management is the coordination and administration of tasks to achieve a goal. Which among the following best describes management?
  - A. Harassing employees to get things done.
  - B. Pressuring things to be done in a way that one desire's
  - C. The art of getting things done through and with people
  - D. The art of getting things done through giving orders to people.
3. Management has many roles. The following are major roles played by the management EXCEPT?
  - A. Interpersonal role
  - B. In depended role
  - C. Informational role
  - D. Decisional role
4. During referral of a client, an administrator will consider the following key assessment area.
  - A. Client Socio-economic status
  - B. Client preference.
  - C. Ethnicity of the client
  - D. Duration of the symptoms
5. Communication is a source of information to the organizational members for decision-making process as it helps identifying and assessing alternative course of action. A major function of communication is \_\_\_\_\_
  - A. Persuading.

- B. Harassing.
  - C. Pressuring.
  - D. Discrediting
6. One of the major duties of a counsellor during contracting is to make the client aware of their rights. Which of the following captures clearly the client's rights in a therapy session?
- A. Receive counselling services from doctorate therapists only.
  - B. Being counselled in a therapy room which is spacious.
  - C. Receive services regardless of race, sex, personality type etc
  - D. Being provided with a guidebook on counselling
7. In management, the various roles that managers are called on to perform are defined in which process?
- A. Division of work
  - B. Chain of command
  - C. Unity of direction
  - D. Unity of command
8. Martha is an administrator at a counselling center and has been labelled as rude by her colleagues. Martha can demonstrate a professional attitude through?
- A. Interrogation.
  - B. Courtesy
  - C. Bullying.
  - D. Discrimination.
9. What is the most effective way of keeping information secure on an electronic diary system?
- A. Updating passwords regularly.
  - B. Using abbreviated codes.
  - C. Switching off the computer.
  - D. Sharing log-ins.
10. The most important reason to build a positive relationship with clients is to?
- A. Increase complaints
  - B. Reduce advertising

- C. Reduce reputation
  - D. Reduce complaints
11. Fostering teamwork is an important duty of an administrator. Which of the following is a benefit of positive change in team dynamics?
- A. Increased morale.
  - B. Decreased morale.
  - C. Increased employee turnover.
  - D. Decreased profitability
12. Which of the following is not a strategy for effective verbal communication?
- A. Focus on the issue not the problem.
  - B. Develop a sense of doubt.
  - C. Be genuine rather than manipulative.
  - D. Be flexible towards others.
13. An administrator in an understaffed department is most likely to face? \_\_\_\_\_
- A. Loss of customers.
  - B. Enhanced expectations.
  - C. Achievement of targets.
  - D. Inability to meet deadlines.
14. What is the main purpose for enhancing clinical supervision in a Counseling Centre?
- A. Personal maturity of Counsellors.
  - B. Disciplining non-performing counsellors
  - C. Emotional support for counsellors
  - D. Discussing difficult clients' cases
15. Time management is an important aspect in any organization. Which of the following is a key component in time management?
- A. Setting many deadlines.
  - B. Quick learners get many responsibilities.
  - C. Coming up with many activities.
  - D. Setting goals and objectives.
16. Which of the following is most likely to be caused by a positive change in team dynamics?

- A. Increased morale.
  - B. Decreased morale.
  - C. Increased profitability.
  - D. Decreased profitability.
17. Give a reason as to why it is important to negotiate when handling a complaint
- A. It shows that the organisation cares about its customers.
  - B. It balances the needs of the organisation and the client.
  - C. The customer feels like they are being listened to.
  - D. The organisation avoids compensation pay out.
18. How can feedback on personal performance from management be used?
- A. Confirm external feedback.
  - B. Extend the job role.
  - C. Identify skills gaps.
  - D. Offer a promotion.
19. Which form is provided to a client at the counselling centre that allows for provision of counselling services?
- A. Termination form.
  - B. Assessment Form.
  - C. Consent Form.
  - D. Intake form
20. \_\_\_\_\_ is the type of manager who has the responsibility for planning, execution, and closing of any project?
- A. Line Manager
  - B. General Manager
  - C. Team Manger
  - D. Project Manager

**SECTION B: (40 MARKS)**

*Answer all the questions in this section.*

21. Management is the art of getting things done through people. Outline any FOUR characteristics of management. (4Marks)
22. Records benefit both the client and the psychologist through documentation of client records. List any FOUR types of clients' records that an administrator ought to file as part of documentation in accordance to counselling standards. (4 Marks)
23. For an organisation to work effectively, human resource policies must be in place. Highlight FOUR human resource policies an administrator implements. (4 Marks)
24. Communication is the backbone of good management. Identify any FOUR types of organizational communication which you can apply as an administrator in your organization. (4 Marks)
25. For a counsellor to work ethically, they must attend regular supervision, to review and justify their work. List any FOUR benefits of counsellor supervision. (4 marks)
26. Mention any FOUR strategies that a Counselling Centre manager can apply to identify the most effective Counsellors at the Centre. (4 marks)
27. Management functions work together in the creation, execution and realization of organizational goals. Name the FOUR management functions that an administrator in a counselling institution can manifest in his work. (4 Marks)
28. Counselling is a unique relationship between a counsellor and the client. State any FOUR objectives of counselling in an organisation that can be set by an administrator. (4 Marks)
29. Supervision in counselling is when a professional counsellor uses the services of another counsellor or psychotherapist to review the way they work with their clients. List ant FOUR benefits of counsellor supervision. (4Marks)
30. Ethical behaviour is the responsibility of all counsellors. State any FOUR ethical principles an administrator can implement in a counselling center. (4 Marks)

**SECTION C: (40 MARKS)**

*Answer ANY TWO questions on this section*

31. Fayol believed that sound managerial practice fell into patterns that could be identified and analysed.
- a. Discuss any FIVE principles of management according to Henri Fayol. (10Marks)
  - b. Having a budget keeps the organization's spending in check and ensures that your savings are on track. Outline FIVE benefits of budgeting in an organization. (10 Marks)
32. Human resource policies are the formal rules and guidelines in business put in place to hire, train, assess and reward the members of their work force.
- a. Explain any FIVE functions of formal human resource policies. (10 Marks)
  - b. Many organizations understand the importance of strategic planning, and they'll invest a great deal of time and money coming up with the strategic plan itself. Outline any FIVE significances of strategic planning in a counselling center. (10Marks)
33. Afya centre is a Counselling firm that has been running for ten years. The management is aware of workplace conflict resulting from poor communication between the older and younger staff and resistance to change. The Management has deliberately ignored the staff's concerns. This lack of positive response from the management has led to slow but steady escalation of negative behaviour with reports of bullying and discrimination of junior staff. Due to the lack of team work, Afya centre is experiencing a decline in income.
- a. Describe any FIVE causes of conflicts in Afya Counselling Centre (10 Marks)]
  - b. Discuss FIVE major styles of conflict management that can be used in conflict management. (10 Marks)