

031306T4 PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR//03/06

Provide Crisis Counselling

July /August 2023



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

WRITTEN ASSESSMENT

Time: 3 hours

INSTRUCTIONS TO CANDIDATES

1. This paper has three sections **A**, and **B**.
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 FOUR (4) printed pages.

Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.

SECTION A: (40 MARKS)

Answer ALL the questions in this section.

1. Joseph experienced a threatening event which caused him intense emotional distress, Define the following terms as used in crisis psychology.
 - i. Crisis: (1 Mark)
 - ii. Grief (1 Mark)
 - iii. Depression (1 Mark)
 - iv. Intervention (1 Mark)
2. A four storied building that was under construction, collapsed and buried several people last week. Identify any FOUR features of a crisis event. (4 Marks)
3. Sarah, 15 years old, is experiencing severe physical abuse at the hands of her father. The abuse has been ongoing for several months, escalating in frequency and intensity. Outline FIVE characteristics of physical abuse you would observe in Sarah (5 Marks)
4. Crisis can occur in various contexts and can be classified into different types. Mention any THREE types of crises (3 marks)
5. During a crisis, individuals may experience physical symptoms that are often related to the heightened stress response and the emotional distress they may be going through. Identify any FOUR physical symptoms of a person in a crisis (4 Marks)
6. Small-scale events can lead to crises, even though their impact may be more localized or confined to specific individuals. Name FOUR small-scale events that can perpetuate crisis. (4 Marks)
7. There are several theories that provide frameworks and guidelines for understanding the nature of crises. Mention any FOUR theories used in crisis intervention. (4 Marks)
8. Documentation is an important aspect of crisis counselling as it helps maintain accurate records. Identify any FIVE types of documentation, a crisis counsellor should have. (5 Marks)
9. Applied crisis intervention is a specific approach to crisis intervention that incorporates elements from various models. State any THREE ways in which applied crisis intervention differs from other crisis models. (3 Marks)
10. Crisis intervention can be provided by various professionals. List any FOUR types of professionals that can undertake crisis intervention (4 marks)

SECTION B: (60 Marks)

Attempt any THREE questions in this section.

11. John, a 45-year-old executive, seeks crisis counselling from Rachael, after a major conflict erupted within his workplace. Due to a miscommunication between John and his team members, a project was severely delayed, resulting in financial losses and strained relationships among team members. John is feeling overwhelmed, guilty, and unsure of how to repair the damage and rebuild trust within his team.
- a) Explain any FIVE conflict resolution techniques that Rachael can use for John's case
(10 Marks)
 - b) Describe any FIVE ways in which Rachael, the counsellor can make a follow-up on John after the counselling process.
(10 Marks)
12. Jane, a 45-year-old woman, is experiencing a crisis following the sudden and unexpected loss of her spouse, Peter. Peter passed away in a car accident, leaving Jane devastated and overwhelmed with grief.
- a) Outline any FIVE counselling techniques that can be used in Jane's crisis intervention.
(10 Marks)
 - b) Jane's counsellor feels it is time to terminate the crisis counselling. Describe FIVE strategies she can use to terminate the therapy.
(10 Marks)
13. Perpetua an experienced crisis counsellor has been counselling a client, Mark, who recently experienced a violent assault, and is struggling with severe anxiety, flashbacks, and difficulty sleeping. Perpetua has been working diligently to support Mark however, despite her efforts, Mark's symptoms persist. She finds herself emotionally affected by his traumatic experiences and that prompts her to seek supervision.
- a) Explain THREE reasons why counsellor Perpetua may seek supervision in this case.
(6 Marks)
 - b) Mark's counsellor recognizes the need for a referral. Discuss the process Perpetua, the counsellor, can use to make a referral.
(14 Marks)
14. Lisa recognizes the importance of creating a supportive environment for her clients, and she ensures that her counselling room meets specific requirements to facilitate effective crisis counselling.

- a) Outline any FIVE requirements for a crisis counselling room. (10 Marks)
- b) As Lisa engages in her work, she encounters several legal and ethical issues that require careful navigation. Explain any FIVE legal and ethical issues she may encounter during crisis counselling (10 Marks)