

031306T4PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR/13/6

Manage Counselling Service

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 **TWO** sections; **A & 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 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. A work-plan is a short-term schedule for implementing an action, monitoring, or operational plan of an organization. Outline any FOUR benefits of a work-plan. (4 Marks)
2. Creating a conducive counselling environment is an important therapeutic tool. Identify any FOUR items you would procure for a counselling room. (4 marks)
3. Budgeting is an important aspect in looking for and managing organizational resources. List any FOUR steps involved in the development of a budget. (4 marks)
4. An organization requires a variety of resources to run effectively and meet its vision and mission. Identify any FOUR types of resources you can manage in an organization. (4 marks)
5. Personal development is a key factor in maintenance of a counsellor's competence. Differentiate between counsellor supervision and personal therapy. (4 marks)
6. Policies are guidelines that dictate the behaviour of employees in an organization. List any FOUR policies you would implement as the head of counselling services in a rehabilitation center. (4 Marks)
7. Communication is one of the functions of a manager. Sometimes, miscommunication occurs due to noise. Outline any FOUR types of noise that may interfere with communication. (4 Marks)
8. Management is the coordination and administration of tasks to achieve a goal. List the FOUR major functions of management. (4 Marks)
9. We are living in a world where technological advances are new every day. State any FOUR uses of technology in counselling. (4 Marks)
10. Documentation is the process of creating and maintaining clients' records which provide proof or evidence of something. List any FOUR goals of documentation in the counselling process. (4 Marks)

SECTION B: 60 MARKS

Answer any THREE questions in this section.

11. Your friends Penny, Mary and Boaz have just graduated from the university. Penny graduated with a diploma in counselling psychology, Boaz graduated with a diploma in financial management and Mary graduated with a diploma in chemical dependency and addiction counselling. They have decided to open a wellness counselling center where they will all be directors with equal shares. Boaz shall be in charge of financial management; Penny shall be in charge of the counselling services and Mary shall be head of rehabilitation of addiction clients. As a manager in your own counselling center, they have come to consult you.
- a. Outline to your friends any FIVE factors to consider before starting a new venture. (5 Marks)
 - b. Penny, Mary and Boaz are worried about capital for their new venture. Mention to them any FIVE sources of capital. (5 Marks)
 - c. You have mentioned to your friends that one requirement to start a business is coming up with a business plan. Describe any FIVE benefits of a business plan. (10 Marks)
12. a. Personal therapy is therapy for therapists or therapists in training. Explain any FIVE importance of personal therapy (10 Marks)
- b. Conflict is an inevitable social process during interpersonal relationships. Discuss any FIVE sources of conflict in an organization. (10 Marks)
13. Patina Counselling Center is an organization that offers psychotherapy services to people from all nationalities and age groups. It has recently expanded and more clients are seeking therapy services. Hence, the management wants to recruit ten more counsellors to handle the growing number of clients. However, there is a problem in that there are hundreds of job applicants, some who do not seem to meet the requirements for a competent counsellor. You have been requested to advise the interviewing panel on how to determine a competent counsellor.

- a. Discuss FIVE qualities of a competent counsellor that you can advise the interviewing panel to look out for. (10 marks)
 - b. Given that Patina Counselling Center attends to clients from different nationalities, and ethnic groups, describe any FIVE factors Patina needs to consider when offering multi-cultural counselling (10 marks)
14. a. Resource mobilization refers to all activities involved in securing new and additional resources for your organization. Discuss any FIVE benefits of resource mobilization to an organization. (10 Marks)
- b. As the head of counselling and a counsellor in a mental health clinic, explain any FIVE activities that you engage in on a daily basis. (10 Marks)