



AMREF INTERNATIONAL TRAINING CENTER

Qualification Code : 031306T4PSY
Qualification : Counselling Psychology Level 6
Unit Code : PSY/OS/CO/CR/12/6
Unit of Competency : Provide Workplace Counselling

WRITTEN ASSESSMENT

CANDIDATE WRITTEN ASSESSMENT (March/April 2024)

INSTRUCTIONS TO CANDIDATE

1. You have **THREE** hours to answer all the questions.
2. This paper has two sections A and B.
3. You are provided with a separate answer booklet.
4. Marks for each question are indicated in the brackets.
5. Do not write on the question paper.

This paper consists of EIGHT (3) 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: SHORT ANSWER QUESTIONS (40 MARKS)

(Answer all the questions in this section by writing down your responses/answers in answer booklet provided)

1. Define the following terms
 - i. Workplace counselling (2 marks)
 - ii. Work burnout (2 marks)
2. Outline two incidents that may require psychological debriefing at workplace (2 marks)
3. Identify four causes of stress at workplace (4 marks)
4. List three aims of counselling (3 marks)
5. List four unethical practices at workplace according to counselling standards (4 marks)
6. Mention five effects of burnout among employees in an organization (5 marks)
7. Highlight five indicators of workplace burnout (5 marks)
8. State 5 effects of stress to both individual employees and organization (5 marks)
9. Mention four responsibilities of a workplace counsellor in a hospital setting (4 marks)
10. State four benefits of workplace counselling to an employee (4 marks)

SECTION B: ANSWER ANY THREE QUESTIONS IN THIS SECTION (60 MARKS)

11. Workplace counselling is very important to employees as they face some challenges at their places of work.

a.) Discuss FIVE importance of workplace counselling to employees at their places of work. (10 marks)

b.) Describe FIVE counselling skills that contribute to effective workplace counselling (10 marks)

12. Employees face several issues that contribute to their inability to perform well at their various organizations. This may lead them to seek psychological counselling.

a) Explain FIVE issues that may take employees for counselling (10 marks)

b) Discuss FIVE roles of a workplace counsellor in an organization (10 marks)

13. A new manager is hired to organize a company that was closed down due to mismanagement and other issues. He wants to provide clear expectations for all the employees before the company starts operations again.

a) Evaluate FIVE expectations he needs to obtain (10 marks)

b) Explain FIVE benefits of workplace counselling to an organization (10 marks)

14. You have been promoted to a work place counsellor in your organization on completion of your workplace counselling diploma.

a.) Explain FIVE possible challenges you will encounter in your new post at your work station (10 marks)

b.) Discuss FIVE qualities of a workplace counsellor (10 marks)