



AMREF INTERNATIONAL TRAINING CENTER

Qualification code : 092306T4SWC
Qualification : Social work and community development level 6
Unit code : BUS/OS/SW/CR/07/6
Unit of competency : Coordinate conflict resolution and management

CANDIDATE WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATE

1. You have **THREE (3)** hours to answer all the questions.
2. Marks for each question are indicated in the brackets.
3. The paper consists of **TWO** sections: A and B
4. Do not write on the question paper.
5. A separate answer booklet will be provided.

*This paper consists of **THREE (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 (40MARKS)

Answer all the questions in this section

1. Conflicts are inevitable in the society. State three characteristics of community conflict. (3 Marks)
2. Highlight four ways of documenting conflict resolution activities. (4 Marks)
3. List three ways of disseminating information to the stakeholders during peace-building activities. (3 Marks)
4. Mention three primary sources of data that mediators can use to gather information on conflict in a community. (3 Marks)
5. Outline four tools that stakeholders can use to analyze conflict. (4 Marks)
6. Identify four benefits of conflict resolution to the society. (4 Marks)
7. State four roles of mediators in a conflict resolution process (4 Marks)
8. Highlight four causes of family disputes in our communities. (4 Marks)
9. Give three benefits of writing and storing conflict resolution reports. (3 Marks)
10. Outline three factors that hinder smooth peace-building programs in a community. (3 Marks)
11. Name three vulnerable groups of people during conflict in society. (3 Marks)
12. State two types of conflict according to structural violence theory. (2 Marks)

SECTION B (60MARKS)

Answer question 13 and any other 2 from this section

13. Conflict and insecurity are prevalent in northern Kenya driven by various factors. The government past and present has run numerous operations to address the violence in the region, which threatens Kenya's overall security.
- a) In your assessment, analyze five factors that may have driven frequent conflicts in the region. (10 Marks)
 - b) Explain five resolution measures that you would suggest to both state and non-state agencies to address the conflict. (10 Marks)
14. Conflicts can happen from time to time hence one should be equipped with knowledge and skills on how to handle those conflicts.
- a) Describe five conflict resolution skills a social worker should possess. (10 Marks)
 - b) Analyze five barriers to the effective implementation of conflict resolution strategies. (10 Marks)
15. Community X has been in constant conflict with Community Y over the last 6 years. Despite creating awareness of the negative effects of conflict, the two communities have failed to establish the long-sought peace.
- a) Discuss five Conflict management styles that could be used to end this conflict. (10 Marks)
 - b) Give five justifications for the inclusion of women in peacebuilding in the community. (10 Marks)
16. Conflict management requires a collaborative effort by different parties to minimize its diverse negative effects.
- a) Analyze five negative effects of conflicts in society. (10 Marks)
 - b) Discuss the role of five actors in conflict resolution and management. (10 Marks)