



AMREF INTERNATIONAL TRAINING CENTER

Qualification Code	:	031305T4PSY
Qualification	:	Counselling Psychology Level 6
Unit Code	:	PSY/CU/CO/BC/05/6
Unit of Competency	:	Demonstrate Employability Skills

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.*

Candidate should check the question paper to ascertain that

All the pages are printed as indicated and no questions are missing

SECTION A (40 MARKS)

Answer ALL questions in this section.

1. Workplace learning is important for the advancement of knowledge. Define the following terms as used in the workplace.
 - a) Coaching (1 Mark)
 - b) Mentoring (1 Mark)
2. Time management is key to success in the workplace, list **three** common time wasters during working hours at the place of work. (3 Marks)
3. To work effectively one needs to have soft skills. Highlight **two** types of soft skills one needs to be employable. (2 Marks)
4. Company X has talented employees and innovative projects however; the company is struggling to meet its targets. Mention **three** critical work habits needed by employees for company X to be successful. (3 Marks)
5. A colleague at work has complained to you that she has stress. Identify **three** sources of stress at the workplace. (3 Marks)
6. Company ABC, a medium-sized marketing agency, was facing challenges with low employee morale and job satisfaction. State **four** ways to improve teamwork at the workplace. (4 Marks)
7. Company X values diversity and inclusion and strives to create a supportive work environment for all employees. Highlight **four** initiatives that a company can take to respond to HIV/AIDS. (4 Marks)
8. Management of a department does not depend on an individual but on a team. Outline **four** advantages of teamwork. (4 Marks)
9. You have been invited to talk to a group of workers about time management. Highlight **four** time management techniques you will talk about. (4 Marks)
10. Your colleague is said to have low self-esteem. Mention **four** signs you are likely to observe in him/her at the workplace. (4 Marks)
11. You have been employed for two years. Identify **four** possible benefits for training and career development. (4 Marks)
12. Drug and substance abuse is an emerging issue of concern. State **three** types of drugs which are commonly abused. (3 Marks)

SECTION B. (60 MARKS)

Answer question 13 and any other two questions.

13. For work to run smoothly at the workplace, there is a need to work as a team. The process of team formation involves distinct stages that have been identified by various researchers. Some common problems can be experienced in teams as the members work together. Such problems, however, may be resolved to a great extent if the team leader understands problem-solving strategies.
- a) Describe the first **five** steps of problem-solving strategies. (10 Marks)
 - b) Analyze **five** common problems that can be experienced in a team. (10 Marks)
14. Work ethics are essential principles and values that guide behavior and actions in the workplace. You were recently employed as manager of company Y in your County and you realized that the company does not have a code of conduct.
- a) Advise the Human Resource practitioner on the **five** benefits of having a code of conduct for the staff. (10 Marks)
 - b) Explain **five** reasons why work ethics are essential in the workplace (10 Marks)
15. Interpersonal communication is key in ensuring a smooth flow of work in the workplace.
- a) Discuss **five** barriers to interpersonal communication. (10Marks)
 - b) Explain **five** skills required for negotiation in business communication. (10 Marks)
16. Many of the principles of human rights are designed to protect you as a worker within the workplace.
- a) Discuss **five** ways that human rights and fundamental freedoms apply in the workplace. (10 Marks)
 - b) Describe **five** ways that an employee in an organization can use to avoid drug and substance abuse. (10 Marks)

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