



**AMREF INTERNATIONAL TRAINING CENTER**

**Qualification Code** : 031305T4PSY  
**Qualification** : Counselling Psychology Level 5  
**Unit Code** : PSY/OS/CO/CR/04/5  
**Unit of Competency** : Perform Administrative Duties for Counselling Services

**WRITTEN ASSESSMENT**

**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 **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 (40 MARKS)**

*Answer ALL questions in this section.*

1. Differentiate between the terms “counsellor” and “client” in the performance of administrative duties in counselling. (4 Marks)
2. Counsellors are expected to take care of themselves to avoid experiencing burnout and stress. Differentiate between “stress and “burnout” in counselling. (4 Marks)
3. Before conducting an assessment on a client, it is important to collect client bio-data. Outline any **five** pieces of information that is included in the bio-data/intake form. (5 Marks)
4. Clients face various challenges in their life that require counselling. List **five** common issues/problems that clients bring for counselling. (5 Marks)
5. Budget preparation is important in any counselling institution or firm. Outline **three** benefits that can be derived from budget preparation and usage. (3 Marks)
6. Various counselling skills are used during counselling sessions. Highlight **four** counselling skills the counsellor will use while conducting a counselling session. (4 Marks)
7. Before conducting an assessment on a client, it is important for a counsellor to prepare a counselling room/venue. Identify **four** requirements that should be in a counselling room. (4 Marks)
8. Individuals often experience stress in their daily life. Outline **five** causes of stress that clients take for counselling. (5 Marks)
9. Some counsellors face some challenges at their workplace. Mention **four** negative effects of burnout to a counsellor at a counselling centre. (4 Marks)
10. Keeping clients’ records is important for counsellors to consider. Identify **two** benefits of keeping the clients’ records safe. (2 Marks)

**SECTION B. (60 MARKS)**

*Answer any three questions in this section*

11. Tony is the resident counsellor of XYZ hospital, which is the only hospital in that town. Tony has not gone on leave for the past 3 years. He has been experiencing a lot of fatigue, low concentration and moodiness. His head department tells him that they are understaffed and thus he cannot approve any leave.
- a) Describe **five** major benefits of looking after employees' welfare. (10 Marks)
  - b) Explain **five** ways in which XYZ Hospital would improve the welfare of its employees. (10 Marks)
12. Counsellors may choose what type of counselling they wish to specialize in, but regardless of their speciality, they will have to engage in several daily activities
- a) Explain **five** activities that a counsellor engages in daily at a counselling centre/institution apart from procurement and supply of items. (10 Marks)
  - b) Describe **five** supplies that may be procured in a counselling centre for the daily running of activities. (10 Marks)
13. The practice of Psychology is regulated by the law, the codes of ethics and organizational policies to ensure the best services to the clients.
- a) Identify **two** ethical practices that an administrator should ensure are adhered to in a counselling centre. (2 Marks)
  - b) Describe **five** roles an administrator should perform in a counselling center. (10 Marks)
  - c) Discuss **four** actions you can take to ensure that ethical and legal standards are adhered to in the process of counselling services delivery. (8 Marks)
14. A human resource manager is an important person who is expected to play a major role in any given organization.
- a) Discuss **five** functions of a Human resource manager in a counselling institution/organization. (10 Marks)
  - b) Explain **five** benefits of managing conflicts skillfully in a counselling institution. (10 Marks)