



AMREF INTERNATIONAL TRAINING CENTER

Qualification Code : 031305T4PSY
Qualification Code : Counselling Psychology Level 6
Unit Code : PSY/CU/CO/CR/13/6
Unit of Competency : Management of Counselling Services

WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATE

1. You have **THREE** 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** 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. Define what a “work plan” is in preparation for managing counseling services. (2 Marks)
2. Explain the meaning of the term “procurement of supplies” as used in preparation to manage counseling services. (2 Marks)
3. Development of work plans and budgets is important in counseling services. State **four** steps of a pragmatic approach to development of a work plan and budget in preparation for managing counseling services. (4 Marks)
4. Management of counseling services requires planning and budgeting. List **four** benefits of planning and making budgets. (4 Marks)
5. Developing a resource mobilization strategy involves making better use of and maximizing, existing resources. Outline **four** contents of a resource mobilization strategy. (4 Marks)
6. Management of counseling services is guided by fundamental principles of ethics. Highlight the **four** fundamental principles of ethics in counseling services. (4 Marks)
7. The safety and Health environment of both the counselors and clients is crucial in the management of counseling services. Highlight **five** occupational safety and health in environmental literacy. (5 Marks)
8. Periodic reports are essential documents that a counseling facility must continuously file with the security details that disclose material updates on the operation. State **five** important pieces of information contained in periodic reports. (5 Marks)
9. Success or failure in the management of counseling services is determined by the leadership style. Outline **five** leadership styles in the management of counseling services. (5 Marks)
10. Evaluate management of counseling services involves assessing various aspects of the counseling process to ensure effectiveness, efficiency, and improvement. Identify **five** basic steps of the evaluation process. (5 Marks)

SECTION B (60 MARKS)

Answer any three questions in this section

11. Managing the confidentiality of supervision documents in counseling involves a dual commitment to ethical principles and legal standards.
- a) Explain **five** ethical and legal standards in managing the confidentiality of supervision documents. (10 Marks)
 - b) Managing day-to-day operations in counseling services involves various roles that ensure the smooth functioning and effectiveness of service delivery. Describe **five** roles of day-to-day operations in the management of counseling services. (10 Marks)
12. In evaluating the management of counseling services there is enforcement of periodic reports.
- a) Define the term periodic reports. (2 Marks)
 - b) Describe **six** steps of the procurement process in the management of counseling services. (12 Marks)
 - c) Explain **three** types of management reports (6 Marks)
13. In the management of counseling services, the referral of clients is an important activity.
- a) Define what “client referral” is in the management of counseling services.(2 Marks)
 - b) Describe **five** situations in which a referral can be made. (10 Marks)
 - c) Explain any **four** roles documents play in professionals' work (8 Marks)
14. a) Communication is essential in counseling services to establish rapport, facilitate understanding, and support clients in exploring and resolving their issues. Discuss **three** factors that influence communication in counseling services. (6 Marks)
- b) Evaluation contributes to the overall effectiveness and accountability of counseling services in meeting the needs of clients and stakeholders. Explain **seven** purposes of evaluation in management of counselling services. (14 Marks)