

031305T4PSY

COUNSELLING PSYCHOLOGY LEVEL 5

PSY/OS/CO/CR/04/5

PERFORM ADMINISTRATIVE DUTIES IN COUNSELLING

July/August 2024



TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

WRITTEN ASSESSMENT

CANDIDATE'S TOOL

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. Marks for each question are indicated in the brackets ().
2. The paper consists of **TWO (2)** sections; **A** and **B**.
3. Do not write anything on the question paper
4. You are provided with a separate answer booklet.

This paper consists of (3) printed pages.

Candidates should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.

SECTION A: (40 MARKS)

Answer ALL questions in this section

1. An effective administrator should be capable of conducting evaluations. Name FOUR types of evaluation that an administrator can perform. (4 Marks)
2. Continuing professional development is important for counsellors. Identify FOUR ways in which a counselling centre manager can ensure professional growth and development of staff. (4 Marks)
3. Communication is a key element in running a successful counselling centre. List FOUR types of communication that an administrator can apply in a counselling centre. (4 Marks)
4. Code of Ethics refers to the guidelines that direct the behaviour of professionals. Outline FOUR ethical principles that an administrator implements in a counselling centre. (4 Marks)
5. Elite counselling centre has been experiencing losses due to high expenditure. State FOUR critical cost measures you would apply as an administrator of Elite Counselling Center. (4 Marks)
6. As an administrator of a counselling centre, one of your responsibilities is to hire competent staff. Name FOUR qualities of an effective counsellor. (4 Marks)
7. Social media can be used as a marketing tool. Identify FOUR social media sites you can use to advertise your counselling services. (4 Marks)
8. Documentation is an important aspect of running a counselling centre. Outline FOUR counselling forms commonly utilised at any counselling centre. (4 Marks)
9. Safety at the workplace is the responsibility of the administrator. Name FOUR safety measures that a mental health facility administrator ought to put in place. (4 Marks)
10. Managing human resources involves punishing disobedient employees. List FOUR reasons that would prompt disciplinary action against a disobedient counsellor. (4 Marks)

SECTION B: (60 MARKS)

*Answer any **THREE** questions in this section*

11. The management of any given organization needs to be aware of various conflicts that are likely to affect its normal operations.
- a. Identify any FIVE causes of conflict in an organization. (10 Marks)
 - b. Explain any FIVE styles of conflict management. (10 Marks)
12. As an administrator in charge of counselling in an organization, you must have clear evidence of professional practice.
- a) Describe any SIX documents that would serve as clear evidence of professional practice at your organization. (12 Marks)
 - b) Discuss FOUR benefits of documentation in counselling services. (8 Marks)
13. Administrators are required to plan and set objectives and determine a course of action for achieving those objectives in an organization.
- a) Describe FIVE ways administrators can plan and organise their work in an organization. (10 Marks)
 - b) Discuss the FIVE management duties of a counselling centre manager. (10 Marks)
14. Administrators need to understand the requisition process of counselling services in a counselling firm.
- a) Explain FIVE key factors to consider when requisitioning counselling services (10 Marks)
 - b) Describe FIVE strategies to enhance the requisitioning process of counselling services. (10 Marks)