

031306T4PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR/12/6

Provide Workplace 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 the questions in this section

1. Workplace counselling services are critical components in the organization's operations. Outline FOUR benefits of workplace counselling to the employer. (4 Marks)
2. An Employee Assistance Program (EAP) is a workplace service created to deal with employee issues. Mention FOUR common workplace issues the program is likely to address. (4 Marks)
3. Critical incident stress debriefing (CISD) is a step-by-step process that promotes resilience and recovery for individuals who have been exposed to high levels of stress and/or trauma. List FOUR critical incidents that may require this debriefing in the workplace. (4 Marks)
4. Effective team building in the workplace relies on developing the individual. The STAR team model suggests that effective teamwork in the workplace happens when certain elements are in place. Name FOUR of these elements. (4 Marks)
5. Effective communication is crucial in the workplace. It enhances trust and increases employees' productivity. State FOUR channels of communication at the workplace. (4 Marks)
6. In workplace counselling, it is imperative that you select a counselling venue that enhances the therapeutic relationship. Highlight FOUR characteristics of a conducive counselling venue. (4 Marks)
7. Perceived stress in the workplace is associated with a higher prevalence of mental health issues such as depression and anxiety. Outline FOUR work-related issues that lead to stress. (4 Marks)
8. The treatment plan is built around the problems that the patient brings into treatment. Give FOUR aims of a treatment plan at workplace counselling. (4 Marks)
9. Career growth and development is an important aspect of a workplace counsellor. Identify FIVE strategies that a workplace counsellor can apply towards their career growth. (5 Marks)
10. Employee Counseling is a process that involves a trained therapist helping his or her client find clarity to the present problem. Mention THREE stages of the counseling process. (3 Marks)

SECTION B: (60 MARKS)

Answer any THREE questions from this section.

11. Kifaru, 29 years old, works for Animal Feeds International as a procurement officer. He is known to love solitude and has a very short temper. He believes his word is final, and this has resulted in poor working relations with suppliers, his colleagues, and his seniors. Last week, he had a physical fight with his colleague over a mistake made while making a requisition to the procurement office. The incident was reported to the human resources manager, and the management recommended that Kifaru be counselled. Kifaru reveals that he hates his job and that procurement was not his first-choice career.
- Describe FIVE workplace assessment tools that you can use as the workplace counsellor during your sessions with Kifaru. (10 Marks)
 - Discuss FIVE cognitive behavioral techniques you can employ in Kifaru's case (10 Marks)
12. During induction to a new job, the first person the employee gets into contact with is the immediate supervisor.
- Discuss FIVE areas that must be covered during that first meeting. (10 Marks)
 - Performance appraisals are conducted by an employee's immediate supervisor. Explain FIVE benefits of performance appraisal. (10 Marks)
13. The counsellors' code of ethics governs the behaviour of all counsellors, including workplace counsellors, and non-conformity to the code may lead to dire consequences.
- Discuss FIVE warning signs of inappropriate counsellor behaviour. (10 Marks)
 - Explain FIVE ethical principles that govern the practice of counselling. (10 Marks)
14. Caleb, an Organizational Psychologist, is the Staff Wellness Coordinator at an international organization and assists the management in various organizational functions
- Describe FIVE components of organizational psychology. (10 Marks)
 - Explain FIVE selection procedures that an organization can apply to hire employees. (10 Marks)