

031306T4PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR/03/6

Provide Crisis 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. Define the following terms as used in provide crisis counselling.
  - a. Assessment tools (2 Marks)
  - b. Bio-data (2 Marks)
2. An ideal counselling venue should be a safe, quiet space where the client feels comfortable sharing their concerns. State THREE reasons for creating a conducive environment during crisis counselling. (3 Marks)
3. The counselling contract should formalize the counselling relationship and clarify the terms of engagement. Mention THREE items that are discussed when contracting during crisis counselling. (3 Marks)
4. Psycho-education describes a behavioural therapeutic concept consisting of four elements geared towards client empowerment. Mention FOUR elements of psychoeducation as used in crisis Counselling. (4 Marks)
5. At some point, a counsellor may choose to refer a client in a crisis for further support. Highlight FOUR reasons for referral. (4 Marks)
6. Counselling goals are known to direct the course of counselling. Outline THREE major goals of crisis counselling. (3 Marks)
7. Crisis counsellors are guided by professional ethics, legal precedents, and procedures. Name FOUR benefits of the code of ethics. (4 Marks)
8. Counsellor evaluation is important for improving the quality of services offered to clients during a crisis. Highlight FOUR strategies that can assist in improving counselling sessions with regard to counsellor evaluation. (4 Marks)
9. Loss is universal and so is grief. Loss of a loved one may become a crisis. Highlight FOUR tasks involved in the crisis of bereavement. (4 Marks)
10. A well written report provides accountability for the counsellor and organization being served. Give FOUR components of a counselling report. (4 Marks)
11. Typically, the crisis is made up of an event that occurs before the crisis, the client's perception of the event, and the client's previous coping strategies not being adequate in the situation. Identify THREE events that may lead to a crisis. (3 Marks)

**SECTION B: (60 MARKS)**

**Answer Any THREE Questions in this Section.**

12. Bernard and Mary have been married for 12 years. They have 3 children together. They have lived in Mai Mahiu for the past 6 years. Two weeks ago, a nearby dam, burst its wall during the night sweeping their house away. Mary and her 3 children were found alive, but Bernard is missing. They are currently residing in a nearby chief's camp. Mary has been having nightmares, always anxious, she can barely sleep and eat. It has been 2 weeks, and she keeps saying Bernard is alive somewhere. She has intrusive suicidal and homicidal thoughts, sometimes she feels like her chest is closing up and she is unable to breath momentarily. She has recently started drinking to try and get some sleep.
- a. Describe FIVE assessment tools that you would apply during crisis counselling with Mary (10 Marks)
  - b. Explain any FIVE ego defense mechanisms that may be experienced in your counselling sessions with Mary. (10 Marks)
13. Crisis Counselling follows some procedures to help a counsellor give a client a sense of control and help restore basic coping skills.
- a. Discuss FOUR qualities of a Crisis Counsellor (8 Marks)
  - b. Explain SIX stages of crisis counselling. (12 Marks)
14. A treatment plan is a documentation tool considered important to the implementation of Assessment outcomes.
- a. Discuss FIVE components of a treatment plan. (10 Marks)
  - b. Describe FIVE benefits of treatment planning. (10 Marks)
15. Crisis events occur both in a large scale and at an individual level. These events have physical, social and emotional consequences to those affected. Psychological first Aid (PFA) comes into play in such situations.
- a. Define the term Psychological first aid. (2 Marks)
  - b. Explain TWO benefits of providing psychological first aid (PFA) to a group of college students involved in a gruesome road accident. (4 Marks)
  - c. Discuss SEVEN guidelines for offering psychological first aid to individuals who have just witnessed a land slide that has destroyed properties and buildings. (14 Marks)