



AMREF INTERNATIONAL TRAINING CENTER

Qualification Code : 031306t4psy
Qualification : Counselling Psychology Level 5
Unit Code : PSY/CU/CO/BC/05/5/A
Unit Of Competency : Demonstrate Employability Skills

WRITTEN ASSESSMENT

CANDIDATE WRITTEN ASSESSMENT (Nov/Dec 2024)

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 the Questions in This Section

1. Providing leisure time at the workplace is an effective strategy adopted by many organizations. Identify FOUR advantages of leisure to an individual (4 Marks)
2. Self- esteem is an important attribute in one's life. Outline FOUR characteristics of a person with high self-esteem. (4 Marks)
3. Addiction to drugs is one of the factors which affects work productivity. Mention FOUR drugs that are commonly abused (4 Marks)
4. Reading is an interaction between the reader and the author. Outline FOUR purposes of reading at the workplace (4 Marks)
5. Attentive listening is a strength for workers at various levels in the workplace. State FOUR characteristics of a good listener (4 Marks)
6. When anger is expressed in an unhealthy way, it ends up distracting everyone at the place of work. Mention FOUR ways of controlling anger. (4 Marks)
7. Employees face various emotions at the workplace. Highlight FOUR common emotions that people handle at work (4 Marks)
8. Sweeping the eye over text to find specific information is called scanning. Mention FOUR strategies used in scanning as a reading strategy (4 Marks)
9. Management of a department does not depend on an individual but on a team. Highlight FOUR advantages of teamwork. (4 Marks)
10. A colleague at work has complained to you that she has stress. State FOUR sources of stress at the workplace. (4 Marks)

SECTION B: (60 MARKS)

Answer Any Three Questions In This Section

11. In order for work to run efficiently in an organization, there is need for teamwork among the staff. The process of team formation involves distinct stages that have been identified by some researchers. Some problems can be experienced in teams as members work together. Such problems may be resolved to a great extent if the team leader understands problem solving strategies.
- a) Explain FIVE common issues that can be experienced in a team (10 Marks)
 - b) Discuss FIVE strategies for solving a problem in a team (10 Marks)
12. You were recently employed by ABC Company Limited. You realize that the company does not have a code of conduct.
- a) Describe FIVE benefits of having a code of conduct (10 Marks)
 - b) Discuss FIVE ways to improve team work at the place of work (10 Marks)
13. You have noticed that your work mate is complaining for not being recognized at the workplace.
- a) Advise the workmate on FIVE ethical ways of seeking recognition. (10 Marks)
 - b) Discuss FIVE ways an employee can use to enhance job security at the workplace (10 Marks)
14. You have been invited to talk to a group of youths about time management and drug substances abuse.
- a) Discuss FIVE benefits of time management in an organization (10 Marks)
 - b) Explain FIVE ways that an organization can adopt in order to manage drug and substance abuse (10 Marks)