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Date: 04.03.2026 09:56 AM

031306T4PSY

COUNSELLING PSYCHOLOGY LEVEL 6

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Manage Counselling Services

March/April 2026

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

PRACTICAL ASSESSMENT

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TIME: 1 HOUR

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INSTRUCTIONS TO THE CANDIDATE

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1. Read and understand the following scenario in **10 MINUTES**

Scenario

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Ustawi Counselling Centre has been offering counselling services for individuals, groups, and organizations for over 10 years. The Centre set a target to improve the mental health of at least 50 clients per quarter, but this target has not been achieved due to operational challenges such as poor planning, limited resources, and gaps in service delivery.

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The Centre has decided to restructure and improve how counselling services are managed so that client outcomes and efficiency can improve.

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You are the Programmes Manager at Ustawi Counselling Centre. Your role is to plan, manage, and review counselling services to help the Centre reach its targets and improve client mental well-being.

2. You are required to perform the following tasks:

TASK 1: Plan Counselling Services

Question:

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Explain five key things you will do to prepare for effective counselling services at Ustawi Counselling Centre, focusing on:

- Staffing,
- Facilities,
- Client needs,
- Budgets, and
- Service schedules.

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TASK 2: Manage Daily Counselling Services

Question:

Describe five practical actions you will take to ensure counselling services run smoothly every day and help the Centre reach the target of 50 clients per quarter.

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TASK 3: Evaluate Counselling Services

Question:

Explain five ways you will check and measure whether the counselling services have improved.

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TASK 4: Conclude and Improve Counselling Services

Question:

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Outline the steps you will take after service delivery to:

- Follow up with clients,
- Review service results,
- Identify gaps, and
- Recommend improvements for future counselling programmes.

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3. You will have **30 minutes** to prepare a presentation on the above tasks.

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4. You will have **20 minutes** to present your responses to the Managing Director and **answer their follow-up question.**

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5. You have been provided with the following resources:

- Well-ventilated room
- 2 seats

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- c) **Small-sized table**
- d) **Stationery: 1 pen (blue/black) and 2 foolscaps**
- e) **Wall clock**

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