



AMREF INTERNATIONAL TRAINING CENTER

MODULE IV

COUNSELLING LEVEL 6

HW/CU/CP/CR/03/6/MA

Workplace Counselling

WRITTEN ASSESSMENT

DATE: 7TH AUGUST 2026

TIME: 2 HOURS START: 2 PM FINISH: 4 PM

INSTRUCTIONS TO CANDIDATES

1. This paper consists of two sections: **A** and **B**.
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do Not write on the question paper.

This paper consists of FOUR (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. You have been appointed as a counsellor in a large organization and are expected to support employees' wellbeing and productivity. State FOUR roles of workplace counsellors. (4 marks)
2. As a workplace counsellor, you are conducting an assessment before developing an intervention plan for an employee experiencing challenges at work. Identify FOUR types of assessment you would use. (4 marks)
3. Before choosing an appropriate counselling tool for an employee, several considerations must be made. Mention FOUR factors influencing counselling tool selection. (4 marks)
4. Different counselling theories guide workplace counsellors in addressing employees' concerns and improving their wellbeing. Outline FOUR counselling theories applicable in workplace counselling. (4 marks)
5. An employee has been experiencing prolonged work-related stress and reduced performance. Identify FOUR signs of burnout. (4 marks)
6. After implementing a workplace counselling programme, it is important to determine its effectiveness. State FOUR types of evaluation applicable. (4 marks)
7. Workplace counselling programmes are designed to help employees cope with various challenges that affect their performance and wellbeing. Name FOUR workplace problems addressed. (4 marks)
8. Before beginning a counselling relationship, a formal agreement is established between the counsellor and the client. State FOUR components of a counselling contract. (4 marks)
9. During the counselling process, a counsellor may determine that a client requires additional support from another professional. Outline FOUR reasons for client referral. (4 marks)
10. At the end of the counselling process, certain signs show that counselling can be brought to a close. State FOUR indicators of termination. (4 marks)

SECTION B: 60 MARKS

Answer Any Three Questions

11. A medium-sized organization has experienced increased cases of employee stress, absenteeism, interpersonal conflicts and reduced productivity. Management has decided to establish a workplace counselling program to promote employees' wellbeing and enhance organizational performance.
- a) Discuss FIVE components of an Employee Assistance Programme. (10 marks)
 - b) Explain FIVE challenges affecting implementation of workplace counselling services. (10 marks)
12. You have completed an assessment with an employee seeking counselling services and are required to develop a structured intervention plan to address the identified concerns.
- a) Describe FIVE components of a counselling treatment plan. (10 marks)
 - b) Explain FIVE benefits of a counselling treatment plan. (10 marks)
13. An employee has been referred for workplace counselling due to difficulties that are affecting both personal wellbeing and job performance. To provide effective support, the counsellor must apply appropriate counselling approaches and follow a systematic counselling process.
- a) Discuss FIVE counselling techniques used in workplace counselling. (10 marks)
 - b) Explain FIVE key steps in the counselling process. (10 marks)
14. An employee has successfully achieved the goals that were agreed upon at the beginning of counselling. The counsellor is now preparing to end the counselling relationship while ensuring that the employee continues to receive appropriate support after counselling.
- a) Describe FIVE steps involved in the termination process. (10 marks)
 - b) Explore FIVE strategies used in ensuring continuum of care after termination. (10 marks)