

031306T4PSY

COUNSELING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR/13/6

Manage Counselling Services

Nov/Dec 2024



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

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of two sections: **A** and **B**
2. Answer **ALL** the question as guided in each section
3. Marks for each question are as indicated in the brackets
4. You are provided with a separate answer booklet to answer the questions
5. Do not write in this question paper

*This paper consists of **THREE (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 from this section

1. State THREE reasons why is it important to prepare a counselling services plan and budget according to organizational procedures and counselling needs? (3 marks)
2. Managing the counselling process in organizations requires considerable diligence and expertise on the part of the counsellor. State three roles of a counselor in a counselling organization. (3 marks)
3. There are many soft and technical skills that contribute to a strong set of administrative skills. State FOUR skills required by a counselor manager. (4 marks)
4. Small business owners need to address basic human resource issues when putting together their personnel policies. List FOUR human resource policies you may need in managing counseling services. (4 marks)
5. State FOUR reasons why self-evaluation on client work is important to a counsellor (4 marks)
6. Communication is the art of transmitting information, ideas and attitudes from one person to another. State FOUR functions of communication in the management of counseling services. (4 marks)
7. A Computer is an electronic device used to input, output and store information which operates under a set of instructions. State THREE advantages of using computers in managing counseling services. (3 marks)
8. Employees' performance and management needs to be carefully monitored and managed for a growing business as it is very vital for the investment and expansion plans. State FOUR techniques in management of counselling services (4 marks)
9. State FOUR factors to be considered when preparing a counselling services plan and budget (4 Marks)
10. Those consumers who find your product or service appealing often share similar characteristics, which will help you fine-tune your messaging from top to bottom. Identify FOUR psychographic criteria that would help paint a more complete picture of your counseling clients. (4 marks)
11. State THREE roles of continuum of care procedures in counselling services? (3 marks)

SECTION B: (60 MARKS)

Answer any THREE questions from this section

12. Entrepreneurship is the process of identifying business opportunities and gathering the necessary resources to initiate a successful business activity.
- a) Explain FOUR strategies you can use to expand your business of counseling services (8 marks)
 - b) Discuss SIX entrepreneurial characteristics of a manager of a counseling services organization. (12 marks)
13. Management Support Systems (MSS) create visibility, reinforces behavior changes and ensures sustainability by providing a framework between people, processes and systems.
- a) Explain FIVE objectives of an effective management support system in a counseling organization. (10 marks)
 - b) Explain FIVE steps you would take to procure an effective management support system for your counseling organization (10 marks)
14. Budget setting is an important factor in a counselling center. As a counselling manager;
- a) Discuss FIVE factors to consider when creating budgets for a counseling center. (10 Marks)
 - b) Discuss FIVE benefits of setting budgets in a counselling center (10 marks)
15. Negotiation is a process for reaching an agreed outcome between two parties who seem to have opposing outcomes. The negotiation process involves developing rapport and establishing a common ground.
- a) Explain SIX strategies for an effective negotiation process of a counseling services program with a donor. (12 marks)
 - b) State FOUR strategies of an effective verbal communication in managing a counselling organization (8 marks)

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