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031306T4PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR/12/6

Provide Workplace Counselling

November /December 2025

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

WRITTEN ASSESSMENT

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Time: 3 HOURS

INSTRUCTIONS TO THE CANDIDATE

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1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in section **A** and **ANY THREE (3)** questions in section **B**.
3. Marks for each question are indicated in the brackets.
4. Candidates are provided with a separate answer booklet.
5. Do not write on the question paper.

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***This paper consists of FOUR (4) 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)*Attempt ALL the questions in this section.*

1. Workplace counselling offers benefits that extend beyond employees to the organization as a whole. Describe FOUR advantages employers gain from implementing workplace counselling programmes. (4 Marks)
2. Managing workplace stress contributes to a healthier workforce and sustained productivity. Propose FOUR effective stress-management strategies applicable in professional settings. (4 Marks)
3. Employee Assistance Programmes (EAPs) provide structured psychosocial support to staff. Explain FOUR major benefits of implementing EAPs within an organization. (4 Marks)
4. Comprehensive assessment enables workplace counsellors to identify behavioural and emotional patterns affecting employees' performance. Outline FOUR commonly used assessment tools in workplace counselling. (4 Marks)
5. A senior counsellor has recently been promoted to a supervisory position and is learning how to effectively guide others. Discuss FOUR essential characteristics that define an effective counselling supervisor. (4 Marks)
6. Many issues can interfere with employee well-being and productivity. Identify FOUR common workplace concerns that may require counselling intervention (4 Marks)
7. A counsellor receives a report of harassment from an employee who fears retaliation if management is informed. Suggest FOUR appropriate ways the counsellor can maintain confidentiality while ensuring the case is addressed ethically and within company policy. (4 Marks)
8. At Unity Bank, a high-performing employee has become withdrawn, irritable, and resistant to counselling, insisting they "don't need help." Recommend FOUR strategies a counsellor could apply to manage such resistance. (4 Marks)
9. Effective integration of counselling into organizational structures requires deliberate planning. Recommend FOUR strategies for embedding workplace counselling into a company's HR management system. (4 Marks)
10. Counsellors often face complex ethical-legal dilemmas in organizational settings. Explain FOUR challenges that may arise when applying ethical and legal standards in workplace counselling practice. (4 Marks)

SECTION B (60 MARKS)***Attempt any THREE Questions in this section***

11. At Harmony Solutions Ltd, Manager Kerubo has been facing persistent communication challenges due to her overly critical tone during meetings. Her approach has reduced team morale and limited open dialogue. A workplace counsellor attributes this to an imbalance in Kerubo's ego states, as described in Transactional Analysis (TA).

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a) Using the framework of Transactional Analysis, analyse FOUR ways Kerubo's communication style may reflect unbalanced use of ego states. (8 Marks)

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b) Propose THREE strategies Kerubo could adopt to promote more constructive, motivating communication with her team. (6 Marks)

c) Discuss THREE ways an understanding of the Parent, Adult, and Child ego states in Transactional Analysis can help enhance communication and teamwork in organizations. (6 Marks)

12. Ethical and legal principles are central to professional counselling practice, ensuring that clients' welfare, confidentiality, and dignity are safeguarded at all times. They also help practitioners handle sensitive cases responsibly and maintain professional credibility.

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a) Examine FIVE ethical and legal standards that counsellors must apply in professional practice. (10 Marks)

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b) Describe FIVE strategies a counsellor may use to balance ethical obligations and legal requirements when handling sensitive disclosures from clients. (10 Marks)

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13. At BrightPath Technologies, James, an employee, has shown reduced motivation and confidence following an unsuccessful project presentation. The HR department refers him to the workplace counsellor, who applies Solution-Focused Therapy (SFT) to assist him.

a) Evaluate FIVE core principles of Solution-Focused Therapy relevant to James's case. (10 Marks)

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b) Discuss FIVE advantages of using Solution-Focused Therapy to support employees experiencing workplace difficulties. (10 Marks)

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14. Grace, a customer service officer at Bright Communications Ltd., has been struggling with late responses to clients, missed deadlines, and low motivation. Her manager refers her to the workplace counsellor, where she admits to frequent procrastination and lack of

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fulfilment at work. The counsellor applies Reality Therapy to help Grace improve accountability and productivity.

a) Applying the principles of Reality Therapy, describe THREE counselling techniques that could assist Grace in taking personal responsibility for her work performance.

(6 Marks)

b) Identify FOUR achievable workplace goals Grace could set to enhance her productivity and meet organizational standards.

(8 Marks)

c) Outline THREE immediate action plans Grace could implement to align her behaviour with her goals and improve her performance outcomes.

(6 Marks)

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