



AMREF INTERNATIONAL TRAINING CENTER

Qualification Code : 031305T4PSY
Qualification : Counselling Psychology Level 5
Unit Code : PSY/OS/CO/CR/04/5
Unit of Competency : Perform Administrative Duties for Counselling Services

WRITTEN ASSESSMENT CANDIDATE TOOL

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 questions

1. Counsellors are expected to take care of themselves in order to avoid experiencing burn out and stress. Differentiate between “stress and “burnout” in counselling (4 Marks)
2. Before conducting an assessment on a client, it is important to collect client bio-data. Outline FIVE information that is included in bio-data/intake form (5 Marks)
3. Keeping of clients’ records is important for counsellors to consider. Mention TWO benefits of keeping the clients’ records safe (2 Marks)
4. Differentiate between the term’s “counsellor” and “client” in the performance of administrative duties in counselling (4 Marks)
5. Budget preparation is important in any counselling institution or firm. Outline FOUR benefits that can be derived from budget preparation and usage (4 Marks)
6. Before conducting an assessment on a client, it is important for a counsellor to prepare a counselling room/venue. Highlight FOUR requirements that are found in a counselling room (4 marks)
7. Individuals often experience stress in their daily life. Name FOUR causes of stress that clients take for counselling (4 Marks)
8. Some counsellors face some challenges at their workplace. State FOUR negative effects of burnout to a counsellor at a counselling center (4 Marks)
9. Clients face various challenges in their life that require counselling. List FIVE common issues that clients bring for counselling (5 Marks)
10. There are various counselling skills that are used during counselling sessions. Highlight FOUR counselling skills the counsellor will use while conducting a counselling session (4 Marks)

SECTION B: (60 MARKS)

Answer Any Three Questions in This Section

11. The practice of Psychology is regulated by the law, the codes of ethics and organizational policies so as to ensure best services to the clients.
- a) Identify TWO ethical practices that an administrator should ensure are adhered to in a counselling center. (2 Marks)
 - b) Discuss FIVE roles an administrator should perform in a counselling center (10 Marks)
 - c) Discuss FOUR actions you can take to ensure that ethical and legal standards are adhered to in the process of counselling services delivery. (8 Marks)
12. Counsellors may choose what type of counselling they wish to specialize in, but regardless of their specialty, they will have to engage in several activities daily including procurement of counselling supplies.
- a) Explain FIVE activities that a counsellor engages in daily at a counselling centre (10 Marks)
 - b) Describe FIVE supplies that may be procured in a counselling center for the daily running of activities. (10 Marks)
13. Nixon is a counsellor of ABC institute. He has not gone for leave for the past 3 years. He has been experiencing a lot of fatigue, low concentration and moodiness. His head department tells him that they are under-staffed and thus he cannot approve any leave.
- a) Describe FIVE major benefits of looking after employees' welfare (10 Marks)
 - b) Explain FIVE ways in which ABC hospital would improve the welfare of their employees (10 Marks)
14. A human resource manager is an important person who is expected to play a major role in any given organization.
- a) Discuss FIVE functions of a Human resource manager in a counselling institution (10 Marks)
 - b) Explain FIVE benefits of managing conflicts skillfully in a counselling institution (10 Marks)

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