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031305T4PSY

COUNSELLING PSYCHOLOGY LEVEL 5

PSY/OS/CO/CR/04/5

Perform Administrative Duties for Counselling Services

July /August 2025

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

WRITTEN ASSESSMENT

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TIME: 3 HOURS

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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 (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)

Attempt ALL the questions in this section.

1. Administrative duties form the backbone of smooth counselling operations. List FOUR key administrative responsibilities carried out by a professional counsellor. (4 Marks)
2. Peter, the head of counselling at ABC Counselling Centre, has been reminded by his supervisor of the need for accurate record-keeping. Give FOUR reasons why maintaining accurate client records is essential in counselling. (4 Marks)
3. In the course of managing a counselling facility, counsellors are expected to organise various types of paperwork. Mention FOUR types of documents commonly handled in counselling services. (4 Marks)
4. An effective counselling administration system promotes efficiency and professionalism. Identify FOUR features that define a reliable counselling administrative system. (4 Marks)
5. Counsellors often face challenges that interfere with their administrative efficiency. State FOUR common administrative challenges experienced in counselling practice. (4 Marks)
6. Managing client records involves critical ethical decisions that protect client confidentiality and integrity. Outline FOUR ethical considerations to observe when handling client records. (4 Marks)
7. When a counsellor's scope does not meet a client's specific needs, referrals become necessary. Suggest FOUR appropriate actions a counsellor should take when referring a client to another professional. (4 Marks)
8. Harmony Counselling Centre has received complaints about overlapping sessions, leading to client dissatisfaction. Name FOUR essential components of an effective counselling appointment schedule. (4 Marks)
9. Session summaries serve as brief but important documentation of what occurred during a counselling session. Recommend FOUR reasons why writing session summaries is important in counselling practice. (4 Marks)
10. Counsellors are expected to perform administrative tasks before sessions begin. Describe FOUR administrative duties involved in preparing for a counselling session. (4 Marks)

SECTION B (60MARKS)

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Attempt any THREE questions in this section.

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11. Supervision in counselling not only enhances professional growth but also strengthens administrative processes.

a) Explain FIVE ways in which supervision contributes to effective performance of administrative duties in counselling. (10 Marks)

b) Demonstrate FIVE strategies that can be adopted to improve the quality of supervision in counselling settings. (10 Marks)

12. Technology has transformed administrative procedures in counselling organisations, improving speed and accessibility.

a) Justify FIVE ways in which technology enhances the execution of administrative duties in counselling. (10 Marks)

b) Discuss FIVE common challenges encountered when using technology to manage counselling administration. (10 Marks)

13. The leadership style adopted in a counselling centre influences how administrative tasks are performed.

a) Describe FIVE leadership styles that are applicable to administrative roles in counselling. (10 Marks)

b) Assess FIVE effects of leadership styles on administrative performance within a counselling organisation. (10 Marks)

14. Institutions often need to engage external professionals for counselling services through a formal procurement process.

a) Examine FIVE important factors an institution should consider before procuring counselling services. (10 Marks)

b) Summarise FIVE administrative procedures followed during the procurement of counselling services in a formal organisation. (10 Marks)