

**031306T4PSY**

**COUNSELLING PSYCHOLOGY LEVEL 6**

**PSY/OS/CO/CR/13/6**

**Manage Counselling Services**

**July/August 2024**



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

**WRITTEN ASSESSMENT**

**CANDIDATE'S TOOL**

**TIME: 3 HOURS**

**INSTRUCTIONS TO CANDIDATE**

1. Marks for each question are indicated in the brackets ( ).
2. The paper consists of **TWO (2)** sections; **A** and **B**.
3. Do not write anything on the question paper
4. You are provided with a separate answer booklet.

*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)**

*Answer ALL questions in this section*

1. Employees can demonstrate accountability at the workplace through various actions and behaviours. State FOUR ways in which employees can demonstrate accountability at the workplace (4 Marks)
2. Resource mobilization in an organization involves leveraging internal and external resources to support the organization's activities and initiatives. Outline FOUR benefits of resource mobilization in an organization. (4 Marks)
3. You want to employ a monitoring and evaluation officer for a new project in your counselling centre. List FOUR responsibilities of the monitoring and evaluation officer. (4 Marks)
4. Mental health counsellors must properly document each step of the counselling process to provide the most effective services to their clients. Outline FOUR major documents that are important during the counselling process. (4 Marks)
5. You have been employed as the counselling manager in a rehabilitation centre. The organization does not see the need to have computers and other digital technology in counselling. Present to the CEO FOUR benefits of embracing technology at the centre. (4 Marks)
6. When advertising for a new counsellor in a counselling firm, it's essential to highlight the qualities that contribute to effectiveness in the role. List FOUR qualities of an effective counsellor you would include in the advert. (4 Marks)
7. Melody plans to start a counselling consultancy and has asked you for advice on developing a business plan. Outline FOUR components of a business plan. (4 Marks)
8. For any business to run effectively, it needs human resources. Identify FOUR personnel who are key to running an addiction rehabilitation centre. (4 Marks)
9. Highlight FOUR types of resources needed to run a counselling centre effectively. (4 Marks)
10. Marketing is an important aspect of any business venture. Name FOUR marketing strategies that an owner of a counselling center can employ to market their services. (4 Marks)

**SECTION B: (60 Marks)**

*Answer any **THREE** questions in this section*

11. Clinical supervision is crucial in preventing and addressing burnout among counsellors at a counselling centre.
  - a) Explain FIVE advantages of clinical supervision to counsellors. (10 Marks)
  - b) Discuss FIVE sources of burnout with a counsellor. (10 Marks)
12. In most work environments, miscommunication is an annoyance, and it can interrupt workflow by causing delays and interpersonal strife.
  - a) Discuss FIVE barriers to effective communication in a counselling centre. (10 Marks)
  - b) Explain the FIVE impacts of effective communication in an organization. (10 Marks)
13. When setting policies in a counselling centre, various factors must be considered to ensure that they are effective, ethical, and conducive to the well-being of both clients and staff.
  - a) Explain SIX factors to consider when coming up with organizational policies. (12 Marks)
  - b) Argue FOUR benefits of institutional policies. (8 Marks)
14. When creating a budget for a counselling centre, various factors must be considered to ensure that all operational needs are met while maintaining financial sustainability.
  - a) Expound FIVE factors to consider when creating budgets. (10 Marks)
  - b) Discuss FIVE factors to consider when creating budgets for counselling centres. (10 Marks)