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**031306T4PSY**

## **COUNSELLING PSYCHOLOGY LEVEL 6**

**PSY/CU/CO/CR/03/6**

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**Provide Crisis Counselling**

Date: 21.11.2025 02:45 PM

**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**

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### **INSTRUCTIONS TO CANDIDATE**

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 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)***Attempt ALL the questions in this section.*

1. Define the following terms as used in the provision of crisis counselling services:
  - a) Crisis (2 Marks)
  - b) Critical incident debriefing (2 Marks)
2. Crisis situations require counsellors to act swiftly and empathetically. Identify FOUR objectives of crisis counselling that would apply when supporting victims of a landslide in Kajiado County. (4 Marks)
3. June, a counsellor, has been advised by her supervisor to prioritise self-care to maintain professional effectiveness. List FOUR strategies June can apply to enhance self-care in her counselling practice. (4 Marks)
4. Referrals are sometimes necessary as part of counselling services. State FOUR circumstances under which a counsellor should refer a crisis client. (4 Marks)
5. Crises may emerge from various social, environmental, or personal events. Mention FOUR types of crises commonly presented by female clients during counselling. (4 Marks)
6. Early intervention is a core technique in crisis management. Briefly explain THREE benefits of providing prompt crisis counselling. (3 Marks)
7. Counsellors working with crisis survivors must demonstrate specialised professional competence. Identify FOUR essential skills required in effective crisis counselling. (4 Marks)
8. Crisis counselling typically follows an organised sequence of actions. Outline FOUR key steps involved in the crisis intervention process. (4 Marks)
9. Clients may exhibit different coping mechanisms after a crisis. Suggest THREE maladaptive coping strategies that clients may use following a traumatic event. (3 Marks)
10. Safety planning is vital for clients at risk during crisis counselling. Identify THREE fundamental components of a safety plan used in crisis management. (3 Marks)
11. Bimo, a Shakanola survivor, has been attending therapy sessions with Paul. He has now completed his sessions, and Paul has recommended three follow-up meetings. State THREE reasons for conducting follow-up sessions with Bimo after counselling termination. (3 Marks)

**SECTION B (60 MARKS)*****Attempt Any THREE Questions in This Section***

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12. Jasaya Village has experienced persistent heavy rains over the past month, leading to flooding that displaced families and resulted in loss of lives. You have been invited by the Red Cross as a crisis counsellor to support the affected community.

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a) Discuss FIVE crisis counselling interventions you would apply when working with the affected families. (10 Marks)

b) Analyse FIVE challenges you might encounter while offering crisis intervention services in this flooding situation. (10 Marks)

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13. Ada, a second-year student at Uzuri University, has been struggling with Post-Traumatic Stress Disorder (PTSD) after losing both her parents in a car accident. She was in the vehicle during the incident but survived with minor injuries. Following the trauma, Ada attempted suicide but was rescued by a neighbour and brought to your clinic for therapy.

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c) Explain FIVE steps you would apply to stabilise Ada and guide her through crisis counselling. (10 Marks)

d) Evaluate FIVE ethical principles that should guide you when working with a suicidal client such as Ada. (10 Marks)

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14. A treatment plan serves as a crucial document that translates assessment findings into structured counselling interventions.

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e) Describe FIVE essential components of a comprehensive treatment plan. (10 Marks)

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f) Discuss FIVE benefits of preparing a treatment plan in crisis counselling practice. (10 Marks)

15. During crises, counsellors are often expected to apply Psychological First Aid (PFA) to provide immediate, compassionate, and practical support to individuals in distress.

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g) Explain FIVE key principles underpinning Psychological First Aid in crisis counselling. (10 Marks)

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h) Examine FIVE benefits of applying Psychological First Aid to individuals affected by crisis. (10 Marks)