

3031306T4PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR/03/6

Provide Crisis Counselling

July/August 2025.



TVET CURRICULUM DEVELOPMENT ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

WRITTEN ASSESSMENT

Time: 3 HOURS

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.

This paper consists of FIVE (5) 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 questions in this section

1. Different individuals may react differently when faced with a crisis. Outline FOUR factors that influence a person's reaction to a crisis. (4 Marks)
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2. You have been invited to one of your neighbouring primary schools to offer crisis assessment after a fire outbreak. Recommend FOUR relevant assessment tools you are likely to use during the process. (4 Marks)
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3. Practising counsellors need to understand counselling guidelines to deliver services effectively. Suggest FOUR reasons for ethical considerations in client assessment. (4 Marks)
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4. Applied Crisis Theory explains why people react the way they do during a crisis and how to help them recover and regain stability. State TWO domains of the Applied Crisis Theory. (2 Marks)
5. A counselling contract formalises the relationship and clarifies the terms of engagement. Explain THREE basic principles for implementing a counselling contract. (3 Marks)
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6. Intrapersonal conflict is a common source of stress among clients seeking support. Justify FOUR types of intrapersonal conflict that may cause stress or cognitive dissonance in a client. (4 Marks)
7. A 16-year-old female client is in crisis due to sexual abuse, which resulted in an HIV-positive status. Mention THREE ethical and legal issues you would consider when dealing with the client. (3 Marks)
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8. Counsellor supervision is vital in crisis counselling practice. Highlight FOUR reasons why counsellors are encouraged to undergo supervision. (4 Marks)
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9. After assessing the client, a counsellor may decide on an appropriate intervention. Recommend FOUR forms of counselling that can be applied in handling client issues. (4 Marks)
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10. Secondary Traumatic Stress (STS) results from indirect exposure to trauma, commonly experienced by professionals such as counsellors, social workers, or healthcare providers. Propose FOUR signs of secondary traumatic stress a crisis counsellor may experience. (4 Marks)
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11. A counselling contract outlines key elements for creating a safe, trusting, confidential, and professional relationship. Present FOUR essential requirements of a counselling contract. (4 Marks)

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SECTION B (60 MARKS)

Attempt ANY THREE (3) Questions in this section

12. Rita, a 32-year-old single mother of three, recently lost her home in a flash flood. She is temporarily staying at a rescue centre and is visibly overwhelmed by the situation. She seeks your help as a counsellor to manage her emotional state and make decisions about her next steps.

a) Apply FIVE crisis counselling principles you would use to support Rita during this period. (10 Marks)

b) Identify FIVE documents you would maintain in Rita's counselling file to ensure proper case management during the crisis. (10 Marks)

13. Counsellor Cuti is an experienced crisis counsellor working at Hekima Rescue Centre. He recently met Juma, who lost his brand-new car during a road robbery. In the subsequent sessions, Cuti plans to follow specific procedures to help Juma regain control and restore his coping skills.

a) Illustrate the SIX-stage model of crisis counselling that Cuti can apply in addressing Juma's case. (12 Marks)

b) Evaluate FOUR qualities that Cuti is expected to demonstrate as a crisis counsellor when handling client issues. (8 Marks)

14. Joline has been married for eight years. She recently had a disagreement with her husband over financial matters and sought counselling. After joint sessions, the issue was resolved. However, Joline continues to call frequently about minor family matters.

a) Elaborate FOUR strategies you can apply to terminate this counselling relationship. (8 Marks)

b) Explore THREE ways you could have planned and prepared Joline for termination from the start of therapy. (6 Marks)

c) Clarify THREE reasons why a counsellor may terminate therapy before the treatment is complete. (6 Marks)

15. Counsellor James has been seeing a client presenting symptoms of anxiety and depression. He applies Cognitive Behaviour Therapy (CBT), a proven treatment approach for various mental and emotional challenges.

a) Illustrate FIVE forms of therapy that fall under the CBT umbrella. (10 Marks)

b) Discuss FIVE techniques commonly used in Cognitive Behaviour Therapy.

(10 Marks)

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