



AMREF INTERNATIONAL TRAINING CENTER

Qualification Code : 031306t4psy
Qualification : Counselling Psychology Level 6
Unit Code : PSY/CU/CO/BC/0S/6/A
Unit Of Competency : Work Ethics And Practices

CANDIDATE WRITTEN ASSESSMENT

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. Ethics and code of conduct are emerging issues that impact and shape employee's behavior at the workplace. Name **FOUR** ethical values that you will adhere to at workplace. (4 Marks)
2. ABC Company has budgeted for creation of awareness on HIV/AIDS. Outline **FOUR** importance of conducting awareness on HIV/AIDS (4 Marks)
3. Drugs and substance abuse is an emerging issue of concern. Mention **FOUR** drugs that are commonly abused (4 Marks)
4. You have been employed for two years. Identify **FOUR** possible benefits for training and career development. (4 Marks)
5. Management of a department does not depend on an individual but on a team. Outline **FOUR** advantages of teamwork. (4 Marks)
6. When anger is expressed in an unhealthy way, it ends up distracting everyone at the place of work. Mention **FOUR** ways of controlling anger. (4 Marks)
7. Employees face various emotions at the workplace. Highlight **FOUR** common emotions that people handle at work (4 Mark)
8. Management of a department does not depend on an individual but on teams which is led by a Team Supervisor. Name **FOUR** roles that can be played by a Team Supervisor (4 Marks)
9. A colleague at work has complained to you that she has stress. State **FOUR** sources of stress at the workplace. (4 Marks)
10. Management is expected to give feedback to its employees. Identify **FOUR** ways of collecting and analyzing feedback. (4 Marks)

SECTION B: (60 MARKS)**Answer Any Three Questions in This Section**

11. In order for work to run efficiently in an organization, there is need for teamwork among the staff. The process of team formation involves distinct stages that have been identified by some researchers. Some problems can be experienced in teams as members work together. Such problems may be resolved to a great extent if the team leader understands problem solving strategies.
- a) Analyze **FIVE** common problems that can be experienced in a team (10 Marks)
 - b) Discuss **FIVE** strategies for solving a problem in a team (10 Marks)
12. You were recently employed by ABC Company Limited. You realize that the company does not have a code of conduct.
- a) Advise the Human resource manager on **FIVE** benefits of having a code of conduct (10 Marks)
 - b) Discuss **FIVE** ways to improve team work at the place of work (10 Marks)
13. You have noticed that your work mate is complaining for not being recognized at the workplace.
- a) Advise the workmate on **FIVE** ethical ways of seeking recognition. (10 Marks)
 - b) Discuss **FIVE** ways an employee can use to enhance job security at the workplace (10 Marks)
14. You have been invited to talk to a group of youths about time management and drug substances abuse.
- a) Discuss **FIVE** importance of time management in an organization (10 Marks)
 - b) Explain **FIVE** ways that an organization can adopt in order to manage drug and substance abuse (10 Marks)