



AMREF INTERNATIONAL TRAINING CENTER

Qualification Code : 031306T4PSY
Qualification : Counselling Psychology Level 6
Unit Code : PSY/OS/CO/CR/12/6
Unit of Competency : Provide Workplace Counselling

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 the questions in this section)

1. Define the following terms
 - a) Stress (2 Marks)
 - b) Workplace counselling (2 Marks)
2. Employees at the workplace often face incidents that require counselling. Outline **two** incidents that may require psychological debriefing at the workplace. (2 Marks)
3. Stress has symptoms that are often mistaken for other physical illnesses. Identify **five** physical symptoms of stress. (5 Marks)
4. Employees face certain issues at their workplace including stress, identify **four** causes of stress at the workplace. (4 Marks)
5. List **four** unethical practices at the workplace according to counselling standards. (4 Marks)
6. Many people experience burnout in their daily life. Mention **five** effects of burnout among employees in an organization. (5 Marks)
7. Mention **four** responsibilities of a workplace counsellor in a hospital setting. (4 Marks)
8. Burnout encompasses emotional exhaustion and unaccomplished feelings. Highlight **four** indicators of workplace burnout. (4 Marks)
9. Workplace counselling aims at assisting employees experiencing various issues at their workplace. List **three** aims of workplace counselling. (3 Marks)
10. Employees experience stress at their workplace from time to time. State **five** effects of stress on both individual employees and the organization. (5 Marks)

SECTION B: (60 MARKS)

Answer any three questions in this section

11. Employees face several issues that contribute to their inability to perform well at their various organizations. This may lead them to seek psychological counselling.
- a) Explain **five** issues that may take employees for counselling. (10 Marks)
 - b) Describe **five** roles of a workplace counsellor in an organization. (10 Marks)
12. You have been promoted to a workplace counsellor in your organization after completion of your workplace counselling diploma.
- a.) Explain **five** possible challenges you will encounter in your new post at your workstation. (10 Marks)
 - b.) Discuss **five** qualities of a workplace counsellor. (10 Marks)
13. Workplace counselling is very important to employees as they face some challenges at their places of work. Therefore, counsellors are expected to carry out counselling sessions effectively for the benefit of clients.
- a.) Discuss **five** benefits of workplace counselling to employees at their places of work. (10 Marks)
 - b.) Describe **five** counselling skills that contribute to effective workplace counselling (10 Marks)
14. A new manager is hired to organize a company that was closed down due to mismanagement and other issues. He wants to provide clear expectations for all the employees before the company starts operations again.
- a) Discuss **five** expectations he needs to obtain. (10 Marks)
 - b) Explain **five** benefits of workplace counselling to an organization. (10 Marks)