

Qualification Code : 031306T4PSY
Qualification : Counselling Psychology Level 6
Unit Code : PSY/CU/CO/CR/13/6
Unit of Competency : Management of Counselling Services



AMREF INTERNATIONAL TRAINING CENTER

CANDIDATE WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATE

1. You have **THREE** hours to answer all the questions.
2. Marks for each question are indicated in the brackets.
3. The paper consists of **TWO** sections: A and B.
4. Do not write on the question paper.
5. A separate answer booklet will be provided.

*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 in this section

1. An office of the manager has various functions. Identify FOUR day to day activities in the counselling manager's office. (4 Marks)
2. A counselling firm requires various supplies and resources to ensure the effective delivery of support and therapy to clients. State FOUR counselling services supplies provided in a counselling center. (4 Marks)
3. Occupational stress refers to the psychological strain that individuals experience due to their work environment or job demands. Enumerate FOUR common causes of stress in the workplace. (4 Marks)
4. Human resource policies are critical in the development of staff in an organization. Outline FOUR benefits of human resource policies in counselling services. (4 Marks)
5. A manager's office should be conducive to enable effective operations. Name FOUR components of a conducive office. (4 Marks)
6. Communication is the art of transmitting information, ideas and attitudes from one person to another. Highlight FOUR benefits of using modern information communication technology in provision of counselling services. (4 Marks)
7. Counselling service managers encounter several challenges while overseeing the delivery of effective and ethical counselling services. Enumerate FOUR challenges commonly faced by counselling service managers. (4 Marks)
8. A computer is an electronic device used to input, output and store information which operates under a set of instructions. Propose FOUR advantages of using computers in managing counselling services. (4 Marks)
9. Managing the counselling process in organizations requires considerable diligence and expertise on the part of the counsellor. Recall FOUR roles of a counsellor in a counselling organization. (4 Marks)
10. A counselling services manager plays a crucial role in addressing crises that may arise within the organization or affect clients. Outline FOUR primary responsibilities of a counselling services manager in crisis management, (4 Marks)

SECTION B (60 MARKS)

Attempt any three questions

11. A counselling center has recently expanded its services to include both individual and group counselling sessions. While the number of clients has increased, the center is experiencing issues with managing counsellor workloads, ensuring timely follow-up with clients, and maintaining a high standard of ethical practice. The counsellors at the center feel overburdened and under-supported and there have been concerns about their wellbeing. The center's management is considering new strategies to address these challenges.
- a) Evaluate FIVE strategies the counselling center can implement to better manage the increasing counsellor workloads without compromising the quality of services provided. (10 Marks)
 - b) Discuss FIVE advantages of providing group counselling sessions to clients. (10 Marks)
12. The responsibilities of a manager in a counselling office can vary depending on the specific context and organization.
- a) Explain FIVE general aspects of managing a counselling office. (10 Marks)
 - b) Discuss FIVE qualities that a manager in a counselling office requires to carry out the office responsibilities effectively. (10 Marks)
13. Burnout among counselling staff is a state of emotional, physical, and mental exhaustion that can significantly impact a counsellor's ability to provide effective care to clients.
- a) Using examples, illustrate FIVE common causes of burnout among counselling staff. (10 Marks)
 - b) Discuss FIVE strategies that can be employed to prevent burnout among counselling staff. (10 Marks)
14. Budget setting is an important factor in ProCare counselling center. As a counselling manager;
- a) Discuss FIVE factors to consider when creating budgets for ProCare counselling center. (10 Marks)
 - b) Explain FIVE benefits of setting budgets in ProCare counselling center. (10 Marks)