

031306T4PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR/03/6

Provide Crisis Counselling

March/April 2025



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

WRITTEN ASSESSMENT

Printed By: Amref International Training Center

Date: 25.03.2025 08:18 AM

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 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. A crisis occurs when an individual encounters an event in which their normal coping mechanisms fail to work. Outline FOUR characteristics of a crisis that would be exhibited by an individual. (4 Marks)
2. While crisis assessment is oriented toward the individual, it must also consider the person's immediate environment and interpersonal relationships. Identify FOUR assessment tools that a crisis counsellor can administer to a client. (4 Marks)
3. Magdaline has just finished four critical incident debriefing sessions with 45 clients who survived a mine collapse. Her brother died in a similar accident when she was young. She has been experiencing emotional outbursts since starting the sessions, indicating unresolved trauma. Give FOUR self-care strategies that Magdaline can employ. (4 Marks)
4. Social support is a key factor that influences a client's perception during a crisis. Name FOUR social support systems that could assist a pregnant teenager. (4 Marks)
5. Counselling relies on various crisis theories to help clients navigate challenges. Apply the appropriate crisis theory to each of the following scenarios.
 - a) Janet is in an abusive relationship with Matthew but cannot leave because she feels there is nothing better out there for her. (2 Marks)
 - b) Mark, 32 years old, is experiencing drug-induced psychosis, which has caused his parents to focus solely on him while neglecting their other children. (2 Marks)
6. A crisis can affect individuals regardless of age, race, gender, or economic status. List FOUR causes of crises. (4 Marks)
7. A terror attack occurred at Balozi Hotel, leaving several staff members injured, though no fatalities were reported. State FOUR crisis intervention models that could be applied with the hotel staff. (4 Marks)
8. Psychoeducation plays a pivotal role in managing crisis situations. Outline FOUR materials a crisis counsellor may use when conducting psychoeducation with a pregnant teenager. (4 Marks)
9. Termination is the final stage of the counselling process. List FOUR reasons that may necessitate the termination of crisis counselling. (4 Marks)
10. TerryAnn is a crisis counsellor at Wema Suicide Helpline. She has worked there for three years without taking a break and suspects she is experiencing burnout. Outline FOUR symptoms that would validate her suspicion. (4 Marks)

SECTION B (60 MARKS)

Attempt Any THREE Questions in This Section

11. Conflict is a common occurrence in communities and can arise due to various factors. When not properly managed, it can escalate and disrupt social cohesion. Crisis counsellors play a crucial role in addressing conflict by facilitating resolution and promoting peaceful interactions.
- a) Describe FIVE possible causes of conflict in a community. (10 Marks)
 - b) Explain FIVE key questions a crisis counsellor may ask to assess and manage conflict during a counselling session. (10 Marks)
12. Crisis counselling requires professionals to follow ethical guidelines that safeguard both the client and the counsellor. Ethical considerations help ensure that interventions are conducted responsibly and professionally.
- a) Determine FIVE ethical standards that guide crisis counsellors in their practice. (10 Marks)
 - b) Discuss FIVE fundamental ethical principles that counsellors should uphold in crisis intervention. (10 Marks)
13. Group counselling is often used as an intervention following a critical event. It provides an opportunity for individuals to process experiences, express emotions, and receive support. However, group counselling has both benefits and challenges that need to be considered.
- a) Evaluate FIVE objectives of a group debriefing session. (10 Marks)
 - b) Explain FIVE potential drawbacks of using group counselling in crisis intervention. (10 Marks)
14. The grieving process varies from one individual to another, but certain emotional responses are commonly observed. Counsellors use structured approaches to help individuals navigate grief and find ways to cope with their loss.
- a) Describe FIVE phases of grief that individuals may experience according to Kübler-Ross. (10 Marks)
 - b) Explain FIVE therapeutic strategies that a crisis counsellor can use to assist a client dealing with grief. (10 Marks)