



AMREF INTERNATIONAL TRAINING CENTER

MODULE II,III

COUNSELLING LEVEL 5, LEVEL 6

HW/CU/CCP/CR/03/5/MA

Counsellor's Administrative Duties

WRITTEN ASSESSMENT

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this 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)

Answer ALL the questions in this section.

1. The District Counselling Coordination Office is reviewing how counselling services are conducted in counselling centers. State FOUR functions of administration in counselling services. (4 Marks)
2. A Community Counselling Management Centre is orienting staff on guiding principles that support effective service delivery within counselling programmes. Outline FOUR principles of effective administration in counselling services. (4 Marks)
3. The Financial Planning Unit of a counselling programme is identifying different sources that support implementation and continuity of counselling activities and outreach programmes. Identify FOUR financial resources used in counselling services. (4 Marks)
4. Legal and Compliance Office at Amani is guiding counselling administrators on statutory and institutional requirements that regulate administrative practice in counselling services. Identify FOUR legal requirements in counselling administrative duties. (4 Marks)
5. A community engagement center is exploring approaches used to promote counselling services, increase awareness, and improve uptake of interventions. Identify FOUR marketing strategies used in counselling services. (4 Marks)
6. One of the stakeholder relations units is strengthening partnerships that supports service delivery, resource sharing, and psychosocial programme implementation. Mention FOUR networking partners involved in counselling services. (4 Marks)
7. The Occupational Safety Unit in the City is sensitizing staff on environmental and operational risks that may affect service delivery and workplace safety. State FOUR workplace hazards in counselling service settings. (4 Marks)
8. A Counselling Information Management Unit is training staff on reporting systems used to document activities, outcomes, and administrative performance. Mention FOUR types of reports used in counselling services. (4 Marks)
9. Huruma records management unit is strengthening documentation systems used in counselling services. Give FOUR importance of record keeping in counselling services. (4 Marks)
10. A Counselling Ethics Review Unit is conducting a professional standards review aimed at strengthening ethical practice across counselling programmes. State FOUR key ethical principles guiding counselling practice. (4 Marks)

SECTION B: 60 MARKS

Answer THREE Questions in this section

11. A counselling organization has reported inconsistencies in documentation, missing follow-up information, and variations in reporting across different counselling centres. Management is reviewing existing systems for recording and communication of information to improve accountability and decision-making across the programme.
- a) Explain FIVE types of reports used in counselling services. (10 Marks)
 - b) Describe FIVE components of a counselling report. (10 Marks)
12. You are working in a counselling programme experiencing challenges related to workload distribution, staff turnover, and staff welfare across different service points. Management is reviewing how personnel are managed to improve performance and service delivery outcomes across the programme.
- a) Explain FIVE functions of human resource management in counselling services. (10 Marks)
 - b) Discuss FIVE benefits of human resource management in counselling services. (10 Marks)
13. A national counselling body has introduced new guidelines regulating professional conduct, case management, and service delivery procedures. Implementation across regions remains inconsistent due to operational and institutional challenges affecting compliance and coordination.
- a) Explore FIVE types of policies used in counselling services. (10 Marks)
 - b) Describe FIVE steps in policy implementation in counselling services. (10 Marks)
14. You are working in a county counselling programme assessing effectiveness of interventions implemented across schools, communities, and health facilities. Management is also strengthening systems for tracking performance and improving accountability in service delivery across all programme units.
- a) Examine FIVE types of evaluation used in counselling programmes. (10 Marks)
 - b) Discuss FIVE importance of monitoring and evaluation in counselling services. (10 Marks)