



AMREF INTERNATIONAL TRAINING CENTRE

Qualification Code : 031305T4PSY
Qualification : Counselling Psychology Level 5
Unit Code : HE/CU/CPSY/CR/04/5/A
Unit of Competency : Administrative Duties in Provision of Counselling Services

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. Marks for each question are as indicated in the brackets
2. The paper consists of **TWO** sections; **A & B**
3. Candidates are provided with a separate answer booklet
4. **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)

Answer ALL the questions in this session

1. A well-prepared counselling workplan guides service delivery and resource allocation. State FOUR components of a counselling workplan. (4 marks)
2. You are the manager of a counselling center responsible for overseeing staff and ensuring the organization runs smoothly. You understand that effective human resource management is crucial for the center's success. Identify FOUR key functions of human resource management in a counselling organization. (4 marks)
3. Monitoring staff performance helps improve service delivery in counselling organizations. State FOUR benefits of regular staff evaluation. (4 marks)
4. Proper record keeping enhances the quality and accountability of counselling services. Mention FOUR benefits of effective record keeping in counselling services. (4 marks)
5. Technology can enhance efficiency and accessibility in counselling practice. Identify FOUR ICT tools that can improve counselling service delivery. (4 marks)
6. Ongoing personal development is essential for counsellors' professional growth and effectiveness. Highlight FOUR forms of personal development activities for counsellors. (4 marks)
7. Counselling services must comply with legal requirements to ensure ethical and safe practice. Mention FOUR legal considerations when implementing counselling services. (4 marks)
8. Counsellors may encounter workplace hazards that affect their well-being and practice. Identify FOUR occupational risks in a counselling workplace. (4 marks)
9. Networking provides opportunities for collaboration and capacity building in counselling organizations. Highlight FOUR advantages of networking for counselling organizations. (4 marks)
10. You are a counsellor at a community counselling center. You keep detailed administrative records of all your clients, ensuring that their personal information is protected and handled professionally. State FOUR benefits of maintaining confidentiality in administrative records. (4 marks)

SECTION B: (60 MARKS)

Answer Any *THREE* questions in this session

11. The integration of Information and Communication Technology (ICT) has significant implications for counselling organizations, influencing both service delivery and administration.
- a) Explain FIVE benefits of using ICT in counselling organizations. (10 marks)
 - b) Discuss FIVE risks or challenges of ICT adoption in counselling administration. (10 marks)
12. Counselling organizations must adopt effective strategies to reach more clients and sustain their services through proper marketing and resource mobilization.
- a) Describe FIVE marketing techniques you can use to increase client access. (10 marks)
 - b) Discuss FIVE ways of mobilizing resources to support the marketing campaign. (10 marks)
13. You are a practicing counsellor seeking to enhance your skills and effectiveness in supporting clients. You recognize that ongoing personal development is essential for professional growth and improving service delivery.
- a) Explain FIVE personal development activities counsellors should engage in. (10 marks)
 - b) Explain FIVE benefits of personal development on service delivery. (10 marks)
14. Sound organizational management in counselling requires clear planning and responsible use of resources.
- a) Discuss FIVE key components of a strategic plan. (10 marks)
 - b) Describe FIVE practices that promote good financial management. (10 marks)