

Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM

092306T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6

Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM

CONDUCT CASE MANAGEMENT

November/December 2025

Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM



Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM

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

WRITTEN ASSESSMENT

Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections: **A** and **B**
2. Answer **ALL** questions in section A.
3. Answer question **TWELVE (12 Compulsory)** and any other **TWO (2)** questions in section **B**.
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate answer booklet
6. Do not write on the question paper.

Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM

Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM

This paper consists of THREE (3) printed pages.

Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM

Candidate should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.

SECTION A (40 MARKS)

Printed By: Amref International Training Center
Attempt ALL the questions in this section.

Date: 21.11.2025 07:19 AM

1. Case management begins with initiating the process, which involves establishing rapport and clarifying roles. Identify FOUR key steps in initiating a case management process.

(4 Marks)

Printed By: Amref International Training Center

2. Confidentiality is central to ethical case management. Outline FOUR reasons for maintaining client confidentiality.

(4 Marks)

Printed By: Amref International Training Center

3. Client needs are identified through guided conversations and insights from families or other professionals. List FOUR tools used in identifying client problems/needs.

(4 Marks)

4. A case management plan guides service delivery. List FOUR key components of a case management plan.

(4 Marks)

5. Introductory Statement: Resource mobilization is necessary for the implementation of case plans. Highlight FOUR strategies for mobilizing resources in case management.

(4 Marks)

6. Execution of case plans requires coordination. Explain FOUR challenges faced during the execution of a case plan.

Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM

(4 Marks)

7. Monitoring is an ongoing activity in case management. State FOUR reasons why follow-up and monitoring are important in case management.

(4 Marks)

Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM

8. Evaluation assesses whether interventions achieved intended outcomes. Differentiate between process evaluation and outcome evaluation.

(2 Marks)

9. Documentation is a professional requirement. State FOUR benefits of preparing a case management report.

Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM

(4 Marks)

10. Some cases require termination or referral. Identify FOUR scenarios where a case may be referred rather than finalized.

Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM

(4 Marks)

11. Name TWO elements of a stakeholder's directory.

(2 Marks)

Printed By: Amref International Training Center

Date: 21.11.2025 07:19 AM

SECTION B (60 MARKS)

Answer question **TWELVE (12 Compulsory)** and any other **TWO (2)** questions in this section

Printed By: Amref International Training Center

CASE STUDY

Date: 21.11.2025 07:19 AM

12. Mija, a 15-year-old Form Two student from a poor family, became pregnant after engaging in a relationship with a 22-year-old neighbor who offered her small gifts and money. When the pregnancy was discovered, she experienced fear, shame, and withdrawal, while her mother reacted angrily and her father remained silent. A case manager intervened, offering counseling, involving her parents for support, and referring her to a health facility for antenatal care. The case was also reported to child protection authorities due to her age. With continuous follow-up, her parents eventually agreed to support her childcare, and arrangements were made for her to resume school after delivery, giving her renewed hope despite facing stigma in the community.

a) Explain FIVE components of the case management process in relation to Mija's case.

(10 Marks)

b) Explain FIVE forms of ethical dilemmas in balancing confidentiality and legal obligations.

(10 Marks)

13. Cultural sensitivity plays a crucial role in determining the effectiveness of interventions in different communities, ultimately leading to better engagement and positive outcomes.

a) Discuss FOUR ways in which cultural sensitivity influences case management.

(12 Marks)

b) Explain FOUR roles of Information and communication technology in enhancing confidentiality and follow-up.

(8 Marks)

14. Collaboration between various stakeholders enhances the ability of an organisation to provide more comprehensive and holistic responses to societal issues.

a) Discuss FOUR roles of inter-agency partnership in resource mobilization.

(12 Marks)

b) Explain FOUR challenges in monitoring case plans in rural settings.

(8 Marks)

15. Evaluation informs learning by providing valuable feedback that highlights areas of more effective practices and deeper understanding.

a) Discuss FOUR ways in which evaluation findings can enhance case management in communities.

(12 Marks)

b) Explain FOUR benefits of disengagement and referral.

(8 Marks)