



AMREF INTERNATIONAL TRAINING CENTER

Qualification Code : 031305T4PSY
Qualification : COUNSELLING PSYCHOLOGY LEVEL 5
Unit Code : HE/CU/CPSY/BC/05/5/A
Unit of Competency : DEMONSTRATE EMPLOYABILITY SKILLS

WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATES

1. This paper has three sections A, B and C.
2. You are provided with a separate answer booklet.
3. Marks for each question are as indicated.
4. Do not write on the question paper.

This paper consists of 8 printed pages

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

SECTION A: (20 MARKS)

Answer **ALL** the questions in this section

1. Self-esteem is an important attribute in ones' life. Which characteristic of a person mentioned here below is NOT of a person with high self-esteem?
 - A. Confidence
 - B. Self-acceptance and self-care
 - C. Judgmental
 - D. Positive self-image

2. Negotiation skill is the ability to influence and persuade others for a successful business. The following are negotiation stages EXCEPT?
 - A. Preparation
 - B. Middle
 - C. Closing
 - D. Bargaining

3. Sweeping the eye over text to find specific information is called scanning. Which of the following strategies is NOT used in scanning as a reading strategy?
 - A. Preview
 - B. Active reading
 - C. Paraphrase
 - D. Annotate

4. Ethics refers to the moral principles that guides behavior. State ONE behavior which is ethical in an organization?
 - A. Refusing a client's requisition if it does not meet standard
 - B. Selling products that are outlawed a fair prices
 - C. Using an employer's brand to solicit for personal gains
 - D. Selling substandard goods to unsuspecting customers

5. Working as a Team causes productivity and cohesiveness at the workplace. The Third stage in the formation of a team is known as?
- A. Forming
 - B. Storming
 - C. Performing
 - D. Norming
6. Reading is an interaction between the reader and the author. One main purpose of reading is;
- A. To get directions and instructions
 - B. For illustrations, graphs and tables
 - C. For solving problems
 - D. Taking notes and preparing speech
7. Problem solving is the process of working through details of a problem to arrive at a solution. The following are known strategies for solving a problem EXCEPT?
- A. Identify the issue
 - B. Selecting an alternative
 - C. List the possible solutions
 - D. Evaluate the options
8. HIV/AIDS is a global crisis hindering development and social progress. Which of the following may be an indication that a colleague is living with HIV?
- A. Taking antidepressants medication
 - B. Taking post exposure prophylaxis medication
 - C. Taking antiretroviral medication
 - D. Taking over the counter medication
9. For an organization to achieve its goals, employees are expected to work as a team. Highlight ONE Team performance which is NOT an expectation in an organization.
- A. Clear Goals and Objectives
 - B. Collaboration and Communication
 - C. Unaccountability and Irresponsibility
 - D. Adaptability and Flexibility

10. Organizations should show their commitment in provision of healthy and safe working environment. Which of the following statements is TRUE about safe job work habits?
- A. Helps one to be happy at work
 - B. Helps one to acquire necessary skills
 - C. Helps one to become more productive at work
 - D. Helps one minimize potential risk at work
11. Employees behaviors are guided by written statements of policies and principles. These policies are called;
- A. Code of conduct
 - B. Code of standards
 - C. Ethical dilemma
 - D. Work standards
12. When anger is expressed in an unhealthy way, it ends up distracting everyone at the place of work. One way to control anger is?
- A. Observe professionalism
 - B. Assign to a new project
 - C. Terms of employment are clear
 - D. Worry more than usual
13. Grooming is a term associated with?
- A. Time management
 - B. Personal hygiene
 - C. Problem solving
 - D. Self-management
14. Observing the code of conduct in the organization is mandatory and employees must adhere to it. Responsibility of preparing code of conduct for employees in an organization is done by;
- A. HR officer
 - B. Finance officer
 - C. Chief Executive officer
 - D. Procurement officer

15. Workplace policy on HIV/AIDS advocates for awareness and prevention. The policy covers the following except?
- A. Non-discrimination of the affected and infected
 - B. Care and support of the affected and infected
 - C. Recognition and disclosure of the infected
 - D. Recognition of HIV/AIDS as a workplace issue
16. Skimming is picking main ideas on a text without paying attention to details. Skimming is done through the following except?
- A. Noting bold prints
 - B. Reading just few words
 - C. Reading to find specific information
 - D. Familiarizing with reading material
17. Empathy enables one understand others when communicating. Which of the following is the best definition of empathy?
- A. Feeling what someone else is feeling
 - B. Feeling sorry for another
 - C. Feeling sympathy for another
 - D. Feeling that you want to help another
18. Negotiation is the ability to influence and persuade others for a successful business. The best way to negotiate a good outcome is to;
- A. Play hardball
 - B. Master tactics
 - C. Prepare thoroughly
 - D. Help your counterpart get what s/she wants
19. Own learning is a personal initiative to acquire skills and knowledge. ONE major factor affecting the application of learning at the work place is?
- A. Recognizing success
 - B. Work place culture
 - C. Focus on the customer
 - D. Formulate personal vision

20. What is emotional intelligence?

- A. Ability to project, feel and use emotions
- B. Ability to recognize emotions
- C. Ability to learn about emotions
- D. Ability to understand, use and manage emotions

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SECTION B: (40 MARKS)

Answer all questions in this section.

21. Outline FOUR factors affecting the application of learning at the workplace (4 Marks)
22. List FOUR ways of maintaining self-esteem at work (4 Marks)
23. Highlight FOUR benefits of reading. (4 Marks)
24. Identify FOUR steps in problem-solving (4 Marks)
25. List FOUR benefits of upholding ethics at the workplace (4 Marks)
26. Mention FOUR benefits of time management at workplace (4 Marks)
27. Describe FOUR ways of dealing with workplace stress (4 Marks)
28. Attentive listening is strength for workers at various levels in workplace. State FOUR characteristics of a good listener (4 Marks)
29. Outline FOUR purposes of Organizational Communication (4 Marks)
30. Explain any FOUR importance of assertiveness training to workers (4 Marks)

Section C

Answer any TWO questions in this section. Question 31 is compulsory

31. John, an upcoming motivational speaker has been invited to address students at Amref International University. In the public speaking;
 - a) Explain five relevant public speaking tips he should consider in order to deliver his speech effectively (10 Marks)
 - b) Mention THREE kinds of audience needs (6 Marks)
 - c) State FOUR types of audiences John may encounter as he makes his presentation (4 Marks)
32. You have been offered employment at FGH Company Ltd.
 - a) Explain FIVE employability skills should you possess? (10 Marks)
 - b) Describe FIVE importance of an employee possessing planning and organizing skills (10 Marks)
33. You have noticed that your work mate is complaining for not being recognized at the workplace.
 - a) Advise the workmate on FIVE ethical ways of seeking recognition (10 Marks)
 - b) Describe FIVE levels of listening (5 Marks)
 - c) State FIVE ways an employee can use to enhance job security at the workplace (5 Marks)