

Qualification Code : 031306T4PSY
Qualification : Counselling Psychology Level 6
Unit Code : PSY/OS/CO/CR/12/6
Unit of Competency : Provide Workplace Counselling



AMREF INTERNATIONAL TRAINING CENTER

CANDIDATE WRITTEN ASSESSMENT

INSTRUCTIONS TO CANDIDATE

1. You have **THREE** hours to answer all the questions.
2. This paper has two sections A and B.
3. You are provided with a separate answer booklet.
4. Marks for each question are indicated in the brackets.
5. Do not write on the question paper.

This paper consists of EIGHT (3) printed pages

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

SECTION A: (40 MARKS)

Answer all questions in this section

1. Reviewing client progress is an essential part of terminating counselling. Highlight FOUR indicators that show a client has made positive progress in therapy. (4 marks)
2. Workplace counselling services are critical components in the organization's operations. Outline FOUR benefits of workplace counselling to the employer. (4 Marks)
3. Employees at the workplace often face incidents that require counselling. State FOUR incidents that may require psychological debriefing at the workplace. (4 Marks)
4. Jacky, a banker at Uzima Commercial bank, has two months left on his contract and is the sole provider for his family. Identify FOUR possible stressors he is likely to experience. (4 Marks)
5. Don, a workplace counsellor at Amani children's home, has observed that Jonny, a staff member in the marketing department, has developed heavy drinking habits and is being avoided by his colleagues. Enumerate FOUR skills Don can use to establish rapport with Jonny. (4 Marks)
6. Malpractice has become one of the ethical issues in most of the industrial sector. Highlight FOUR characteristics of bullying in an organization. (4 Marks)
7. Many people experience burnout in their daily life. Recall FOUR effects of burnout among employees in an organization. (4 Marks)
8. An Employee Assistance Program (EAP) is a workplace service created to deal with employee issues. Propose FOUR common workplace issues the program is likely to address. (4 Marks)
9. A treatment plan is built around the problems that the patient brings into treatment. Highlight FOUR aims of a treatment plan at workplace counselling. (4 Marks)
10. Malpractice has become one of the ethical issues in most of the industrial sector. Suggest FOUR unethical practices at workplace according to counselling standards. (4 Marks)

SECTION B (60 MARKS)

Attempt Any Three questions

11. Musa, 26 years old, works for Animal feeds International as a procurement officer. He is known to love solitude and has a very short temper. He believes his word is final, and this has resulted in poor working relations with suppliers, his colleagues, and his seniors. Last week,

he had a physical fight with his colleague over a mistake made while making a requisition to the procurement office. The incident was reported to the human resource manager, and management recommended that Musa be counselled. Musa reveals that he hates his job and that procurement was not his first-choice career.

- a) Describe FIVE workplace assessment tools that you can use as the workplace counsellor during your sessions with Musa. (10 Marks)
 - b) Discuss FIVE cognitive behavioral techniques you can employ in Musa's case. (10 Marks)
12. Termination and separation from employment may be in many forms. Some organizations prepare their employees for termination while others do not.
- a) Explain FIVE types of termination from employment. (10 Marks)
 - b) Discuss FIVE negative effects of separation from employment among employees. (10 Marks)
13. The counsellors' code of ethics governs the behavior of all counsellors, including workplace counsellors, and non-conformity to the code may lead to dire consequences.
- a) Discuss FIVE warning signs of inappropriate counsellor behavior. (10 Marks)
 - b) Explain FIVE ethical principles that govern the practice of counselling. (10 Marks)
14. As a workplace counselor, Kitty encounters difficult staff and their family members. To be effective in this role, she is required to attend supervision.
- a) Describe FIVE forms of supervision the counsellor is likely to attend. (10 Marks)
 - a) Discuss FIVE types of difficult people at the workplace. (10 Marks)