

031306T4PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR/03/6

Provide Crisis Counselling

Nov/Dec 2024



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

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. The paper consists of **TWO** sections: **A** and **B**.
2. Marks for each question are indicated in the brackets.
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.*

The candidate should check the question paper to ascertain that all pages are printed as indicated and that no question is missing.

SECTION A: [40 MARKS]

Answer all the questions in this section

1. Crisis Counseling is short term, and the idea behind crisis counseling is to help people focus on the stressful situation. Name FOUR purposes of crisis counselling. (4 Marks)
2. A crisis counselor needs to be patient when offering support to a client in a crisis. Identify FIVE qualities of a crisis counsellor (5 Marks)
3. Joan has a phobia of snakes and yesterday on her way to school, she encountered a python. Terrified, she panicked and ran. State THREE individual factors that influence a person's reaction to a crises (3 marks)
4. Fire outbreak is one of a crisis that can propel one to seek counselling. Identify any FOUR critical events that can be considered as a crises (4 Marks)
5. When contracting with a client in a crisis, it is important to discuss key elements of a contract. List any FOUR key elements of a counselling contract. (4 Marks)
6. Problem definition is one of the steps of crisis counselling procedures that a counsellor applies to determining the issues affecting the client. Highlight FOUR other steps of crisis counselling. (4 Marks)
7. Intrapersonal conflicts can cause stress or cognitive dissonance in a client. State TWO types of intrapersonal conflicts that can cause such dissonance in a client (2 Marks)
8. A 16-year-old female client is in crises due to sexual abuse and is now HIV positive. State FOUR ethical and legal issues a counsellor should consider when dealing with such a client. (4 marks)
9. Joel is eight years old; he experienced and survived an earthquake that destroyed their home. Identify FOUR advice you would give to a parent to help Joel. (4 Marks)
10. A counsellor assessed the client and is yet to decide on the type of action to take. State TWO forms of counselling which the counsellor can use to handle the client. (2 Marks)
11. Caleb a crises counsellor when requested to assist in counselling survivors of a collapsed quarry realised some need to be referred. State FOUR situations for referral in crises counselling (4 Marks)

SECTION B: (60 MARKS)

Answer any THREE (3) questions in this section

12. Psychological debriefing is a technique that can be used to deal with physical and psychological symptoms displayed after experiencing a crisis.
- a) Describe at least FIVE stages you would undertake in debriefing a group of students after a dorm fire which killed two of their classmates. (10 Marks)
 - b) Psychological First Aid may be used for distressed people who have recently been exposed to a crisis so that they may regain their coping skills. Explain FIVE psychological First Aid themes. (10 Marks)
13. Janet has been offered a scholarship for further study in Germany. Janet has a young family of two children aged five and three years. Her husband demands she forfeit the scholarship. Janet seeks your assistance as a counsellor to enable her to make an informed decision.
- a) Discuss FIVE basic counselling principles as counselor to Janet's case. (10 Marks)
 - b) Describe FIVE documents you the counselor, would file in Janet's folder while she is undertaking the counselling sessions (10 Marks)
14. The model of crisis counselling stages was designed by James who adapted it from Gilliland to help give a client a sense of control and help restore basic coping skills.
- a) Explain SIX stages of the model of crisis counselling. (12 Marks)
 - b) In all the stage model of crisis counselling a counsellor is required to observe the ethical standards. Discuss FOUR importance of ethical standards in counselling. (8 Marks)
15. Susana a mother of five children had been having conflicts with her children over division of the family land. She sought your assistance as a counsellor to mediate. After meeting with Susana and her children, she was able to allocate portions of the land to each of her children. Her children are satisfied. Susana, however, keeps requesting you to communicate to her children on other family matters.
- a) Describe FOUR strategies you can use to terminate this relationship with the client. (8 Marks)
 - b) Discuss TWO ways you would have planned and prepared Susana for termination at the start of the therapy (6 Marks)
 - c) Discuss Six reasons why a counsellor may terminate the therapy before the treatment is complete (6 Marks)