

031306T4PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR/12/6

Provide Workplace Counselling

March/April 2025



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

WRITTEN ASSESSMENT

TIME: 3 HOURS
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INSTRUCTIONS TO CANDIDATE

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

**This paper consists of FOUR (4) 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)***Attempt all the questions in this section***

1. Nathan, 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)
2. Baraka Company has introduced workplace counsellors to support employees' psychological well-being. State FOUR challenges workplace counsellors may face. (4 Marks)
3. To provide effective workplace counselling, appropriate assessment tools must be used. List FOUR assessment tools relevant to workplace counselling. (4 Marks)
4. Allan, a workplace counsellor at Amani Children's Home, has observed that Peter, a staff member in the Marketing Department, has developed heavy drinking habits and is being avoided by his colleagues. Give FOUR skills Allan can use to establish rapport with Peter. (4 Marks)
5. Employee Assistance Programs (EAPs) play an essential role in workplace well-being. Outline FOUR benefits of EAPs in an organisation. (4 Marks)
6. You have been hired as a workplace counsellor at Chemo Organization. Jim seeks counselling, reporting that he believes his colleagues dislike him, considers himself a failure, and constantly replays past embarrassing situations in his mind. Name FOUR Rational Emotive Behaviour Therapy (REBT) techniques that would help Jim. (4 Marks)
7. Counsellors at Lena Counselling Centre require supervision to enhance their professional development. Mention FOUR types of supervision they can adopt. (4 Marks)
8. Following the loss of their manager, XYZ Company has invited you to offer grief counselling to staff. State FOUR techniques that would be useful in grief counselling. (4 Marks)
9. Employee Assistance Programs (EAPs) provide structured support for employees facing various challenges. List FOUR types of EAPs commonly used in workplaces. (4 Marks)
10. Reviewing client progress is an essential part of terminating counselling. Give FOUR indicators that show a client has made positive progress in therapy. (4 Marks)

SECTION B (60MARKS)*Attempt any THREE questions in this section.*

11. Leah, a 28-year-old newscaster, was raised by a single mother and has never met her father. She has a history of quitting jobs due to workplace conflicts, having left five positions so far. In her first job, she sought approval from male colleagues, believing men are superior and their feedback is crucial. She later engaged in a romantic relationship with a colleague, which ended in betrayal and workplace sabotage. She feels rejected, openly confronts colleagues, and believes that everyone is against her.

a) Analyse THREE psychological issues that Leah is experiencing based on the case.

(6 Marks)

b) Apply THREE concepts from Psychoanalytic Theory to explain Leah's struggles.

(6 Marks)

c) Demonstrate how FOUR techniques from Psychoanalytic Therapy could be used to help Leah.

(8 Marks)

12. Counselling follows a structured process, with specific skills applied at different stages.

a) Explain FOUR objectives of the exploration stage in counselling. (4 Marks)

b) Discuss FOUR essential characteristics of an effective counselling environment.

(4 Marks)

c) Evaluate the role of the following counselling skills in the therapeutic process:

(12 Marks)

- i. Silence
- ii. Unconditional Positive Regard
- iii. Questioning
- iv. Confrontation
- v. Self-Disclosure
- vi. Reflection of Feeling

13. Employee Assistance Programs (EAPs) integrate psychoeducation and psychological debriefing as essential components of workplace counselling.

a) Outline FIVE key topics that can be addressed during psychoeducation sessions in workplace counselling. (10 Marks)

- b) Discuss FIVE objectives of conducting group psychological debriefing in a workplace setting. (10 Marks)
14. A well-structured treatment plan is a crucial tool in workplace counselling, guiding intervention strategies.
- a) Analyse FOUR benefits of using a treatment plan in workplace counselling. (8 Marks)
- b) Examine SIX models of workplace counselling and their application in professional settings. (12 Marks)