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03130614PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/CU/CO/CR/12/6

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Provide Workplace Counselling services

Date: 31.07.2025 07:52 AM

July /August 2025

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TVET CURRICULUM DEVELOPMENT ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

WRITTEN ASSESSMENT

Printed By: Amref International Training Center

Date: 31.07.2025 07:52 AM

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE

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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.

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***This paper consists of THREE (3) 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. Provide definitions for the following key terms commonly used in workplace counselling:

i. Work-life balance (2 Marks)

ii. Career counselling (2 Marks)

2. Ethical considerations in workplace counselling involve balancing the needs of the employee with the organisational goals. State FOUR ethical considerations in workplace counselling. (4 Marks)

3. Workplace conflicts can negatively impact the overall work environment. Addressing these conflicts constructively is crucial for fostering a positive and productive workplace. List FOUR causes of conflict in the workplace. (4 Marks)

4. Workplace counselling aims to support employees dealing with various challenges that affect their well-being and performance. Identify FOUR common issues often addressed during workplace counselling sessions. (4 Marks)

5. Workplace trauma can affect employees' performance, productivity, and mental health. Suggest FOUR work environments likely to expose workers to situations that may lead to psychological trauma. (4 Marks)

6. Maslow's Hierarchy of Needs is a widely recognised motivational theory in psychology that presents human needs in a five-level pyramid structure. Identify the first FOUR levels of human needs starting from the base of Maslow's pyramid. (4 Marks)

7. Workplace counselling can significantly improve organisational performance. Mention FOUR ways in which workplace counselling contributes to improved organisational performance. (4 Marks)

8. Human Resource (HR) departments play a crucial role in workplace counselling. Propose FOUR roles that the HR department plays in supporting workplace counselling. (4 Marks)

9. A workplace counselling treatment plan is a collaborative document used to address employees' challenges and improve their well-being. Recommend FOUR key components of a treatment plan. (4 Marks)

10. A referral process ensures that clients receive the most appropriate and comprehensive care by connecting them with professionals best suited to address their specific needs. Present FOUR signs that a client may require referral to a specialist. (4 Marks)

SECTION B: (60 MARKS)

Attempt any THREE questions from this section.

11. Cognitive Behavioural Theory (CBT) is widely applied in workplace counselling to address personal and professional challenges affecting employee well-being and productivity.

a) Describe FIVE core principles of Cognitive Behavioural Theory and their relevance in managing workplace stress. (10 Marks)

b) Demonstrate FIVE practical counselling interventions used in the workplace that are based on CBT principles. (10 Marks)

12. Effective communication plays a key role in maintaining healthy work relationships and supporting employee well-being.

a) Clarify FIVE benefits of effective communication in the workplace. (10 Marks)

b) Evaluate FIVE barriers that hinder effective communication among employees. (10 Marks)

13. Employee Assistance Programs (EAPs) are workplace-based interventions designed to support employees' mental and emotional wellness.

a) Assess FOUR key benefits of implementing EAPs in the workplace. (8 Marks)

b) Explore FOUR services commonly offered through EAPs. (8 Marks)

c) Recommend TWO strategies for effective implementation of EAPs in organisations. (4 Marks)

14. Psychoanalytic theory, developed by Sigmund Freud, provides a framework for understanding unconscious processes influencing workplace behaviour.

a) Analyse FIVE common defence mechanisms that may manifest in the workplace and discuss how a counsellor might interpret them using psychoanalytic principles. (10 Marks)

b) Illustrate FIVE psychoanalytic techniques a counsellor can apply to address those defence mechanisms in a workplace setting. (10 Marks)