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031305T4PSY

COUNSELLING PSYCHOLOGY LEVEL 5

PSY/OS/CO/CR/03/5

Provide Psychological First Aid (PFA) Services

July/August 2025

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

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WRITTEN ASSESSMENT

Time: 3 HOURS

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INSTRUCTIONS TO THE 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. Psychological First Aid (PFA) services are often misunderstood, which limits their uptake in the community. State FOUR reasons why individuals may seek PFA services. (4 Marks)
2. The effectiveness of PFA sessions can be influenced by the environment in which they are conducted. List FOUR considerations when setting up a PFA counselling venue. (4 Marks)
3. Exposure to traumatic events is a leading contributor to mental health challenges. Give FOUR intrusive symptoms commonly associated with trauma. (4 Marks)
4. Maureen, a psychologist at Maono Counselling Centre, faced disciplinary action following multiple client complaints. Identify FOUR ethical principles that she may have breached in her professional relationships. (4 Marks)
5. After experiencing a traumatic incident, some clients develop acute psychological distress. Mention FOUR signs that may indicate acute distress. (4 Marks)
6. PFA counsellors frequently collaborate in multi-disciplinary teams during crisis response. Describe FOUR personal qualities that enable counsellors to work effectively in such settings. (4 Marks)
7. Referral is a critical step in PFA when a counsellor reaches the limit of their expertise. Suggest FOUR factors that could prompt a referral decision. (4 Marks)
8. PFA involves specific therapeutic techniques to help clients regain stability. List FOUR counselling skills essential for delivering effective PFA interventions. (4 Marks)
9. Trauma affects individuals in various dimensions. Name FOUR distinct types of trauma commonly addressed in PFA. (4 Marks)
10. Termination of PFA services is a vital step in ensuring proper closure. Outline FOUR key aspects to consider when concluding PFA services. (4 Marks)

SECTION B (60 MARKS)***Attempt Any THREE Questions in this Section***

11. In August 2023, Salome was travelling from Kisumu to Nairobi when the bus she was in was ambushed by armed robbers. Although not physically harmed, she was held at gunpoint, verbally abused, and witnessed a passenger being shot. Since returning home, she has struggled with fear, shock, and inability to return to daily routines.

a) Explain FIVE key goals of Psychological First Aid that a counsellor should focus on when helping Salome cope with the effects of trauma. (10 Marks)

b) Describe FIVE PFA strategies that can be applied to help Salome manage overwhelming emotions and begin her recovery. (10 Marks)

12. Amos, a 25-year-old medical student, has experienced severe anxiety since being exposed to a mortuary during a practical lesson. He reports daily panic attacks and nightmares. He now seeks PFA support from Imani Wellness Center.

a) According to Freud's psychoanalytic theory, individuals use defence mechanisms to manage overwhelming anxiety. Analyse FIVE such defence mechanisms relevant to Amos's case. (10 Marks)

b) Anxiety can trigger extreme emotional and behavioural reactions. Discuss FIVE behavioural techniques a PFA counsellor might use to help Amos regain emotional balance. (10 Marks)

13. Mary, a PFA counsellor at Murang'a High School, noticed her clients were avoiding sessions and questioned her effectiveness. Upon reflection, she realised a need to improve her professional conduct and service delivery.

a) Using your understanding of ethical practice, discuss SIX ethical considerations Mary should apply to strengthen her relationships with clients. (12 Marks)

b) Explain FOUR PFA service delivery guidelines Mary should follow when working with traumatised students to ensure their needs are met. (8 Marks)

14. Jikimu Rescue Centre houses women and children recovering from domestic abuse. The resident PFA counsellors, who live on-site, often deal with intense emotional cases daily.

In a recent media interview, they expressed feeling emotionally drained, citing limited staffing and heavy workloads.

a) Evaluate SIX benefits of journaling as a self-care tool that may help these counsellors process their own emotional stress. (12 Marks)

b) Counsellor supervision can reduce burnout among PFA professionals. Describe FOUR types of supervision that Jikimu Centre counsellors are likely to benefit from. (8 Marks)