

031305T4 PSY

COUNSELLING PSYCHOLOGY LEVEL 5

PSY/OS/CO/CR//03/05 /A

Provide Psychological First Aid (PFA) services

March/April 2025



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

WRITTEN ASSESSMENT

INSTRUCTIONS TO THE CANDIDATE

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this question paper.

This paper consists of FIVE (5) 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)

Answer all the questions in this section

1. When providing Psychological First Aid (PFA) services, the counsellor needs to differentiate counselling from other helping professions. Define the following helping terms as used in PFA.
 - a) Advise giving. (2 Marks)
 - b) Conflict management. (2 Marks)
2. Counsellors providing psychological first aid are likely to encounter clients with complex signs and symptoms. Provide FOUR indicators that an individual may be experiencing a crisis. (4 Marks)
3. Psychological First Aid services can be offered to clients with diverse presenting concerns following exposure to distressing events. Outline FOUR notable signs and symptoms of a person who has experienced a distressing event. (4 Marks)
4. Jane, a 24-year-old businesswoman, has been referred to you for Psychological First Aid services after her doctor observed that she is struggling with internal conflicts and traumatic reactions, likely stemming from a recent distressing event. Her situation involves challenges such as difficulty reconciling her feelings, making decisions, and maintaining relationships. Highlight FOUR types of internal conflicts you are likely to identify during your interaction with her. (4 Marks)
5. According to Carl Rogers, empathy is a key core condition while providing counselling services. State FOUR roles of empathy in Psychological First Aid. (4 Marks)
6. Client evaluation is a key consideration in Psychological First Aid (PFA) Interventions. Identify FOUR challenges you would face in evaluating your client as a PFA counsellor. (4 Marks)
7. Personal therapy is a critical process that every Psychological First Aid student has to undertake. Indicate FOUR situations likely to arise if a counsellor had not gone through personal therapy. (4 Marks)
8. Salome, a 45-year-old woman, was reflecting on her life experiences with her counsellor during their third session. Based on Erik Erikson's psychosocial development theory, outline FOUR stages of development that may be relevant to her life review. (4 Marks)

9. When supporting a client coping with the loss of a loved one, outline FOUR Gestalt therapy techniques you would use to facilitate their recovery. (4 Marks)
10. Client dependency is very common in the provision of Psychological First Aid Services. Outline FOUR stages you will undertake in the termination Process while providing psychological First Aid services (4 Marks)

SECTION B (60 MARKS)

Answer any THREE questions in this section

11. Conflict can escalate into a crisis when unresolved, disrupting an individual's ability to cope effectively. Recently, a conflict arose at your organization, Nyalwaru Relief Services, where employees were blaming each other for failing to respond appropriately to a crisis affecting flood victims.
- a) As a Psychological First Aid (PFA) counsellor, recommend FIVE conflict management interventions you would encourage employees at Nyalwaru Relief Services to adopt to resolve this workplace conflict effectively. (10 Marks)
 - b) You have been contracted for three months by Nyalwaru Relief Services to provide Psychological First Aid services. Explore FIVE key actions you will consider taking to support clients who have faced traumatic experiences. (10 Marks)
12. Counsellors who support trauma survivors are prone to psychological exhaustion due to the nature of the cases they handle.
- a) Explain FIVE roles of counsellor supervision in ensuring effective Psychological First Aid (PFA) practice and mitigating psychological exhaustion among counsellors who support trauma survivors. (10 Marks)
 - b) Psychological Debriefing is an important intervention used in the provision of Psychological First Aid (PFA) services. Demonstrate how the following phases of psychological Debriefing are facilitated by PFA counsellors
 - i. Introduction (2 Marks)
 - ii. Narrative phase (2 Marks)
 - iii. Reaction phase (2 Marks)
 - iv. Symptom phase (2 Marks)
 - v. Education phase (2 Marks)
13. When providing Psychological First Aid services, the counsellor needs to document their work properly while adhering to the ethical principles that govern the profession.
- a) Identify and explain FIVE key documents that a counsellor should include in their client file when providing Psychological First Aid services. (10 Marks)
 - b) The resilience of PFA counsellors is determined by many factors, including adherence to ethics. Interpret FIVE ethical principles a counsellor may apply to assist a client in making an informed decision. (10 Marks)

14. Janice was invited to support staff members of Umoja Sacco who were affected by the death of their manager. Since the manager's death, the staff members have been struggling with conflicts that are affecting their work.
- a) Use FIVE key concepts from Person-Centered Theory to help the staff members process their grief. (10 Marks)
 - b) Justify FIVE benefits of conflicts you would use to psychoeducate the staff members mentioned above. (10 Marks)