

031305T4PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR/13/6/A

Manage Counselling services

March/April 2025



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

WRITTEN ASSESSMENT

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 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.

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SECTION A (40 MARKS)

Attempt ALL the questions in this section.

1. Management of counselling services cuts across all departments in an institution, including Resource Mobilization and Quality Assurance. Using the knowledge, you acquired during your training, define:
 - a) Resource Mobilization. (2 Marks)
 - b) Quality Assurance. (2 Marks)
2. Occupational stress refers to the psychological strain that individuals experience due to their work environment or job demands. List FOUR common causes of stress in the workplace. (4 Marks)
3. Organizational communication refers to the process of creating, exchanging, and interpreting messages within an organization. State FOUR key functions of organizational communication. (4 Marks)
4. To effectively assess the financial health of a counselling centre, certain financial records are necessary. Identify FOUR financial records that can be utilized. (4 Marks)
5. When selecting employees for a counselling centre, it is crucial to consider several factors to ensure that the individuals meet the required threshold for the job. Give FOUR factors to consider. (4 Marks)
6. Human resource policies are critical in the development of staff in an organization. Outline FOUR benefits of human resource policies in counselling services. (4 Marks)
7. Needs assessment in counselling services is the process of systematically ensuring the provision of effective and tailored support to clients. Indicate FOUR key components of an effective needs assessment in counselling services. (4 Marks)
8. Stakeholder engagement refers to the process of identifying and interacting with individuals or groups who have an interest in or can influence the success of the counselling centre. Mention FOUR benefits of stakeholder engagement in managing a counselling centre. (4 Marks)
9. Counselling service managers encounter several challenges while overseeing the delivery of effective and ethical counselling services. Describe FOUR challenges commonly faced by counselling service managers. (4 Marks)
10. A counselling services manager plays a crucial role in addressing crises that may arise within the organization or affect clients. Explain FOUR primary responsibilities of a counselling services manager in crisis management. (4 Marks)

SECTION B: (60 MARKS)

Attempt any THREE questions in this section.

11. A counselling centre has recently expanded its services to include both individual therapy and group counselling sessions. While the number of clients has increased, the centre is experiencing issues with managing counsellor workloads, ensuring timely follow-up with clients, and maintaining a high standard of ethical practice. Additionally, there have been concerns about the well-being of counsellors who feel overburdened and under-supported. The centre's management is considering new strategies to address these challenges.
- a) Evaluate FIVE strategies the counselling centre can implement to better manage the increasing counsellor workloads without compromising the quality of services provided. (10 Marks)
 - b) Discuss THREE strategies that the management could use to ensure that counsellors maintain ethical standards and high-quality services while handling the growing caseload. (6 Marks)
 - c) Analyze TWO ways that the centre can use to allocate resources for effective and efficient individual and group therapy sessions. (4 Marks)
12. Burnout among counselling staff is a state of emotional, physical, and mental exhaustion that can significantly impact a counsellor's ability to provide effective care to clients.
- a) Using examples, illustrate FIVE common causes of burnout among counselling staff. (10 Marks)
 - b) Examine FIVE strategies that can be employed to prevent burnout among counselling staff. (10 Marks)
13. Budgeting in the management of counselling services is an essential process that ensures effective allocation of financial resources to support the provision of counselling services.
- a) Illustrate FIVE steps in creating a budget for counselling services. (10 Marks)
 - b) Justify FIVE benefits of budgeting in counselling services. (10 Marks)
14. Procurement of counselling services refers to the process of acquiring professional counselling services from external providers or vendors to meet various needs of individuals, organizations, or institutions.
- a) Explore FIVE types of counselling services that may be procured. (10 Marks)
 - b) Illustrate FIVE benefits of procurement in counselling services. (10 Marks)