



**PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES
MAY TO AUGUST 2025 ASSESSMENT**

FORMATIVE ASSESSMENT

Course : COUNSELLING PSYCHOLOGY
Level : 5
Unit code : PSY/CU/CO/CR/04/5/A
Unit of Competency : ADMINISTRATIVE DUTIES IN COUNSELLING.
JAN 2025

**WRITTEN ASSESSMENT
TIME: 3 HOURS**

INSTRUCTIONS TO THE CANDIDATE:

- 1. Read all the instructions carefully before attempting the questions.*
- 2. This paper consists of two sections, A & B.*
- 3. You are allowed 3 Hours to Answer the questions.*
- 4. Marks for each question are indicated in brackets.*
- 5. Write your responses in the Separate Answer booklet provided.*
- 6. Do not write anything on this question paper.*

SECTION A: (40 MARKS)

Answer ALL questions in this section.

1. Outline Four benefits of Administration in relation to counseling services. (4 marks)
2. Highlight four importance's confidentiality in maintaining client's record. (4 marks)
3. Enumerate four benefits of technology in improving efficiency in an administration. (4 marks)
4. Highlight four benefits of referral to counseling Centre in insuring effective provision of services. (4 marks).
5. Define the following terms as used in administration.
 - a) Planning (2 marks)
 - b) Organizing (2 marks)
 - c) Co-ordinating (2 marks)
 - d) Controlling (2 marks)
 - e) Supervision 2 marks)
 - f) Evaluation (2 marks)
6. List four challenges an administrator may face during his work. ((4marks).
7. Highlight four roles of a human resource manager. (4 marks)

SECTION B: (60 MARKS)

Answer any THREE questions in this section.

1. Mary would wish to start a counselling Centre in her village. She comes to you as an administrator for advice on the things she may require to ensure that it runs smoothly without a lot of challenges.

a) Discuss the five ethical considerations she needs to put in place for proper administration service. (10marks)

b) Discuss some of the ways that she can use to acquire resources to set up her business. (10 marks).

2. A church around Kasarani is thinking of setting up a school within the compound, you happen to be a member of the strategic committee and you are involved in all of the plans as a member of the finance committee.

a) Highlight giving examples five roles of an administrator in a counselling Centre. (10marks.).

b) Why is it important for any organization to collaborate and network with other stakeholders (10marks.).

3. Juma wants to open a rehabilitation center in Kiambu, he comes to you as a Professional with the aim of knowing the different skills and administrator needs to have. Take him through Ten of them (20 marks)

4. You are invited to offer training in an organization about the challenges an administrator can face when delivering the services

a) Critically discuss the causes of these challenges (10 marks)

b) What are some of the ways an administrator can be able to solve them. (10 marks)