

031306T4PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR/12/6

Provide Workplace Counselling

July /August 2025



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

PRACTICAL ASSESSMENT

INSTRUCTIONS TO THE VERIFIER

1. You are expected to read the following excerpt and brief the person acting as the client on the expected behavioural and emotional expression as per the excerpt.

INSTRUCTIONS TO THE PERSON ACTING AS THE CLIENT

1. Rehearse the following excerpt which captures the content of what you will present to the counsellor in a simulated situation where you act as the client.
2. You have **10 MINUTES** to read and understand the excerpt.

EXCERPT

James, a 42-year-old supervisor at a busy vehicle sales company, has been with the organization for over a decade. Recently, due to increasing sales targets and company expansion, he has been under immense pressure from top management to push his team to achieve higher numbers. His responsibilities have grown to include managing client relations, overseeing junior staff, and handling frequent administrative reports—often extending his work hours late into the night.

James rarely takes breaks, skips lunch, and even responds to work emails during weekends. As a result, he has begun experiencing symptoms of burnout, such as fatigue, irritability, insomnia, and frequent headaches. He feels completely overwhelmed, and his boss has expressed concern over a significant drop in his performance. James now feels that he is no longer of value in the workplace.

At home, his spouse and children have voiced concern over his absence from family activities, missed school meetings, and lack of emotional availability. The family feels neglected, and tension has started to build at home.

In a recent performance appraisal, James was advised to seek workplace counselling to prevent further decline in both his performance and mental health.