



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES MAY - AUGUST 2025 ASSESSMENT

FORMATIVE ASSESSMENT

Course: Counselling psychology
Level: 6
Unit of Competency: Workplace counselling
Unit Code: PSY/CU/CO/CR/12/6

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)

Attempt ALL questions in this section.

1. In workplace counselling, it is imperative that you select a counselling venue that enhances the therapeutic relationship. Highlight FOUR characteristics of a conducive counselling venue. (4 Marks)
2. Outline and explain FOUR incidents that may require psychological debriefing at workplace (4 Marks)
3. The treatment plan is built around the problems that the clients brings into therapy. Highlight FOUR aims of a treatment plan at workplace counselling. (4 Marks)
4. Enumerate FOUR unethical practices at workplace according to counselling standards (4 Marks)
5. Mention FOUR sources of stress and burnout among employees in an organization (4 Marks)
6. Mention four responsibilities of a workplace counsellor in a hospital setting (4 Marks)
7. State FOUR benefits of workplace counselling to an employee (4 Marks)
8. You have been asked to design an Employee assistance program for a certain company. Name any FOUR components you would include in the program. (4 Marks)
9. Employee Counseling is a process that involves a trained therapist helping his or her clients find clarity to the presented problems. Mention FOUR stages of the counseling process. (4 Marks)
10. Andrew, a workplace counsellor at Furaha Enterprises Limited, has observed that John, a staff member in the Sales & marketing Department has developed heavy drinking habits and is being avoided by his colleagues. Provide FOUR skills Andrew can use to establish rapport with John. (4 Marks)

SECTION B: (60 MARKS)

*Attempt any **THREE** questions in this section.*

11. James, 29 years old, works for Animal Feeds International as a procurement officer. He is known to love solitude and has a very short temper. He believes his word is final, and this has resulted in poor working relations with suppliers, his colleagues, and his seniors. Last week, he had a physical fight with his colleague over a mistake made while making a requisition to the procurement office. The incident was reported to the human resources manager, and the management recommended that James be counseled. James reveals that he hates his job and that procurement was not his first-choice career.

a) Describe FIVE workplace assessment tools that you can use as the workplace counsellor during your sessions with James. (10 Marks)

b) Discuss FIVE cognitive behavioral techniques you can employ in James's case (10 Marks)

12. a. Discuss and give examples any FIVE problems in a workplace that may necessitate Counselling. (10 Marks)

b. Explain FIVE things that would cause a decline in productivity at work. (10 Marks)

13. The counsellor code of ethics governs the behavior of all counselors, including workplace Counselors, and non-conformity to the code may lead to dire consequences.

a. Discuss FIVE warning signs of inappropriate counsellor behavior. (10 Marks)

b. Explain FIVE ethical principles that govern the practice of counselling. (10 Marks)

14. Caleb, an Organizational Psychologist, is the Staff Wellness Coordinator at an international organization and assists the management in various organizational functions

a. Describe FIVE components of organizational psychology. (10 Marks)

b. Explain five benefits of workplace counselling to an organization. (10 Marks)