



**PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES
SEPTEMBER – DECEMBER 2024 ASSESSMENT**

FORMATIVE ASSESSMENT

Qualification Code :
Qualification :
Code : **PSY/CU/CO/CR/02/5/A**
Unit of Competency : **PROVISION OF BASIC COUNSELLING SERVICES**

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO THE CANDIDATE:

- 1. Read all the instructions carefully before attempting the questions.*
- 2. Answer all questions in section A. In Section B, answer Question 11 (compulsory) and any other TWO questions.*
- 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. Describe four qualities of a suitable counselling venue that enhance client comfort and confidentiality. *[4 marks]*
2. Define "client intake" in counselling and explain two main purposes of the intake form. *[4 marks]*
3. Identify four types of assessment tools used in counselling and briefly describe their purposes. *[4 marks]*
4. Explain four components of a counselling contract and the purpose of each. *[4 marks]*
5. List and describe four ethical considerations when providing basic counselling services. *[4 marks]*
6. Discuss four benefits of maintaining confidentiality in counselling sessions. *[4 marks]*
7. Describe four techniques a counsellor can use to establish rapport with a client. *[4 marks]*
8. Identify and explain four active listening skills that a counsellor should use during a session. *[4 marks]*
9. Outline the purpose of a counselling plan and describe three key elements commonly included in a plan. *[4 marks]*
10. List four types of follow-up activities that may be necessary after a counselling session. *[4 marks]*

Section B: 60 Marks

Answer Question 11 (compulsory) and any other TWO questions. Each question in this section carries 20 marks.

Question 11 (Compulsory - Case Study) - 20 Marks

Case Study:

A manager at Greenfields Manufacturing Ltd. has requested counselling services for three of his employees who were affected by a recent factory accident. The employees witnessed a machinery malfunction that led to the injury of two of their colleagues, one of whom remains in critical condition. The manager reports that the affected employees are displaying signs of shock, withdrawal, and anxiety.

- a. Identify three appropriate assessment tools that would help in evaluating the psychological state of these employees and explain the relevance of each tool to this case. *[6 marks]*
- b. Describe four steps you would take to prepare the counselling environment for a group session with these employees. *[4 marks]*
- c. Outline five essential counselling skills you would apply during the session to help clients process the trauma and begin emotional recovery. *[10 marks]*

Question 12

a. Discuss the importance of active listening in a counselling session and explain how it contributes to building client trust and openness. Provide four benefits with examples.

[8 marks]

b. Explain three ways that using the skill of 'reflection of feelings' benefits the client during a counselling session, and provide examples for each. *[6 marks]*

c. Identify and explain three types of non-verbal communication skills that are essential in counselling, and discuss how each can impact the session. *[6 marks]*

Question 13

a. Discuss four ethical considerations that are vital in counselling practice and explain why each is important to the counsellor-client relationship. *[8 marks]*

b. Explain three potential challenges a counsellor might face in maintaining confidentiality, and describe strategies for managing each challenge. *[6 marks]*

c. Outline three legal responsibilities of a counsellor when providing basic counselling services and discuss how these responsibilities impact practice. *[6 marks]*

Question 14

a. Describe the three main stages in the counselling process, and explain the primary goals of each stage. *[9 marks]*

b. Identify and explain four skills a counsellor should use to encourage client engagement throughout the counselling process. Provide examples of how each skill can be applied. *[8 marks]*

c. List three ways in which client feedback can be used to improve future counselling sessions. *[3 marks]*