



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

### **SUMMATIVE ASSESSMENT**

Qualification Code :031306T4PSY  
Qualification : COUNSELLING PSYCHOLOGY LEVEL 5  
Code : PSY/OS/CO/CR/02/5  
Unit of Competency : PERFORM ADMINISTRATIVE DUTIES

### **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. Explain the following terms as used by administrators (2 Marks)
  - a) counselling
  - b) Management
2. Identify **FIVE** items found in a bio data for administrators (5 Marks)
3. Mention **FIVE** ways an administrator can deal with burnout (5 Marks)
4. Mention **FIVE** ethical characteristics of professional administrator in a counselling center (5 Marks)
5. Outline **FIVE** resources an administrator requires (5 Marks)
6. Identify **FOUR** types of organizational communication that may be used to communicate to the subordinate staff. (5 Marks)
7. Identify **FOUR** types of leadership styles that may be employed in a rehabilitation center. (4 Marks)
8. Highlight **Five** services offered in a counseling center (5 Marks)
9. At some point, a counsellor may choose to refer a client for further support. Highlight **FOUR** reasons for referral. (4 Marks)

## SECTION B: (60 MARKS)

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

### Question 10

1. Describe **FIVE** worker documents required to have in a Counseling Centre. (10 Marks)

1b. Explain **FIVE** functions of organizational communication. (10 Marks)

### Question 11

2. Describe **FIVE** categories of insurance needs for a counselling centre. (10 Marks)

2b. Discuss **FIVE** parameters that an administrator may use to select the appropriate person for a job (10 Marks)

### Question 12

3. Discuss **FIVE** types of digital skills required by an effective administrator (10 Marks)

b. Discuss **FIVE** workplace stressors (10 Marks)

### Question 13

4. Explain **FIVE** ways in which a Counselling Centre administrator may ensure the professional growth and development of Centre staff. (10 Marks)

4b. Explain with examples **FIVE** strategies that may be used to evaluate counsellors' performance in a counseling centre Counselling Centre. (10 Marks)

