



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES
JANUARY TO APRIL ASSESSMENT

FORMATIVE ASSESSMENT

Qualification : Counselling Psychology level 6
Code : PSY/CU/CO/CR/13/6
Unit of Competency : MANAGEMENT FOR COUNSELLING SERVICES

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 (Answer all the questions in this section). 40 Marks

1. Identify and explain four key roles of a counselor in a therapeutic setting. (8 marks)
2. List four essential components of a counseling contract and explain their importance. (8 marks)
3. Describe three ethical considerations that counselors must adhere to when providing services. (6 marks)
4. What are the main objectives of supervision in counseling practice? List four objectives. (4 marks)
5. Define the term "informed consent" and explain why it is critical in counseling. (4 marks)
6. Name four types of counseling approaches and briefly describe each. (8 marks)
7. What are three common barriers to effective communication in counseling? (2 marks)
8. List two benefits of integrating technology into counseling services. (2 marks)

SECTION B: Answer any 3 questions (60 Marks)

11. Discuss the importance of cultural competence in counseling services.

- a) Explain what cultural competence entails and why it is essential for effective counseling. (10 marks)
- b) Discuss how a lack of cultural competence can impact the counseling process and client outcomes. (10 marks)

12. Counseling services often require collaboration with other professionals.

- a) Describe the benefits of interdisciplinary collaboration in managing client care. (10 marks)
- b) Provide an example of a situation where collaboration is necessary, detailing the roles of different professionals involved. (10 marks)

13. Effective management of counseling services includes strategic planning and evaluation.

- a) Discuss five key elements that should be included in a strategic plan for a counseling service organization. (10 marks)
- b) Explain how to measure the effectiveness of counseling services, including at least three evaluation methods. (10 marks)

14. Counselors often face ethical dilemmas in practice.

- a) Describe a potential ethical dilemma that may arise in counseling and discuss how you would address it using ethical decision-making models. (10 marks)
- b) Discuss the role of supervision in helping counselors navigate ethical dilemmas effectively. (10 marks)