



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES JAN – APRIL 2025 ASSESSMENT

FORMATIVE ASSESSMENT

Qualification Code :
Qualification : COUNSELLING PSYCHOLOGY LEVEL 6
Code : PSY/CU/CO/CR/12/6
Unit of Competency : WORKPLACE COUNSELLING

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)

Attempt all questions in this section.

1. List FOUR objectives of workplace counselling. (4 Marks)
2. Mention FOUR benefits of workplace counselling for employees. (4 Marks)
3. Identify FOUR ethical considerations in workplace counselling. (4 Marks)
4. List FOUR challenges faced in workplace counselling. (4 Marks)
5. Mention FOUR workplace stressors that may require counselling intervention. (4 Marks)
6. Identify FOUR roles of a workplace counsellor. (4 Marks)
7. List FOUR reasons why an organization should implement a workplace counselling program. (4 Marks)
8. Mention FOUR types of workplace counselling approaches. (4 Marks)
9. Identify FOUR indicators that an employee may need counselling services. (4 Marks)
10. List FOUR ways of evaluating the effectiveness of workplace counselling. (4 Marks)

SECTION B (60 MARKS)

Attempt THREE questions in this section. Each question has 20 marks.

11. **a)** Discuss FIVE strategies for implementing an effective workplace counselling program. (10 Marks)
b) Explain FIVE challenges that organizations face in sustaining workplace counselling services. (10 Marks)
12. **a)** Describe FIVE counselling techniques used in workplace settings. (10 Marks)
b) Explain FIVE key elements of a workplace counselling contract. (10 Marks)
13. **a)** Discuss FIVE benefits of workplace counselling to an organization. (10 Marks)
b) Explain FIVE legal and ethical issues involved in workplace counselling. (10 Marks)
14. **a)** Describe FIVE common mental health issues in workplaces and how they affect employees' performance. (10 Marks)
b) Discuss FIVE ways workplace counselling contributes to employee productivity. (10 Marks)