



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

## **FORMATIVE ASSESSMENT**

Qualification Code :  
Qualification : COUNSELLING PSYCHOLOGY LEVEL 5  
Code : PSY/CU/CO/CR/04/5/A  
Unit of Competency : ADMINISTRATIVE DUTIES IN PROVISION OF  
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)**

**Attempt all questions in this section.**

1. List FOUR administrative duties of a counsellor in a counselling setting. (4 Marks)
2. Identify FOUR essential records maintained in a counselling centre. (4 Marks)
3. Mention FOUR challenges faced in managing administrative duties in counselling. (4 Marks)
4. List FOUR ethical considerations in handling counselling records. (4 Marks)
5. Identify FOUR roles of supervision in counselling administration. (4 Marks)
6. Mention FOUR financial management aspects relevant to counselling services. (4 Marks)
7. List FOUR ways in which counselling services can be evaluated for effectiveness. (4 Marks)
8. Identify FOUR stakeholders involved in the administration of counselling services. (4 Marks)
9. Mention FOUR legal and policy frameworks guiding counselling administration. (4 Marks)
10. List FOUR tools used for monitoring and evaluation in counselling services. (4 Marks)

## **SECTION B (60 MARKS)**

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

11. **a)** Describe FIVE strategies for effective supervision in counselling practice. (10 Marks)  
**b)** Explain FIVE key elements of financial management in a counselling institution. (10 Marks)
12. A newly established counselling centre is struggling with proper documentation and client record-keeping. Discuss FIVE strategies that can help improve record management. (10 Marks)  
**b)** Explain FIVE key performance indicators used in monitoring the effectiveness of counselling services. (10 Marks)
13. **a)** Discuss FIVE legal and ethical responsibilities of a counselling administrator. (10 Marks)  
**b)** A counselling department in a college is facing funding challenges, affecting service delivery. Discuss FIVE ways the department can secure sustainable funding. (10 Marks)
14. **a)** Describe FIVE challenges in counselling administration and their possible solutions. (10 Marks)  
**b)** Discuss FIVE roles of stakeholders in the administration of counselling services. (10 Marks)