

031305T4PSY

COUNSELLING PSYCHOLOGY LEVEL 5

PSY/OS/CO/CR/04/5

Perform Administrative Duties for Counselling Services

July/August 2025



**TVET CURRICULUM DEVELOPMENT ASSESSMENT AND CERTIFICATION
COUNCIL (TVET CDACC)**

PRACTICAL ASSESSMENT

INSTRUCTIONS TO THE ASSESSOR

1. You Assess the candidate as the practical progresses observing the critical areas
2. You are required to mark the practical as the candidate perform the tasks
3. You are required to take video clips at critical points
4. Ensure the candidate has a name tag and registration code at the back and front

OBSERVATION CHECKLIST

Candidate's Name			
Candidate's Registration No.			
Assessor's name & Reg. code			
Unit(s) of Competency	Perform Administrative Duties for Counselling Service		
Venue of Assessment			
Date of assessment			
Items to be evaluated. Items to be Evaluated: <i>Please award marks as appropriate. Give a brief comment on your observation.</i>	Marks Allocated	Marks Obtained	Comments
TASK 1: Prepared To Perform Administrative Duties For Counselling Service			
1. Prepared the room for induction in accordance with counselling standards • 2 Seats/chairs arranged correctly together (2 feet apart) with a small-sized table <i>(Award 2 marks for an appropriately arranged induction room)</i> • Identified other elements needed in venue preparation Induction checklist containing: ✓ Job description ✓ Organogram ✓ Safety procedures ✓ Reporting procedures ✓ Company's Values ✓ Company's Vision ✓ Company's Mission ✓ History of the company ✓ Core functions of the organization ✓ Policies of the organization <i>(Award 1 mark if Induction checklist was identified or 0 if not)</i>	2		
2. Welcomed the new employee as per workplace procedures			
• Administrator introduced himself	2		
• Allowed the employees to introduce himself/ herself	2		
• Welcomed the employee warmly	2		

<i>(Award 2 marks each if the above tasks were demonstrated or 0 if not)</i> • Demonstrated interpersonal relationship skills: ✓ Clear communication ✓ Summarization skills ✓ Attending ✓ Listening ✓ Observation <i>(Award 1 mark for each point demonstrated or 0 if not)</i>	1 1 1 1 1		
Sub-Total Task 1	14		
TASK 2: Performed Administrative Duties for Counselling Service			
3. Explained: • Organogram • Company's Values • Company's Vision • Company's Mission • History of the company • Core functions of the organization <i>(Award 2 marks each for any 3 items explained or 0 if not)</i>	6		
4. Elaborated the Job description of the new employee on; • Roles and duties of counsellor • Targets to be achieved • Reporting procedures <i>(Award 2 marks each for any two points elaborated or 0 if not)</i>	4		
5. Explained policies of the organization regarding: • Leave • Conflict management, • Remuneration and salary advance • Working hours • Human relations • Work ethics	6		

• Weekly plans • Trainings • Safety procedures <i>(Award 1 mark each for any 6 cited or 0 if not)</i>			
6. Conducted a guided tour of the office where he; • Introduced members of different offices ✓ Managers ✓ Supervisors ✓ Co-workers ✓ Security officers <i>(Award 1 mark each for any 3 introduced or 0 if not)</i>	3		
• Showcased organizational resources ✓ Counselling rooms ✓ Washrooms ✓ Wards ✓ Offices ✓ Kitchen equipment ✓ Electronics <i>(Award 1 mark each for any 4 show cased or 0 if not)</i>	4		
Sub - Total Task 2	23		
TASK 3: Evaluated Performance of Administrative Duties for Counselling Service			
7. Inquired feedback from the new employee on; ✓ Aspects that were explained well ✓ Aspects that were not clear ✓ Any issue that needs to be addressed <i>(Award 2 marks each for any two items above or 0 if not)</i>	4		
8. Conducted self-evaluation on; ✓ What the manager did well on the key tasks of the induction process ✓ Skills used in induction process <i>(Award 2 marks for each of the above or 0 if not)</i>	2 2		

9. Concluded the induction process ✓ Prepared and shared induction report highlighting; ✓ Aspects of induction checklist covered ✓ Allowed the Inductee to give his/her feedback/concerns ✓ Demonstrated good time management during the induction process ✓ Recommendation for the next induction <i>(Award 2 marks each for any three tasks demonstrated and 0 if not)</i>	6		
Sub-Total Task 3	14		
TOTAL	51		

The candidate was found to be:

Competent ☐ Not yet competent ☐

(Please tick as appropriate)

(The candidate is competent if the candidate obtains at least 50%)

Feedback from candidate:

Feedback to candidate:

Candidate's Signature	Date:
_____	_____
Assessor's Signature	Date
_____	_____