



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES MAY–AUGUST 2025 ASSESSMENT

FORMATIVE ASSESSMENT

Course : COUNSELING PSYCOLOGY
Level : 6
Unit of Competency : MANAGEMENT OF COUNSELING SERVICES 1

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)

Attempt ALL questions in this section.

- 1) Describe four roles of a manager in a counselling Centre. (4 marks)
- 2) Outline four benefits of management to counsellor. (4 marks)
- 3) Outline four skills a manager needs to be equipped with. (4 marks)
- 4) Highlight four reasons that can lead to breaching of confidentiality. (4 marks).
- 5) Identify two human and two non-human resources required in an organization. (4 marks).
- 6) Outline four roles of a human resource management. (4 marks)
- 7) List four importance's of networking in an organization. (4 marks)
- 8) Describe four types of monitoring tools. (4 marks)
- 9) Outline four benefits of evaluation to an institution. (4 marks)
- 10) Identify four factors to consider when recruiting employees (4 marks)

SECTION B: (60 MARKS)

Answer any THREE questions in this section.

1. An NGO in Kisumu wants to start a counselling centre; you have been invited and given a task to ensure that all documents needed to start centre are there.
 - a) Discuss five legal documents you would ensure the organization should not do without. (10 marks).
 - b) Explain five benefits of supervision to a counseling Centre. (10 marks).
2. Amani counselling centre have just recruited you as a manager in their organization, during your role you will be required to perform various duties in order to make sure the organization runs smoothly and effectively. Critically discuss ten roles. (20 marks).
3. Mr. omondi is the manager at Kikopee counselling center. For the past few weeks, he had been solving disputes and grievances in various department. This has led to less growth and the number of clients has decreased.
 - a) Explain why as a manager you think can be the causes of conflict in the centre. (10 marks)
 - b) Discuss some of the ways that Mr. Omondi as a manager can use to solve conflicts in the organization. (10 marks)
4. Professional development to the employees is very important as it empowers workers with new knowledge and skills and also increases the productivity in an organization.
 - a) Briefly explain the ways that you will ensure this gap are well filled. (10marks)
 - b) Write short notes on:
 - (i) Standard operations procedures (sops). (5marks)
 - (ii) Psychological act 2014. (5 marks)