

031305T4PSY

COUNSELLING PSYCHOLOGY LEVEL 5

PSY/OS/CO/CR/04/5

Perform Administrative Duties for Counselling Services

Nov/Dec 2024



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

WRITTEN ASSESSMENT

Time: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. Marks for each question are indicated in the brackets.
2. The paper consists of **TWO** sections: **A** and **B**.
3. Candidates are provided with a separate answer booklet
4. **DO NOT** write on this question paper.

This paper consists of FOUR (4) printed pages
Candidates should check the question paper to ascertain that all
pages are printed as indicated and that no questions are missing.

SECTION A (40 MARKS)

Answer ALL the questions in this section.

1. Performance of administrative duties in counseling services requires keen preparation that includes budgeting. Give FOUR reasons why it is important to prepare and utilize budgets in your organization. (4Marks)
2. Employee wellness is very important and essential for effective counselling services and running of a counseling organization. Identify FOUR reasons why administrators need to include staff capacity building in the yearly calendar of events. (4Marks)
3. An administrator is required to perform duties relating to functions of management. State FOUR characteristics of management as applied in performance of administrative duties. (4Marks)
4. Administration of counselling services is a social process that requires both managerial skills and industry expertise. Highlight FOUR counselling skills that an administrator will utilize when performing administrative duties in a counselling services department. (4Marks)
5. Poor human resources management has been a great contributing factor to high rates of staff turnover. Mention FOUR ways human resource policies support mental health institutions to minimize negative outcomes. (4marks)
6. Counsellors working in Hekima Rehabilitation center were developing tools that were to be used in client work. Identify FOUR counselling tools required in an Alcohol and Drugs treatment center. (4marks)
7. When handling clients in a counselling center the administrator need to ensure counsellors' supervision meetings to support counselors. Identify FOUR reasons why supervision for counselors could be necessary. (4marks)
8. Business development processes in an organization require outreach activities which involve getting information to those who have not been served and those who were not satisfied with services they received. Identify FOUR activities that can be included in an outreach program. (4marks)

9. In provision of counselling services, a counselor's contract can be terminated due to several reasons. Give FOUR reasons why a counselor's contract with a counselling organization may be terminated. (4marks)
10. Group meetings in a counselling organization require counselling skills. Identify FOUR group strategies that would be applicable when conducting group meetings. (4marks)

SECTION B (60 MARKS)

Answer Any THREE Questions in This Section

11. Marion, a counselling psychologist opened a counselling organization at Thakwa village operating under a non-governmental non-profit making organization and which required proper management to achieve the organization's mandate. After two years, the organization operations closed. Marion hired a new administrator to manage the organization. Answer the following questions using the above excerpt.

a) Explain FIVE characteristics of an administrator needed to run the above named organization effectively. (10marks)

b) Discuss any FIVE principles of management that would help the organization to improve its operations. (10Marks)

12. a) Human Resource policies can have both negative and positive impact, thus affecting operations of an organization. Discuss FOUR key elements of good human resource policies (8marks)

b) Ruth was hired as a procurement officer at Shamiri counselling center. During her first three months of practice in the organization, she realized that the former procurement processes of the organization had contributed to decrease in organizational performance and needed advice the management on the ideal course of action. Explain FOUR key elements of a procurement process. (8mark)

c) State and explain TWO factors that will influence an administrator of counselling services to seek for counselling and supervision services. (4marks)

13. a) Conflicts in workplaces are influenced by many factors including stress and burnout. State FOUR methods of resolving conflict in an organization (4 marks)

b) When dealing with staff members who are anxious, you are likely to realize ego defense mechanisms. Describe any Five Ego defense mechanisms that a staff member may be expressing when dealing with anxiety (10 marks)

c) Case notes are simply the summarized confidential record of therapeutic process details counselors keep for reference. Briefly explain THREE details included in counselor case notes. (6marks)

14. a) Every counselling center ensure that the client goals are met. Explain FIVE goals achieved in provision of counselling services. (10marks)

b) Ethical considerations are very key in performance of administrative duties. Discuss FIVE ethical and legal considerations in provision of counselling services. (10marks)