



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES DECEMBER 2025
ASSESSMENT

FORMATIVE ASSESSMENT

Course : Counselling Psychology
Business Manager
Level : Level 5
Unit of Competency : Apply Work Ethics and Practices
Trainee Group :

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)

*Answer **ALL** questions in this section.*

1. A new employee is preparing a personal development plan. List **FOUR** components of self-management skills. (4 Marks)
2. A HR officer is training staff on workplace ethics. State **FOUR** ethical work practices and values. (4 Marks)
3. A manager is forming a departmental team. List **FOUR** types of teams commonly found in organizations. (4 Marks)
4. A supervisor is reviewing team performance. State **FOUR** benefits of teamwork in the workplace. (4 Marks)
5. A staff member is attending a career development workshop. List **FOUR** avenues for professional and personal development. (4 Marks)
6. A manager is addressing workplace challenges. State **FOUR** methods of solving problems. (4 Marks)
7. A customer service officer is handling client complaints. List **FOUR** methods of collecting customer feedback. (4 Marks)
8. A company is promoting customer care. State **FOUR** qualities of good customer service. (4 Marks)
9. A HR trainer is teaching emotional intelligence. List **FOUR** strategies for coping with work stress. (4 Marks)
10. A team leader is resolving conflicts. State **FOUR** types of workplace conflicts. (4 Marks)

SECTION B: (60 MARKS)

*Answer any **THREE** questions in this section.*

11. **A)** Organizations are required to establish adequate policies and guidelines to govern employee behaviour and stakeholder interactions. Explain **FIVE** fundamental principles that should guide the formulation and application of such policies and guidelines. (10 Marks)
- B)** A HR officer is training staff on ethical practices. Explain **FIVE** benefits of promoting ethical work practices and values. (10 Marks)
12. **A)** A manager is forming a cross-functional team. Explain **FIVE** qualities of a good team player. (10 Marks)
- B)** It is essential to note that career mobility plays a significant role in an individual's career progression. Explain **FIVE** disadvantages associated with career mobility. (10 Marks)
13. **A)** You are preparing to attend a seminar where the main agenda is "Maintain Professional and Personal Development". Explain **FIVE** avenues for personal development you expect to be trained on. (10 Marks).
- B)** A HR officer is mobilizing training resources. Explain **FIVE** types of training resources required for professional development. (10 Marks)
14. **A)** A manager is addressing a workplace problem. Explain **FIVE** steps in the problem-solving process. (10 Marks)
- B)** A supervisor is encouraging innovation. Explain **FIVE** importance of creative and critical thinking in problem-solving. (10 Marks)