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031305T4PSY

COUNSELLING PSYCHOLOGY LEVEL 5

PSY/OS/CO/CR/04/5

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Perform Administrative Duties for Counselling Services

November/December 2025

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

WRITTEN ASSESSMENT

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Time: 3 HOURS

INSTRUCTIONS TO THE CANDIDATE

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1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in section **A** and **ANY THREE (3)** questions in section **B**.
3. Marks for each question are indicated in the brackets.
4. Candidates are provided with a separate answer booklet
5. Do not write on the question paper.

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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)***Attempt ALL the questions in this section.***

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1. Strategic planning enables counselling institutions to function efficiently. Identify FOUR key components that should be included in a counselling services strategic plan.

(4 Marks)

2. Obed, an administrator at Uzima Counselling Hub, is preparing the annual budget for counselling services. Mention FOUR essential items that should be included in the counselling budget.

(4 Marks)

3. Conflicts may arise among counselling staff due to workload distribution or communication gaps. List FOUR conflict resolution strategies an administrator may apply in such situations.

(4 Marks)

4. Counselling administrators are responsible for ensuring that necessary materials are available for daily operations. State FOUR examples of supplies that should be requisitioned in a counselling centre.

(4 Marks)

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5. Hope Wellness and Treatment Centre has incurred high costs due to frequent equipment replacement and misuse of resources. Suggest FOUR measures that an administrator can take to improve the management and utilisation of counselling resources.

(4 Marks)

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6. Nyambura, the new administrator at Bright Minds Counselling Centre, notices that few clients are seeking counselling due to misconceptions and stigma. Propose FOUR strategies she can use to promote counselling services in her community.

(4 Marks)

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7. Counsellor supervision plays a critical role in maintaining professional standards. Identify FOUR responsibilities of a counselling supervisor in ensuring quality counselling services.

(4 Marks)

8. The administrator at Unity Counselling Centre emphasises proper reporting for accountability and decision-making. Outline FOUR key types of reports that should be prepared in line with organisational procedures.

(4 Marks)

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9. As part of monitoring and evaluation, an assessor reviews the efficiency and quality of services provided. Mention FOUR tools that can be used to evaluate counselling service performance.

(4 Marks)

10. Effective administration requires proper record management. List FOUR essential documents that should be maintained in a counselling office.

(4 Marks)

SECTION B (60 MARKS)***Attempt any THREE Questions in this section***

11. Tumaini Wellness Hub, a community-based counselling organisation, has been receiving complaints from clients about long waiting times before accessing counselling services. Some have expressed dissatisfaction, claiming that the delays lower service quality and overall client experience.

a) Discuss FIVE possible causes of client dissatisfaction as described in the case above. (10 Marks)

b) Examine FIVE measures an administrator can implement to mitigate client mishandling and improve staff professionalism. (10 Marks)

12. The management team at Sunrise Counselling and Treatment Centre has recently rolled out new organisational policies to strengthen service delivery. The policies address staff ethics, confidentiality, professional conduct, and financial accountability. However, some employees perceive the new policies as restrictive, and administrators are struggling to achieve full compliance.

a) Explain FIVE ways in which well-developed counselling policies promote effective service delivery in institutions like Sunrise Counselling and Treatment Centre. (10 Marks)

b) Describe FIVE challenges that administrators may encounter when implementing counselling policies within such institutions. (10 Marks)

13. Neema Counselling Services, a private mental health organisation, has been experiencing a high rate of staff turnover. Several counsellors and administrative staff have recently resigned, raising concerns about continuity of care and organisational stability.

a) Identify FIVE major factors contributing to employee resignation in counselling organisations such as Neema Counselling Services. (10 Marks)

b) Recommend FIVE strategies an administrator can use to reduce staff turnover and enhance retention in such an organisation. (10 Marks)

14. Baraka Counselling and Wellness Centre recently recruited 50 counsellors and 15 administrative staff. Management has noted that the new staff members are struggling to adjust, citing a brief induction that lacked detail on policies, ethics, and organisational culture.

a) Discuss FIVE key components that should be included in an effective induction checklist for new employees. (10 Marks)

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b) Evaluate FIVE possible effects of an inadequate induction process on employee performance and retention. (10 Marks)

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