



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES JAN – APRIL 2025 ASSESSMENT

FORMATIVE ASSESSMENT

Qualification : COUNSELLING PSYCHOLOGY LEVEL 5
Code : PSY/CU/CO/CR/02/5/A
Unit of Competency : PROVISION OF BASIC COUNSELLING SERVICES 1

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO THE CANDIDATE:

- 1. Read all the instructions carefully before attempting the questions.*
- 2. Answer all questions in Section A. In Section B, answer Question 11 (compulsory) and any other ONE question.*
- 3. You are allowed 2 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: (30 MARKS)

Answer all questions. Each question carries 3 marks.

1. Define counselling. (3 marks)
2. State two (2) objectives of counselling. (3 marks)
3. List three (3) features of an effective counselling venue. (3 marks)
4. Identify two (2) types of information collected during an intake session. (3 marks)
5. Name two (2) counselling skills used to establish a strong counsellor-client relationship. (3 marks)
6. Mention three (3) ethical considerations a counsellor must observe. (3 marks)
7. List two (2) situations where a client may require a referral. (3 marks)
8. Identify two (2) psychological assessment tools used in counselling. (3 marks)
9. Mention two (2) types of feedback counsellors seek from clients. (3 marks)
10. Name two (2) counselling techniques used to facilitate self-expression. (3 marks)

SECTION B: (20 MARKS)

Answer Question 11 (compulsory) and any other ONE question. Each question carries 10 marks.

Question 11 (Compulsory) - Case Study

During an intake session at a community counselling center, you meet with Alex, a 25-year-old client struggling with stress and difficulty adjusting to a new job. Alex expresses uncertainty about counselling and is hesitant to share details.

Questions: a) Identify two (2) counselling techniques you could use to encourage Alex to open up. (4 marks)

b) Name two (2) counselling skills that would help Alex feel more comfortable and supported. (4 marks)

c) Mention two (2) ways to assess whether Alex is making progress in counselling. (2 marks)

Question 12

a) List three (3) counselling techniques that facilitate effective client engagement. (4 marks)

b) Mention two (2) challenges that may arise when using counselling skills and suggest solutions. (3 marks)

c) Identify two (2) ways non-verbal communication affects counselling sessions. (3 marks)

Question 13

a) Name two (2) essential listening skills in counselling. (4 marks)

b) List two (2) factors that influence the effectiveness of counselling skills. (3 marks)

c) Mention two (2) barriers to effective counselling and suggest ways to overcome them. (3 marks)