



**PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES
MAY-AUGUST 2025 ASSESSMENT**

FORMATIVE ASSESSMENT

Qualification : **Counselling Psychology level 5 & 6**

Code : **PSY/CU/CO/CR/02/5/A**

Unit of Competency : **PROVISION OF BASIC COUNSELLING SERVICES**

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 any THREE questions.
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. Name **four** qualities of a competent reflective counsellor that enhance client comfort and confidentiality. [4 marks]
2. List any **four** main purposes of confidentiality. [4 marks]
3. Identify **four** reasons for not giving advice in counselling [4 marks]
4. Highlight **four** goals of counselling [4 marks]
5. Mention **four** ethical considerations when providing basic counselling services. [4 marks]
6. Give **four** benefits of maintaining confidentiality in counselling sessions. [4 marks]
7. Name **four** skills a counsellor can use to establish rapport with a client. [4 marks]
8. Identify **four** active listening skills that a counsellor should use during a session. [4 marks]
9. Outline **Four** purpose of a counselling plan [4 marks]
10. List **four** reasons why a therapist can terminate a counselling session. [4 marks]

SECTION B: 60 MARKS

Answer any Three questions. Each question in this section carries 20 marks.

Read the following case study and answer the questions that follow.

Zippy is 23 years old and is a first year student studying Project management at a local University. She has come for Counselling for what she calls identity issues and existential crisis. She first joined University 3 years ago to do Chemical Engineering after scoring an A in her KCSE. However, the course became a struggle for her. She constantly found herself falling short of the pass mark and eventually quit and changed Campuses. She's now feeling overwhelmed with anxiety and says she has never forgiven herself for quitting. According to her, she should have struggled her way through university and made it out however tough things had been. She avoids her former classmates because she's ashamed of her 'failure' she says that the only thing

that matters to her is succeeding and getting rich. That everything else is not as important as this. She says that she feels like a failure because she's not performing as well as she would like to. In the most recent exam, she scored 12 out of 20 Marks. When the lecturer came to class and announced to them that the person with the highest marks had scored 15 out of 20 Marks, Zippy was troubled and has since been asking herself why she wasn't the one who scored those marks. That if someone else could do it, then so should she. She has been having trouble sleeping and she says that she constantly thinks of all the things she would like to do that she's not doing. And how the world is 'passing her by.'

(a) Explain any **five** underlying issues that Zippy has. (10 Marks)

(b) Discuss any five techniques of the Psychoanalytic theory that would be applicable to this case. [10 marks]

Question 12

a. Explain five ways that using the skill of 'reflection of feelings' benefits the client during counselling session, and provide examples for each. [10 marks]

b. Explain five types of non-verbal communication skills that are essential in counselling, and discuss how each can impact the session. [10 marks]

Question 13

a. Discuss five ethical considerations that are vital in counselling practice and explain why each is important to the counsellor-client relationship. [10 marks]

b. Discuss five legal responsibilities of a counsellor when providing basic counselling services and how these responsibilities impact practice. [10 marks]

Question 14

a. Describe Gerald Egan's main stages in the counselling process, and the primary goals of each stage. [10 marks]

b. Using examples, discuss five ways in which client feedback can be used to improve future counselling session [10 marks]