



PAC INSTITUTE OF TECHNOLOGY AND SOCIAL STUDIES JANUARY TO APRIL ASSESSMENT

FORMATIVE ASSESSMENT

Qualification : LEVEL 6
Unit Code : PSY/0S/CO/CR/03/6
Unit of Competency : CRISIS COUNSELLING

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

Answer all the questions in this session.

1. **Define the following terms:**
 - a) Crisis counselling (2 marks)
 - b) Trauma-informed care (2 marks)
 - c) Rapport building (2 marks)
2. List and briefly explain any three models of crisis intervention. (6 marks)
3. Highlight three key objectives of crisis counselling. (6 marks)
4. Explain the importance of establishing safety during a crisis counselling session. (5 marks)
5. Identify five common emotional responses clients may exhibit during a crisis. (5 marks)
6. Discuss the role of active listening in crisis counselling and its impact on client outcomes. (4 marks)
7. Mention two ethical considerations that must be addressed during crisis counselling. (4 marks)
8. What is the ABC Model of Crisis Intervention? Briefly describe its components. (6 marks)

Section B (60 Marks) Answer 3 questions

Answer any three questions from this section.

1. Crisis Assessment Process:
 - a) Describe the steps involved in conducting a thorough crisis assessment, including identifying risk factors and support systems. (10 marks)
 - b) Discuss how effective assessment can inform intervention strategies in crisis counselling. (10 marks)
2. Cultural Competence in Crisis Counselling:
 - a) Identify five cultural factors that may influence the crisis counselling process and outcomes for diverse clients. (10 marks)
 - b) Discuss strategies for ensuring that crisis interventions are culturally sensitive and appropriate. (10 marks)
3. Case Study Analysis:

Analyze the following scenario: Sarah, a 28-year-old woman, experiences a panic attack after witnessing a traumatic event:

 - a) Outline the key areas you would assess during your initial evaluation of Sarah, including specific questions or areas of focus. (10 marks)
 - b) Discuss how you would implement an action plan to support Sarah effectively during this crisis. (10 marks)
4. Crisis Intervention Techniques:
 - a) Compare and contrast two different techniques used in crisis counselling, discussing their effectiveness and potential limitations. (10 marks)
 - b) Explain how to adapt these techniques based on the individual needs of clients in crisis situations. (10 marks)
5. Follow-Up and Recovery Planning:
 - a) Discuss the importance of follow-up care in crisis counselling and outline key elements that should be included in a follow-up plan. (10 marks)
 - b) Describe how you would evaluate the effectiveness of the intervention provided to ensure ongoing support for the client's recovery process. (10 marks)