

031305T4PSY

COUNSELLING PSYCHOLOGY LEVEL 5

PSY/OS/CO/CR/02/5/A

Provide Basic Counselling Services.

March/April 2025



TVET CURRICULUM DEVELOPMENT ASSESSMENT AND CERTIFICATION COUNCIL (TVET  
CDACC)

### OBSERVATION CHECKLIST

#### INSTRUCTIONS TO THE ASSESSOR

1. You are required to mark the practical as the candidate performs the tasks.
2. You are required to take video clips and photos at critical points.
3. Ensure the candidate has a name tag and registration code at the back and front.

*This paper consists of SEVEN (7) printed pages.*

*Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.*

## OBSERVATION CHECKLIST

<b>Candidate's name &amp; Registration No.</b>			
<b>Assessor's name &amp; Reg. code</b>			
<b>Unit(s) of Competency</b>		<b>Provide Basic Counseling Services</b>	
<b>Venue of Assessment</b>			
<b>Date of assessment</b>			
<i>(Note: Indicate the marks available and marks obtained, respectively. Award marks appropriately as guided in the items for evaluation indicated. Provide a brief comment where necessary.)</i>			
<b>Items to be evaluated:</b>	<b>Marks allocated</b>	<b>Marks obtained</b>	<b>Comments</b>
<b>TASK 1: Prepared to Provide Basic Counseling Services</b>			
<p>1. Prepared the counselling venue according to counselling standards</p> <ul style="list-style-type: none"> <li>• 3 Similar seats/chairs arranged correctly together (2 feet apart) with a small size table</li> </ul> <p><i>(Award 2 marks for an appropriately arranged counselling room or 0 if not appropriately arranged)</i></p> <ul style="list-style-type: none"> <li>• Identified other elements needed in venue preparation</li> <li>✓ A box of tissues/serviettes</li> <li>✓ Water</li> <li>✓ First Aid box</li> <li>✓ Wall clock</li> <li>✓ Wastepaper basket.</li> </ul> <p><i>(Award 1 mark for any 3 items identified or 0 if not identified)</i></p>	2		
	3		
<p>2. Oriented the client to counselling services according to counselling standards.</p> <ul style="list-style-type: none"> <li>• Greeted the client appropriately.</li> </ul>	5		

<ul style="list-style-type: none"> <li>• Showed the client where to sit.</li> <li>• Introduced themselves</li> <li>• Invited the client to self-introduce.</li> <li>• Portrayed appropriate body language (SOLER)</li> <li>• Used appropriate tone of voice.</li> </ul> <p><i>(Award 1 mark for each any five performed tasks or 0 if not)</i></p>			
<p>3. Identified relevant assessment tools and counselling forms:</p> <ul style="list-style-type: none"> <li>• Anxiety inventory</li> <li>• Depression inventory</li> <li>• Stress inventory.</li> <li>• Self-esteem scale</li> <li>• Relationship scale</li> <li>• Intake form</li> <li>• Referral form</li> <li>• Consent form</li> </ul> <p><i>(Award 2 marks for 3 tools correctly identified or 0 if not correctly identified)</i></p>	6		
<p>4. Negotiated the counselling contract:</p> <p><i>The candidate explained to the client:</i></p> <ul style="list-style-type: none"> <li>• The counselling process.</li> <li>• Counsellor's and Client's rights and responsibilities</li> <li>• Confidentiality and its limitations</li> <li>• Length of the session</li> <li>• The fees and mode of payment</li> <li>• Cancellation policy</li> <li>• Referral process</li> <li>• Risks of counselling</li> </ul> <p><i>(Award 4 marks if all aspects of contracting</i></p>	4		

<i>were mentioned or 2 if not conducted appropriately )</i>			
<b>Sub-Total Task 1</b>	<b>20</b>		
<b>TASK 2: Provided Basic Counseling Services</b>			
<p>5. Obtained client's bio-data according to counselling standards</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Age</li> <li>• Gender</li> <li>• Birth order</li> <li>• Occupation</li> <li>• Contacts</li> <li>• Physical address</li> <li>• Number of children</li> <li>• Education background</li> <li>• Family background</li> <li>• Medical history</li> </ul> <p><i>(Award 2 marks if data was obtained or 0 if not obtained)</i></p>	2		
<p>6. Provided basic counselling according to presenting issues, assessment outcomes and counselling standards:</p> <ul style="list-style-type: none"> <li>• Identified 2 presenting issues. e.g. <ul style="list-style-type: none"> <li>✓ Skipping lectures.</li> <li>✓ Failing to meet assignment deadlines.</li> <li>✓ Considering dropping out of university.</li> <li>✓ Withdrawing from friends.</li> <li>✓ Spending long hours in isolation etc.</li> </ul> </li> </ul> <p><i>(Award 3 marks each for any 2</i></p>	6		

<p><i>identified issues)</i></p> <ul style="list-style-type: none"> <li>• Asked relevant questions <ul style="list-style-type: none"> <li>✓ Open-ended</li> <li>✓ Probing</li> </ul> </li> </ul>	4		
<p><i>(Award 4 marks if the two were achieved or 0 if not)</i></p> <ul style="list-style-type: none"> <li>• Developed counselling plan <i>(Assessor to observe and ask the candidate)</i> <ul style="list-style-type: none"> <li>✓ Counselling initial goals</li> <li>✓ Counselling therapeutic goals</li> </ul> </li> </ul>	2		
<p><i>(Award 1 mark each for each item performed or 0 if not)</i></p> <ul style="list-style-type: none"> <li>• Used relevant counselling skills <i>(Assessor to observe)</i> <ul style="list-style-type: none"> <li>✓ Active listening</li> <li>✓ Minimal prompts</li> <li>✓ Paraphrasing</li> <li>✓ Unconditional positive regard</li> <li>✓ Empathy</li> <li>✓ Questioning</li> <li>✓ Summarizing</li> </ul> </li> </ul> <p><i>(Award 2 marks each for any 3 skills used or 0 if less or none)</i></p>	6		
<ul style="list-style-type: none"> <li>• Used counselling theories <i>(assessor to listen and ask the candidate which one they used, why and how)</i> <ul style="list-style-type: none"> <li>✓ Applied relevant counselling theories based on the presenting issue (Kubler-Ross Five Stages of Grief, Person-Centered Theory (Carl Rogers), Maslow's Hierarchy of Needs, Attachment Theory (John Bowlby) etc.)</li> </ul> </li> </ul>	8		



<b>TASK 4: Terminated Basic Counseling Services</b>			
8. Terminated the counselling session according to counselling standards. <ul style="list-style-type: none"> <li>• Terminated gradually</li> <li>• Highlighted key issues</li> <li>• Planned continuum care based on the case or referred the client and filled the referral form</li> </ul> <i>(Award 2 marks for each item performed or 0 if not performed)</i>	2		
<b>Sub-Total Task 4</b>	<b>6</b>		
<b>TOTAL MARKS</b>	<b>68</b>		
<b>ASSESMENT OUTCOME</b>			
The candidate was found to be: Competent <input type="checkbox"/> Not yet competent <input type="checkbox"/> <i>(Please tick as appropriate)</i> <i>(The candidate is competent if s/he gets 50% or higher)</i>			
<b>Feedback from candidate:</b>			
<b>Feedback to candidate:</b>			
Candidate's signature:	Date:		
Assessor's signature:	Date:		