

031305T4PSY

COUNSELLING PSYCHOLOGY LEVEL 5

PSY/OS/CO/CR/04/5

Perform Administrative Duties for Counselling Services

March/April 2025



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

PRACTICAL ASSESSMENT

INSTRUCTIONS TO ASSESSOR

1. Assess the candidate as the practical progresses observing the critical areas
2. You are required to mark the practical as the candidate perform the tasks
3. You are required to take video clips at critical points
4. Ensure the candidate has a name tag and registration code at the back and front

OBSERVATION CHECKLIST

Candidate's name & Registration No.			
Assessor's name & Reg. Code			
Unit of Competency	Perform Administrative Duties for Counselling Services		
Venue of Assessment			
Date of Assessment			
<i>(Award the appropriate marks allocated for each item to be evaluated. The marks obtained represent the candidate's score after completing the tasks appropriately. Provide a brief comment for each task.)</i>			
Items to be evaluated.	Marks Allocated	Marks Obtained	Comments
TASK 1: Prepare to Perform Administrative Duties for Counselling Services			
<p>1. Prepared the room for induction in accordance with counselling standards</p> <ul style="list-style-type: none"> • 3 Similar seats/chairs were arranged correctly together (2 feet apart) with a small-sized table in the middle <p><i>(Award 2 marks for an appropriately arranged counselling room)</i></p> <p>Identified other elements needed in venue preparation</p> <ul style="list-style-type: none"> • Stationeries • Induction checklist • Organogram • Safety procedures • Employer specifications • Job description <p><i>(Award 1/2 Mark each for any 2 items identified)</i></p>	2		
2. Welcomed the new intern as per workplace procedures			

<ul style="list-style-type: none"> • Introduced themselves (administrator) • Allowed the intern to introduce himself/herself • Welcomed the intern warmly <p><i>(Award 2 marks for each of the above)</i></p> <p>Demonstrated interpersonal relationship skills:</p> <ul style="list-style-type: none"> • Clear communication • Summarization skills • Attending • Listening • Observation <p><i>(Award 1 marks for each point demonstrated)</i></p>	<p>2</p> <p>2</p> <p>2</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>		
Sub-Total Task 1	14		
TASK 2: Perform Administrative Duties for Counselling Services			
<p>3. Explained:</p> <ul style="list-style-type: none"> • Company's Values • Company's Vision • Company's Mission • History of the company • Core functions of the organization <p><i>(Award 2 marks for each point explained)</i></p>	<p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p>		
<p>4. Elaborated on the key roles and tasks of the new intern, including:</p> <ul style="list-style-type: none"> • Offering counselling services • Maintaining records and documentation • Setting and achieving targets • Identifying major partners of the organization and targeted partners <p><i>(Award 2 marks for each point elaborated or 0 for each if not elaborated)</i></p>	<p>2</p> <p>2</p> <p>2</p> <p>2</p>		

(Award 2 marks for each of the above done or 0 for each if not done)			
8. Conducted self-evaluation on; <i>The assessor to ask:</i>	2		
<ul style="list-style-type: none"> • What the administrator did well on the key tasks of the induction process • Skills used in the induction process (Award 2 marks for each of the above identified or 0 for each if not identified)	2		
9. Prepared and shared the induction report highlighting;			
<ul style="list-style-type: none"> • Aspects of the induction checklist that were covered • Inductees' feedback • Recommendations for the next induction (Award 2 marks for each of the above items if done or 0 for each if not done)	2 2 2		
Sub-Total Task 3	16		
TOTAL	62		
ASSESSMENT OUTCOME			
The candidate was found to be: Competent <input type="checkbox"/> Not yet competent <input type="checkbox"/> (Please tick as appropriate) (The candidate is competent if s/he gets 50% or higher)			
Feedback from candidate:			
Feedback to candidate:			

Candidate's signature:	Date:	
Assessor's signature:	Date:	

easytvvet.com