

031306T4PSY

COUNSELLING PSYCHOLOGY LEVEL 6

PSY/OS/CO/CR/12/6

Provide Workplace Counselling

July/August 2023



**TVET CURRICULUM DEVELOPMENT ASSESSMENT AND CERTIFICATION
COUNCIL**

OBSERVATION CHECKLIST

INSTRUCTIONS TO THE ASSESSOR

1. You are required to mark the practical tasks performed by the candidate.
2. You are required to take video clips at key points.
3. Ensure the candidate has a name tag with a unique code at the back and front.

OBSERVATION CHECKLIST

Candidate's name & Registration No.			
Assessor's name & Reg. code			
Unit(s) of Competency	Provide Workplace Counselling		
Venue of Assessment			
Date of assessment			
<i>(Indicate the marks available and marks obtained respectively. Award marks appropriately as guided for in the items for evaluation indicated. Give a brief comment where necessary)</i>			
Items to be evaluated:	Marks allocated	Marks obtained	Comments
TASK 1: Prepared to Provide Workplace Counselling			
1. Prepared the counselling venue according to counselling standards • 3 Similar seats/chairs arranged correctly together (2 feet apart) with a small size table <i>(Award 2 marks for an appropriate arranged counselling room)</i> • Identified other elements needed in venue preparation ✓ A box of tissues/serviettes ✓ Water ✓ First Aid box ✓ Wall clock ✓ waste paper basket <i>(Award 1/2 Mark each for any 2 items identified)</i>	1		
2. Oriented client to counselling services according to counselling standards • Greeted the client appropriately • Showed the client where to sit • Invited the client to self-introduce • Portrayed appropriate body language • Used appropriate tone of voice <i>(Award 1 mark each for any 3 performed tasks)</i>	3		
3. Identified relevant assessment tools and counselling forms: • Anxiety inventory • Stress inventory • Self-esteem scale	2		

• PTSD Inventory • Personality test • Depression Inventory • Intake form • referral form • consent form (Award 2 marks for all identified tools)			
4. Negotiated counselling contract: The candidate explained to the client: • The counselling process • Counsellor's and Client's rights and responsibilities • Confidentiality and its limitations • Length of the session • The fees and mode of payment • Cancellation policy • Referral process • Risks of counselling (Award 4 marks if contracting is conducted or 0 if not)	4		
Sub-Total Task 1			
TASK 2: Practice		Task 2: Practice	
5. Obtained client's bio-data according to counselling standards • Name • Age • Gender • Birth order • Occupation • Contacts • Physical address • No. of children • Education background • Family background • Medical history (Award 2 marks if data is obtained or 0 if not obtained)	2		
6. Provided counselling according to presenting issues, assessment outcomes and counselling standards: • Identified 2 presenting issues (Award 2 marks each for any 2 identified) • Asked relevant questions ✓ Open ended	4 6		

✓ Probing ✓ Miracle question ✓ Scaling questions ✓ Exception (Award 2 marks each for any 3 questions asked) • Developed counselling goals (Assessor to ask the candidate) ✓ The client goals ✓ The counsellor's goals (Award 2 marks each for one client goal and one counsellor goal developed) • Used relevant counselling skills (Assessor to observe) ✓ SOLER ✓ Active listening ✓ Minimal prompts ✓ Paraphrasing ✓ Unconditional positive regard ✓ Empathy ✓ Questioning ✓ Summarizing (Award 2 marks each for any 3 skill used) • Used counselling theories (assessor to ask the candidate) ✓ Applied relevant counselling theories based on the presenting issue e.g Psychoanalysis, gestalt, cognitive behavioral, person centered (Award 2 marks each for any 2 theories applied) ✓ Applied relevant techniques e.g. free association, systematic desensitization, thought stopping, core conditions (Award 2 marks each for any 3 techniques applied)	2		
	2		
	6		
	4		
	6		
Sub-Total Task 2	32		
TASK 3: Evaluated Workplace Counselling			
7. Evaluated counselling according to counselling standards. The client gave the following feedback: • The counselor built a working relationship • The Counselor attended to them • The client felt supported, helped • The client was willing to come back	1		
	1		
	1		
	1		

(Award 1 mark for each item) Evaluated by the Assessor; Ask the candidate; • Areas of strength (Award 2 marks for one strength given) • Areas that need improvement (Award 2 marks for one area of improvement given)	2 2		
Sub-Total Task 3	8		
TASK 4: Terminated Workplace Counselling			
8. Terminated the counselling session according to counselling standards • Terminated gradually • Highlighted key issues • Conducted appropriate referral / Booked the client for the next session based on the case (Award 2 marks for each item)	2 2		
Sub-Total Task 4			
TOTAL MARKS	58		
ASSESSMENT OUTCOMES			
The candidate was found to be: Competent ☐ Not yet competent ☐ (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:		