

092305T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 5

COD/OS/SW/CR/02/5

PERFORM PSYCHOSOCIAL SUPPORT

March/April 2026



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

WRITTEN ASSESSMENT

TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections: **A** and **B**.
2. Answer **ALL** questions in section **A**.
3. Answer question **Eleven (11) compulsory** and any other **TWO (2)** questions in section **B**.
4. Marks for each question are indicated in the brackets.
5. Candidates are provided with a separate answer booklet
6. Do not write on the question paper.

This paper consists of Three (3) printed pages

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

SECTION A (40 MARKS)

Answer ALL the questions in this section.

1. Psychosocial support plays a critical role in improving client wellbeing. State FOUR benefits of psychosocial support to individuals. (4 Marks)
2. During a psychosocial support intake session, the support worker must be well prepared. List FOUR activities carried out during a psychosocial support intake session. (4 Marks)
3. Effective counselling depends on appropriate interpersonal abilities. Identify FOUR basic counselling skills used in psychosocial support. (4 Marks)
4. Establishing a healthy working relationship is essential in psychosocial support. State FOUR ways of establishing a healthy working relationship with a client. (4 Marks)
5. Ethical practice guides psychosocial support service delivery. List FOUR professional and ethical issues observed in psychosocial support. (4 Marks)
6. Exploring a client's situation helps in understanding their needs. Name FOUR aspects considered during psychosocial support problem exploration. (4 Marks)
7. Proper documentation supports continuity of care and accountability. Identify FOUR documentation tools used in psychosocial support. (4 Marks)
8. Preparing a client for referral is an important responsibility of a psychosocial support worker. State FOUR activities involved in preparing a client for referral. (4 Marks)
9. Effective psychosocial support requires accurate identification of client challenges. List FOUR common psychosocial challenges that clients may present with. (4 Marks)
10. Proper documentation ensures quality and continuity of psychosocial support services. Identify FOUR record management procedures used in psychosocial support. (4 Marks)

SECTION B (60 MARKS)

Answer Question **ELEVEN (11) compulsory** and any other **TWO (2)** questions in this section

11. A psychosocial support worker receives a new client experiencing emotional distress due to family conflict and loss of employment.
 - a) Explain the steps followed during a psychosocial support intake session. (10 Marks)
 - b) Discuss the benefits of preparing a psychosocial support contract with the client. (10 Marks)
12. During counselling sessions, a client reveals multiple emotional and social challenges affecting their daily functioning.
 - a) Explain the process of exploring a client's psychosocial problems. (10 Marks)
 - b) Describe how session notes support effective psychosocial support service delivery. (10 Marks)
13. After assessment, a psychosocial support worker determines that a client requires specialized services beyond their scope.
 - a) Explain the procedure for referring a client to another service provider. (10 Marks)
 - b) Discuss the benefits of obtaining client consent before referral. (10 Marks)
14. There is a process of establishing a coding system for psychosocial support records.
 - a) Explain different categories of psychosocial support records. (10 Marks)
 - b) Describe the benefits of proper record management in psychosocial support. (10 Marks)