



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION

DEPARTMENT OF TECHNICAL VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION: DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING : TRAINER	
QUALIFICATION CODE: 06DTVT	LEVEL: 6
COURSE CODE: CCG620S	COURSE NAME: COUNSELLING AND CAREER GUIDANCE
SESSION: NOVEMBER 2022	PAPER: (PAPER 1)
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	MS I DE WALDT MS K JUNIAS MS A MCNALLY
MODERATOR:	MS A DU PREEZ

INSTRUCTIONS	
<ol style="list-style-type: none">1. Answer ALL the questions in Sections A and B2. Choose and answer three questions in Section C3. Read all the questions carefully before answering.4. Number the answers clearly.	

THIS QUESTION PAPER CONSISTS OF 7 PAGES (Including this front page)

Section A

Question 1

(20 marks)

Read the following statements and indicate **true** if you agree with the statement and **false** if you do not agree.

- 1.1 It is important to establish good and professional conduct during the first engagement that the trainee will have with the counsellor as it sets the tone for the relationship.
- 1.2 A counsellor is allowed to project his/her own opinions onto the trainee.
- 1.3 Interpersonal skills are defined as the qualities and behaviours that are needed to effectively interact with other people.
- 1.4 It is not important for a counsellor to have empathy towards trainees seeking assistance.
- 1.5 Effective counselling skills are used to assist and improve understanding and listening skills by using active listening, rapport, and trust.
- 1.6 Career guidance involves coherent decision making from the counsellor who analysis the information of the trainee and from the trainee who chooses the direction in solving their problem.
- 1.7 Core counselling skills include being attentive, paying attention to body language, building rapport, and providing solutions to trainee's problems.
- 1.8 Counselling and guidance strategies and skills should aim to identify the problem, assist the trainee in figuring out why they have the problem, explore effective methods to resolve the problem and find appropriate solutions to the problem.
- 1.9 Selecting an educational institution and courses and subjects refers to personal social counselling.
- 1.10 Exceptional situations would require you as counsellor to pass on crucial information to your supervisor.
- 1.11 Trust should be established in the introduction stage which usually happens in the first counselling session.
- 1.12 As a trainer who is providing counselling, you should ensure that solutions are given to trainees for all their challenges.
- 1.13 Silence is not a core counselling skill, as it is required for Counsellors to continuously talk during counselling sessions.

- 1.14 A Counsellor does not require any guidelines on how to conduct themselves and their counselling methods.
- 1.15 One of the objectives of the referral system is to increase client care and safety by standardizing the current referral system.
- 1.16 Career guidance is directing the person to make an informed career choice.
- 1.17 A counsellor always has to refer when the client is of a different religion.
- 1.18 The main aim of counselling and career guidance is to help students discover their qualities so that they can maximise their full potential and reach their career goals.
- 1.19 Social problems refer to values of interpersonal influence which, when violated, feelings of guilt for wrongdoing develop.
- 1.20 Effective counselling skills are used to assist and improve understanding and listening skills.

Question 2

(14 marks)

Answer the following Multiple-Choice Questions. You need to select your answer from a, b, c or d and complete the sentence with the appropriate word/s.

- 2.1 _____ is defined as the process of a course of action regarding the present problem.
- a. Advice
 - b. Career Counselling
 - c. Guidance
 - d. Counselling
- 2.2 The _____ approach explains how behaviour is acquired through conditioning.
- a. Behavioural approach
 - b. Maslow's hierarchy of needs
 - c. Affective approach
 - d. Holistic approach
- 2.3 _____ focuses on the knowledge and options presented by the student about their concerns or goals
- a. Guidance
 - b. Career Counselling
 - c. Advice

d. Counselling

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2.4 Education, vocational, _____, economic and health are the five different types of guidance.

- a. Emotional
- b. Personal
- c. Occupational
- d. Professional

2.5 _____ is defined as the skilled and principled use of relationships to facilitate self-knowledge, emotional acceptance and growth and the optimal development of personal resources.

- a. Guidance
- b. Advice
- c. Counselling
- d. Career Counselling

2.6 _____ are defined as the qualities and behaviours that are needed to effectively interact with other people.

- a. Confidentiality
- b. Being specific
- c. Empathy
- d. Interpersonal skills

2.7 _____ focuses on developing confidence, direction, problem-solving skills, constructive positive communication between students, teachers and parents, offer crisis intervention and offer referrals for private matters.

- a. Educational counselling
- b. Social counselling
- c. Vocational Counselling
- d. Personal and social guidance

2.8 _____ is a process of helping people to optimize their educational, occupational, and personal prospects.

- a. Guidance
- b. Advice
- c. Counselling
- d. Career Counselling

- 2.9 Communication, conflict management, empathy, leadership, listening, negotiation, a positive attitude and _____ are eight effective interpersonal skills that you can use for self and career development.
- Counselling
 - Acceptance
 - Teamwork
 - Multicultural competency
- 2.10 _____ evaluates a person's aptitude, ability, interest and capabilities in order to determine a suitable career path.
- Educational counselling
 - Social counselling
 - Vocational Counselling
 - Personal Counselling
- 2.11 A reflective practitioner in counselling and career guidance refers to:
- A practitioner who does not reflect on any of the services s/he offers.
 - Constantly thinking about us in terms of what we do, what we should do, what we did not do, and what we still need to do daily.
 - A practitioner who does not assess his/her own strengths and boundaries
- 2.12 _____ is the ability to understand the perceptions of people from various upbringings.
- Social awareness
 - Educational awareness
 - Vocational awareness
- 2.13 Self-assessment and evaluation of own practice and personnel evaluation are examples of _____
- Understanding the importance of evaluating own practices in counselling and career guidance
 - Reflection-in-action and reflection-on-action
 - Concerns of the trainee
 - Process for referrals

2.14 Counsellors need _____ because they conduct themselves and their counselling methods on these.

- a) Own practices in counselling and career guidance
- b) Professional practice guidelines
- c) Referral systems
- d) Evaluation of own practices

SECTION B

QUESTION 3

(6 marks)

Janet started her vocational training at Katjinakatji Vocational Training Centre in September 2022. Ms Khemu, the Plumbing and Pipefitting trainer, notices that Janet is disinterested in anything that happened during the lesson. Ms Kehemu decides to engage Janet in one-on-one session. Janet reveals to Ms Kehemu that she wanted to become a fashion designer but her uncle, who owns a plumbing company, and who is paying her tuition fees told her to apply for Plumbing and Pipefitting.

3.1 What type of guidance does Janet require? **[2 marks]**

3.2 If you were Ms Kehemu how would you help Janet? **[4 marks]**

SECTION C

CHOOSE ANY THREE OF THE FOLLOWING QUESTIONS

QUESTION 4

(20 marks)

4.1. Discuss the applicability of the Cognitive approach to counselling and Guidance.

QUESTION 5

(20 marks)

5.1. Examine three roles of the Humanistic counsellor in an educational institution.

QUESTION 6

(20 marks)

Mr Lazarus lipinge recently joined XYZ VTC as a trainer. He has noticed that his star trainee, Mr Eliazer Mbai, is not actively participating in class anymore and his behavior has become aggressive. As his trainer, Mr lipinge have had three counselling sessions with Mr Mbai. Despite the counselling sessions, Mr Mbai's behaviour has not changed. Mr lipinge has decided to refer Mr Mbai to a psychologist. Even though Mr lipinge referred his trainee to a psychologist he felt he could have done more to assist.

6.1 Provide at least five circumstances why there is a need for referrals to occur. **(5 marks)**

6.2 Mention the five steps for making a referral. **(5 marks)**

- 6.3 Explain the ten questions Mr lipinge could have used to monitor and evaluate his own practices and the concerns of his trainee. **(10 marks)**

QUESTION 7

(20 marks)

You are Head of Training at a VTC and a trainee approached you and informed you that he had a counselling session with one of your trainers. The trainee shared with you that the trainer made inappropriate comments and was very dismissive towards him.

- 7.1 Mention the six guidelines' counsellors need to follow when carrying out their duties and responsibilities when it comes to assisting people in improving their wellbeing. **(12 marks)**
- 7.2 Discuss at least four ways as to how the trainer should apply the above guidelines to the way he should conduct himself as a trainer in career guidance and counselling. **(8 marks)**

[TOTAL:100]