



Level 2 Certificate in Counselling Skills (Jan 2017)

PLEASE SIGN AND DATE BELOW TO CONFIRM DETAILS AND THAT YOU UNDERSTAND THE INSTRUCTIONS BEFORE YOU BEGIN THIS ASSESSMENT

Centre	
Centre ID	
Learner surname	
Other names	
Learner ID	
Time allowed	1 hour
Signature	
Date	14/12/2016
Total number of pages this question paper consists of	9 pages
If you have used any additional sheets for your answers please identify the number here	

Instructions

- Check all paper details are correct.
- Sign the paper in the Signature box to confirm your identity.
- Use black ink or black ball-point pen.
- Answer the questions in the spaces provided, any answers written outside the area provided for the question **will not be marked**.
- If you require additional space to answer a question request additional pages from your invigilator.
- Write the number of additional pages you use with this exam in the box provided above.
- Do all rough work in your answer book. Cross through any work you do not want to be marked.
- Total of 39 marks are available for this paper.

Information

- This is a closed-book exam.
- Candidates are not allowed to take notes or books into the exam.



Question 1

The following statements are about counselling and counselling skills.

Put a tick (✓) in the box next to each statement to show whether you consider the statement to be **true** or **false**.

Statement	True	False
Counselling is only about offering advice and guidance.		
To be a counsellor you need to be a member of an accredited body.		
Counselling skills can be used by anyone.		
Counselling is always a problem solving exercise.		
Counselling is not only for those in distress.		

(5 marks)

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Identify 3 key elements in a counselling contract and explain why they are important.

Key element 1:

.....
(1 mark)

Explanation

.....
.....
.....
.....
(2 marks)

Key element 2:

.....
(1 mark)

Explanation.....

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.....
.....
(2 marks)

Key element 3:

.....
(1 mark)

Explanation

.....
.....
.....
(2 marks)

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Question 3

It is important to use appropriate skills and techniques throughout a counselling interaction. The following statements are about the middle stage.

Put a tick (✓) in the box next to each statement to show whether you consider the statement to be **true** or **false**.

Statement	True	False
The middle stage of the counselling process is the most important stage.		
Before you enter the middle stage, you should be working towards an ending.		
Counselling at this stage can become overwhelming for the client.		
The middle stage of counselling is when it is safer to challenge the client.		

(4 marks)

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**Question 4**

Choose the word or phrase from the list A to H below that most closely relates to each of the sentences below. Write the correct letter in each box.

- A - Confronting
- B - Body Language
- C - Use of Silence
- D - Immediacy
- E - Closed Question
- F - Open Ended Question
- G - Paraphrasing
- H - Summarising

- You would use this to give the client the space to focus and to encourage reflection.
- This skill shows the client that you have been listening to what they have been saying.
- You could use this skill to encourage the client to talk about something in more detail.
- You might use this skill to gain some specific information.
- This is a skill that would be used to highlight inconsistencies or discrepancies in the client's feelings or behaviour.

(5 marks)

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Question 5

Lloyd is working as a counsellor. He is reading a magazine at his desk when his client knocks on the door. He shouts come in and motions with his head for the client, Tony, to sit down on the other side of his desk. As Tony is walking over to the chair, Lloyd says that he will be with him in just a minute as he has almost finished the article he is reading. After finishing the article, Lloyd asks Tony why he has come to see him today.

Identify three changes Lloyd could do to build a good working relationship with Tony. Explain your answers.

Change 1:

..... (1 mark)

Explanation

.....
.....
..... (2 marks)

Change 2:

..... (1 mark)

Explanation

.....
.....
..... (2 marks)

Change 3:

..... (1 mark)

Explanation

.....
.....
.....



(2 marks)



Question 6

Lloyd has been seeing Tony for four sessions. Their contract states that they will see each other for six sessions.

A) When should Lloyd start working towards an ending?

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.....

(1 mark)

B) Tony asks Lloyd why he is placing so much emphasis on endings. Suggest three helpful responses Lloyd could give and explain your answers.

Response 1:

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(1 mark)

Explanation

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(1 mark)



Response 2:

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(1 mark)

Explanation

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(1 mark)

Response 3:

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.....

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(1 mark)

Explanation.....

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(1 mark)





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[End of test]