



Level 2 Certificate in Counselling Skills (Jan 2018)

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	08/01/2019
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 40 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.



January 2018



Question 1

The following statements are about counselling and counselling skills.

Put a X in the box next to each statement to show whether you consider it to be true or false.

Statement	True	False
A) Counselling is only useful for people with serious problems.		
B) A counsellor cannot help a client unless they have had a similar experience.		
C) Counselling skills should only be used by a trained therapist.		
D) Counselling skills can enable you to build a strong rapport with people.		
E) Counselling skills need to uncover a client's past to work effectively.		
F) Counselling skills can be used to support people over the telephone.		

(6 marks)



Question 2

Which statement is true? Put a X in the correct box.

- A) You must always tell your client about every part of the contract.
- B) Contracting sets boundaries for the counselling session.
- C) A contract cannot be changed once it has been made.

(1 mark)



Question 3

Which statement is true? Put a X in the correct box.

- A) The real purpose for a contract is to make sure that a counsellor gets paid.
- B) Contracting is a legal obligation that all counsellors must follow.
- C) Counsellors should be open and honest in the contracts they use.

(1 mark)



Question 4

Which statement is true? Put a X in the correct box.

- A) The language used in a contract should be easy to understand.
- B) Counsellors must mention the contract in every session.
- C) Contracts should never be printed.

(1 mark)



Question 5

State two occasions when a counsellor may break the confidentiality of the counselling relationship.

1).....

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(2 marks)

2).....

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.....

(2 marks)



Question 6

Choose the word or phrase from the list A to H below that most closely relates to each of the sentences 1-4 below. Write the correct letter in each box.

- A – Focusing
- B – Immediacy
- C – Paraphrasing
- D – Summarising
- E – Open Questions
- F – Use of silence
- G – Body Language
- H – Closed Questions

Statement	Letter
1. A skill used to invite the client to explore a situation that has just happened in the session between the counsellor and client	
2. These are used to gain direct, and often specific, information.	
3. In counselling, a therapist will use this to give a client the space to reflect after making an intervention.	
4. This is a non-verbal display that is used to develop rapport.	

(4 marks)



Question 7

Give an example of focusing and state why you would use it?

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(2 marks)



Scenario

Nala is new to therapy and is anxious about her first session with her therapist, Derick. Nala rings the doorbell at Derick's practice five minutes before her session is due to start. After a very long and uncomfortable wait on the doorstep Nala is relieved when Derick opens the door to her. After introducing himself on the doorstep, Derick announces that he is a highly qualified therapist and bluntly states that Nala has arrived early for her session before ushering her inside. As soon as Derick has shut the front door behind Nala he mumbles that he hopes she has brought the money for today's assessment session, and leads her to his therapy room. When they are sat down in the therapy room Derick states that Nala has obviously come to therapy for anxiety issues as she has not said anything to him yet and therefore she must be anxious.

Question 8

Identify three changes you would want to make to the way Derick behaves. Explain these changes and how they would work towards a good working relationship with Nala.

Change 1:.....
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Explain your answer

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(3 marks)

Change 2:.....
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Explain your answer

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(3 marks)

Change 3:.....
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Explain your answer

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(3 marks)



Question 9

Derick is working with Nala and feels that the therapy has got stuck, and is no longer progressing forward. He has come to you and asked for two ways in which he could get the therapy to progress. State two actions that Derick could take with Nala, and explain how they might help.

Action 1:.....
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Explain your answer

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(3 marks)

Action 2:.....
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Explain your answer

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(3 marks)



Question 10

Derick is now on his final session with Nala. Describe two actions that he could do to bring their session to a proper end. Explain why he would do this.

Action 1:.....
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Explain your answer

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(3 marks)

Action 2:.....
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Explain your answer

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(3 marks)





[End of test]