



Level 2 Certificate in Counselling Skills (June 2016)

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	20/10/2016
Total number of pages this question paper consists of	8 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

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

Statement	True	False
A It is a counsellor's job to solve the problem.		
B Counselling is different to counselling skills because there is a contract.		
C Anyone can use counselling skills.		
D Counselling is client led.		
E Teachers who talk to students about their problems are counsellors.		
F If someone who uses counselling skills creates a contract with their client, they become a counsellor and a client.		

(6 marks)



Question 2 (a)

Which statement is **true**? Tick the correct box.

- Without a contract, counselling cannot take place.
- Contracting is about making sure you will be paid.
- Contracting is a mutually formed working agreement that supports both the client and the counsellor.

(1 mark)



Question 2 (b)

Which statement is **true**? Tick the correct box.

- Contracts cannot be changed or altered once counselling has begun.
- Contracting is good practice, but is not a legal responsibility.
- Counsellors must refer to the contract in every session.

(1 mark)

**Question 2 (c)**

Which statement is **true**? Tick the correct box.

- The counsellor needs to give a very detailed explanation of what confidentiality means.
- The counsellor should check the client's understanding of confidentiality before counselling begins.
- The counsellor only needs to mention serious harm to self and others in the contract.

(1 mark)

**Question 2b**

Give two examples of when a counsellor is legally obliged to break the confidentiality of the counselling relationship.

1).....
(1 mark)

2).....
(1 mark)

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Question 3a

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 – Immediacy
- B – Closed Question
- C – Body Language
- D – Summarising
- E – Paraphrasing
- F – Focusing
- G – Silences
- H – Confronting

- This is a skill used to communicate to your client that they are in a safe place and that you are available for them.
- This can be defined as the counsellor using the current situation to invite the client to look at what is going on between them in the relationship.
- This skill is when the listener succinctly and carefully feeds back in their own words what the speaker has said.
- This skill is often used to invite the client to choose an issue to concentrate on.

(4 marks)



Question 3b

Give an example of an open question, and state why you would use one.

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(3 marks)



Question 4

Lara is a counsellor and is with a client when her next client, Sophie, arrives early to their session. Lara pops her head out of the door and tells Sophie she will be five minutes and asks Sophie to wait quietly outside the counselling room. Five minutes later Lara's first client comes out in tears and leaves. Lara calls Sophie into the room. As Sophie comes in Lara is clearing away the used tissues from the side table and invites Sophie to sit down. Lara sits down next to Sophie and asks her what she would like to talk about today.

Identify three things you would do differently to Lara. Explain why you would change this and how it would help towards a good working relationship with Sophie.

1. Reason 1..... (1 mark)

Explanation..... (2 marks)

2. Reason 2..... (1 mark)

Explanation..... (2 marks)

3. Reason 3..... (1 mark)

Explanation..... (2 marks)

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Question 5

Lara is working with a client and is not sure how to prepare for the ending. What would you advise Lara to do, to support her with this task? Give two examples and in each case explain your answer.

Example 1.....
(1 mark)

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

Example 2.....
(1 mark)

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



Question 6

Lara is on the final session with her client. Describe two actions she needs to do to draw their sessions to a proper end, and explain why she would do this.

Action 1.....
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(1 mark)

Explanation 1.....
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(2 marks)

Action 2.....

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(1 mark)

Explanation 2.....

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(2 marks)





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[End of test]