



Level 2 Certificate in Counselling Skills (June 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	
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.

**Question 1**

Which statement is true? Tick the correct box.

- Counselling skills are only to be used by those in the health industry.
- Counselling skills should only be used on people who are really struggling.
- Counselling skills can be used in many different professions.

(1 mark)

**Question 2**

Which statement is true? Tick the correct box.

- Teachers are the best people to use counselling skills.
- Counselling is only about giving advice.
- The terms counselling and psychotherapy are often used to describe the same process.

(1 mark)

**Question 3**

Which statement is true? Tick the correct box.

- Counselling can be offered on the NHS.
- People who study counselling skills must join a professional body.
- Counsellors shouldn't need to go to counselling.

(1 mark)



Question 4

Give two examples of issues that someone might want to talk to a counsellor about rather than another helper. Explain your answer.

1:.....
.....

Explain your answer

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

(1 mark)

2:.....
.....

Explain your answer

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

(1 mark)



Question 5

The following statements are about contracts and contracting.

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

	True	False
You should give your client a copy of your contract before you meet them.		
Contracts need to be the same for every client.		
You must be over 18 to be able to agree a contract for the use of counselling skills with someone else.		
As soon as you use counselling skills you are bound by a counselling code of ethics.		
If a client does not agree with a contract, it can be changed.		
It is unethical to add things to a contract without a client's knowledge.		

(6 marks)



Question 5.1

Give two examples of what should be included in a counselling contract.

1:.....

(1 mark)

2:.....

(1 mark)



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

- 1. The therapist poses an enquiry that the client could respond to in a multitude of ways.
- 2. To aid the client in concentrating on one issue.
- 3. Repeating or reflecting back a statement using different words.
- 4. Showing the client you understand their feelings.

(4 marks)



Question 6.1

Give an example of summarising and state why you would use it.

.....

.....

.....

(2 marks)



Question 7

Richard is about to see his first ever client. He has been very careful in setting up the room he will be working from. He has made sure that his chair is closest to the door, and that his laptop and jacket have been tidied away before his client arrives. Louise, Richard's client, arrives 10 minutes late for their session. When Louise opens the therapy room door, Richard rushes over to her and introduces himself. He grabs her hand and warmly shakes it before guiding her to the chair he has prepared for her. Richard instantly explains what is in his contract and then asks Louise how he can help her. At the end of their session Richard leads Louise to the door and offers her a hug good bye. As Louise is leaving Richard calls after her that they will continue talking about the problems she is having in her relationship next week.

Identify three changes you would want to make to the way Richard behaves. Explain these changes and how they would help towards a good working relationship with Louise.

Change 1:.....
.....
(1 mark)

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

Change 2:.....
.....
(1 mark)

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



Change 3:.....
.....
(1 mark)

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



Question 8

Richard is struggling with ways in which he can move the relationship forward. He has asked you for two ways in which he could get the therapy to progress with Louise. State two actions that Richard could take to move the relationship forward with Louise and explain how they might help.

Action 1:.....
(1 mark)

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

Action 2:.....
(1 mark)

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



Question 9

Richard and Louise are on their last session. As Louise is Richard's first client, he is not sure what he needs to do to bring the therapy to an end. Give two actions that Richard could do to bring their sessions to a proper end. Explain your answers.

Action 1:.....
.....
(1 mark)

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

Action 2:.....
.....
(1 mark)

Explanation:.....
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(2 marks)





[End of test]