



ASSESSOR GUIDE

CHCCSL001

Establish and confirm the counselling relationship

Assessment 1 of 2

Short Answer Questions



Assessment Instructions

Task overview

This assessment task is divided into 36 short answer questions. Read each question carefully before typing your response in the space provided.

Additional resources and supporting documents

To complete this assessment, you will need:

- Learning resources.



Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g., allowing additional time)
- the evidence gathering techniques (e.g., oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Question 1

Briefly outline the purpose of counselling.

[Approximate word count: 60 – 80 words]

Assessor instructions: The student's response should demonstrate an understanding of the purpose of counselling.

Responses need to include references to the points provided.

- Provide a client with a confidential, safe, and supportive environment where they can tell their story, work through their emotions, and make positive changes to their life.
- Facilitate client self-development by providing them with an opportunity to understand better who they are, where they want to be, and how to get there.
- Help clients to make positive changes to their life/achieve their goals/develop insight/etc.
- Help clients alleviate emotional distress and promote insight/interpersonal communication/self-awareness/problem solving/acquisition of social skills, etc.

Question 2

You learned about how counselling has evolved into its various forms today.

- a) Both counselling and psychotherapy can be traced back to the emergence of psychiatry, which was the medical specialisation for the treatment of mental illnesses. However, there are two particularly important factors that highlight the distinction between counselling and psychotherapy. What are these two [2] factors?

[Approximate word count: 10 words]

Assessor instructions: The student's response should demonstrate an understanding of how counselling has evolved as a helping relationship by making reference to the points in the sample answer.

Sample answer:

- Involvement in the educational system.
- The role of the voluntary sector.

- b) How did changes in theories of human development and behaviours impact the evolution of counselling as a helping relationship?

[Approximate word count: 50 – 80 words]

Assessor instructions: The student's response must demonstrate an understanding of how counselling has evolved as a helping relationship, particularly the influence of development in theories of human development, by referring to the points in the sample answer.

Sample answer:

- The field of counselling and psychotherapy continuously evolved over the years alongside developments in theories of human development and behaviours (as we become informed by research and findings about human development), which led to the emergence of different types and approaches to counselling.
- Counsellors nowadays practice from a variety of approaches built upon solid theoretical foundations that explain how a person has become who they are and how they can make changes to their lives.

Question 3

Describe two (2) important assumptions or beliefs a person-centred counsellor holds.

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of at least two principles of the person-centred approach to counselling by making reference to two of the points in the sample answer.

Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- The client is the 'expert' and should lead the counselling session.
- Clients come to counselling with an inherent capacity to make changes themselves.

Question 4

Outline five (5) person-centred principles that counsellors should employ to facilitate a positive helping relationship.

[Approximate word count: 90 – 100 words]

Assessor instructions: The student's response must demonstrate an understanding of the five principles of person-centred practice.

Student responses need to reflect the content of the following sample answer.

- **Honest and genuine communication:** A counsellor's body language should match what they are saying.
- **Empathy:** A counsellor works towards developing an understanding of the client's perspective and what it is like to be 'in their shoes'.
- **Acceptance, respect, and care:** Adopting a non-judgmental attitude, acknowledging the client's position, and expressing concern rather than disagreeing.
- **Autonomy:** Facilitate client autonomy by providing them with sufficient information and working collaboratively throughout the process.
- **Non-directive:** A counsellor would acknowledge and show respect for clients' concerns and provide guidance as necessary to help clients navigate towards their goals.

Question 5

How does working in accordance with person-centred principles help counsellors reduce the impact of their personal values on the counselling relationship?

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of how person-centred principles help to reduce the impact of the counsellor's values on the counselling relationship.

Student responses need to reflect the content of the following sample answer.

- A client-led process will reduce the likelihood of counsellors engaging in unhelpful communications or actions driven by their own values and/or biases.

Question 6

Briefly describe three [3] ways counsellors can use body language to indicate to clients that they are listening and open to what they are saying.

[Approximate word count: 15 – 25 words]

Assessor instructions: The student's response must demonstrate an understanding of at least three [3] ways that a counsellor can use body language to indicate to a client that they are listening and open to what they are saying.

Responses must include reference to **three** of the following:

- Use an open, relaxed body posture.
- Sit at a slight angle to the client. This is less confronting for the client.
- Avoid crossing legs or arms, which could be interpreted as non-availability.
- Respect the client's personal space but lean slightly forward to indicate interest.
- Use appropriate eye contact.
- Use encouraging gestures such as head nods but avoid gestures that may convey distraction, such as fidgeting with a pen.
- Touch should be used with caution.

Question 7

a) What is paraphrasing?

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of paraphrasing.

Student responses need to reflect the content of the following sample answer.

Paraphrasing means to reflect back to clients the content of what they have just said in the counsellor's own words.

- b) Statement: "In order to paraphrase accurately, a counsellor should repeat every word that a client has said." Examine the statement and determine if it is accurate about paraphrasing. Explain your reasoning.

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of paraphrasing and indicate that the statement is **not** accurate, and provide reasonable justification.

Student responses need to reflect the content of the following sample answer.

"It is inaccurate. Paraphrasing does not mean repeating the client's statement word for word, but selecting the essence of what a client has said and re-stating it in your own words."

Question 8

Reflection of feelings is one way of showing clients that you have been attending to what they are saying.

- a) Explain what reflection of feelings entails and how it differs from paraphrasing.

[Approximate word count: 40 – 50 words]

Assessor instructions: The student's response must demonstrate an understanding of reflection of feelings and how it differs from paraphrasing.

Student responses need to reflect the content of the following sample answer.

"Reflection of feelings involves reflecting an emotion back to the client. While paraphrasing and reflection of feelings involve reflecting what a client has said back to them, a reflection of feelings focuses on emotional feelings, whereas paraphrasing focuses on the content of what was said."

- b) Discuss how using reflection of feelings might facilitate rapport building with clients.

[Approximate word count: 40 – 50 words]

Assessor instructions: The student's response must demonstrate an understanding of reflection of feelings, particularly how it might facilitate rapport building with clients.

Responses must include references to the following points.

- Demonstrate empathy and establish an emotional connection with the client.

- When clients have difficulty identifying and accepting their own feelings, Counsellors can use reflecting techniques to demonstrate acceptance towards the client, including their feelings, and may go on to help them identify, explore, and express their feelings.

Question 9

Summarising is often confused with paraphrasing. Explain two [2] differences between paraphrasing and summarising.

[Approximate word count: 40 – 50 words]

Assessor instructions: The student's response must demonstrate an understanding of summarising, particularly how it differs from paraphrasing.

Responses must include references to two of the following points.

- Summarising encompasses a longer period of conversation than paraphrasing; at times, it may cover an entire interview or even issues discussed by the client over several interviews.
- A checkout at the end for accuracy is a key part of summarising.
- Unlike paraphrasing, which focuses primarily on content, summarising is more likely to include feelings and emotions as well.

Question 10

Why must counsellors use **open** and **closed** questions or **probing sparingly** during counselling?

In your answer, briefly explain the purpose of **each** questioning technique (open questions, closed questions and probing) and why it should be used sparingly.

[Approximate word count: 250 – 270 words]

Assessor instructions: The student's response must demonstrate an understanding of questioning skills and their effective use in counselling.

Student responses need to reflect the content of the following sample answer.

Open and closed questions and probing should be used **sparingly** to avoid the session feeling like an interrogation or compromise rapport building.

Open questions are designed to encourage clients to provide detailed and elaborate responses. While they can be useful in facilitating exploration and self-reflection, they should be used sparingly in counselling. Overusing open questions may lead to the client feeling overwhelmed or pressured to disclose too much information. This can hinder the therapeutic process, as clients may become defensive or resistant to further exploration. Therefore, counsellors must use open questions judiciously, ensuring they create a safe and supportive environment for clients to share at their own pace.

Closed questions, on the other hand, typically require brief and specific answers, often limited to a "yes" or "no" response. While closed questions can be useful for gathering specific information or clarifying certain aspects, they should also be used sparingly during counselling. Over-reliance on closed questions can

restrict the client's ability to express themselves fully and may inhibit the development of a trusting therapeutic relationship. By using closed questions sparingly, counsellors allow clients the space to explore their thoughts and feelings in a more open and organic manner.

Probing involves asking follow-up questions to delve deeper into a client's experiences or thoughts. Although probing can be valuable for gaining a comprehensive understanding of the client's concerns, it should be used sparingly in counselling. Excessive probing can make clients feel interrogated or judged, which may hinder their willingness to open up and share personal information. Counsellors must use probing techniques carefully, ensuring they maintain a respectful and non-intrusive approach that respects the client's boundaries and fosters a sense of safety.

Question 11

Explain what reframing is and the purpose of using such a technique in counselling.

[Approximate word count: 30 – 40 words]

Assessor instructions: The student's response must demonstrate an understanding of reframing and its purpose in counselling.

Responses must include references to the following points.

- Reframing is a specialist skill that is designed to facilitate change.
- It is used to help the client think about their issue in a different and more constructive way.
- It involves first understanding how the client makes sense of the issue and then providing an alternative meaning or interpretation for the client to consider.

Question 12

Counselling skills such as reframing needs to be used with caution. Outline two (2) considerations that counsellors must consider to use reframing effectively and appropriately with clients.

[Approximate word count: 40 – 50 words]

Assessor instructions: The student's response must demonstrate an understanding of reframing and explain two considerations in relation to the appropriate use of reframing.

Responses need to make reference to the following points.

- Use reframing only when there has been a strong relationship base built with the client.
- Use reframing in a tentative manner so that the client is given the option to accept or reject the suggested interpretation from the counsellor.

Question 13

An example of a code of practice that many Australian counsellors refer to is the ACA Code of Ethics and Practice.

- a) What is a code of practice, and when might a counsellor refer to this document?

[Approximate word count: 30 – 40 words]

Assessor instructions: The student's response must demonstrate an understanding of the ACA Code of Ethics and Practice and how it is applied in individual practice.

Student responses need to reflect the content of the following sample answer.

The ACA Code of Ethics and Practice outlines the ethical principles and responsibilities that underpin a counsellor's work with clients. Counsellors refer to it whenever practice guidance is necessary and continuously assess their own practice against the principles outlined within.

- b) What is a possible consequence for a counsellor who fails to adhere to the ACA Code of Ethics and Practice?

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of the code of practice and how it is applied in individual practice.

Student responses need to reflect the content of the following sample answer.

If the counsellor is an ACA member who failed to act in accordance with the code, they may face a disciplinary hearing or expulsion from membership.

Question 14

Respect for human rights is an overarching principle in counselling.

- a) Briefly explain the relationship between the Universal Declaration of Human Rights and counselling practice.

[Approximate word count: 30 – 40 words]

Assessor instructions: Student responses must demonstrate an understanding of human rights, particularly the relationship between the Universal Declaration of Human Rights and counselling practice.

Student responses need to reflect the content of the following sample answer.

The Universal Declaration of Human Rights informs the development of a range of laws and ethical principles set out to protect human rights, including those that set the base for ethical counselling.

- b) Describe a counselling process that upholds human rights and meets what clients have a right to expect from the counselling process.

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of human rights and how it relates to what clients have a right to expect from the counselling process.

Student responses need to reflect the content of the following sample answer.

- The counsellor respects the client's individuality, values, and beliefs.
- The counsellor respects the client's autonomy (self-determination and independence).
- Their safety and well-being are safeguarded throughout the process.
- The relationship operates within the clear boundaries of the counselling relationship.
- The service is provided by a competent and professional counsellor.

Question 15

Providing a non-discriminative counselling service is both a legal and ethical requirement.

- a) Outline a counsellor's responsibilities in relation to providing an anti-discriminatory service, as outlined in the ACA Code of Ethics and Practice.

[Approximate word count: 160 - 170 words]

Assessor instructions: The student's response must demonstrate an understanding of a counsellor's responsibilities in providing anti-discriminatory service based on the ACA Code of Ethics and Practice.

Responses must include a reference to the following extract from the ACA Code of Ethics and Practice:

- *4.3 Anti-Discriminatory Practice*
- *Client Respect:*
Counsellors work with clients in ways that affirm both the common humanity and the uniqueness of each individual. They must be sensitive to the cultural context and worldview of the client, for instance, whether the individual, family or community is taken as central.
- *Client Autonomy:*
Counsellors are responsible for working in ways that respect and promote the client's ability to make decisions in the light of his/her own beliefs, values, and context.
- *Counsellor Awareness:*
Counsellors are responsible for ensuring that any problems with mutual comprehension due to language, cultural differences or any other reason are addressed at an early stage. The use of an interpreter needs to be carefully considered at the outset of counselling.
Counsellors have a responsibility to consider and address their own prejudices, stereotyping attitudes, and behaviour. They are to give particular consideration to ways in which these may be affecting the counselling relationship and influencing their responses.

- b) How might a counsellor's personal values and beliefs impede their ability to provide non-discriminatory service?

[Approximate word count: 45 - 60 words]

Assessor instructions: The student's response must demonstrate an understanding of the impact of their own values on the counselling relationship, particularly in relation to the considerations of non-discriminatory service.

Student responses need to reflect the content of the following sample answers.

- A counsellor's personal values and beliefs can impede their ability to provide non-discriminatory service if they impose their own values on clients.
- A counsellor's personal values and beliefs can impede their ability to provide non-discriminatory service if they treat clients differently in an unhelpful way because clients hold values different to the counsellor's.

- c) In Australia, there are discrimination laws operating both on a federal and a state and territory level. What implication does this have on counsellors in relation to understanding anti-discriminatory requirements and making sure that they are providing a compliant service?

[Approximate word count: 10 - 20 words]

Assessor instructions: The student's response must demonstrate an understanding that counsellors will need to make sure they comply with/take into account both federal and state/territory laws.

Student responses need to reflect the content of the following sample answer.

Counsellors will need to make sure they comply with/ take into account both federal and state/territory laws.

Question 16

Another ethical principle that serves to uphold the client's human rights is promoting the client's autonomy in the counselling process. Based on this principle, describe the role and responsibilities of the counsellor and client when it comes to making decisions in the counselling process.

[Approximate word count: 50 - 60 words]

Assessor instructions: The student's response must demonstrate an understanding of the nature of the counselling relationship, particularly in relation to the role and responsibilities of the counsellor and client in making decisions in the counselling process.

Responses must include references to the following points.

- Counsellors do not normally act on behalf of their clients. If they do, it will only be with the express written consent of their client or else in exceptional circumstances [e.g., when clients are facing imminent risk and unable to make a decision].
- The role of the counsellor is to facilitate client autonomy by encouraging and empowering clients to take responsibility for decision-making and change themselves.
- The client's role/responsibility is to make decisions for themselves.

Question 17

Most counselling and community services organisations will require workers to engage clients in a formal contracting process at the beginning of the service process.

- a) Explain the importance of contracting in relation to protecting the client's rights.

[Approximate word count: 40 – 50 words]

Assessor instructions: The student's response must demonstrate an understanding of the importance of contracting in relation to protecting the client's rights.

Student responses must reflect the content of the following sample answers.

- It helps to ensure that the client has given their informed consent to engage in counselling service.
- Informed consent supports the client's right and autonomy to decide whether to participate or decline counselling once they have had an opportunity to find out about the risks and benefits of such a process.

- b) Briefly discuss two [2] benefits of having a signed counselling contract with the counsellor and the counselling service provider.

[Approximate word count: 30 – 40 words]

Assessor instructions: The student's response must demonstrate an understanding of why it is important to make a documented agreement with the client.

Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- Protects the counsellor from providing service beyond the scope of their organisational requirements.
- Counsellors can refer to the signed contract for discussed limits to confidentiality and disclosure of information throughout the counselling process whenever relevant situations arise.

Question 18

Counsellors have a duty of care to protect a client's well-being. Briefly explain what duty of care entails in this context.

[Approximate word count: 30 – 40 words]

Assessor instructions: The student's response must demonstrate an understanding of the duty of care as applied in the counselling practice.

Student responses need to reflect the content of the following sample answer.

A counsellor's duty of care may encompass taking actions to maintain physical and environmental safety, such as following work health and safety requirements, as well as promoting clients' emotional safety.

Question 19

Privacy, confidentiality, and disclosure requirements are in place to protect the rights and safety of clients (and others).

- a) What right does a client have in relation to the information they provide to a counsellor?

[Approximate word count: 30 – 40 words]

Assessor instructions: The student's response must demonstrate an understanding of a client's right in relation to the privacy of information. Responses must include references to a client's right to privacy.

Student responses need to reflect the content of the following sample answer.

"The client has a right to have their information kept private and confidential and not to be shared with others except when the client has provided consent."

- b) Provide three [3] examples of a counsellor's responsibilities in protecting the client's privacy.

[Approximate word count: 50 – 60 words]

Assessor instructions: The student's response must demonstrate an understanding of at least three examples of a counsellor's responsibilities in relation to privacy, confidentiality, and disclosure.

Student responses need to reflect the content of the following sample answers.

- Make sure sessions are not conducted where they may be overheard, recorded, or observed unless with the explicit consent of the client.
- Make sure client records, both computerised and hard copy, are kept securely so they are only accessible by authorised personnel.
- Client cases should not be discussed with anyone except in the context of supervision.

- c) Describe three [3] circumstances in counselling that might constitute a need for counsellors to override confidentiality.

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of at least three [3] circumstances in which confidentiality may need to be overridden.

Student answers need to come from the following list.

- A client discloses that they may harm themselves or another person.
- A client discloses information that indicates potential or actual child abuse.
- A client discloses that they have committed a crime.
- A client's file is subpoenaed by a court of law.
- A client provides the counsellor with written permission to disclose [e.g. when making a referral to another service provider].

Question 20

Many counsellors in Australia have a mandatory reporting responsibility.

- a) What is mandatory reporting?

[Approximate word count: 30 – 40 words]

Assessor instructions: The student's response must demonstrate an understanding of mandatory reporting. Responses should include reference to:

Mandatory reporting refers to a duty to override confidentiality and report where there are reasons to suspect or believe that a child is being abused.

- b) Statement: "Only counsellors who work directly with children need to comply with mandatory reporting requirements."
Is the statement accurate? Explain your reasoning.

[Approximate word count: 10 – 20 words]

Assessor instructions: The student's response must indicate that the statement is inaccurate and demonstrate an understanding that the mandatory reporting requirement applies even when counsellors do not work directly with children.

Student responses must reflect the content of the following sample answer.

The mandatory reporting requirement applies even when counsellors do not work directly with children. The statement is inaccurate.

Question 21

Counsellors must set up and maintain clear boundaries in the counselling relationships with clients.

- a) According to the ACA Code of Ethics and Practice, "counselling is a formal and contracted relationship and nothing else".
Explain what this statement suggests about the boundaries between a client and their counsellor.

[Approximate word count: 40 – 50 words]

Assessor instructions: The student's response must demonstrate an understanding of the ethical consideration relating to practitioner/client boundaries.

Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- Clear boundaries must be established and maintained throughout the counselling process so that clients are not exploited, for example, by taking advantage of them financially, emotionally, or psychologically.
- A counselling relationship must not be concurrent with a supervisory, training or another form of relationship (sexual or non-sexual).

b) How does setting up clear boundaries promote the well-being of counsellors and clients? Is the statement accurate? Explain your reasoning.

[Approximate word count: 40 – 50 words]

Assessor instructions: The student's response must demonstrate an understanding of the importance of maintaining practitioner/client boundaries.

Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- If the counsellor establishes professional boundaries from the beginning of the counselling relationship, they are far less likely to take on a role that is not appropriate as counselling progresses.
- A client who understands the professional nature of the counselling relationship is less likely to extend the counselling process beyond its natural conclusion.

Question 22

Counsellors have an ethical responsibility to develop and maintain their level of competence.

a) Describe three (3) strategies a counsellor may implement to meet such responsibility.

[Approximate word count: 25 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of at least three strategies that a counsellor may implement in order to meet the responsibility to maintain their level of competence.

Responses must include a reference to three of the following points.

- Regularly monitor your own competence through supervision and feedback from others – such as your trainer if a trainee or your professional counselling peers (providing support and supervision for one another by alternating the roles of supervisor and supervisee), once accredited.
- Monitor impacts of own emotional needs on relationships with clients.
- Identify when a referral for the client may be appropriate.

- Engage in regular supervision, research, and continuing education.

b) Counselling can be an emotionally demanding job. Briefly explain how accessing regular supervision is likely to help a counsellor in looking after their own health and safety while providing counselling service.

[Approximate word count: 20 – 65 words]

Assessor instructions: The student's response must demonstrate an understanding of how accessing regular supervision is likely to help a counsellor in promoting workplace health and safety.

Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- Supervision helps counsellors to monitor their emotional needs and manage stressors or any factors that may impact their work with clients.
- Counsellors are supported to examine their feelings, thoughts, and behaviours in working with particular clients and make sure they are providing ethical and competent service.
- Supervisors are most likely to identify potential mental health issues in the supervisee before they become a problem.

Question 23

Counsellors must provide service within the boundaries of their work role.

a) Outline three [3] factors that counsellors may take into consideration in determining the responsibilities and limitations of their role.

[Approximate word count: 50 – 60 words]

Assessor instructions: The student's response must demonstrate an understanding of at least three factors that must be considered in determining a counsellor's responsibilities and limitations to their role.

Responses must include reference to the following three factors:

- The role of the counsellor within helping services (e.g., counsellors do not diagnose mental illness or prescribe medication)
- The individual counsellor's expertise (e.g. whether they are a generalist or specialised in particular issues or areas)
- The work context of the counsellor (e.g., what service they have been employed to provide)

b) What can a counsellor do in an initial counselling session to make sure clients have appropriate expectations of their work role?

[Approximate word count: 30 – 40 words]

Assessor instructions: The student's response must demonstrate an understanding of how a counsellor can make sure clients have a clear understanding of the responsibilities and limitations of their role in an initial session.

Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- Clarify work-role boundaries (i.e., what the counsellor can and cannot do) with clients from the start.
- Connect clients with appropriate services to meet needs that are beyond work roles.

Question 24

Organisational policies and procedures are in place to help employers and counsellors to meet a range of legal and ethical requirements.

- a) Identify two [2] rights that the counselling organisation (i.e., the employer) has in relation to staff's compliance with organisational requirements.

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of the employer's rights in relation to staff's compliance with organisational requirements.

Responses should include reference to two of the following:

- Expect counsellors/staff to adhere to the organisational requirements
- Review and update organisational requirements
- Dismiss staff whose behaviours violate these requirements

- b) Identify two [2] responsibilities that the counselling organisation (i.e., the employer) has in relation to facilitating staff's compliance with organisational requirements.

[Approximate word count: 15 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of the employer's responsibilities in relation to staff's compliance with organisational requirements.

Responses should include reference to the following:

- Make sure organisational policies and procedures are continuously reviewed.
- Make sure staff are provided with access and training on updated requirements.

Question 25

Identify three [3] types of information a counsellor might find in records management policy and procedures.

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of how records management requirements are applied in the counsellor's practice.

Responses must include a reference to three of the following points:

- How client information should be recorded.
- How client information should be stored.
- What documents need to be included in a client's file.
- How to store and maintain paper and electronic client files.
- Precautions to protect client information when they leave work premises.

Question 26

Work health and safety (WHS) involves making sure that the counselling process is conducted in a safe manner, where possible risks are minimised or eliminated. Briefly discuss the WHS considerations relevant to the following aspects of a counselling process.

- a) The venue where counselling takes place.

[Approximate word count: 40 – 50 words]

Assessor instructions: The student's response must demonstrate an understanding of how WHS considerations are applied in relation to the venue where counselling takes place.

Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- Making sure that it is a safe service environment.
- Examples of considerations may include:
 - addressing tripping hazards
 - making sure light and ventilation are working properly
 - monitoring workspace setup, posture, and appropriate seating
 - make sure electronic devices are regularly serviced and maintained so as to reduce fire hazards.

- b) The safety of a client during counselling

[Approximate word count: 40 – 50 words]

Assessor instructions: The student's response must demonstrate an understanding of how WHS considerations are applied in relation to the safety of clients during counselling.

Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- Making sure that it is a safe service environment.
- Managing possible risks to clients, such as:
 - assessing for possible safety and risk issues and addressing them, if any
 - using appropriate techniques (e.g., grounding, taking breaks) to promote the emotional safety of the client during counselling.

c) The safety and well-being of a counsellor.

[Approximate word count: 40 – 50 words]

Assessor instructions: The student's response must demonstrate an understanding of how WHS considerations are applied in relation to promoting the safety and well-being of a counsellor.

Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

- Making sure that it is a safe service environment.
- Managing possible risks associated with counselling work, such as:
 - having appropriate safety strategies to manage aggressive client
 - make sure counsellors take regular breaks for self-care and accessing support (e.g., supervision).

Question 27

The initial counselling session is usually the first face-to-face session you have with a client. Identify three (3) main objectives/aims you should seek to achieve in an initial counselling session.

[Approximate word count: 40 – 60 words]

Assessor instructions: The student's response must demonstrate an understanding of at least three main aims/objectives of an initial counselling session.

Responses must include reference to three of the following:

- Promote and clarify the client's understanding of the counselling process, including what they can expect from the process and what approach you may use.
- Provide information and confirm the client's understanding of organisational services and requirements. This may include information about what type of service the organisation offers, cancellation policies, and payment schedules.

- Explore any anxieties or concerns the client may have about engaging in counselling or organisational requirements.
- Signing a counselling contract.
- Develop an understanding of the client's needs and concerns, as well as their circumstances.
- Assess significant risk or safety issues or referral needs.
- Prioritise needs, identify preliminary goals and discuss options.
- Create a counselling plan in consultation with the client.

Question 28

For counsellors, the counselling process begins before the client arrives for their first session. A particular task that may take place during this preparation stage is to review any existing client documents, such as a referral form.

- a) Identify three (3) types of information that a counsellor may retrieve from a client's referral form/letter before the commencement of the initial session.

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of at least three types of information that a counsellor may obtain from a referral form/letter prior to the commencement of the counselling session.

Responses must include a reference to the following three points:

- Possible health/mental health concerns
- Reporting requirements
- Risk issues

- b) Should counsellors fully rely on existing client documentation that they have acquired prior to meeting a client? Explain your reasoning.

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding that counsellors must **not** fully rely on existing client information obtained prior to the commencement of the counselling session.

Wording may differ, but appropriate answers must reflect the themes and characteristics of the following examples.

No, as:

- The client's situation may have changed.

- It is important to seek clarification from clients as they are the best source of information.

Question 29

An important goal of the initial session is to build rapport with the client. Describe two [2] communication skills/ techniques a counsellor can use to facilitate rapport building at the commencement of the first counselling session.

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate the ability to select and use communication techniques that support rapport building at the commencement of the first session.

Responses must include a reference to two of the following points:

- Greet the client by name and introduce yourself.
- Engage in small talk with clients.
- Use micro skills to show empathy and attention towards the client's responses.

Question 30

Contracting is usually carried out in the initial counselling session.

- a) Outline the information that should be included in a counselling contract.

[Approximate word count: 70 – 80 words]

Assessor instructions: The student's response must demonstrate an understanding of key information for inclusion in a counselling contract.

Responses need to include references to the following points.

- Information about the counselling service, e.g., what resources and services the organisation can offer; how many sessions it usually takes, and how long each session is; payment schedules, cancellation policies and termination procedures.
- The counselling approach used.
- Privacy and confidentiality information, including limits to confidentiality.
- Boundaries and limitations of counselling relationship (e.g., when clients may contact the counsellor and situations when clients will need to seek emergency support).

- b) Why is it important for counsellors to take time to go through the details of the counselling contract before getting clients to sign it?

[Approximate word count: 30 – 50 words]

Assessor instructions: The student's response must demonstrate an understanding of the importance of taking time to go through the details of the counselling contract.

Responses need to include references to the following points.

- Clients who are experiencing emotional distress may struggle to take in all information at once.
- Clients may have literacy issues that impede them from reading or understanding the contract.
- It is important to make sure clients have a clear understanding of the contract to obtain informed consent.

Question 31

Discuss two (2) ethical principles that underpin a counsellor's responsibility to assess for potential needs to refer clients to other services or report particular issues.

[Approximate word count: 60 – 80 words]

Assessor instructions: The student's response must demonstrate an understanding of the importance of identifying indicators of client issues that require referral or reporting.

Students are expected to refer to **work-role boundaries** and **duty of care**.

Student responses need to reflect the content of the following sample answer.

Counsellors have a duty of care to their clients, which includes monitoring for any risk or safety issues that the client may be facing and taking appropriate actions to address these issues, such as reporting to authorities or referring clients to emergency services. Additionally, counsellors must not provide service beyond their work-role boundaries. Therefore, if the client's issues are beyond the counsellor's work role or expertise, the client should be referred to more suitable services.

Question 32

Clients may present at counselling with a range of presenting issues and priorities. Explain why it is important for counsellors to work in 'collaboration' with clients when identifying priorities and goals for counselling.

[Approximate word count: 25 - 40 words]

Assessor instructions: The student's response must demonstrate an understanding of the importance of working in collaboration with clients to identify priorities and goals for counselling.

Responses need to include references to the following points.

- Promoting the clients' sense of ownership in the process is vital for encouraging a commitment to counselling.
- It is unethical for counsellors to impose their preferences or agenda on the client.

Question 33

A counselling plan is usually generated at the end of the first counselling session.

- a) What is a counselling plan?

[Approximate word count: 20 – 30 words]

Assessor instructions: The student's response must demonstrate an understanding of what a counselling plan is.

Student responses need to reflect the content of the following sample answer.

A counselling plan is a written record of the outcomes of the discussions in the first session, including client information gathered and agreed on priorities and goals of counselling.

b) Discuss three [3] purposes of a counselling plan.

[Approximate word count: 60 – 70 words]

Assessor instructions: The student's response must demonstrate an understanding of at least three purposes of a counselling plan.

Student responses may include reference to:

- To clarify and confirm both counsellor and client have the same understanding about how the counselling process will be undertaken.
- To help clients visualise goals when they have a written plan.
- To evaluate whether a goal has been met or progress has been made.
- To make sure another counsellor has sufficient information to continue the counselling process where necessary.

Question 34

The following table lists several types of issues clients may present with for counselling.

- Identify the extent to which the listed issue falls within the counselling scope of practice.
- Identify options for referral for this type of listed issue.

[Approximate word count: 12 – 55 words per cell]

Assessor instructions: Student responses must reflect the content of the following sample answers.

Type of issue clients may present	a) Identify the extent to which this issue falls within the counselling scope of practice	b) Identify options for referral for this type of issue
Alcohol and other drugs	While generalist counsellors may provide support with managing life stressors and maintaining well-being, clients with persistent substance use problems may require referral.	AOD-specific services, such as medical services, withdrawal services, rehabilitation services, or AOD counselling for specialised intervention and support.
Domestic and family violence	Counsellors typically engage in assessment with their clients as part	Services specialising in DFV areas. Local crisis services, such as women's or men's

Type of issue clients may present	a) Identify the extent to which this issue falls within the counselling scope of practice	b) Identify options for referral for this type of issue
	of their duty of care to make sure any immediate safety issues are appropriately addressed.	shelters, are also important for addressing clients' immediate safety needs.
Financial difficulty	Generalist counsellors can support a client in managing their level of distress.	Clients experiencing financial difficulties and debts may benefit from seeing a financial counsellor for assistance with budgeting, debt management, and dealing with debt collection agencies.
Homelessness	It is a counsellor's role to assess housing needs and connect clients with appropriate support or services.	Counselling may not be appropriate until clients have some stability (e.g., stable accommodation) and their urgent needs are met. As such, counsellors must facilitate access to an appropriate specialist homelessness service that can offer emergency accommodation and assistance. [One option is to search for local specialist homelessness services using My Community Directory].
Mental illness	Counsellors may be engaged in promoting clients' well-being as they are recovering from mental health difficulties; however, counsellors do not make diagnoses or mental health treatment.	Clients demonstrating indicators of mental illness will need to be referred to appropriate specialist care, such as a psychiatrist, psychologist or crisis assessment and treatment team.
Problem gambling	Depends on the counsellor's training. Behaviours such as compulsive gambling often indicate a referral of the client to an appropriate specialist. Counselling can help support a client who is impacted by the gambling addiction of their spouse, family, or friend.	Relevant referral agencies within the local area. For example, Gambling Help Online's website to find information about a specific service near the client. Many of these services offer information as well as counselling for gambling-related problems.

Question 35

Scenario: You are conducting your first counselling session with a new client. The client is concerned about confidentiality and storage of the information that the organisation will collect about them.

Your organisation's code of conduct [subject to statutory regulations] determines how you manage client records. The way the organisation manages records must be disclosed to every new client at the initial stage of counselling.

- Explain how a typical counselling organisation manages the **privacy and confidentiality** of client records.
- Explain the circumstances when the privacy and confidentiality of client records may be **overridden**.
- Explain how a typical counselling organisation manages client **record keeping**.

[Approximate word count: 150 - 180 words]

Assessor instructions: Student responses must reflect the content of the following sample answers.

<p>a) Privacy and confidentiality of client records: The content of the sessions will be treated as highly confidential. A counsellor will need to discuss their work with their supervisor and will only use the client's first name but not any other identifying details of the client.</p> <p>b) Circumstances when confidentiality may be overridden:</p> <ul style="list-style-type: none">• If the client discloses that they may harm themselves or harm may come to them;• If the client discloses that they may harm others or;• If the client's file is subpoenaed by a court of law; or• If the client has provided written permission for you to do so. <p>c) Client record-keeping management: Notes will be taken during or after each session to help keep track of progress. These notes will be stored in a private and secure location and may be viewed by the client if they wish. The client's counselling records will be kept by the service for a period of seven (7) years from the date of their last contact with the service.</p>
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Question 36

In addition to counsellors, there is a range of helping professionals who may be providing support to clients at different points of their journey. Complete the following table by describing the key characteristics of each helping professional listed.

[Approximate word count: 25 - 40 words per cell]

Helping Professional	Key characteristics
Psychologist	This profession studies human behaviour and the processes involved in how people think and feel. They do not prescribe medications. However, they may conduct research and provide treatment in order to reduce distress and behavioural and psychological problems.
Psychiatrist	This profession consists of medical doctors who have chosen to specialise in the study, treatment, and prevention of mental, emotional, and behavioural disorders.
Counsellor	This profession assists people in identifying and defining their emotional issues and better understanding themselves by explaining options, setting goals, providing therapy, and helping them to take action.
Social worker	This profession helps people to deal with personal and social problems, either directly or through advocating on behalf of individuals or groups against social injustice.

Helping Professional	Key characteristics
Coach	This profession facilitates personal and professional learning and development through a goal-directed process. They facilitate changes in clients towards more explicitly defined goals without focusing on emotional and psychological issues in-depth.

Assessment checklist:

Students must have completed all questions within this assessment before submitting. This includes:

1	36 short answer questions to be completed in the spaces provided.	<input type="checkbox"/>
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Congratulations, you have reached the end of Assessment 2!

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