

AED 631 (M) DECEMBER, 2017 *Page 1 of 3*

UNIVERSITY OF SWAZILAND

INSTITUTE OF POST-GRADUATE STUDIES

MASTER OF EDUCATION IN ADULT EDUCATION

MAIN EXAMINATION DECEMBER, 2017

TITLE OF PAPER : COUNSELLING AND GUIDANCE IN ADULT EDUCATION

COURSE : AED 631

TIME ALLOWED : THREE (3) HOURS

INSTRUCTIONS :

- 1. ANSWER THREE (3) QUESTIONS: QUESTION ONE (1) AND ANY OTHER TWO (2).**
- 2. ANSWERS SHOULD BE WRITTEN IN THE ANSWER BOOKLETS PROVIDED.**
- 3. DO NOT WRITE ON THE QUESTION PAPER**

THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR

QUESTION 1 (COMPULSORY): (40 MARKS)

- (a) The counselling climate has a profound impact on the client's willingness to participate and learn from the process. Explain the role of the following aspects in promoting effective counselor-client relationships in a work-related environment: (i) psychological safety, (ii) positive self-image, (iii) feelings of belonging, (iv) purposeful behaviour and (v) personal competence. [20 marks]
- (b) Instructions: Read the following scenario and answer the questions below.

SCENARIO

Maria Shongwe, a Swazi female aged 32 years is currently working as a human resource officer with Ngwane Mills, an organisation she joined four months ago. She previously worked for Mhlume Sugar company for five years and six months. Most of her experience has been in the human resource development field. She is experiencing a lot of anxiety since she started this job, because what the job actually entails is not what she thought it would be. The job is very administrative and not very challenging for her. Secondly, she has received a job offer from another company, which she feels will be more challenging. She is undecided whether to leave the current company and take this new position. She feels very guilty about wanting to leave her current position because it is very flexible and the environment is very relaxed. This dilemma is causing her a lot of anxiety. She feels that she is not gaining enough experience in new areas. Lastly, she is currently completing a Master's degree in Industrial Psychology, which is an intensive course. She is struggling to cope with the workload and at the same time working and finding a balance with work and life. This too is causing an amount of stress.

- (i) How would you describe Shongwe's career development challenges?
(ii) What are Shongwe's major career concerns?
(iii) Why is she experiencing career indecision?
(iv) Prepare an outline of the process you would follow to facilitate Shongwe's career decision-making ability. [20 marks]

QUESTION 2 [30 marks]

- (a) Using relevant examples, examine the likely causes of maladaptive behaviour (rape, incest, violence, suicide, juvenile delinquency) in society today. [15 marks]
- (b) Critique current interventions by counselling and guidance service providers in Swaziland, in addressing such behaviour. [15 marks]

QUESTION 3 [30 marks]

- (a) Using experience obtained in your practicum in counselling and guidance, examine major challenges that career men and women face in Swaziland.
[12 marks]
- (b) What has been the response of counselling and guidance providers?
(10 marks)
- (c) What challenges do such a clientele pose to current providers?
(10 marks)

QUESTION 4 [30 marks]

- (a) Explain the role of counselling and guidance theories.
[10 marks]
- (b) Choose **one (1)** counselling theory from the list below, and illustrate how you could use it in counselling an adult client/s in a setting of your choice:
(i) Psychoanalytic theory (ii) Behavioural theory (iii) Rational-Emotive Behavioural theory
(iv) Transactional analysis (v) Existentialist theory
[20 marks]

QUESTION 5 [30 marks]

- (a) What is meant by family/systemic counselling and guidance?
[5 marks]
- (b) Why and how do families seek counselling in addressing their problems?
[5marks]
- (c) Create a scenario to illustrate how you could use family/systemic theory in counselling an adult client/s in a setting of your choice.
[20 marks]

QUESTION 6[30 marks]

- (a) Critique the provision of counselling and guidance services for adults in Swaziland.
[10 marks]
- (b) What strategies are being used or could be used to address challenges faced by service providers?
[10 marks]
- (c) What should be the role of education and training in improving provision of such services?
[10 marks]