

**UNIVERSITY OF ESWATINI**



**FACULTY EDUCATION AND INSTITUTE OF DISTANCE EDUCATION (IDE)**

**DEPARTMENT OF EDUCATIONAL FOUNDATIONS AND MANAGEMENT**

**SUPPLEMENTARY EXAMINATION PAPER JANUARY 2019**

**TITLE OF PAPER:** INTRODUCTION TO GUIDANCE AND COUNSELLING

**COURSE NUMBER:** EFM 517 (FULL TIME AND IDE STUDENTS)

**TIME ALLOWED:** TWO (2) HOURS

**INSTRUCTIONS:** THERE ARE THREE SECTIONS IN THIS PAPER – SECTIONS A, B, AND C

**SECTION A AND B ARE COMPULSORY. CHOOSE ONE (1) QUESTION FROM SECTION C**

**TOTAL MARK ALLOCATION: 100**

**DO NOT OPEN THIS QUESTION PAPER UNTIL WHEN TOLD TO DO SO BY THE CHIEF INVIGILATOR**

## SECTION A: COMPULSORY (50 marks)

### Multiple Choice Questions

#### INSTRUCTIONS

You are to write all your answers in your examination booklet provided. Read the following instructions carefully.

1. This examination section contains 25 multiple choice questions, each worth 2 points.
2. On this Multiple-Choice examination each question or item is followed by a series of possible answers or choices.
3. Read each question and decide which answer or choice is **best**.
4. Write **only the letter** of the best choice in your answer booklet with your PEN.
5. Write **LEGIBLY**.
6. Cross out any answers you wish to change and write afresh. **DO NOT USE CORRECTIONAL FLUID. Use of correction fluid will result in you getting a zero for that given question.**
7. Answer all questions. Your examination score will be based on the number of questions you answer correctly. There is no penalty for guessing.
8. This exam paper contains 8 pages including the cover page.

1. The best predictor of the outcome of counselling is:
  - A. the skills of the counsellor
  - B. the theory used by the counsellor
  - C. the quality of the relationship between the counsellor and the client
  - D. how hard the client works in counselling
  
2. Which of the following is not a core characteristic of helpful counselling relationships?
  - A. genuineness
  - B. empathy
  - C. unconditional positive regard
  - D. high quality advice giving
  
3. The definition of the concept of guidance includes the following descriptive words, except which one?
  - A. directing
  - B. leading
  - C. influencing
  - D. disciplining
  
4. Which of the following is not a factor that necessitated guidance and counselling in Swaziland?
  - A. massive expansion of the education system
  - B. increase in opportunities of employment
  - C. increase in social problems
  - D. changes in social and cultural support systems
  
5. A student who comes to find out about his/her aptitude test results would be assisted using which scope of Guidance?
  - A. educational guidance
  - B. personal guidance
  - C. social guidance
  - D. career guidance

6. Helping someone adjust to a new environment falls under which goal or function of the Guidance and Counselling Programme?
- A. developmental
  - B. remedial
  - C. preventative
  - D. crisis intervention
7. Following is a list of counsellor skills used in the counselling process, except which one?
- A. active listening
  - B. clarifying
  - C. sympathizing
  - D. attending
8. The counsellor's positive attitudes essential for the counselling process are taken from which theory of counselling?
- A. Behavioural Therapy
  - B. Client-centred Theory
  - C. Rational Emotive Behaviour Therapy.
  - D. Multicultural counselling
9. The counselling theory amongst the following that explains that counselling problems are a result of irrational thoughts is the
- A. Behavioural Therapy
  - B. Client-centred Theory
  - C. Rational Emotive Behaviour Therapy
  - D. Multicultural counselling
10. Self-awareness under life skills education enables individuals to recognise and understand all the following, except which one?
- A. personal abilities
  - B. desires
  - C. strengths and weaknesses
  - D. self-appreciation

11. A person-centered Counsellor's role would best be described as a
- A. coach
  - B. facilitator
  - C. expert
  - D. teacher
12. Unconditional positive regard means
- A. liking everyone equally
  - B. verbalizing a lot of validation to clients
  - C. accepting a client despite his or her behaviour
  - D. accepting everything a client does
13. Which of the following would not be used in Person-centered counsellor?
- A. diagnosis
  - B. empathy
  - C. unconditional positive regard.
  - D. Genuineness
14. Counsellors who help clients understand, accept, and resolve problems by using basic counselling techniques so that their clients can lead more satisfying, well-adjusted lives are providing
- A. group counselling
  - B. personal counselling
  - C. career counselling
  - D. vocational guidance and job placement.
15. The founder of Person-centered theory is:
- A. Carl Rogers
  - B. Albert Ellis
  - C. John Holland
  - D. Sigmund Freud

16. Assertiveness is generally defined as the ability to
- A. make other people forcefully agree with you in a discussion
  - B. habitually submit to other people's requests and demand
  - C. confidently and clearly express your opinion calmly and politely
  - D. make sure you get your own way in most discussions
17. Guidance and counselling services in Swaziland schools tend to focus on:
- A. life skills education
  - B. diagnostic assessment
  - C. career and HIV and AIDS aspects only
  - D. infusion and integration of guidance and counselling as an integral part of the curriculum
18. Interpretation and corrective emotional experiences are techniques of which theoretical approach:
- A. Family Systems
  - B. Psychodynamic theories
  - C. Cognitive-behavioural theories
  - D. all of the above
19. In the REBT framework, clients develop problems because of \_\_\_\_\_
- A. Poor bonding with parents
  - B. Their beliefs
  - C. Situational stressors
  - D. All of the above
20. According to Super's Life Span Career theory the exploring stage includes the following except:
- A. fantasy
  - B. tentative
  - C. reality testing
  - D. knowledge about the kind of work you enjoy and the kind of worker you are.

21. Career counselling was originally called
- A. Counselling
  - B. Vocational guidance
  - C. Job and vocational exploration
  - D. Person's counselling
22. The client's right to keep the counselling relationship secret is
- A. Confidentiality
  - B. Their business
  - C. Privacy
  - D. The client's responsibility
23. Counsellors who help clients understand which family member is likely to blame for the problems are probably working from the...
- A. Family systems perspective
  - B. Person-centered perspective
  - C. Systems perspective
  - D. None of the above
24. Counselling that focuses on the realm of the counselee's work life would be defined as
- A. group counselling.
  - B. personal counselling.
  - C. career counselling.
  - D. vocational guidance and job placement.
25. Which theory emphasizes the role of the individual in solving the problem affecting a unit?
- A. Family Systems.
  - B. Psychodynamic theories.
  - C. Cognitive-behavioural theories.
  - D. all of the above.

## SECTION B: COMPULSORY

### Question 1 (25 marks)

Discuss the following terms as used in Guidance and Counselling giving concrete examples:

- I. Guidance (5 marks)
- II. Counselling (5 marks)
- III. Congruence (5 marks)
- IV. Empathy (5 marks)
- V. Unconditional positive regard (5 marks)

## SECTION C:

Answer one (1) question from this section

### Question 1 (25 marks)

- I. List any **five** (5) personal qualities of an effective counsellor (5 marks)
- II. For each of the listed personal qualities, explain how each is relevant for a counselling relationship. (20 marks)

### Question 2 (25 marks)

Outline and discuss five (5) effective methods of teaching Guidance and Counselling.

- I. Outline **five** (5) effective methods of teaching guidance and counselling. (5 marks)
- II. Discuss each of the **five** (5) methods of effective teaching of guidance and counselling giving concrete example. (20 marks)