**INTERNATIONAL TRAINING COLLEGE – LINGUA**

**Towards Educational Excellence**

**NCHE Reg. No: R0014**

**NQA Accreditation No: 000244**

**DEPARTMENT OF HEALTH**

**MAJOR TEST 1 – LEVEL 3**

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| LECTURER: MS. DENISE DU PLESSIS | DATE: JULY 2024 |
| QUALIFICATION : Certificate in Community Counselling- Level 3 | |
| MODULE : Ethical Framework for Counselling Services | |
| TEST 1 Major | |
| TOTAL MARKS : 42 Marks | |
| TIME : 1Hour | |
| Marks Awarded : \_\_\_\_ = \_\_\_\_%  42 | |

**READ THE INSTRUCTIONS CAREFULLY**

* Write your full names and student number in the space provided.
* Marks are indicated at the end of each question.
* Answer each question in the space provided below.
* Write neatly and clearly
* **Cell phones** are not allowed during the test sessions.

**Student Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**







**Student First name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ FT PT Distance**

**Student Number :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (*Please Tick one box only)***

**Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Question 1**

1. **Explain the following processes and what it entails**
   1. The Complaint process [4]

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* 1. The Grievance process [3]

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* 1. The Disciplinary process [4]

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**Question 2**

2.1 **Discuss the different kinds of abuse [5]**

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**2.2 Define the following definitions**

2.2.1 Diversity [2]

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2.2.2 Equality [2]

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2.2.3 Victimisation [2]

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2.2.4 Discrimination [2]

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2.2.5 Power [2]

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2.2.6 Violence [2]

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**Question 3**

**3.1 Discuss the effect of poverty on children [5]**

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**3.2 Explain the reasons why the infant mortality rate is high in poverty-stricken areas [5]**

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**3.3 Describe the reasons why people can become resilient to poverty [4]**

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**[TOTAL 42 MARKS]**