

**FINAL EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT**

**MEMORANDUM PAPER 2**

**OCCUPATIONAL CERTIFICATE: SOCIAL COUNSELLING WORKER NQF 5**

**SAQA ID: 111142**

**CREDITS: 143**

**Date:**

**Total Marks: 150**

**Pass Mark: 90 (60%)**

**Time: 09h00-12h00**

**Duration: 2.5 hours**

**This External Integrated Summative Assessment (EISA) consists of EIGHTEEN (18) pages**

**Instructions**

- This is a closed book assessment.
- Use the answering book provided.
- All questions must be answered in the answer book provided.
- Read the instructions for each question before answering.
- Structure all written answers logically. Use the mark allocation for each written question to guide the length of your answer.
- For **ALL** multiple-choice questions answer from the choices provided, unless stated otherwise.
- Candidates are not allowed any form of assistance and must always adhere to the invigilator's instructions.
- No cell phones are allowed.
- SCSW in the question paper refers to "Social Counselling Support Worker".
- SCW in the question paper refers to "Social Counselling Worker".
- **Submit both the question-and-answer booklet together**

**Mark Allocation**

**SECTION A**

- **Question 3.1 – 3.6**
- **Sub Total Marks 90**

**SECTION B**

- **Question 4.1 – 4.5**
- **Sub Total Marks 60**
- **Total Marks 150**

**CANDIDATE DETAILS**

Surname															
Name															
ID Number															

Province	
Name of Skills Development Provider (SDP)	
Name of Centre	

### **Question 3.1**

#### **3.1.1 What were Kgalalelo's strength, needs and preferences? (3 Mark)**

##### **3.1.1 Model Answer**

- Kgalalelo strength was a law degree, completed in record time, **(1 Mark)**
- Kgalalelo's need was a job opportunity anywhere in the world. **(1 Mark)**
- Kgalalelo has preferred to look for employment anywhere in the world without focusing only on the law degree that she has. **(1 Mark)**

#### **3.1.2 What were the findings in the scenario and the response thereof? (3 Marks)**

##### **3.1.2 Model Answer**

- Kgalalelo completed her law degree in record time with no employment. **(1 Mark)**
- She became anxious due to lack of employment and blaming the quality of her degree and the university. **(1 Mark)**
- She ultimately got employment outside the country to teach English disregarding her Law degree. **(1 Mark)**

#### **3.1.3 Explain the planning process of Kgalalelo and the SCW (3 Marks)**

##### **3.1.3 Model Answer**

- The SCW, together with Kgalalelo, agreed to gather as much information as possible before making any decision. **(1 Mark)**
- The aim was to look for alternatives outside the country when gathering the information. **(1 Mark)**
- The SCW and Kgalalelo engaged China directly after making the decision of going there. **(1 Mark)**
- China confirmed through the letter that they were employing her. **(1 Mark)**
- Kgalalelo moved to China for employment due to the achievement of her goal. **(1 Mark)**.

#### **3.1.4 (a) Describe an intervention strategy (2 Marks). (b) Outline the evidence that was brought to the table to assist Kgalalelo to solve her employment problem for decision-making purposes (1 Mark)**

### 3.1.4 Model Answer

(a)

Schenk (2017:88) say that after jointly identifying the actual problem or need of the client in the assessment phase, the SCW and client is able to plan the actual intervention or strategy. This facilitates the helping process as the client learns to own the process. All possible options are jointly reviewed to determined and agreed upon for the most appropriate ones **(2 Marks)**.

(b)

Kgalalelo together with the SCW discovered that, there was an abundance of employment in China, and that assisted them to make a choice. Kgalalelo, based on that information, was able to get confirmation from China for her employment **(1 Mark)**

### 3.1.5 (a) Discuss principles followed in implementing the intervention plan of Kgalalelo (2 Marks)

(b) Define ownership principle (1 Mark)

### 3.1.5 Model Answer

(a)

The fact that the SCW, together with Kgalalelo, did not contain themselves to look for employment in South Africa alone, showed some **flexibility** to meet Kgalalelo's needs. This enabled them to strategise from the beginning of the plan and look for alternatives. They further did not only look for a law degree employment **adapting** to the available resources hence, going to teach English in China. (2 Marks)

(b)

Ownership refers to knowing and experiencing that something belongs to oneself and not to someone else. It often refers to taking responsibility, which is what Kgalalelo did when looking for employment (1 Mark)

## Question 3.2

### 3.2.1 Study the scenario on 3.1 above and draft specific, measurable, achievable, relevant, and time-bound (SMART) objectives for each intervention. (3 Marks)

#### 3.2.1 Model Answer

There are two objectives in the scenario: **(1 Mark)**

- ✓ to assist Kgalalelo with employment,
- ✓ to assist Kgalalelo with her anxiety problem

3.2.1.1 The SCW, together with Kgalalelo, agreed to look for employment abroad within two weeks for Kgalalelo to be economically active. **(1 Mark)**

3.2.1.2 The SCW, together with Kgalalelo, agreed to attend to Kgalalelo's anxiety problem before her departure to China to address her well-being. **(1 Mark)**

**3.2.2 Indicate as to whether the following intervention processes of developing strategies for Kgalalelo are true or false (3 Marks)**

3.2.2.1 The SCW and Kgalalelo agreed on looking for employment abroad.

3.2.2.2 The SCW and Kgalalelo agreed on attending to Kgalalelo's anxiety problem

3.2.2.3 The SCW and Kgalalelo agreed to ascertain as to whether her law degree was of quality.

**3.2.2 Model Answer**

3.2.2.1 True

3.2.2.2 True

3.2.2.3 False

**3.2.3 Develop the realistic timelines for Kgalalelo's interventions to achieve desired outcomes, and motivate the rationale for the suggested timelines. (3 Marks)**

**3.2.3 Model Answer**

- ✓ Kgalalelo's main objective was to get employment anywhere in the world. This was to be done in two weeks (1 Mark)
- ✓ The first week was for the two to scan the environment, conduct research and gather information and find out where the opportunities were, and this was possible and realistic because they were using technology to gather the information (1 Mark).
- ✓ The second week they were contacting China directly and making applications. This was also realistic because they were using technology and obtaining answers on the same day. (1 Mark).
- ✓ The second objective was to assist Kgalalelo with her anxiety problem. Three weeks was period for this objective. Three weeks is also relevant because people are unique and their reaction to counselling services is not the same (1 Mark).

**3.2.4 (a) Explain and review how communication processes were done to achieve Kgalalelo's objective and strategies to relevant stakeholders (2 Marks) (b) Critique how communication was done. (1 Mark)**

**3.2.4 Model Answer**

**(a)**

Communication between the SCW and Kgalalelo was face-to-face, hence the detection of anxiety by the SCW. This is one of the best strategies of counselling which can enable the SCW to establish rapport, and trust with the client. Engagement of other stakeholders, like the country of China, was through an email. Emails are fast, and can be read immediately by the receiver and the response can also be done immediately. On the other hand, if someone is not in the office, emails can take time and the response can delay process. **(2 Marks)**

**(b)**

Emails can be short and leave some of the important information critical to resolve the problem at hand and thus, affect the plan. Sometimes people may find it difficult to put complex

thoughts and emotions into written words because people have different skills as expressive writers. **(1 Mark)**

**3.2.5 (a) Describe the client's intervention plan of action (2 Marks). (b) Analyse the importance of time lines in a plan of action (1 Mark)**

### **3.2.5 Model Answer**

**(a)**

It is a systematic and organised programme with time frames, activities, goals and responsibilities developed collaboratively between the client and the SCW. **(2 Marks)**

**(b)**

The timelines assisted both Kgalalelo and the SCW to be efficient and effective in relation to set goals because Kgalalelo ultimately got employment **(1 Mark)**

### **Question 3.3**

**3.3.1 Indicate as to whether this is true or false – when working in the community, one does the following: (3 Marks)**

3.3.1.1 Compile a community profile

3.3.1.2 Identify/Map the assets in the community

3.3.1.3 Building relationships with community members.

### **3.3.1 Model Answer**

3.3.1.1 True

3.3.1.2 True

3.3.1.3 True

**3.3.2 As a SCW, when working in an organization you are an ambassador of your employer. Indicate as to whether the following are true or false based on the organization in the scenario. (3 Marks)**

3.3.2.1 Knowing the vision and mission of the organization

3.3.2.2 Knowing the objectives of the organization

3.3.2.3 Understanding other existing organizations around the community where your organization is placed.

### **3.3.2 Model Answer**

3.3.2.1 True

3.3.2.2 True

3.3.2.3 True

**3.3.3 What are the processes to follow to assist client (Anele) to access the necessary resources. (3 Marks)**

**3.3.3 Model Answer**

- ✓ The SCW, as indicated in the scenario, will profile the client and the community through the application of techniques and skills **(1 Mark)**.
- ✓ When mapping the resources in the community, the SCW will also assess if there are any barriers that might hamper Anele to access the resources. **(1 Mark)**
- ✓ This will lead to the development of a strategy and engagement of stakeholders in the community. **(1 Mark)**
- ✓ Implementation of the strategy will take place once there is an agreement with the stakeholders to assist Anele, whilst monitoring progress and finally evaluating the outcomes **(1 Mark)**

**3.3.4 (a) Describe an interdisciplinary team? (2 Marks)**

**(b) Discuss how the SCW would collaborate with the interdisciplinary team in the hospital as well as community partners. (1 Mark)**

**3.3.4 Model Answer**

**(a)**

An interdisciplinary team is composed of two or more members from different fields who integrates knowledge, methods and approaches into one process to achieve shared goals, fostering collaboration and a unified approach to problem solving (Engelbrecht 2019). Different experts are working together for one shared process and goal. **(2 Marks)**

**(b)**

- ✓ The SCW will first refer Anele to the Optometrist Department within the hospital to find out if they could be of assistance to her with Anele's approval. **(1 Mark)**
- ✓ Secondly, she can refer Anele to the Occupational Therapist within the hospital again through her approval. **(1 Mark)**
- ✓ The SCW will further look from the list as a standard operating procedure of the hospital before referring Anele outside the hospital, checking if there are any organizations dealing with people who are partially impaired. **(1 Mark)**
- ✓ Anele will be consulted to find out if she would appreciate joining the organization in the community for her assistance after identification of resources. **(1 Mark)**.

**3.3.5 (a) Describe monitoring process? (2 Marks)**

**(b) Discuss how the SCW will monitor the progress of Anele in order to link her with opportunities (1 Mark)**

**3.3.5 Model Answer**

**(a)**

Monitoring process is a systematic ongoing process of tracking progress or lack of that which is implemented from the first stage of helping the client until to the last stage. This assists the SCW to verify if the set goals and activities are achieved within the set period. It is a form of accountability shown by the SCW towards the client and the organisation. **(2 Marks).**

**(b)**

- ✓ The SCW will request feedback from all the referrals she made to different services. **(1 Mark)**
- ✓ This will form part of monitoring and evaluation of the outcomes from different sources. This will further assist the SCW to gather more information about the progress made by the client (Anele) and strategize for future challenges. **(1 Mark)**
- ✓ The reports that the SCW receives from other professionals will assist in knowing what opportunities are there in the community as well as whether Anele's needs were addressed. **(1 Mark).**

### **Question 3.4**

#### **3.4.1 Indicate as to whether the following questions are true or false. (3 Marks)**

3.4.1.1 That the SCW engaged Anele for all the referrals made.

4.4.1.2 The SCW profiled the community to identify the resources to assist Anele

4.4.1.3 The SCW collaborated with Anele to make her own decision for all the referrals.

#### **3.4.1 Model Answer**

3.4.1.1 True

3.4.1.2 True

3.4.1.3 True

#### **3.4.2 Indicate as to whether the following are true or false as according to the intervention plan of Anele (3 Marks)**

3.4.2.1 Anele's issue of wanting to have some of her books in braille was included in her plan.

3.4.2.2 Anele believed that she was partially blind because of her grandfather who was totally blind was included in her plan.

3.4.2.3 The issue of her being partially blind was included in her plan

#### **3.4.2 Model Answer**

3.4.2.1 False

3.4.2.2 False

3.4.2.3 True

**3.4.3 Discuss the critical issues that should have been included in Anele's plan embracing her cultural norms and communication styles. (3 Marks)**

**3.4.3 Model Answer**

Anele wanted some of her books to be in braille to help her when she was studying **(1 Mark)**

She also had a strong belief about her paternal grandfather who was born blind from birth and she thought their problem was emanating from him. She further attested to the fact that most of her family members were having disability of some sort, which should have been covered in her plan to further understand the root causes of her problem **(2 Marks)**

**3.4.4 (a) What processes are followed to find out if intervention plans are responsive to clients' needs and experiences? (2 Marks)**

**(b) What do you understand by receiving feedback? (1 Mark).**

**3.4.4 Model Answer**

**(a)**

Every intervention plan needs to have a monitoring and evaluation mechanism in place to assist the SCW to analyse the findings and come up with alternative suggestions depending on what the outputs are. The SCW was therefore supposed to continue to see the client during the sessions and find out what other professionals were doing. She further was supposed to get a report from all the suggested referrals to terminate her case properly **(2 Marks)**.

**(b)**

Receiving feedback provides one with the opportunity to change and become more effective. It gives the sender the opportunity to self-assess on how to use the feedback. **(1 Mark)**.

**3.4.5 (a) Define the principle of empowerment (2 Marks)**

**(b) Discuss how SCW should promote inclusivity of diverse cultural background in their therapeutic environment. (3 Marks).**

**3.4.5 Model Answer**

**(a)**

Empowerment is enabling people to increase the ability or their capacity to influence and control the decisions that control their lives for their own benefit and that of others. (The slogan that People Can) **(2 Marks)**

**(b)**

- The fact that Anele was partially blind and wanted some of her books to be in braille is proof enough that there was a challenge from the hospital itself where the SCW was working as well at the University where Anele was studying. **(1 Mark)**
- As a SCW, it is important to play an advocacy role on behalf of clients. **(1 Mark)**

- The SCW was supposed to engage the University about Anele's problem in the plan and ensured that it has a period for execution. **(1 Mark)**

### **Question 3.5**

**3.5.1 Indicate as to whether the following information relating to record keeping as it appears on the Action Plan is true or false (3 Marks)**

3.5.1.1 Record keeping systems facilitate information flow

3.5.1.2 It supports the continuity, quality and safety of the client information

3.5.1.3 Record keeping assists in the inventory process of the organization.

#### **3.5.1 Model Answer**

3.5.1.1 True

3.5.1.2 True

3.5.1.3 True

**3.5.2 Indicate as to whether the following objectives are true or false (3 Marks)**

#### **3.5.2 Model Answer**

3.5.2.1 True

3.5.2.2 False

3.5.2.3 True

**3.5.3 Explain the importance of documenting the client's progress on the progress note (3 Marks)**

#### **3.5.3 Model Answer**

3.5.3.1 Progress notes assist the SCWs to record the progress of the clients within the prescripts of that particular profession. **(1 Mark)**

3.5.3.2 Progress notes further assist other SCW's when they continue with the case i.e. the case was referred to the NDSD SCW from the one in the Eastern Cape. **(1 Mark)**

3.5.3.3 The progress notes increases fast and, efficient flow of work, enabling managers to know the volume of records, information, and its easy location during supervision. **(1 Mark)**

**3.5.4 (a) Discuss the ethical and legal standards of capturing the information in the scenario. (2 Marks)**

**(b) Explain why the case was referred to another SCW. (1 Mark)**

**3.5.4 Model Answer**

**(a)**

There is no mention of the Eastern Cape supervisor's involvement, which somehow compromised the ethical and legal standards of the profession. There is also no mention of the client agreeing to be referred first before any intervention as opposed to what appears on the plan that decision was made with the client to be referred to other professionals. It is important to refer the client according to her informed consent and preferences. **(2 Marks)**.

**(b)**

The SCW referred the client to another SCW due to the complexity of the case. (1 Mark).

The upward referral refers to where the SCW who are at the lowest level seeks the assistance of providers i.e. SCW who are better equipped or specially trained to guide them in managing, or take over the responsibilities for a particular condition in a client with utmost confidentiality.

**3.5.5 (a) Discuss the client's progress and outcomes of the intervention plan (2 Marks)**

**(b) Explain the progress note (1 Mark)**

**3.5.5 Model Answer**

**(a)**

The client first saw the SCW in the Eastern Cape and the case was referred to NDSD SCW who started by building the relationship with the client within a short time. The contract was signed, goals outlined which included the alternative solutions. Family members were also involved before referrals were made to other professionals. Progress notes were compiled after each and every interaction or session with the client. Reports were received from the other professionals to assist the client with a comprehensive assessment of her problem and different intervention. The interdisciplinary team assisted the client positively. **(2 Marks)**

**(b)**

A progress note is a standardised template/document designed to assist professionals to capture progress of clients on activities performed for reporting, monitoring and evaluation for future planning. **(1 Mark)**

**Question 3.6**

**3.6.1 Indicate as to whether the following information about monitoring of the client is true or false (3 Marks)**

3.6.1.1 The client was referred to the medical practitioner for further management.

3.6.1.2 The client was referred to other professionals due to the complexity of her problem

3.6.1.3 The complexity of the client's problem might result in other challenges not attended.

### **3.6.1 Model Answer**

3.6.1.1 True

3.6.1.2 True

3.6.1.3 False

### **3.6.2 Indicate as to whether monitoring and evaluation process will produce the following information about the intervention plan of the client (3 Marks)**

3.6.2.1 Monitoring and evaluation of the process will assist in the effectiveness and successes of the intervention strategy

3.6.2.2 Monitoring and evaluation will allow the SCW and the client to make necessary adjustments throughout the intervention plan.

3.6.2.3 Monitoring and evaluation will assist the SCW and the client to assess the gathered data from before to after the intervention plan.

### **3.6.2 Model Answer**

3.6.2.1 True

3.6.2.2 True

3.6.2.3 True

### **3.6.3 Discuss the effectiveness of the monitoring process in the scenario and action plan. (3 Marks)**

### **3.6.3 Model Answer**

- The SCW realised the importance of referring the case to other professionals and ensured that she request feedback to discuss it with the client to track the progress and changes of the intervention plan.
- The SCW wrote letters directly to other professionals, ensured that the client is available on the set dates, and requested for feedback.
- The SCW was able to communicate feedback from other professionals with the client to ensure effectiveness of monitoring and intervention plan.

### **3.6.4 (a) Explain why the SCW assisted the client referred to her instead of just focussing on the GBVF programme. (2 Marks).**

**(b)Analyse the adjustment of the programme (1 Mark)**

### **3.6.4 Model Answer**

**(a)**

The SCW showed some form of accountability and ethical obligation by attending to the case referred to her. This also gave her some practical experiences more so that she is working at the National Office where policies are developed and implemented in the provinces. This further informed her programme to give evidence of what is actually happening at the provincial offices (2 Marks).

**(b)**

Adjustment of the GBVF programme was due to prioritisation of the case to be resolved. The case is actually the feeder to the programme (1 Mark).

**3.6.5 (a) Discuss the importance of continuous evaluation of the client's well-being (2 Marks)**

**(b) Explain the importance of earlier adjustments to produce good outcome. (1 Mark)**

### **3.6.5 Model Answer**

**(a)**

The SCW had to evaluate the client's well-being intervention plan in order to come up with tailor-made continuous interventions based on real-time and data. This is why the SCW did not refuse to attend to the case referred to her because it also gave her the types of cases experienced in Eastern Cape. This then suggested that as someone working at National Office she would be in a better position when developing future policies. (2 Marks)

**(b)**

The identification of these areas of improvements would lead to proactive strategies towards resolving the problem. These proactive adjustments would lead to more effective and client-centered care. **(1 Mark)**

**Subtotal**

**90 Marks**

## **SECTION B**

### **Question 4.1**

**4.1.1 Evaluate the referral processes as stated in the scenario and identify the potential risks and shortcomings (4 Marks)**

### **4.1.1 Model Answer**

- The referral system is quite detailed to assist the health care professionals including SCW to refer the clients accordingly, based on the prescripts of the Mental Health Care Act 2002, (Act No. 17 of 2002).. **(1 Mark)**

- The risks might happen if the parents of the child do not submit the application from the local clinic to the Robert Mangaliso Sobukwe Hospital within the seven prescribed days.(1 Mark)
- The shortcomings on the above statement might be that the child might not receive the required care, treatment or rehabilitation services when the health care professional as prescribed by the Mental Health Act 2002, (Act No 17 of 2002), makes the application after seven days upon referral.(1 Mark)
- Referring the applicant to another facility is in line with the vision and mission of health care to enable the applicant to improve her health status.(1 Mark)

**4.1.2 Explain the best model practises to guide all the health care professionals dealing with similar cases (2 Marks). (b) What is a confidentiality document/policy, which underpins referral system? (1 Mark).**

#### **4.1.2 Model Answer**

**(a)**

The best model practices would be to have Continuing Professional Development (CPD) of health care practitioners including the SCW on confidentiality and any other matters. There should be Standard Operating Procedures dealing with similar cases to assist all different health professionals dealing with similar case on how to carry out their work. The information should be communicated and be available to everyone working in both organisations i.e. health care clinic and Robert Mangaliso Sobukwe Hospital. **(2 Marks)**

**(b)**

Confidentiality document/policy is a copy or a document that any professional signs and commits to legal obligations of confidentiality by its nature, and therefore, undertakes to treat it as such unless stipulated otherwise by the employing organisation. Confidentiality document is the exclusive sole property of such an organisation. **(1 Mark)**

**4.1.3 Indicate as to whether the implementation of the Mental Health Care Act 2002, (Act No.17 of 2002) is aligned with the vision and mission of the Department of Health (3 Marks)**

#### **4.1.3 Model Answer**

There is an alignment of Mental Health Care Act 2002 (Act No.17 of 2002) and the vision and mission of Department of Health. It clearly outlined the guidance of both the health care professionals as well as the parents of the child. The hospital dealing with the case also were guided on when should they receive the application and the content of the referral was based on the prescripts of the same Act. **(3 Marks)**

### **Question 4.2**

**4.2.1 Explain the processes of maintaining confidentiality in handling documents within an organisation when referring from one professional to the other. (5 Marks)**

#### **4.2.1 Model Answer**

- Maintaining confidentiality requires the development of a policy within the organisation, which is clear about how confidential information is, shared **(1 Mark)**.
- There is a need to have confidential Continuous Professional Development (CPD) to all the professionals within the school **(1 Mark)**.
- Pieces of legislation such as Personal Information Act 2013, (Act No 4 of 2013) assist in the legal regulations of upholding confidentiality about people and in this case the learners in the school. **(1 Mark)**
- All stored information of the learners should be password sensitive and have an authorised person to access that information.**(1 Mark)**
- The administrator was the authorised individual to access hard-copied files encrypted and stored in a lockable cabinet.**(1 Mark)**

#### **4.2.2 (a ) Define secure electronic system (2 Marks)**

**(b) Discuss and motivate the importance of secure electronic system to safeguard referral records from an unauthorised access (3 Marks).**

#### **4.2.2 Model Answer**

- (a)** A secured electronic system is a computerized filing system, which provides electronic file management. It is a simple way to store, organize, and retrieve digital files and digital documents. There are different types of electronic system: still image, video files, audio file etc. **(2 Marks)**
- (b)**
- Proper encryption of electronic referral records are more secured than the traditional paper records.
  - This is so because the encrypted information and there is an authorised person to access such information as outlined in the scenario.
  - This will assist in the anonymity of the person if only references with no names attached to the file or information.
  - Continuous training is important to avoid the outpacing of technology to people.
  - Developing confidentiality policies, which outlines and guides the organisation personnel on how to treat confidentiality, is a tool to secure records of the organisation.
  - When another professional requires confidential information of the client it should be pre-approved by the management of the organisation and in this case it is the school

**4.2.3 Explain and motivate the prohibition of unauthorised individuals to access referral documentation of the client's care as required by law (5 Marks).**

#### **4.2.3 Model Answer**

- The law e.g. The Protection of Personal information Act 2013, POPI (Act, No 4 of 2013) clearly dictates that the privacy and integrity of personal information, including data collected in digital media should be protected. This then suggests that an unauthorised individual should not access it as it might be found in the public domain. **(1 Mark)**

- The aim is protection of the confidential information from those who are not authorised to access it and share it with the clients themselves. This will protect compromising the code of ethics by the SCW. It is therefore, important for SCW to uphold their code of ethics by not allowing unauthorised people to access such information **(1 Mark)**
- Another important aspect is the rights of the clients who should first give an informed consent before the dissemination of information to authorised individuals. **(1 Mark)**.
- It is important, therefore, within organisations to have authorised individuals to account and have the responsibility should it happen that that information ends in public domain. **(1 Mark)**
- Unauthorised individuals might delete information if it is electronic or even steal it even when it is in a hard copy; therefore, it is important for organisations to identify all foreseeable internal and external risks to personal information in its possession or under its control. **(1 Mark)**

### **Question 4.3**

#### **4.3.1 Define informed consent (2 Marks) (b) Analyse the process followed to obtain the informed consent from the client (3 Marks)**

##### **4.3.1 Model Answer**

**(a)**

Informed consent is both an ethical and legal requirement that is important for a counselling process. It established a foundation for creating a working relationship between the SCW and the client. Informed consent is one of the most important principle of setting boundaries and minimising the risks as a SCW. **(2 Marks)**

**(b)**

- The Human Resources Division referred the man to the SCW, but there is no indication of an informed consent by the division.**(1 Mark)**
- This is so important from one division to the other to request the informed consent of the person being assisted to reduce the risk of refusing services or treatment.**(1 Mark)**
- The fact that there was a minimal change after the sessions with the SCW might be the result of not being prepared that a referral will be made from one division to the other.**(1 Mark)**
- The SCW on the other hand obtained an informed consent from the man before referral to the supervisor.**(1 Mark)**
- The SCW referred the case because she felt there was still more to be done to the client.**(1 Mark)**
- This suggests that the SCW followed the prescripts of her code of ethics and ensured that the client is well informed about the processes.**(1 Mark)**
- The SCW further requested feedback from the supervisor to enable her to close the file whilst the client was receiving counselling services from the supervisor.**(1 Mark)**

#### **4.3.2 (a) Define the client's contract. (2 Marks).**

#### **(b) Discuss the importance of documenting the processes of informed consent before proceeding with the referral. (3 Marks)**

##### **4.3.2 Model Answer**

**(a)**

Ambrosino *et al.* (2012:107) cited in Schenk (2017:89), defines a contract as follows: the agreement between the SCW and the client systems to work toward the identified intervention goals. This follows a plan, which outlines achievable goals and responsibilities. **(2 Marks)**

**(b).**

- The importance of informed consent is because the SCW makes full disclosure about the nature of the service, including the benefits, potential risks, and the availability of alternative services provided by the professional on the other side. **(1 Mark)**
- This suggests that the SCW cannot just refer without sharing the information and agreeing with the client what they will benefit from the referral. **(1 Mark)**
- The client must demonstrate understanding of the information provided in the disclosure and agree to it or disagree and this should be voluntary with no persuasion. **(1 Mark)**
- This further ensured that the client's rights, mental and emotional capacity forms the decision-making processes. In this case the SCW indicated that the client should get an in-depth counselling from the supervisor. **(1 Mark)**
- This assisted the SCW to outline expectations from both side as well as decision-making processes by providing the type of services offered in her division **(1 Mark)**.

#### **Question 4.4**

**4.4.1 Discuss how you would improve the monitoring process in relation to the referral systems (5 Marks).**

##### **4.4.1 Model Answer**

- The school did not request any monitoring feedback to obtain progress of the child after referral to the SCW. This means as a SCW, one should make the school aware of the recommendations made to refer the case to the Social Worker and the Psychologist especially after seeking an informed consent from the child's parents. **(1 Mark)**
- Upon receiving the feedback by the SCW that will be provided to school. **(1 Mark)**
- The SCW will monitor the progress from both the child and the family members. **(1 Mark)**
- This will further form part of the monitoring and find out if there will be any similar themes from two reports received from the two professionals and that of the SCW. **(1 Mark)**
- This is part of monitoring as to whether the client indeed accessed the recommended services by the SCW. **(1 Mark)**
- Upon receiving the two reports, the SCW can start thinking about the alternatives from three different professionals should it happen that the child is not showing any improvements. **(1 Mark)**

**4.4.2 What do you understand by upward referral? (2 Marks)**

**(b) Discuss the value of the feedback received from the external agencies of other professionals (3 Marks).**

##### **4.4.2 Model Answer**

**(a)**

The upward referral refers to where the SCW who are at the lowest level seeks the assistance of providers i.e. Social Workers and Psychologist as in the scenario who are better equipped or specially trained to guide them in managing, or take over the responsibilities for a particular condition in a client with utmost confidentiality.

**(b)**

- The feedback from other professional is of utmost importance to monitor progress or lack of, of the child. **(1 Mark)**
- Upon receipt of reports from the external agencies or professionals, the SCW will be in a position to discuss the reports or outcome of the referral with the client and the family. **(1 Mark)**
- If there is a need for an alternative intervention, this will be an opportune time to do so by the SCW and the client. **(1 Mark)**
- The fact that the SCW included the feedback report when referring the case was compelling the external agencies or professionals to give that feedback in a prescribed format. **(1 Mark)**
- This shows how Love Life is organised to manage its record/documents even to the external organisations. However, external organisations can also provide the same reports/information in their own format but the bottom line is provision of the feedback, which adds value to the monitoring progress of the client. **(1 Mark)**

#### **4.4.3 Explain and evaluate the importance of progress notes about clients in organisations (5 Marks)**

##### **4.4.3 Model Answer**

- The SCW continued with the case even after referring it to the external organisations. **(1 Mark)**.
- This gave the SCW time to document in the progress note template the progress and outcome of the client. **(1 Mark)**
- The progress note is an official part of the client's progress which must be completed by a professional SCWs included. **(1 Mark)**
- It documents every session to track the progress of the client. **(1 Mark)**
- These notes are critical for the future management of the case by whoever will be handling the case should the SCW move to another organisation. **(1 Mark)**
- It is further to uphold the ethical conduct by the SCW when documenting and signing the content of the sessions. **(1 Mark)**

#### **Question 4.5**

##### **4.5.1 Analyse if the referral process and outcomes as outlined on the referral note SCW 03 are accurate, objective and free from bias (4 Marks)**

##### **4.5.1 Model Answer**

- The referral process and outcomes are accurate because the referral note SCW 03 captured the clients' information. **(1 Mark)**

- The client's information is captured as it appears on the scenario **(1 Mark)**
- The referral note from the SCW requested feedback from the psychologist/social worker by attaching and a feedback note for guidance purposes. **(1 Mark)**
- The SCW signed the referral note to account and be ethical about her responsibilities. **(1 Mark)**

#### **4.5.2 (a) Define the professional language (2 Marks)**

**(b) Discuss the importance of professional language when writing a referral related information (3 Marks)**

#### **4.5.2 Model Answer**

**(a)**

A professional language is jargon within a particular field or sector that emphasises concise, clear and respectful communication. It uses correct grammar and vocabulary appropriate for the workplace. It avoids slang. **(2 Marks)**

**(b)**

- The SCW's request for feedback from the psychologist/social worker will assist in verifying if the receiver interpreted the referred note correctly as intended. **(1 Mark)**
- It is important to use the professional jargon, which will assist both the SCW and the receiver of the message. **(1 Mark)**
- Professional language in a referral note can foster a good relationship with other professionals and fast track the achievement of the goals. **(1 Mark).**

#### **4.5.3 Review and verify the referral note SCW 03 and indicate if the following information is true or false (3 Marks)**

4.5.3.1 The 12-year old child was suffering from mental health related illness

4.5.3.2 The SCW wanted to monitor the case even after referring it to the psychologist/social worker

4.5.3.3 The child's family was not cooperative to the SCW nor to the referring school.

#### **4.5.3 Model Answer**

4.5.3.1 True

4.5.3.2 True

4.5.3.3 False

**Subtotal**

**60 Marks**

**TOTAL FOR PAPER 02**

**150 Marks**