

**FINAL EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT**

**QUESTION 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 NINETEEN (19) pages**

**Instructions**

- This is a closed book assessment.
- Use the answering book provided.
- All questions must be answered in the question 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".

**Mark Allocation**

**SECTION A**

- **Question 1-6**
- **Sub Total Marks 90**

**SECTION B**

- **Question 2 - 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 1

**Study the scenario below and answer the following questions: 1.1 -1.5 and Question 2: 2.1-2.2**

Kgalalelo Zungu, a child from a family of seven (7), studied for a law degree at the University of Western Cape. She could not find any employment in South Africa until she decided to search abroad. Before making that decision, she struggled a lot until she visited SCW.

When visiting the SCW, she was not clear about what her problem was. She elaborated her story but blaming the university that, maybe, their law degree was not of quality. She explained that she was applying for all the advertisements, but she was never invited for an interview. The SCW listened very carefully to what Kgalalelo was saying, building a relationship with her to enable her to continue to explore her emotions. The SCW, after signing the contract with Kgalalelo, asked her what she would like to get out of the counselling sessions. Kgalalelo was very clear that she would like to be assisted with employment in whatever country. The SCW saw that Kgalalelo showed some signs of anxiety, and this was not a priority for her at that time.

The SCW, together with Kgalalelo, were clear about the issue of looking for employment anywhere in the world. They both agreed to do a desktop search in order to gather as much information as possible from different sources within a week. The SCW further administered a test to find out if Kgalalelo was ready to get out of the country and looked for other alternatives. The tests revealed the anxiety problem. A plan was developed for her to go to China, as there were many employment opportunities to teach English, either online or face-to-face. The SCW, together with Kgalalelo, started engaging the country of China directly via email. She received confirmation that she got employment within two weeks, responding to the same email. Kgalalelo was excited about the confirmation and wanted to terminate with the SCW because her employment goal was achieved. The SCW made her aware of the test results and they both agreed to attend to the anxiety problem before Kgalalelo's departure to China. This was a three-week activity before her departure. The SCW saw some behavioral change on Kgalalelo during the anxiety sessions after recommending some relaxation mechanisms and some sleeping patterns.

**1.1.1 What were Kgalalelo's strengths, needs, and preferences?**

**(3 Mark)**

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**1.1.2 What were the findings in the scenario and what were your interventions as a SCW? (3 Marks)**

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

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**1.1.4 (a) Describe an intervention strategy (2 Marks)**

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**(b) Outline the evidence that was brought to the table to assist Kgalalelo to solve her employment problem for decision-making purposes (1 Mark)**

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**1.1.5 (a) Discuss principles followed in implementing the intervention plan of Kgalalelo (2 Marks)**

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**(b) Define ownership principle**

**(1 Mark)**

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**Question 1.2**

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

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

1.2.2.1 SCW and Kgalalelo agreed to look for employment abroad.

1.2.2.2 The SCW and Kgalalelo agreed to attend to Kgalalelo's anxiety problem

1.2.2.3 The SCW and Kgalalelo agreed to determine whether her law degree was of quality.

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

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**1.2.4 (a) Explain and review how communication processes were done to achieve Kgalalelo's objective and strategies to relevant stakeholders (2 Marks)**

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**(b) Critique how communication was done.**

**(1 Mark)**

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**1.2.5 (a) Describe the client's intervention plan of action**

**(2 Marks)**

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**(b) Analyse the importance of time lines in a plan of action**

**(1 Mark)**

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### **Question 1.3**

**Study the scenario below and answer the following questions 1.3.1- 1.3.5 and 1.4.1-1.4.5**

Anele, one of the clients who visited the SCWs was staying in Cape Town, where resources are in abundance. The SCW was working at Groote-Schuur hospital with other professionals. The SCW had a good understanding of Groote-Schuur, i.e. its vision, mission and objectives.

Anele was studying at the University of Cape Town, which is an institution with resources like a student-counselling centre. In the community of Cape Town, there are resources, such as hospitals, clinics, Social Workers Offices, Psychologists, community centres, mental health centres, etc. Anele was struggling with her career because she was partially blind. She wanted some of her books to be in braille. Anele told the SCW that she was partially blind because of the environment she was coming from and had a strong belief that it contributed to her status. She further indicated that most of her family members were either partially blind or have some form of disability and this is because their paternal grandfather was blind from birth. She received counselling services and had to decide referral to other professionals. This resulted in developing a plan based on the decision of choosing other sources for services.

The SCW was responsible to compile a community profile, which would also include a list of stakeholders in the community, including the telephone numbers to enable her to know where to refer and how to refer and who to engage for resources. This information was available in the SCW's offices. The SCW was also attending stakeholder meetings in the community to build a relationship with other professionals.

**1.3.1 Indicate as to whether this is true or false – when working in the community, one does the following:**

**(3 Marks)**

1.3.1.1 Compile a community profile

1.3.1.2 Identify/Map the assets in the community

1.3.1.3 Building relationships with community members.

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**1.3.2** As a SCW, when working in an organization you are an ambassador of your employer.

**Indicate whether the following are true or false based on the organization in the scenario. (3 Marks)**

1.3.2.1 Knowing the vision and mission of the organization

1.3.1.2 Knowing the objectives of the organization

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

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**1.3.3** What are the processes to follow to assist the client (Anele) in accessing the necessary resources? **(3 Marks)**

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**1.3.4 (a)** Describe an interdisciplinary team. **(2 Marks)**

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

**1.3.5 (a) Describe the monitoring process.**

**(2 Marks)**

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

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#### **Question 1.4**

**Please study the scenario under 1.3 to answer this question.**

**1.4.1 Indicate as to whether the following questions are true or false.**

**(3 Marks)**

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

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

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

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**1.4.2 Indicate whether the following are true or false according to the intervention plan of Anele**

**(3 Marks)**

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

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

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

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

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

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

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

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

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### **Question 1.5**

**Study the scenario below and the interaction plan to answer the following questions 1.5.1, - 1.5.5 as well as Question 1.6 - 1.6.1, - 1.6.5**

A SCW employed by the National Department of Social Development (NDSD) was tasked with the responsibility of implementing the Gender Based Violence and Femicide (GBVF)



Programme according to the policy as well as the legislation within a particular period. The programme target was specifically for domestic and child violence to restore well-being. This was supposed to be done in three provinces as a pilot: Eastern Cape, Gauteng and Kwa-Zulu Natal. The objective of the programme was for SCW to reduce the rate of abuse by at least 3% in five (5) years. The programme started in 2023. The programme will further contribute to the international Agenda such as Sustainable Development Goal 5: Achieve gender equality and empower all women and girls by 2030.

There was one case which happened in the Eastern Cape. The SCW in that province felt that the case should be handled by the SCW from NDSD due to its complexity. The case was with a student by the name of Ellen from Nelson Mandela University with ID no. 2007274422086. Ellen was physically disabled, which was caused from the abuse by a neighbor, she was HIV positive, and she was pregnant and wanted to abort the pregnancy. She further had post-traumatic stress disorder as she had suicidal tendencies. The case was referred to SCW in 2024. The SCW in the Eastern Cape informed the client that the case is referred to the national office and be part of the programme.

The SCW continued with the pilot programme by involving other stakeholders, i.e. the media, communities to treat cultural barriers and to social services to implement the legislation; but also attended to the referred case. She further referred the case to different professionals and monitored all the referrals and reports to get a conclusion and termination of the client's case.

## INTERVENTION PLAN OF ACTION

## SCW 03

CONFIDENTIAL (when completed)

NAME: Ellen	ID NO: 2007274422086.	CASE / REF No:2/7/2024EDSD
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The following plan of action is developed in consultation with the client to facilitate an appropriate response to his/ her identified problems and challenges.

Nature of service to be provided	Method of intervention	Activities	Date (when)	Responsibility
Counselling due to GBVF	Face-to-face session	Building profile of the client	2024/07/02	SCW
Counselling due to GBVF	Face-to-face session	Signing contract with the client	2024/07/12	SCW
Counselling due to GBVF	Face-to-face session	Assessing or defining the presenting problem	2024/07/20	SCW
Counselling due to GBVF	Face-to-face session	Identifying goals	2024/07/30	SCW
Counselling due to GBVF	Face-to-face session	Choosing and identifying intervention options and completing progress note	2024/08/09	SCW
Counselling due to GBVF	Face-to-face session	Planning and introducing termination and referrals or follow-ups and completing progress note	2024/08/17	SCW
Counselling with the family due to GBVF	Face-to-face session	Make an informed decision on referrals and complete progress note	2024/08/21	SCW
Refer the case to a SCW at Correctional Centre	A written letter or report	Forward the referral to the Correctional Centre and complete progress note	2024/08/21	SCW and Social Worker at Correctional Centre
Refer the case to a medical practitioner	A written letter or report	Forward the letter to the medical practitioner and arrange for the	2024/09/10	SCW & a Medical Practitioner

		client to be there on the set date and complete the progress note		
Refer the case to the psychologist	A written letter or report	Forward the letter to the psychologist and arrange for the client to be there on the set date and complete the progress note	2024/09/15	SCW & Psychologist
Counselling due to GBVF	Face-to-face counselling	Providing feedback from other professionals and completing the progress note	2024/09/20	SCW
Counselling due to GBVF	Face-to-face counselling	Termination depending on the reports from other professionals which were positive and achieving the client's goals i.e. the client was able to terminate pregnancy, addressed her PTSD with the psychologist	2024/09/30	SCW
Launch the GBVF Programme	Social action	Distribution of pamphlets, media coverage and addressing the community	2024/11/25	Community & SCW
Community service	Compile the report on the launch	Approval of the report	2024/12/10	NDSD and SCW
Distribution of the report	Print media and online	Distribution of the report	2024/12/14	NDSD and SCW

#### Evaluation of the plan:

When: 2024/09/22 and continuously

How: Reading all the reports from counselling to referrals from different professionals

#### Agreement with the service beneficiary:

I Ellen..... (Insert name) ID NO: 2007274422086.

Residing at .....N/A..... Hereby declare that I will adhere to the plan entered with the SCW, to honour all the appointments and undertake roles allocated to me until termination of my request for services.

Signed at...Port Elizabeth.....day...02...of ...July.....2024

Signature.....Ellen.....

<b>Signature Block</b>	
_____ <b>SCW</b> <b>Social Counselling Worker (Print Name)</b>	<b>20-44881</b> _____ <b>Practice Number</b>
_____ <b>SSCW</b> <b>Signature Supervisor</b>	<b>20-44823</b> _____ <b>Date 04/07/2024</b>

Source: Department of Social Development, Republic of South Africa

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

1.5.1.1 Record keeping systems facilitate information flow

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

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

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**1.5.2 Indicate whether the following objectives are true or false (3 Marks)**

1.5.2.1 The SCW was supposed to reduce GBVF by 3% in five years.

1.5.2.2 Ellen's objective was to attend to her HIV status.

1.5.2.3 The SCW was supposed to pilot the GBVF programme in three provinces.

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

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

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

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

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**(b) Explain the progress note**

**(1 Mark)**

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**Question 1.6**

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

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

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

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

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

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

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

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

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

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**1.6.4 (a) Explain why the SCW assisted the client and referred her instead of just focussing on the GBVF program. (2 Marks)**

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

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

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

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**Subtotal**

**90 Marks**

## SECTION B

### Question 2.1.

**Study the scenario below and answer the following questions:**

A 12- year old girl is unable to connect with her emotions as compared to her age group. This case was received by a local clinic in Kimberley, which upholds the vision that all South Africans live long and healthy lives. They are aiming to improve health by preventing illness, promoting healthy lifestyles, and improving healthcare. With that vision and mission in mind, the clinic could only offer primary health care services, and the SCW employed in the clinic felt it was important to refer the case to Robert Mangaliso Sobukwe Hospital in consultation with the parents, for further assessment.

The SCW was supposed to refer the case within seven days upon seeing the client in a prescribed manner. This prescription is according to the Mental Health Care Act 2002, (Act No 17 of 2002) Section 27 1 (b) and 2. It must further, (a) set out the relationship of the applicant to the mental health care user (c) set out grounds on which the applicant believes that care, treatment and rehabilitation services are required (d) state time, date and place where the user was last seen by the applicant within seven days before the application is made.

Robert Mangaliso Sobukwe Hospital has three statuses 1) a tertiary provincial hospital, 2) a regional hospital for the eastern half of the province and 3) a district hospital for Sol Plaatje. Robert Mangaliso Sobukwe Hospital is in the Northern Cape Province.

After receiving the child at Robert Mangaliso Sobukwe Hospital, they had to follow the Mental Health Care Act 2002, (Act No 17 of 2002) to assess and admit the child in the hospital for further assessment. The application was made by the parents of the applicant according to Section 26 (b) ii, which says, “the mental health care user is incapable of making his/her own informed decisions on the need for care, treatment and rehabilitation services”. Section 27 (a) i, which says, “user is below the age of 18 on the date of application, the application must be made by the parent, or guardian of the user”

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

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**2.1.2 Explain the best model practices to guide all the healthcare professionals dealing with similar cases (2 Marks)**

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**(b) What is a confidentiality document/policy, which underpins the referral system?**  
**(1 Mark)**

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**2.1.3 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)**

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**Question 2.2.**

**Study the scenario below and answer the following questions:**

SCW's uphold confidentiality as part of their code of ethics when referring cases from one professional to the other. This is further to implement the Protection of Personal Information Act 2013, (Act No 4 of 2013) (POPI Act) because its main objective is to protect the privacy and integrity of personal information, including data collected in digital media.

The SCW employed at a school was referred a case of a 9-year old child who had difficulty with moving his arms. One of the Life Orientation teachers referred the case. The child was admitted to the formal school according to the prescripts of Basic Education. The school had a confidentiality policy, Continuous Professional Development on confidentiality across profession in school. All this information were password sensitive. The administrator was the authorised person for keepthe records of the learner. Hard copies were kept in a lockable cabinet and again the authorised person for access was the administrator. The records were filed chronologically and encrypted with each having its own reference number. This did not include the learner's names. The SCW followed the school policies because of her employment by the school. Therefore, this health and family information about the learner was supposed to be kept confidential.

This child was expected to read and write at school like any other child, whilst at home he assisted with household chores and took care of his personal hygiene. This child was having a horrible smell and other children at school were making a mockery out of his smell. The

child's parents were coming from the rural area and did not know what to do with the situation. The child was born like that and receiving treatment at the local clinic.

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

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**2.2.2 (a ) Define secure electronic system (2 Marks)**

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

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

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**Question 2.3**

**Study the scenario below and answer the following questions:**

It came to the realisation of the Human Resources Division during their annual performance management system that, a 40-year-old man working in the Corporate Social Responsibility Division was not coping with his work. He was hesitant and indecisive about his future. This happened in one of the mines in the North West Province, in Rustenburg. This case was referred to the SCW employed by the same mine.

The SCW interviewed the man as per the scheduled appointment. During the first session, the SCW made him aware that everything discussed remains between the two of them to try to build rapport and create a conducive environment for him to express his feelings. The SCW explained the services she will offer in her division. The SCW signed the contract with the client before providing the self-care intervention based on what was found. The intervention focused on the man's self-determination, decision-making processes and finally his well-being. After eight sessions, the SCW realised that, it was difficult for the client to change. The SCW referred the client to the supervisor to get an in-depth counselling session after getting an informed consent from the man and requested feedback from the supervisor to enable her to close the file.

**2.3.1 Define informed consent**

**(2 Marks)**

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**(b) Analyse the process followed to obtain the informed consent from the client**

**(3 Marks)**

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**2.3.2 (a) Define the client's contract.**

**(2 Marks)**

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

**(3 Marks)**

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**Question 2.4**

**Study the scenario below and answer the following questions.**

Adolescence is a crucial period for developing social and emotional habits important for mental well-being. Surprisingly, a 12 – year girl is unable to connect with her emotions as compared to her age group. This girl was attending a school in the rural environment of KwaZulu Natal in Pietermaritzburg.

A SCW (Lillian), employed by Love- Life, an NGO operating in the area, received this case. The school clearly outlined the emotional well-being of the child on the referral to the SCW as follows: that the child is having low self-esteem and she is unable to play with other children, and further unable to connect with her emotions even in class and this is impacting her school life, she is coming from a poverty stricken family.

The SCW first invited the family of the child, followed the interviewing processes by outlining the vision and mission of Love Life, and made them aware of the fact that there are other services rendered by other organisations in the area but she will continue with the case even after referring it. This was because the SCW wanted to monitor the progress of the child seeing that Love Life was the only organisation providing services to the school. The family agreed to the information provided by the SCW and signed the contract with the SCW to enable informed consent. The SCW referred the case to the Social Worker and the Psychologist with the following reference number (02-03-2025) and attached a feedback note to the referrals. The family was also given scheduled dates for future engagement and feedback from referrals. The progress note on the client's file captured all the information received.

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

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**2.4.2 (a) What do you understand by upward referral?**

**(2 Marks)**

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

**(3 Marks)**

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**2.4.3 Explain and evaluate the importance of progress notes about clients in organizations**

**(5 Marks)**

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**Question 2.5**

Study the referral template below and answer the following questions:

**REFERRAL NOTE****SCW 3**

CONFIDENTIAL (when completed)

Details of the referring organisation			
From	Love-Life Pietermaritzburg	Tel:	Fax:
Reference/ case no	02-03-2025	E-mail: n/a	

Details of the organisation the client is referred to		
To	Psychologist/social worker	
Address	n/a	Postal code: n/a
District/ region		
Province	KwaZulu Natal	Country: South Africa

Details of the client	
Full names: n/a	Identity no: n/a
Contact number/s: n/a	
Physical address: n/a	<b>Complete in case of international clients</b>
District:	Nationality:
Town/ city: Pietermaritzburg	Country of origin:
Country: South Africa	Status in the country:

Referral of client			
<p>Dear Sir/ Madam</p> <p>The above named consulted our offices on ____2025/March/02____ You are requested to assist him/her with services linked to the following. <i>(Mark X where applicable)</i></p>			
Focus areas	X	Focus areas	X
Marriage Counselling		Children/ women/ older persons care	
Trauma Counselling		Substance abuse	
Spiritual or Transpersonal		HIV and Aids	
Mental health/ wellness	X	Victim Empowerment	
Physical Abuse		Financial challenges	
Other (specify)			

**Provide brief background/ specify client needs.** The local school in Pietermaritzburg referred the following case to Love Life an NGO operating in the area. The school indicated that a 12 – year old girl is unable to connect with her emotions as compared to her age group. The child is further having low self-esteem and she is unable to play with other children. Her inability to connect with her emotions is affecting her school performance and development; she is coming from a poverty-stricken family. The family do not know what to do with the child's needs.

The school is in the rural environment of KwaZulu Natal in Pietermaritzburg. Love Life does not provide mental health services. It is also the only NGO rendering services to the school. Therefore, the case is referred to you as a psychologist/social worker to attend to the child's needs/challenges and provide feedback as per the attached feedback note to Love-Life. This should be done after each session to further assist them (the school and the family) as we have agreed that they (family) will continue to come to the SCW's offices.

Your assistance is appreciated.

Lillian \_\_\_\_\_

**Date** 2025/03/09

**Print name:**

**Social Counselling Worker**

**Signature** Lillian

Source: Department of Social Development, Republic of South Africa

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

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**2.5.2 (a) Define the professional language (2 Marks)**

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

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

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

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

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

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**Subtotal**

**60 Marks**

**TOTAL**

**150 Marks**