



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND
TECHNOLOGY DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

COUNSELLING

MODULE: Counselling Environment

PAPER NO: 443/22/M01

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

Pen, Pencil, Rubber, Ruler

INSTRUCTIONS TO CANDIDATES

- 1. Answer any four (4) questions.**
- 2. Each question carries twenty-five (25) marks.**
- 3. Begin your answer on a fresh page.**

This paper consists of 2 printed pages.

PAPER NO: 443/22/M01 – COUNSELLING ENVIRONMENT

QUESTION 1

Describe any five (5) elements to consider when designing a counselling room.
(25 marks)

QUESTION 2

Examine any five (5) traits of a good counsellor. (25 marks)

QUESTION 3

Explain any five (5) potential disruptions that may impact the counselling session.
(25 marks)

QUESTION 4

Examine any five (5) measures that a counsellor may implement to protect client Confidentiality in a shared workspace. (25 marks)

QUESTION 5

Discuss any five factors that may contribute to rapport building in counselling.
(25 marks)

QUESTION 6

Assess any five (5) ways of maintaining eye contact during a counselling session.
(25 marks)

QUESTION 7

Describe any five (5) benefits of ensuring proper ventilation and adequate lighting in a counselling room. (25 marks)

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IN

COUNSELLING

MODULE: Counselling Awareness

PAPER NO: 443/22/M05

DURATION: 3 hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any four (4) questions.
2. Each question carries 25 marks.
3. Begin your answer on a fresh page.

This paper consists of 2 printed pages.

QUESTION 1

Examine any five (5) advantages of using technology when conducting counselling awareness campaigns. (25 marks)

QUESTION 2

Discuss any five (5) challenges that can be faced by counsellors when conducting counselling awareness campaigns. (25 marks)

QUESTION 3

Explain any five (5) roles of stakeholders in promoting counselling awareness programs. (25 marks)

QUESTION 4

Describe the steps that are involved in conducting a community needs assessment. (25 marks)

QUESTION 5

Analyse any five (5) benefits of using traditional platforms in counselling awareness campaigns in the community. (25 marks)

QUESTION 6

Examine any five (5) behavioural issues that can be addressed by the use of awareness campaigns in the community. (25 marks)

QUESTION 7

Discuss any five (5) strategies that a counsellor may use to address counselling performance problems in a community setting. (25 marks)

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IN

COUNSELLING

MODULE: Records Management in Counselling

PAPER NO: 443/22/M03

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATES

- 1. Answer any four (4) questions.**
- 2. Each questions carries 25 marks.**

This paper consists of 2 printed pages.

QUESTION 1

Describe different filing systems undertaken in Counselling. (25 marks)

QUESTION 2

Discuss any five (5) different ways of records disposal in Counselling. (25 marks)

QUESTION 3

Elaborate how a counsellor can protect records confidentiality. (25 marks)

QUESTION 4

Discuss the relevance of client notes in Counselling. (25 marks)

QUESTION 5

Describe what should be done to improve records classification in counselling. (25 marks)

QUESTION 6

Examine the importance of records to counselling. (25 marks)

QUESTION 7

Describe different types of records in counselling. (25 marks)

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IN

COUNSELLING

MODULE: Case Management

PAPER NO: 443/22/M04

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any four questions.
- 2) Each question carries twenty-five (25) marks.
- 3) Begin your answer on a fresh page.

This paper consists of 2 printed pages.

QUESTION 1

Explain any five (5) ethical dilemmas that a counsellor may face during counselling practice. (25 marks)

QUESTION 2

Explore any five (5) factors that affect clients progress in counselling. (25 marks)

QUESTION 3

Discuss any five (5) reasons a counsellor may refer a client elsewhere for other services. (25 marks)

QUESTION 4

Examine any five (5) skills required by a counsellor to build trust with clients. (25 marks)

QUESTION 5

Describe any five (5) considerations a counsellor should make when preparing clients termination. (25 marks)

QUESTION 6

Elaborate any five (5) dangers of dual relationships on the counselling process. (25 marks)

QUESTION 7

Assess any five (5) factors to consider when selecting an appropriate counselling model. (25 marks)

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IN

COUNSELLING

MODULE: Fundamental of Information Technology PAPER NO: 443/22/M07A

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any four (4) questions.
- 2) Each question carries 25 marks.

This paper consists of 2 printed pages.

QUESTION 1

Discuss any five (5) benefits of information communication technology to the counselling process. (25 marks)

QUESTION 2

Explain five (5) ways in which a counsellor can protect the clients electronic data. (25 marks)

QUESTION 3

Describe five (5) factors that a counsellor should consider when setting up a computer laboratory. (25 marks)

QUESTION 4

Examine any five (5) digital assessment tools used in counselling. (25 marks)

QUESTION 5

Assess any five (5) challenges that a counsellor may experience in the use of information technology in counselling. (25 marks)

QUESTION 6

Evaluate any five (5) secondary storage devices that can be used by a counsellor to store clients information. (25 marks)

QUESTION 7

Describe any five (5) ethical considerations in the use of information communication technology in counselling. (25 marks)

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COUNSELLING

MODULE: Case Management

PAPER NO: 443/22/M04

DURATION: 3 hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any four (4) questions.**
- 2. Each question carries 25 marks.**

This paper consists of 2 printed pages.

QUESTION 1

Explain any five (5) dangers inherent in the power differential between the counsellor and client. (25 marks)

QUESTION 2

Elaborate any five (5) reasons a counsellor may have to terminate a counselling relationship. (25 marks)

QUESTION 3

Describe any five (5) factors that may influence progress in counselling. (25 marks)

QUESTION 4

Examine the relevance of an agenda setting in counselling. (25 marks)

QUESTION 5

Discuss any five (5) exceptions of confidentiality in counselling. (25 marks)

QUESTION 6

"Boundaries are of paramount importance in counselling". Discuss. (25 marks)

QUESTION 7

Explain the relevance of staying in the client's frame of reference in counselling. (25 marks)

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COUNSELLING

MODULE: Records Management in Counselling

PAPER NO: 443/22/M03

DURATION: 3 hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any four (4) questions.**
- 2. Each question carries 25 marks.**

This paper consists of 2 printed pages.

QUESTION 1

'Confidentiality is the cornerstone of any counselling process'. Explain how a counsellor can improve records confidentiality at his/her firm. (25 marks)

QUESTION 2

Describe the information that should be captured about a client during the counselling process. (25 marks)

QUESTION 3

Discuss the benefits of records management to the counselling organisation. (25 marks)

QUESTION 4

Explain the steps that should be observed in records disposal in a counselling firm. (25 marks)

QUESTION 5

Explain the importance of creating files in a counselling organisation. (25 marks)

QUESTION 6

Discuss any challenges that a counselling firm may have with its records management. (25 marks)

QUESTION 7

Discuss what should be done to improve filing of records. (25 marks)

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IN

COUNSELLING

**MODULE: Fundamentals of Information
Technology**

PAPER NO: 443/22/M07A

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any four (4) questions.
2. Each question carries 25 marks.

This paper consists of 2 printed pages.

PAPER NO: 443/22/M07A – FUNDAMENTALS OF INFORMATION TECHNOLOGY

QUESTION 1

“Uses of information communication technology is of paramount importance if counselling”. Discuss. (25 marks)

QUESTION 2

Explain five (5) elements of a computer. (25 marks)

QUESTION 3

Discuss any five (5) threats to computer equipment in a counselling laboratory. (25 marks)

QUESTION 4

Examine any five (5) ethical dilemmas that may rise when using information communication technology in counselling. (25 marks)

QUESTION 5

Elaborate how video conferencing platforms can be optimised to create a conducive environment for therapy. (25 marks)

QUESTION 6

Explain five (5) ways in which counsellor can protect the client's electronic data. (25 marks)

QUESTION 7

Assess any five (5) ethical consideration in the use of information communication technology. (25 marks)

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IN

COUNSELLING

MODULE: Counselling Dynamics

PAPER NO: 443/22/M02

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any four questions.**
- 2. Each question carries 25 marks.**

This paper consists of 2 printed pages.

PAPER NO: 443/22/M02- COUNSELLING DYNAMICS

QUESTION 1

Elaborate on the relevance of ground rules in counselling. (25 marks)

QUESTION 2

Discuss the implications of counsellor burn out to the counselling process. (25 marks)

QUESTION 3

Explain how transference can hinder the counselling. (25 marks)

QUESTION 4

Justify any reasons for termination of a counselling relationships. (25 marks)

QUESTION 5

Outline the importance of paraphrasing in counselling session. (25 marks)

QUESTION 6

Explain factors that affect the choice of intervention model that may be used in the counselling process. (25 marks)

QUESTION 7

"Rapport building is crucial in counselling". Discuss (25 marks)

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COUNSELLING

MODULE: Counselling Awareness

PAPER NO: 443/22/M05

DURATION: 3 Hours

NOVEMBER / DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any four (4) questions.**
- 2. Each question carries 25 marks.**

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QUESTION 1

Explain any five (5) challenges that can be faced by a counsellor during an awareness campaign in a community. (25 marks)

QUESTION 2

Explain how a Counsellor can improve awareness campaigns in a community. (25 marks)

QUESTION 3

Describe any five (5) stakeholders that are needed in the implementation of an awareness campaign in counselling. (25 marks)

QUESTION 4

Discuss any five (5) different traditional platforms that can be used in counselling awareness campaigns. (25 marks)

QUESTION 5

Examine the role of cultural competence during counselling awareness campaigns. (25 marks)

QUESTION 6

Discuss any five (5) strategies that can be employed to encourage client engagement in counselling. (25 marks)

QUESTION 7

Elaborate any five (5) factors to consider when planning a counselling awareness campaign. (25 marks)

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NATIONAL DIPLOMA

IN

COUNSELLING

**MODULE: Family and Gender Based
Violence**

PAPER NO: 661/23/M04

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1. Answer any four (4) questions.**
- 2. Each question carries 25 marks.**
- 3. Begin your answer on a fresh page.**

QUESTION 1

Articulate any five (5) uses of genogram in counselling. (25 marks)

QUESTION 2

Examine any five (5) methods of providing counselling to the elderly that can be used by a counsellor. (25 marks)

QUESTION 3

Discuss any five (5) negative effects of child abuse on survivors. (25 marks)

QUESTION 4

Assess any five (5) indicators shown by children and adolescents who are being sexually abused. (25 marks)

QUESTION 5

Critique any five (5) leading causes of Gender based violence in Zimbabwe. (25 marks)

QUESTION 6

Explain any five (5) factors which are necessary for a successful marriage counselling. (25 marks)

QUESTION 7

Discuss any five (5) complex issues that can arise from remarriage. (25 marks)

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NATIONAL DIPLOMA

IN

COUNSELLING

**MODULE: Family and Gender Based
Violence**

PAPER NO: 661/23/M04

DURATION: 3 Hours

JUNE 2026 EXAMINATION

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NATIONAL DIPLOMA

IN

COUNSELLING

MODULE: Counselling Practices

PAPER NO: 661/23/M01

DURATION: 3 Hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any four (4) questions.
2. Each question carries 25 marks.
3. begin your answer on a fresh page.

This paper consists of 2 printed pages.

QUESTION 1

Discuss five (5) ethical considerations that counsellors may encounter in their practice. (25 marks)

QUESTION 2

Analyse any five (5) intervention theories that counsellors may use during the counselling practice. (25 marks)

QUESTION 3

Examine any five (5) challenges that counsellors may encounter in adopting multicultural counselling. (25 marks)

QUESTION 4

Clarify any five (5) elements of a conducive environment for counselling. (25 marks)

QUESTION 5

Explain any five (5) types of informed consent in counselling. (25 marks)

QUESTION 6

Discuss any five (5) roles of a counsellor during counselling. (25 marks)

QUESTION 7

Propose any five (5) factors a counsellor should consider when arranging seating in a counselling room. (25 marks)

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NATIONAL DIPLOMA

IN

**COUNSELLING, MARRIAGE AND FAMILY COUNSELLING, CHILD AND
ADOLESCENTS MENTAL HEALTH**

MODULE: Research Methods

PAPER NO: 661/23/M08

673/24/M10

DURATION: 3 Hours

674/24/M09

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

- 1) Answer any four (4) questions.
- 2) Each question carries twenty-five (25).
- 3) Begin your answer on a fresh page.

This paper consists of 2 printed pages.

PAPER NO: 661/23/M08-RESEARCH METHODS
PAPER NO: 673/24/M10-RESEARCH METHODS
PAPER NO: 674/24/M09-RESEARCH METHODS

QUESTION 1

Elaborate the relevance of research in your areas of specialisation.
(25 marks)

QUESTION 2

Examine any five (5) elements of a research proposal.
(25 marks)

QUESTION 3

Discuss the relevance of literature review in your area of specialisation.
(25 marks)

QUESTION 4

Evaluate any five (5) advantages of a questionnaire in research methods.
(25 marks)

QUESTION 5

Examine any five (5) types of probability sampling methods with reference to your speciality.
(25 marks)

QUESTION 6

Explore any five (5) ethics in research methods with reference to your speciality.
(25 marks)

QUESTION 7

Assess any five (5) disadvantages of interviews in research.
(25 marks)

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