

092306T4SWC

SOCIAL WORK AND COMMUNITY DEVELOPMENT LEVEL 6

COD/CU/SW/SR/11/6 Printed By: And Vocational College Date: 21.11.2025 07:33 AM

CONDUCT CASE MANAGEMENT

November/December 2025

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TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL (TVET CDACC)

WRITTEN ASSESSMENT

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TIME: 3 HOURS

INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections: **A** and **B**.
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Date: 21.11.2025 07:33 AM
2. Answer **ALL** questions in section A.
3. Answer question **TWELVE (12 Compulsory)** and any other **TWO (2)** questions in section B.
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4. Marks for each question are indicated in the **bracketed** text.
5. Candidates are provided with a separate **answer booklet**.
6. Do not write on the question paper.

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This paper consists of THREE (3) printed pages.

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Candidates check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.
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SECTION A (40 MARKS)

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1. Case management begins with initiating the process, which involves establishing rapport and clarifying roles. Identify FOUR key steps in initiating a case management process.

(4 Marks)

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2. Confidentiality is central to ethical case management. Outline FOUR reasons for maintaining client confidentiality.

(4 Marks)

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3. Client needs are identified through guided conversations and insights from families or other professionals. List FOUR tools used in identifying client problems/needs.

(4 Marks)

4. A case management plan guides service delivery. List FOUR key components of a case management plan.

(4 Marks)

5. Introductory Statement: Resource mobilization is necessary for the implementation of case plans. Highlight FOUR strategies for mobilizing resources in case management.

(4 Marks)

6. Execution requires coordination. Explain FOUR challenges faced during the

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Execution of a case plan

(4 Marks)

7. Monitoring is an ongoing activity in case management. State FOUR reasons why follow-up and monitoring are important in case management.

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(2 Marks)

8. Documentation is a professional requirement. State FOUR benefits of preparing a case

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management report

(4 Marks)

9. Some cases require termination or referral. Identify FOUR reasons where a case may be

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referred rather than finalized.

(4 Marks)

10. Name TWO elements of a stakeholder's directory.

(2 Marks)

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SECTION B (60 MARKS)

Answer question TWELVE (12 Compulsory) and any other TWO (2) questions in this section

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11. Mija, a 15-year-old female student from a poor family, became pregnant after engaging in a relationship with a 22-year-old neighbor who offered her small gifts and money. When the pregnancy was discovered, she experienced fear, shame, and withdrawal, while her mother reacted angrily and her father remained silent. A case manager intervened, offering counseling, involving her parents for support, and referring her to a health facility for antenatal care. The case was also reported to child protection authorities due to her age. With continuous follow-up, her parents eventually agreed to support her childcare, and arrangements were made for her to resume school after delivery, giving her renewed hope despite facing stigma in the community.

a) Explain FIVE components of the case management process in relation to Mija's case.

(10 Marks)

b) Explain FIVE forms of ethical dilemmas in balancing confidentiality and legal

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(10 Marks)

12. Cultural sensitivity plays a crucial role in determining the effectiveness of interventions in different communities, ultimately leading to better engagement and positive outcomes.

a) Discuss FOUR ways in which cultural sensitivity influences management.

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(12 Marks)

b) Explain FOUR roles of Information and communication technology in enhancing

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(8 Marks)

13. Collaboration between various stakeholders enhances the effectiveness of an organisation to provide more comprehensive and holistic responses to societal issues.

a) Discuss FOUR roles of inter-agency partnership in resource mobilization.

(12 Marks)

b) Explain FOUR challenges in monitoring case plans in rural settings.

(8 Marks)

14. Evaluation informs learning by providing valuable feedback that highlights areas of more effective practices and deeper understanding.

a) Discuss FOUR ways in which evaluation findings can enhance case management in

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(12 Marks)

b) Explain FOUR benefits of disengagement and referral.

(8 Marks)