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## MODULE 1

### SOCIAL WORK

**HW/OS/SW/CR/06/5/MA**

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**Conduct Social Work Case Management**

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**November/ December 2025**

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

### WRITTEN ASSESSMENT

Date: 19.11.2025 02:27 PM

### TIME: 3 HOURS

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### INSTRUCTIONS TO CANDIDATE

1. This paper consists of **TWO** sections: **A** and **B**.

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2. Attempt **ALL** questions in section A.

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3. Attempt question **ELEVEN (11)** and any other **TWO (2)**'s in section B.

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4. Marks for each question are indicated in the brackets.

5. Candidates are provided with a separate answer booklet

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6. Do not write on the question paper.

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**Candidate should check the question paper to ascertain that all pages are printed as indicated and that no questions are missing.**

## SECTION A: (40 MARKS)

**Attempt ALL questions in this section**

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1. A social worker must formulate case management objectives as per workplace procedures. State FOUR features of well-formulated case management objectives. (4 Marks)

2. A case management plan guides interventions with clients. Identify FOUR key components of a case management plan. (4 Marks)

3. During implementation of a case management plan, resources must be allocated effectively.

Mention FOUR considerations when allocating resources. (4 Marks)

4. Social workers apply different intervention strategies in addressing client needs. Outline FOUR case management intervention strategies you may use. (4 Marks)

5. Evaluation is a critical stage in case management. Identify FOUR evaluation tools that a social worker may use. (4 Marks)

6. Referrals are integral in linking clients to additional services. Outline FOUR situations that may necessitate referral in case management. (4 Marks)

7. Documentation is an essential part of case management. State FOUR qualities of a good case management report. (4 Marks)

8. A case management evaluation report provides feedback on interventions. Mention FOUR components of an evaluation report. (4 Marks)

9. Case management often requires collaboration. Identify FOUR stakeholders a social worker may collaborate with during case management. (4 Marks)

10. Case documentation must be disseminated appropriately. Outline FOUR methods of disseminating case management reports. (4 Marks)

## SECTION B: (60 MARKS)

**Attempt Question 11 and ANY OTHER TWO questions from this section**

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11. Brian is a 16-year-old secondary school student who has recently shown signs of drug abuse. Reports from his teachers indicate a sharp decline in academic performance, frequent absenteeism, and withdrawal from school activities. At home, his parents describe him as irritable, ~~hostile~~, ~~conflict with his siblings~~.

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During a home visit, you observe that the family environment is tense and there is minimal communication between Brian and his parents. His father works long hours and is rarely available, while his mother reports being overwhelmed by household responsibilities. The family has limited financial resources, and there are no structured recreational activities for Brian.

The school administration has warned that if his behavior does not improve, disciplinary action may be taken. His parents are worried about his future and have sought the intervention of a social worker.

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- Describe FIVE steps you would take in assessing Brian's case (10 Marks)
- Explain FOUR possible intervention strategies you would include in his case management plan. (8 Marks)
- Identify TWO indicators you would use to evaluate the effectiveness of the intervention (2 Marks)

12. You have to design a case management work plan for a group of teenage mothers

~~in an informal settlement. The mothers face challenges such as limited access to education,~~

~~financial instability, and stigma from the community. You are expected to develop a structured approach to guide your interventions with this vulnerable group.~~

- Discuss FIVE benefits of case management work plan (10 Marks)
- Explain FIVE challenges social workers may face when implementing case management interventions. (10 Marks)

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13. As part of your internship in a child protection agency, you are required to prepare various case management reports for children rescued from abusive households. Your supervisor emphasizes the importance of accurate reporting in ensuring the safety and well-being of these children.

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- a) Highlight FIVE types of case management reports prepared in practice. (10 Marks)
- b) Explain FIVE reasons why proper documentation is important in case management.

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(10 Marks)

14.

A community-based organization has partnered with the Technical And Vocational College to provide case

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management services for young people affected by unemployment and drug abuse. As a social worker in this program, you are required to uphold professional principles and ethics when making referrals and coordinating services for clients.

- a) Explain FIVE principles of social work case management. (10 Marks)
- b) Discuss FIVE ethical considerations a social worker must observe when conducting referrals.

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(10 Marks)