



SOWK11014 Contemporary Human Services

Term 1 - 2017

Profile information current as at 27/04/2024 05:11 pm

All details in this unit profile for SOWK11014 have been officially approved by CQUniversity and represent a learning partnership between the University and you (our student). The information will not be changed unless absolutely necessary and any change will be clearly indicated by an approved correction included in the profile.

General Information

Overview

This unit will introduce you to social work and human services in Australia and a changing context for human services within the information society. You will develop an understanding of the history and cultural context of social work and welfare work within the Australian welfare state and how services are currently organised and delivered. You should be able to conceptualise social justice, inequality and marginalisation and their relevance to professional practice in social work and welfare work. You will understand the nature and goals of social work and human services as helping professions within this context, what characterises these professions and their fields and methods of practice. Particular emphasis will be placed on how access to information and the skills required to use information effectively can be an important dimension in addressing disadvantage, oppressive power and exclusion in the post industrial society. You are required to attend compulsory residential school or compulsory weekly on-campus tutorials in order to achieve specific learning outcomes of the unit.

Details

Career Level: *Undergraduate*

Unit Level: *Level 1*

Credit Points: 6

Student Contribution Band: 10

Fraction of Full-Time Student Load: 0.125

Pre-requisites or Co-requisites

There are no requisites for this unit.

Important note: Students enrolled in a subsequent unit who failed their pre-requisite unit, should drop the subsequent unit before the census date or within 10 working days of Fail grade notification. Students who do not drop the unit in this timeframe cannot later drop the unit without academic and financial liability. See details in the [Assessment Policy and Procedure \(Higher Education Coursework\)](#).

Offerings For Term 1 - 2017

- Bundaberg
- Distance
- Rockhampton

Attendance Requirements

All on-campus students are expected to attend scheduled classes – in some units, these classes are identified as a mandatory (pass/fail) component and attendance is compulsory. International students, on a student visa, must maintain a full time study load and meet both attendance and academic progress requirements in each study period (satisfactory attendance for International students is defined as maintaining at least an 80% attendance record).

Residential Schools

This unit has a Compulsory Residential School for distance mode students and the details are:

Click here to see your [Residential School Timetable](#).

Website

[This unit has a website, within the Moodle system, which is available two weeks before the start of term. It is important that you visit your Moodle site throughout the term. Please visit Moodle for more information.](#)

Class and Assessment Overview

Recommended Student Time Commitment

Each 6-credit Undergraduate unit at CQUniversity requires an overall time commitment of an average of 12.5 hours of study per week, making a total of 150 hours for the unit.

Class Timetable

[Regional Campuses](#)

Bundaberg, Cairns, Emerald, Gladstone, Mackay, Rockhampton, Townsville

[Metropolitan Campuses](#)

Adelaide, Brisbane, Melbourne, Perth, Sydney

Assessment Overview

1. **Online Quiz(zes)**

Weighting: 10%

2. **Written Assessment**

Weighting: 40%

3. **Written Assessment**

Weighting: 50%

4. **On-campus Activity**

Weighting: Pass/Fail

Assessment Grading

This is a graded unit: your overall grade will be calculated from the marks or grades for each assessment task, based on the relative weightings shown in the table above. You must obtain an overall mark for the unit of at least 50%, or an overall grade of 'pass' in order to pass the unit. If any 'pass/fail' tasks are shown in the table above they must also be completed successfully ('pass' grade). You must also meet any minimum mark requirements specified for a particular assessment task, as detailed in the 'assessment task' section (note that in some instances, the minimum mark for a task may be greater than 50%). Consult the [University's Grades and Results Policy](#) for more details of interim results and final grades.

CQUniversity Policies

All University policies are available on the [CQUniversity Policy site](#).

You may wish to view these policies:

- Grades and Results Policy
- Assessment Policy and Procedure (Higher Education Coursework)
- Review of Grade Procedure
- Student Academic Integrity Policy and Procedure
- Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students
- Monitoring Academic Progress (MAP) Policy and Procedure – International Students
- Student Refund and Credit Balance Policy and Procedure
- Student Feedback – Compliments and Complaints Policy and Procedure
- Information and Communications Technology Acceptable Use Policy and Procedure

This list is not an exhaustive list of all University policies. The full list of University policies are available on the [CQUniversity Policy site](#).

Previous Student Feedback

Feedback, Recommendations and Responses

Every unit is reviewed for enhancement each year. At the most recent review, the following staff and student feedback items were identified and recommendations were made.

Feedback from Have your say

Feedback

More detail on assessment tasks.

Recommendation

More information/resources to be provided to students on the nature of project-based learning i.e. to be unclear about what is required is the nature of the task requiring ongoing dialogue with the lecturer.

Action

More detailed information was provided about the assessment items.

Unit Learning Outcomes

On successful completion of this unit, you will be able to:

1. Describe contemporary human services in Australia, their historical origins and how they are currently organised and delivered
2. Demonstrate an understanding of the concepts of social justice and inequality in Australia and their relevance to professional social work and human services
3. Explain the characteristics and goals of social work and welfare work as helping professions within the context of social justice and inequality
4. Articulate the key values, ethics, principles and models of practice that characterise social and welfare work
5. Demonstrate an understanding of reflective practice.
6. Demonstrate knowledge of referencing formats for the AGPS Harvard system.

Alignment of Learning Outcomes, Assessment and Graduate Attributes



Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
1 - Online Quiz(zes) - 10%						•
2 - Written Assessment - 40%	•	•	•	•	•	
3 - Written Assessment - 50%	•	•	•	•		
4 - On-campus Activity - 0%					•	

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes					
	1	2	3	4	5	6
1 - Communication	•	•	•	•	•	•
2 - Problem Solving	•	•	•	•	•	•
3 - Critical Thinking					•	
4 - Information Literacy	•	•	•	•	•	•
5 - Team Work					•	
6 - Information Technology Competence	•	•	•	•	•	•
7 - Cross Cultural Competence	•	•	•	•	•	
8 - Ethical practice	•	•	•	•		
9 - Social Innovation						
10 - Aboriginal and Torres Strait Islander Cultures						

Alignment of Assessment Tasks to Graduate Attributes

Assessment Tasks	Graduate Attributes									
	1	2	3	4	5	6	7	8	9	10
1 - Online Quiz(zes) - 10%	•		•	•		•				
2 - Written Assessment - 40%	•	•	•	•		•	•			
3 - Written Assessment - 50%	•	•	•	•	•	•	•	•		
4 - On-campus Activity - 0%	•			•	•					

Textbooks and Resources

Textbooks

SOWK11014

Prescribed

The Road to Social Work and Human Service Practice

Edition: 4th (2015)

Authors: Chenoweth, L. & McAuliffe, D

Cengage Learning

Melbourne , Victoria , Australia

Binding: Paperback

[View textbooks at the CQUniversity Bookshop](#)

IT Resources

You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)
- Adobe Flash Player
- Windows Media Player or

Referencing Style

All submissions for this unit must use the referencing style: [Harvard \(author-date\)](#)

For further information, see the Assessment Tasks.

Teaching Contacts

Davina Taylor Unit Coordinator

d.taylor@cqu.edu.au

Schedule

Week 1 - 06 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Expectations for this unit	Click on 'Expectations for this unit'	Confirm your attendance at the residential in Noosa or Geraldton OR at weekly tutorials in Rockhampton or Bundaberg.

Week 2 - 13 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
An introduction to social work	Click on 'An introduction to social work'	

Week 3 - 20 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
Social Workers - Leaders of human service delivery through time	Click on 'Leaders of human service delivery'	

Week 4 - 27 Mar 2017

Module/Topic	Chapter	Events and Submissions/Topic
--------------	---------	------------------------------

The skills needed for contemporary human service delivery and management

Click on 'The skills needed'

Week 5 - 03 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
Reflective and reflexive practice	Click on 'Reflective and reflexive practice'	Assessment 1: The academic reference list (Quiz) Due: Week 5 Monday (3 Apr 2017) 11:45 pm AEST

Vacation Week - 10 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
--------------	---------	------------------------------

Week 6 - 17 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
The social organisation of Australian society	Click on 'Australian society'	

Week 7 - 24 Apr 2017

Module/Topic	Chapter	Events and Submissions/Topic
The analysis of inequality in Australia	Click on 'Inequality in Australia'	

Week 8 - 01 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
The personal impacts of inequality	Click on 'The personal impacts'	Assessment 2: My beginning views of social work Due: Week 8 Friday (5 May 2017) 11:45 pm AEST

Week 9 - 08 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
The knowledges needed for contemporary human service delivery and management	Click on 'The knowledges needed'	

Week 10 - 15 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
The non-negotiable values for contemporary human service delivery and management	Click on 'The values needed'	

Week 11 - 22 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
The evaluation of contemporary human service delivery and management	Click on 'Service evaluation'	

Week 12 - 29 May 2017

Module/Topic	Chapter	Events and Submissions/Topic
		Complete course evaluations before you leave for your break (big red button top left hand corner of Moodle)
Self Care	Click on 'Self care'	Assessment 3: Helping immigrants, refugees and asylum seekers settle in Australia (Eco-map and information package/individual, duo, or trio submission) Due: Week 12 Friday (2 June 2017) 11:45 pm AEST Log of Hours Due: Week 12 Friday (2 June 2017) 11:45 pm AEST

Review/Exam Week - 05 Jun 2017

Module/Topic	Chapter	Events and Submissions/Topic
--------------	---------	------------------------------

Exam Week - 12 Jun 2017

Module/Topic	Chapter	Events and Submissions/Topic
--------------	---------	------------------------------

Term Specific Information

All students are required to attend compulsory on-campus sessions. This will either be at a residential in Noosa or Geraldton OR weekly tutorials in Rockhampton or Bundaberg.

Assessment Tasks

1 Assessment 1: The academic reference list (Quiz)

Assessment Type

Online Quiz(zes)

Task Description

The University's Harvard (author-date) Referencing Guide is the core document for successful completion of this assessment task.

In this quiz you will be presented with 10 diverse sources of information and knowledge likely to be used for other assessment tasks in this course and every other social work course in the four years of the program.

Your task will be to read about the hypothetical sources of information or knowledge presented in the quiz and translate that information into the correct acknowledgement of that source of information or knowledge for a Harvard (author-date) reference list. The format of the reference you submit in the quiz must match the Harvard (author-date) style exactly.

You will have one hour to complete ten questions. The quiz will close automatically one hour after you begin. Ten questions will be shuffled from a larger data bank so while each participant will receive different sources of information or knowledge all will be required to complete the same tasks. Moodle will match your responses with the correct Harvard (author-date) format. Each question will be worth 1% of marks toward your final grade.

Number of Quizzes

1

Frequency of Quizzes

Assessment Due Date

Week 5 Monday (3 Apr 2017) 11:45 pm AEST

The quiz is completed at Moodle and undertaken in whatever setting you choose. The quiz will be available at 9.00am on Monday the 27th of March (Week 4). It will be available for completion throughout the week and weekend. It will be no longer available from 23:45 on Monday the 3rd of April (Week 5). In fairness to the entire class no late submissions, distractions during the quiz, or technology failures will be considered. If you are concerned about the capacity of your technology you are advised to attend one of the University's campuses to complete this assessment task.

Return Date to Students

Week 5 Tuesday (4 Apr 2017)

Your results will be calculated immediately.

Weighting

10%

Assessment Criteria

- Adherence to author-date referencing system
- Non-adherence to author-date referencing system

Referencing Style

- [Harvard \(author-date\)](#)

Submission

Online

Learning Outcomes Assessed

- Demonstrate knowledge of referencing formats for the AGPS Harvard system.

Graduate Attributes

- Communication
- Critical Thinking
- Information Literacy
- Information Technology Competence

2 Assessment 2: My beginning views of social work

Assessment Type

Written Assessment

Task Description

Social workers work typically with a range of professional disciplines in the workplace. It is imperative that all workers can clearly articulate the key focus of their professional practice and the unique values, knowledge, and skills, they bring to organisations and communities. The clearer a worker understands the focus and goals of their own professional practice, the clearer they will be able to articulate this to others.

This assessment focusses on written communication about your beginning views of the social work profession and what is unique about it.

This assessment task forms one of the first steps in your journey towards graduation as a 'research-practitioner' requiring you to learn about formal academic conventions and the capacity for guided and independent research. Your assessment can be written as a report or an essay.

Describe and discuss your beginning views of Australian social work, the relationships between social work and contemporary human service delivery (1000 words), and an evaluation of your 'fit' with entry into the profession (500 words).

Word Count:

1500 words (excluding references and appendices)

Assessment Due Date

Week 8 Friday (5 May 2017) 11:45 pm AEST

Return Date to Students

Week 10 Friday (19 May 2017)

Within two weeks of assessment submission

Weighting

40%

Assessment Criteria

- List, describe and discuss the values that inform the profession of social work
- List, describe and discuss the core knowledge that informs social work practice
- List, describe and discuss the diverse roles social workers can occupy
- List, describe and discuss the generic skills needed for competent social work practice
- Reflective about your 'fit' with the profession
- On task submission according to the brief provided in the course profile and ongoing teaching input provided at Moodle and residential
- Standard of written communication, grammar, punctuation, spelling (Australian English *only* - Macquarie dictionary)
- Adherence to the Harvard author-date system of citation and referencing
- Breadth and quality of reference list
- Breadth and quality of independent research informing the essay

Referencing Style

- [Harvard \(author-date\)](#)

Submission

Online

Submission Instructions

Submit on-line at the 'Submit assessment task 2 here' link. See further instruction details at that link.

Learning Outcomes Assessed

- Describe contemporary human services in Australia, their historical origins and how they are currently organised and delivered
- Demonstrate an understanding of the concepts of social justice and inequality in Australia and their relevance to professional social work and human services
- Explain the characteristics and goals of social work and welfare work as helping professions within the context of social justice and inequality
- Articulate the key values, ethics, principles and models of practice that characterise social and welfare work
- Demonstrate an understanding of reflective practice.

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Information Technology Competence
- Cross Cultural Competence

3 Assessment 3: Helping immigrants, refugees and asylum seekers settle in Australia (Eco-map and information package/individual, duo, or trio submission)

Assessment Type

Written Assessment

Task Description

Drawing on the structure of the eco-map tool provided at Moodle you are to focus on creating a package of information that will help immigrants, refugees, and asylum seekers understand the welfare system in their new home.

Student Role:

As a social worker in education and training during field education you have been assigned a project to assist the settlement of immigrants, refugees, and asylum seekers who have arrived to your hometown with the goal of providing them an orientation to the Australian welfare system.

Product:

Informed by academic evidence about the specific needs of immigrants, refugees, and asylum seekers, you are to decide on which contemporary services and resources they may need to survive and those less essential but which enhance well-being and quality of life.

You are strongly encouraged to locate yourself in your own neighbourhood, town or city and identify the people from culturally and linguistically diverse backgrounds who have been settled there most recently in order to make your learning authentic and useful for the future. Alternatively, you can look to the nearest neighbouring place that have hosted an influx of immigrants, refugees, and asylum seekers. If you decide to submit this assessment task with one to two others in the course you can focus on just one of your communities.

Please note: When planning your paper students are advised to carefully read the assessment criteria in conjunction with the assessment outline.

Word count: 1500 words.

If you do choose to submit this as a duo or trio, please include all names on the coversheet but only ONE student submits the assessment to moodle.

Assessment Due Date

Week 12 Friday (2 June 2017) 11:45 pm AEST

Return Date to Students

Exam Week Friday (16 June 2017)

Within two weeks of assessment submission

Weighting

50%

Assessment Criteria

- Effective communication of the relevant welfare network drawing on the eco-map tool.
- Independent research of the needs of immigrants, refugees and asylum seekers in the Australian context.
- Concise but informative descriptions of the services and resources identified and clear rationales for their connection to needs.
- Application of the knowledge acquired about needs and services demonstrating an holistic concern for people.

- On task according to the brief provided in the course profile.
- Quality of written communication, grammar, punctuation, spelling (Australian English *only* Macquarie dictionary)
- Adherence to the Harvard author-date system of referencing
- Breadth and quality of independent research informing the essay

Referencing Style

- [Harvard \(author-date\)](#)

Submission

Online

Submission Instructions

Submit on-line at the 'Submit assessment task 3 here' link

Learning Outcomes Assessed

- Describe contemporary human services in Australia, their historical origins and how they are currently organised and delivered
- Demonstrate an understanding of the concepts of social justice and inequality in Australia and their relevance to professional social work and human services
- Explain the characteristics and goals of social work and welfare work as helping professions within the context of social justice and inequality
- Articulate the key values, ethics, principles and models of practice that characterise social and welfare work

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- Team Work
- Information Technology Competence
- Cross Cultural Competence
- Ethical practice

4 Log of Hours

Assessment Type

On-campus Activity

Task Description

On-campus learning is a compulsory component of this course. You are required to attend a three-day residential in Noosa or Geraldton OR weekly tutorials in Rockhampton or Bundaberg. You are required to complete a log of hours as evidence of this. Your on-campus tutor will provide you with this log of hours and you are required to sign in for each session. Your tutor will submit this log of hours on your behalf. In order to meet the requirements of the Australian Association of Social Workers (AASW), you can not miss any more than one 2 hour session. You must pass this assessment to pass the unit. Failure to pass this assessment will result in the final grade of 'Fail' for the entire unit.

Assessment Due Date

Week 12 Friday (2 June 2017) 11:45 pm AEST

Your on-campus tutor will submit this on your behalf

Return Date to Students

Review/Exam Week Friday (9 June 2017)

Weighting

Pass/Fail

Minimum mark or grade

You must pass this assessment in order to pass the unit.

Assessment Criteria

Signed timesheets that indicate no more than one 2 hour session has been missed at the Noosa or Geraldton residential OR at the weekly tutorials in Rockhampton or Bundaberg.

Referencing Style

- [Harvard \(author-date\)](#)

Submission

Online

Submission Instructions

Your tutor will submit your log of hours on your behalf.

Learning Outcomes Assessed

- Demonstrate an understanding of reflective practice.

Graduate Attributes

- Communication
- Information Literacy
- Team Work

Academic Integrity Statement

As a CQUniversity student you are expected to act honestly in all aspects of your academic work.

Any assessable work undertaken or submitted for review or assessment must be your own work. Assessable work is any type of work you do to meet the assessment requirements in the unit, including draft work submitted for review and feedback and final work to be assessed.

When you use the ideas, words or data of others in your assessment, you must thoroughly and clearly acknowledge the source of this information by using the correct referencing style for your unit. Using others' work without proper acknowledgement may be considered a form of intellectual dishonesty.

Participating honestly, respectfully, responsibly, and fairly in your university study ensures the CQUniversity qualification you earn will be valued as a true indication of your individual academic achievement and will continue to receive the respect and recognition it deserves.

As a student, you are responsible for reading and following CQUniversity's policies, including the [Student Academic Integrity Policy and Procedure](#). This policy sets out CQUniversity's expectations of you to act with integrity, examples of academic integrity breaches to avoid, the processes used to address alleged breaches of academic integrity, and potential penalties.

What is a breach of academic integrity?

A breach of academic integrity includes but is not limited to plagiarism, self-plagiarism, collusion, cheating, contract cheating, and academic misconduct. The Student Academic Integrity Policy and Procedure defines what these terms mean and gives examples.

Why is academic integrity important?

A breach of academic integrity may result in one or more penalties, including suspension or even expulsion from the University. It can also have negative implications for student visas and future enrolment at CQUniversity or elsewhere. Students who engage in contract cheating also risk being blackmailed by contract cheating services.

Where can I get assistance?

For academic advice and guidance, the [Academic Learning Centre \(ALC\)](#) can support you in becoming confident in completing assessments with integrity and of high standard.

What can you do to act with integrity?



Be Honest

If your assessment task is done by someone else, it would be dishonest of you to claim it as your own



Seek Help

If you are not sure about how to cite or reference in essays, reports etc, then seek help from your lecturer, the library or the Academic Learning Centre (ALC)



Produce Original Work

Originality comes from your ability to read widely, think critically, and apply your gained knowledge to address a question or problem