SOWK11014 *Contemporary Human Services*

Term 2 - 2020

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.

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 2 - 2020

- Online

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).

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. **Online discussion forum**
Weighting: 10%
3. **Online discussion forum**
Weighting: 15%
4. **Online discussion forum**
Weighting: 25%
5. **Written Assessment**
Weighting: 40%

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

Confusion related to the submission of discussion forum posts and additional copy as a word document

Recommendation

Students will be provided with clearer instruction in the Unit Profile regarding submitting a word document in addition to their discussion forum post to ensure each student gets targeted feedback on their assessment.

Feedback from Have your Say

Feedback

Interest in offering a 3 day residential in central Queensland

Recommendation

In the future students will have the opportunity to complete the 3 day residential school in Rockhampton, Bundaberg, Port Pirie, Noosa or Geraldton University Campus providing students with locations around Qld and beyond.

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

— N/A Level ○ Introductory Level ● Intermediate Level ● Graduate Level ○ Professional Level ○ Advanced Level

Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
1 - Online Quiz(zes) - 10%						●
2 - Online discussion forum - 10%	●			●		●
3 - Online discussion forum - 15%		●				●
4 - Online discussion forum - 25%		●	●		●	●

Assessment Tasks	Learning Outcomes					
	1	2	3	4	5	6
5 - Written Assessment - 40%	●		●	●		●

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 - Online discussion forum - 10%	●			●				●		
3 - Online discussion forum - 15%	●									
4 - Online discussion forum - 25%	●	●						●		
5 - Written Assessment - 40%	●	●	●	●	●	●	●	●		

Textbooks and Resources

Textbooks
SOWK11014

Prescribed

the road to social work and human service practice
Edition: 5 (2017)
Authors: lesley chenoweth and donna mcauliffe
cengage learning
melbourne , victoria , australia
ISBN: 9780170380072
Binding: Paperback

Additional Textbook Information
If you prefer to study with a paper copy you can purchase at the CQUni Bookshop here: http://bookshop.cqu.edu.au
(search on the Unit code). eBooks can be purchased at the publisher's website.

IT Resources
You will need access to the following IT resources:

- CQUniversity Student Email
- Internet
- Unit Website (Moodle)

Referencing Style

All submissions for this unit must use the referencing style: Harvard (author-date)
For further information, see the Assessment Tasks.

Teaching Contacts

Fotina Hardy Unit Coordinator
f.hardy@cqu.edu.au

Schedule

Expectations for this unit of study - 13 Jul 2020

Module/Topic	Chapter	Events and Submissions/Topic
Please, refer to Moodle.		

An introduction to social work and human services - 20 Jul 2020

Module/Topic	Chapter	Events and Submissions/Topic
Please, refer to Moodle.		

Social Workers: Leaders of human service delivery through time - 27 Jul 2020

Module/Topic	Chapter	Events and Submissions/Topic
Please, refer to Moodle.		

The skills needed for contemporary human service delivery - 03 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic

Module/Topic	Chapter	Events and Submissions/Topic
Please, refer to Moodle.		**Online Quiz** Due: Week 4 Friday (7 Aug 2020) 4:45 pm AEST **Human services in Australia** Due: Week 4 Friday (7 Aug 2020) 4:45 pm AEST

The values of contemporary human service delivery delivery and management - 10 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Please, refer to Moodle.		

Vacation Week - 17 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic

The social organisation of Australian society - 24 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Please, refer to Moodle.		**Values of Social Work** Due: Week 6 Friday (28 Aug 2020) 4:45 pm AEST

Inequality in Australia - 31 Aug 2020

Module/Topic	Chapter	Events and Submissions/Topic
Please, refer to Moodle.		

The personal impacts of disability - 07 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Please, refer to Moodle.		

National Disability Insurance Scheme - 14 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Please, refer to Moodle.		**My beginning views of social work** Due: Week 9 Friday (18 Sept 2020) 4:45 pm AEST

Reflective and reflexive practice - 21 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Please, refer to Moodle.		

The evaluation of contemporary human service delivery and management - 28 Sep 2020

Module/Topic	Chapter	Events and Submissions/Topic
Please, refer to Moodle.		

Self Care - 05 Oct 2020

Module/Topic	Chapter	Events and Submissions/Topic
Please, refer to Moodle.		**Overview of Human Services** Due: Week 12 Friday (9 Oct 2020) 4:45 am AEST

Review/Exam Week - 12 Oct 2020

Module/Topic	Chapter	Events and Submissions/Topic

Exam Week - 19 Oct 2020

Module/Topic	Chapter	Events and Submissions/Topic

Assessment Tasks

1 Online Quiz

Assessment Type
Online Quiz(zes)

Task Description
This is a multiple-choice quiz designed to assist you in your understanding of Harvard Referencing. In this quiz, you will be presented with ten diverse sources of information and knowledge likely to be used for other assessment tasks in this unit and other social work units in the four-year course. Your task will be to select how this source would be written as a Harvard Reference. Your choice will need to meet the requirements of Harvard Referencing exactly. You will have one hour to complete the ten questions. You can only attempt this quiz once. As this quiz will be open from the start of the term, there will be no extensions granted for this quiz.

Number of Quizzes

Frequency of Quizzes
Other

Assessment Due Date
Week 4 Friday (7 Aug 2020) 4:45 pm AEST

Return Date to Students
Week 6 Friday (28 Aug 2020)

Weighting
10%

Assessment Criteria
You will receive 1 mark (1% of your total grade) for every correct answer

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
The quiz will be available through Moodle from the start of term

Learning Outcomes Assessed

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

Graduate Attributes

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

2 Human services in Australia

Assessment Type
Online discussion forum

Task Description
For this assessment, you are asked to think about what type of field you might like to work in in the future; for example, you might like to work in child safety, mental health, disability etc. You are then asked to identify an organisation you might like to work in and provide a brief overview of this organisation and its historical origins. You are asked to describe the key values of this organisation.
This online forum is designed as a 'Q&A' forum so you will not see other responses until you submit your own. Your posts will be available for all students to read so please refrain from posting information of a personal nature.You are required to also upload this as a word document at 'Assessment 2 Submission' on Moodle for grading.

The word count for your post is 400 words. The word count is considered from the first word of the introduction to the last word of the conclusion. It excludes the cover page, abstract, contents page, reference list and appendices. It includes in-text references and direct quotations.

Assessment Due Date
Week 4 Friday (7 Aug 2020) 4:45 pm AEST

Return Date to Students
Week 6 Friday (28 Aug 2020)

Weighting
10%

Assessment Criteria

Criteria	HD 85-100	D 75-84	C 64-74	P 50-64	F 0-49
Identify and describe an organisation you may be interested in working with in the future (30%)	Excellent understanding demonstrated	Very good understanding demonstrated	Good understanding demonstrated	Adequate understanding demonstrated	Inadequate or inappropriate understanding demonstrated
Describe the historical origins and key values of the organisation (40%)	Excellent understanding demonstrated	Very good understanding demonstrated	Good understanding demonstrated	Adequate understanding demonstrated	Inadequate or inappropriate understanding demonstrated
Standard of written communication, grammar, punctuation, spelling and referencing (30%)	Consistently accurate with spelling, grammar and referencing	1-2 errors with spelling, grammar and referencing	3-4 errors with spelling, grammar and referencing	5-6 errors with spelling, grammar and referencing	Many consistent errors with spelling and grammar. Inadequate and inappropriate referencing.

Referencing Style

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

Submission
Online

Submission Instructions
Please, post to the relevant online discussion forum and upload to 'Assessment 2 Submission' on Moodle

Learning Outcomes Assessed

- Describe contemporary human services in Australia, their historical origins and how they are currently organised and delivered
- Articulate the key values, ethics, principles and models of practice that characterise social and welfare work
- Demonstrate knowledge of referencing formats for the AGPS Harvard system.

Graduate Attributes

- Communication
- Information Literacy
- Ethical practice

3 Values of Social Work

Assessment Type
Online discussion forum

Task Description
Understanding the key values of the social work profession is an important part of becoming a competent and ethical professional. This assessment focuses on your understanding of the values of social work. A key value of social work is social justice. You are asked to reply to the online post asking you to 'Define social justice and describe how social justice informs social work practice'. You will need to provide academic literature to support your post.
This online forum is designed as a 'Q&A' forum so you will not see other responses until you submit your own. Your posts will be available for all students to read so please refrain from posting information of a personal nature.You are required to also upload this as a word document at 'Assessment 3 Submission' on Moodle for grading.

The word count for your post is 500 words. The word count is considered from the first word of the introduction to the last word of the conclusion. It excludes the cover page, abstract, contents page, reference list and appendices. It includes in-text references and direct quotations.

Assessment Due Date
Week 6 Friday (28 Aug 2020) 4:45 pm AEST

Return Date to Students
Week 8 Friday (11 Sept 2020)

Weighting
15%

Assessment Criteria

Criteria	HD 85-100	D 75-84	C 65-74	P 50-64	F 0-49
Define and describe social justice (30%)	Excellent understanding demonstrated	Very good understanding demonstrated	Good understanding demonstrated	Adequate understanding demonstrated	Inadequate or inappropriate understanding demonstrated
Describe how social justice informs social work practice (40%)	Excellent understanding demonstrated	Very good understanding demonstrated	Good understanding demonstrated	Adequate understanding demonstrated	Inadequate or inappropriate understanding demonstrated
Standard of written communication, grammar, punctuation, spelling and referencing (30%)	Consistently accurate with spelling, grammar and referencing	1-2 errors with spelling, grammar and referencing	3-4 errors with spelling, grammar and referencing	5-6 errors with spelling, grammar and referencing	Many consistent errors with spelling and grammar. Inadequate and inappropriate referencing

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
Please, upload to 'Assessment 3 Submission' on Moodle

Learning Outcomes Assessed

- Demonstrate an understanding of the concepts of social justice and inequality in Australia and their relevance to professional social work and human services
- Demonstrate knowledge of referencing formats for the AGPS Harvard system.

Graduate Attributes

- Communication

4 My beginning views of social work

Assessment Type
Online discussion forum

Task Description
In assessment 3, you were asked to define and describe the key value of social justice. For this online post, you are asked to look further into the profession and your beginning views of social work. You are asked to provide an online post that explains the purpose of social work and how social workers work towards addressing inequality in Australia. You are also asked to provide a reflection about your 'fit' in the profession.
Your post will need to be informed by academic literature.
This online forum is designed as a 'Q&A' forum so you will not see other responses until you submit your own. Your posts will be available for all students to read so please refrain from posting information of a personal nature.You are required to also upload this as a word document at 'Assessment 4 Submission' on Moodle for grading.

The word count for your post is 800 words. The word count is considered from the first word of the introduction to the last word of the conclusion. It excludes the cover page, abstract, contents page, reference list and appendices. It includes in-text references and direct quotations.

Assessment Due Date
Week 9 Friday (18 Sept 2020) 4:45 pm AEST

Return Date to Students
Week 11 Friday (2 Oct 2020)

Weighting
25%

Assessment Criteria

Criteria	HD 85-100	D 75-85	C 65-74	P 50-64	F 0-49
Describe the purpose of social work (30%)	Excellent understanding demonstrated	Very good understanding demonstrated	Good understanding demonstrated	Adequate understanding demonstrated	Inadequate or inappropriate understanding demonstrated
Explain how social workers address inequality (30%)	Excellent understanding demonstrated	Very good understanding demonstrated	Good understanding demonstrated	Adequate understanding demonstrated	Inadequate or inappropriate understanding demonstrated
Reflection of personal 'fit' with social work (20%)	Excellent reflection demonstrated	Very good reflection demonstrated	Good reflection demonstrated	Adequate reflection demonstrated	Inadequate or inappropriate reflection demonstrated
Standard of written communication, grammar, punctuation, spelling and referencing (20%)	Consistently accurate with spelling, grammar and referencing	1-2 errors with spelling, grammar and referencing	3-4 errors with spelling, grammar and referencing	5-6 errors with spelling, grammar and referencing	Many consistent errors with spelling and grammar. Inadequate and inappropriate referencing.

Referencing Style

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

Submission
Online

Submission Instructions
Please, upload to 'Assessment 4 Submission' on Moodle

Learning Outcomes Assessed

- 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
- Demonstrate an understanding of reflective practice
- Demonstrate knowledge of referencing formats for the AGPS Harvard system.

Graduate Attributes

- Communication
- Problem Solving
- Ethical practice
- Ethical practice

5 Overview of Human Services

Assessment Type
Written Assessment

Task Description
Imagine yourself in your future career as a social worker, you have been asked to provide an information session to others working in human services about the needs of people who are homeless and the services available in your local area. Informed by academic evidence and the key values of social work, you are to decide on which services and resources they may need. You will need to include informative descriptions of the organisations, including an explanation of how their services are delivered. You are also asked to provide a rationale of how your chosen services would assist in addressing inequality.
You are strongly encouraged to locate yourself in your own neighbourhood, town or city and identify the people who may also require services. You are asked to write a 1000-word report to accompany your session and provide a PowerPoint that you would use for this session. Academic referencing required. The word count is considered from the first word of the introduction to the last word of the conclusion. It excludes the cover page, abstract, contents page, reference list and appendices. It includes in-text references and direct quotations.

Assessment Due Date
Week 12 Friday (9 Oct 2020) 4:45 am AEST

Return Date to Students
Exam Week Friday (23 Oct 2020)

Weighting
40%

Assessment Criteria

	HD 85-100	D 75-84	C 65-74	P 50-64	F 0-49
Independent research of the needs of people who are homeless in an Australian context (30%)	The student demonstrates a thorough understanding of the needs of people who are homeless.	The student demonstrates an understanding of the needs of people who are homeless.	The student demonstrates an adequate understanding of the needs of people who are homeless.	The student demonstrates a limited understanding of the needs of people who are homeless.	The student demonstrates little understanding of the needs of people who are homeless.
Concise but informative descriptions of the services and resources identified and clear rationale for their connections to needs and addressing inequality (30%)	The student demonstrates a thorough understanding of the services and need for these services	The student demonstrates an understanding of the services and need for these services	The student demonstrates an adequate understanding of the services and need for these services	The student demonstrates a limited understanding of the services and need for these services	The student demonstrates little understanding of the services and need for these services
PowerPoint appropriate for the intended audience (20%)	Advanced understanding demonstrated	Very good understanding demonstrated	Good understanding demonstrated	Adequate or basic understanding demonstrated	Inadequate or inappropriate understanding demonstrated
Standard of written communication, grammar, punctuation, spelling and referencing (20%)	Consistently accurate with spelling and grammar. Consistently integrates up-to-date references to support and reflect all ideas, factual information and quotations.	1-2 consistent errors with spelling and grammar. Generally, up-to-date references to support and reflect all ideas, factual information and quotations, with 1 or 2 exceptions.	3-4 consistent errors with spelling and grammar. Partly integrates up-to-date references to support and reflect ideas, factual information and quotations, with 3 or 4 exceptions.	5-6 consistent errors with spelling and grammar. Occasionally integrates up-to-date references to support and reflect ideas, factual information and quotations, with 5 or 6 exceptions.	Many consistent errors with spelling, grammar or paragraph structure. Fails to or infrequent attempts to integrate up-to-date references to support and reflect ideas, factual information and quotations.

Referencing Style

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

Submission
Online

Submission Instructions
Please, submit to 'Assessment 5 Submission' on Moodle.

Learning Outcomes Assessed

- Describe contemporary human services in Australia, their historical origins and how they are currently organised and delivered
- 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 knowledge of referencing formats for the AGPS Harvard system.

Graduate Attributes

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

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