SOWK12012 *Organisational Practice*
Term 1 - 2018

Profile information current as at 15/05/2024 09:30 pm

All details in this unit profile for SOWK12012 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

Organisations are encountered on a daily basis and impact on the lives of the people and communities human service workers work with. There are a range of variations and types of human service organisations located within the social, political and cultural context that provide a vehicle for the implementation of policy and provision of human services by the welfare state. With social work practice predominantly taking place in and shaped by organisational context, developing an effective organisational practice is critical to the achievement of the aims and values of the social work profession. In this unit you will develop knowledge of different organisational theoretical models to facilitate your ability to analyse and creatively consider organisational and system change and development, and apply strategies to promote social and welfare work values of social justice and realise the equality of opportunity in the provision of services to clients.

Details

Career Level: *Undergraduate*
Unit Level: *Level 2*
Credit Points: *6*
Student Contribution Band: *10*
Fraction of Full-Time Student Load: *0.125*

Pre-requisites or Co-requisites

Successful completion of 48 credit points in any course.
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 - 2018

- Distance

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. **Written Assessment**
Weighting: 40%
2. **Presentation**
Weighting: 30%
3. **Written Assessment**
Weighting: 30%

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 Student evaluation.

Feedback

Students enjoyed the ability to apply their reading and learning in the unit to the 'real world' through the research and study of local human service organisation.

Recommendation

Retain assessment tasks that support students to make connections between organisational theory, knowledge, and skills with direct practice.

Unit Learning Outcomes

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

1. Research and analyse different organisational theoretical models within the context of broader sociological theories of social systems and change, and apply those models to human service organisations
2. Analyse a range of variations of organisational types and context, and evaluate their relative limitations and potential in delivering human service organisational goals and social work objectives and values
3. Identify the appropriateness of organisational models for different cultural contexts including working in Indigenous contexts.
4. Identify and apply appropriate strategies, consistent with professional values and ethics, for the resolution of dilemmas in organisational practice contexts

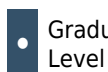## Alignment of Learning Outcomes, Assessment and Graduate Attributes

| — 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**
1 - Written Assessment - 40%	•	•	•	•
2 - Presentation - 30%	•	•	•	•
3 - Written Assessment - 30%	•	•	•	•

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes			
	1	**2**	**3**	**4**
1 - Communication	○	○	○	○

Graduate Attributes	Learning Outcomes			
	1	**2**	**3**	**4**
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 - Written Assessment - 40%	•	•	•	•		•	•	•		
2 - Presentation - 30%	•	•	•	•		•	•	•		
3 - Written Assessment - 30%	•	•	•	•		•	•	•		

Textbooks and Resources

Textbooks
SOWK12012

Prescribed

Working in Human Service Organisations: A critical introduction
(1992)
Authors: Jones, A. & May, J.
Pearson Education Australia
Frenchs Forest , NSW , 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)

Referencing Style

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

Teaching Contacts

Daniel Wallace Unit Coordinator
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Peter Munn Unit Coordinator
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Schedule

Week 1 - 05 Mar 2018

Module/Topic	Chapter	Events and Submissions/Topic
Introduction to the course & organisational practice	Carefully read the course profile and familiarise yourself with the course Moodle site. Introduce yourself to your peers in the *Group Discussion* forum. Chapter 1 Jones & May text Visit the Weekly Study Schedule on the course Moodle site to access the topic's lecture and additional resources.	Weekly topic collaborate session in Zoom. Click on the *Zoom Session* link on the course Moodle site to locate the dates and times of weekly topic and assessment collaborate sessions.

Week 2 - 12 Mar 2018

Module/Topic	Chapter	Events and Submissions/Topic
Organisational theory	Chapter 2 Jones & May text Visit the Weekly Study Schedule on the course Moodle site to access the topic's lecture and additional resources.	No weekly topic collaborate session.

Week 3 - 19 Mar 2018

Module/Topic	Chapter	Events and Submissions/Topic
The organisational environment	Chapter 4 Jones & May text Visit the Weekly Study Schedule on the course Moodle site to access the topic's lecture and additional resources.	Assessment 1 Q & A collaborate session in Zoom.

Week 4 - 26 Mar 2018

Module/Topic	Chapter	Events and Submissions/Topic
Organisational purpose and goals	Chapter 3 & 5 Jones & May text Visit the Weekly Study Schedule on the course Moodle site to access the topic's lecture and additional resources.	Weekly topic collaborate session in Zoom.

Week 5 - 02 Apr 2018

Module/Topic	Chapter	Events and Submissions/Topic
Human service organisation technology	Chapter 3 pp. 86-92 Jones & May text Visit the Weekly Study Schedule on the course Moodle site to access the topic's lecture and additional resources.	Weekly topic collaborate session in Zoom.

Vacation Week - 09 Apr 2018

Module/Topic	Chapter	Events and Submissions/Topic

Week 6 - 16 Apr 2018

Module/Topic	Chapter	Events and Submissions/Topic
Organisations and structure	Chapter 6 Jones & May text Visit the Weekly Study Schedule on the course Moodle site to access the topic's lecture and additional resources.	Assessment 2 Q & A collaborate session in Zoom.

Week 7 - 23 Apr 2018

Module/Topic	Chapter	Events and Submissions/Topic
Organisational culture	Chapter 7 Jones & May text Visit the Weekly Study Schedule on the course Moodle site to access the topic's lecture and additional resources.	Weekly topic collaborate session in Zoom. **Organisational theory and practice** Due: Week 7 Friday (27 Apr 2018) 11:45 pm AEST

Week 8 - 30 Apr 2018

Module/Topic	Chapter	Events and Submissions/Topic
Organisations and workers	Chapter 8 Jones & May text Visit the Weekly Study Schedule on the course Moodle site to access the topic's lecture and additional resources.	Weekly topic collaborate session in Zoom.

Week 9 - 07 May 2018

Module/Topic	Chapter	Events and Submissions/Topic
Organisations and clients	Chapter 9 Jones & May text Visit the Weekly Study Schedule on the course Moodle site to access the topic's lecture and additional resources.	No weekly topic collaborate session due to Assessment 2 student presentations in Zoom. **Organisational Presentation** Due: Week 9 Monday (7 May 2018) 11:45 pm AEST

Week 10 - 14 May 2018

Module/Topic	Chapter	Events and Submissions/Topic
Organisations and change	Chapter 10 Jones & May text Visit the Weekly Study Schedule on the course Moodle site to access the topic's lecture and additional resources.	Assessment 3 Q & A collaborate session in Zoom.

Week 11 - 21 May 2018

Module/Topic	Chapter	Events and Submissions/Topic
Beyond the managerialist agenda	Chapter 11 Jones & May text Visit the Weekly Study Schedule on the course Moodle site to access the topic's lecture and additional resources.	Final weekly topic collaborate session in Zoom.

Week 12 - 28 May 2018

Module/Topic	Chapter	Events and Submissions/Topic
Developing your organisational practice	Visit the Weekly Study Schedule on the course Moodle site to access the topic's resources.	**Organisational Analysis** Due: Week 12 Friday (1 June 2018) 11:45 pm AEST

Review/Exam Week - 04 Jun 2018

Module/Topic	Chapter	Events and Submissions/Topic

Assessment Tasks

1 Organisational theory and practice

Assessment Type
Written Assessment

Task Description
This assessment is designed to develop students' theoretical understanding of organisational practice and highlight the knowledge and skills required for organisational practice in human services.

Product
According to Jones and May (1992) 'social and welfare work as practised in Australia is an organisational as well as a professional activity'. They argue that organisations are central in determining and influencing almost every aspect of professional practice.

In essay format with reference to the first two chapters of Jones and May (1992) and course readings students are required to compare and contrast two of the theoretical perspectives presented regarding organisational analysis and explore this statement with reference to social work practice. Your paper needs to include;

- A description of how organisational contexts influence social work practice. This description should consider the influence of social, political, policy and cultural contexts on human services.
- A description of each theoretical perspective.
- The similarities and differences between the two perspectives.
- The relevancy and appropriateness of each perspective to human service practice and social work values and ethics.
- The appropriateness of each perspective to human services working with Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds.
- The limitations and usefulness of each perspective and any considerations or strategies social workers might then employ as a result of these.

While the Jones and May (1992) chapters are central to this paper, you are required to demonstrate broader reading and research on this topic. Appropriate referencing (Harvard) is required.

Word Limit
2000 words (excluding references and appendices). You must remain within 10% of the word limit (maximum 1% of the mark will be deducted for every 100 words over or below).

Assessment Due Date
Week 7 Friday (27 Apr 2018) 11:45 pm AEST
Upload to moodle

Return Date to Students
Week 9 Monday (7 May 2018)
Return via moodle two business weeks post submission

Weighting
40%

Assessment Criteria

- Applies knowledge of organisational contexts and its influence on social work practice in discussion.
- Appliesknowledge of organisational concepts and theories in discussion. Compares and contrasts two organisational theories and describes the relevancy and appropriateness of these to human service practice, social work values and ethics, and working with Aboriginal and Torres Strait Islander peoples and people from culturally and linguistically diverse backgrounds.
- Explains and compares the limitations and usefulness of each theory and the strategies and or considerations social workers would need to employ as a result of these.
- Well written and structured essay within the word limit with correct grammar, spelling (Macquarie), punctuation and referencing (Harvard) is evident.

Referencing Style

- Harvard (author-date)

Submission
Online

Submission Instructions
Upload to moodle

Learning Outcomes Assessed

- Research and analyse different organisational theoretical models within the context of broader sociological theories of social systems and change, and apply those models to human service organisations
- Analyse a range of variations of organisational types and context, and evaluate their relative limitations and potential in delivering human service organisational goals and social work objectives and values
- Identify the appropriateness of organisational models for different cultural contexts including working in Indigenous contexts.
- Identify and apply appropriate strategies, consistent with professional values and ethics, for the resolution of dilemmas in organisational practice contexts

Graduate Attributes

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

2 Organisational Presentation

Assessment Type
Presentation

Task Description
This assessment is designed to develop students' knowledge of human service organisations' processes and structures.
Role of Student
You are a social work student researching and analysing a human service organisation in your community that employs social workers. Drawing on your developing understanding of organisational theory and practice this term, present a 7-9 minute presentation on a human service organisation of your choice based on your personal/professional areas of interest from the list below.

- Aboriginal & Torres Strait Islander support
- Migrant & Refugee support
- Domestic Violence
- Disability
- Child & Family support
- Community Development
- Mental Health

It must be a non-government organisation; however funding could be provided by government or non-government sources. Your presentation needs to provide an overview of the organisation and its key aspects drawing on topics and readings studied this term in organisational practice for human services, together with your own research and reading of the chosen organisation. This might include researching and analysing the organisation's website and publications, followed by a short structured interview with a social worker in the organisation. **Please note:** An interview with a social worker is only a suggestion and not an assessment requirement, acknowledging student and organisational contexts that might make this impracticable. Prior to directly contacting an organisation students are required to carefully read the *Student Preparation for Organisational Contact* document located on the course Moodle site.
Product - Presentation in Zoom
Your organisational presentation should include:

- A background of the organisation, the organisation's philosophy, mission statements, values, goals, structure, environment, technology, culture, and theory informing the organisation. Your presentation will form the background and introduction of your Assessment 3 - Organisational Analysis.
- The role of social workers in the organisation and how it aligns with professional values and ethics.
- As a conclusion include a brief reflection of your research to date and the aspects of the organisation and or role of social workers that were surprising and or a particular interest to you.
- An engaging and professional PowerPoint as visual aide to the presentation. You are required to submit your PowerPoint presentation to Moodle the day before your presentation.

Presentation

- Presentations will take place in week 9. Students are required to register for a presentation session time on Moodle. Session dates and times will be made available on Moodle in week 3. There will be a maximum number of presentations allocated to each session time. Students are expected to remain for the duration of all student presentations in the session time. Presentations will be recorded for marking purposes only.
- Students are able to work in pairs or groups of three for this assessment task and prepare a joint presentation and PowerPoint submission. In choosing this option students are responsible for organising and coordinating the student partnership and notifying the course coordinator by email. Students are advised to carefully read suggestions for working in groups located on Moodle. **Please note:** Assessment 3 is an individual student submission.
- Presentations will be 7-9 minutes in duration. All presentations must remain within this time range or penalties will apply (maximum 1% of the mark will be deducted for every minute below or over the time range).
- Students are required to submit their PowerPoint presentation on Moodle by 5 pm AEST the day before their presentation.
- Further instructions on this assessment task including presenting in Zoom will be provided by the course coordinator on Moodle and in an Assessment 2 Q & A Zoom session.

Assessment Due Date

Week 9 Monday (7 May 2018) 11:45 pm AEST
Presentations will take place in week 9. Students register their presentation session time on Moodle. Students will upload their PowerPoint presentation on Moodle by 5 pm AEST the day before their presentation in Zoom.

Return Date to Students

Feedback returned via Moodle within two business weeks of presentation

Weighting

30%

Assessment Criteria

- Applies organisational concepts clearly in presentation using examples drawn from the chosen human service organisation.
- Interprets the role of social workers in the chosen organisation and how it aligns with professional values and ethics.
- Details reflective practice focussed on findings and leading to key insights and conclusions gained from research of the chosen human service organisation and the implications for social work practice within it.
- Clear verbal communication used to apply organisational knowledge within designated time range. Produces a PowerPoint presentation as a visual communication with correct grammar, spelling (Macquarie), punctuation and referencing (Harvard) evident.

Referencing Style

- Harvard (author-date)

Submission

Online

Submission Instructions

Presentatoins will take place in week 9. Students will register their presentation session time on Moodle. Students will upload their PowerPoint presentation on Moodle by 5 pm AEST the day prior to their presentation session in Zoom.

Learning Outcomes Assessed

- Research and analyse different organisational theoretical models within the context of broader sociological theories of social systems and change, and apply those models to human service organisations
- Analyse a range of variations of organisational types and context, and evaluate their relative limitations and potential in delivering human service organisational goals and social work objectives and values
- Identify the appropriateness of organisational models for different cultural contexts including working in Indigenous contexts.
- Identify and apply appropriate strategies, consistent with professional values and ethics, for the resolution of dilemmas in organisational practice contexts

Graduate Attributes

- Communication
- Problem Solving

- Critical Thinking
- Information Literacy
- Information Technology Competence
- Cross Cultural Competence
- Ethical practice

3 Organisational Analysis

Assessment Type
Written Assessment

Task Description
This assessment is designed to develop student's analysis of organisational context, processes, structures and practice.
Product
In report format you will build on your organisational presentation in Assessment 2 and provide an analysis of your chosen organisation that includes:

- A background and introduction of the organisation that details the key aspects of the organisation. It is expected this section of the report will be drawn from your Assessment 2 presentation.
- An analysis of how the key aspects of the organisation are integrated and reflected in the organisation's delivery of human services, and align with social work values and ethics.
- The identification and evaluation of factors that support and challenge the organisation in its achievement of the organisational philosophy and goals and social work and ethics, and the impact of these on services, staff and service users, including Aboriginal and Torres Strait Island peoples and communities. This analysis should include an understanding of the social, political, policy and cultural context influencing organisational and professional practice.
- The skills, strategies and knowledge required of social workers to work effectively in this organisational context.
- Strategies necessary for professional self-care in this organisational context.

Please note: Resources on report writing can be located on the course Moodle site. Additionally the course coordinator will provide further instructions about this assessment task in an Assessment 3 Q & A collaborate session.
Word Limit
1500 - 2000 words (excluding references and appendices). You must remain within 10% of the word limit (maximum 1% of the overall mark will be deducted for every 100 words over or below).
Appropriate referencing (Harvard) is required.

Assessment Due Date
Week 12 Friday (1 June 2018) 11:45 pm AEST
Upload to Moodle
Return Date to Students

Two business weeks pos submission
Weighting
30%

Assessment Criteria

- Clearly describes and analyses the key aspects of the chosen organisation.
- Application of organisational characteristics and its alignment or with, or not, social work values and ethical practice.
- Identifies and interprets the organisational characteristics and the impact of these on staff and service users, services and programs delivered, and specifically Aboriginal and Torres Strait Islander peoples and communities.
- Applies organisational knowledge to list suggested social work, professional self-care in the chosen human service organisation.
- Clarity of written communication and structured submission that is informed by quality literature and research evident
- Word limit with correct grammar, spelling (Macquarie), punctuation and referencing (Harvard) evident.

Referencing Style

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

Submission
Online

Submission Instructions
Upload to Moodle

Learning Outcomes Assessed

- Research and analyse different organisational theoretical models within the context of broader sociological theories of social systems and change, and apply those models to human service organisations
- Analyse a range of variations of organisational types and context, and evaluate their relative limitations and potential in delivering human service organisational goals and social work objectives and values
- Identify the appropriateness of organisational models for different cultural contexts including working in Indigenous contexts.
- Identify and apply appropriate strategies, consistent with professional values and ethics, for the resolution of dilemmas in organisational practice contexts

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Information Literacy
- 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