



SOWK12012 Organisational Practice

Term 1 - 2020

Profile information current as at 14/05/2024 12:47 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 with who social workers work. 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 - 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 discussion forum**

Weighting: 15%

2. **Report**

Weighting: 35%

3. **Written Assessment**

Weighting: 50%

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 quantitative data

Feedback

Lack of clarity about requirements of assessment tasks.

Recommendation

Create direct links to ALC documents and resources on the main Moodle page relevant to assessment tasks. Provide more information about the assessment tasks and include a greater number of assessment types with one assignment to be submitted earlier in the term to allow for any concerns with student's written ability to be identified earlier than previously.

Feedback from Have Your Say qualitative feedback

Feedback

Better use of Zoom teaching.

Recommendation

Convene Zoom meetings earlier than scheduled in this unit and ensure they are recorded to facilitate flexible learning.

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. Evaluate 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



Alignment of Assessment Tasks to Learning Outcomes

Assessment Tasks	Learning Outcomes			
	1	2	3	4
1 - Online discussion forum - 15%	•			•
2 - Report - 35%	•		•	
3 - Written Assessment - 50%		•		•

Alignment of Graduate Attributes to Learning Outcomes

Graduate Attributes	Learning Outcomes			
	1	2	3	4
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 discussion forum - 15%	•			•	•	•				
2 - Report - 35%	•	•	•	•			•			
3 - Written Assessment - 50%	•	•	•	•				•		

Textbooks and Resources

Textbooks

SOWK12012

Prescribed

Working in human service organisations: A critical introduction
(1992)

Authors: Jones, A & May, J

Pearson Australia

Sydney , NSW , Australia

ISBN: 9780582712713

Binding: Paperback

Additional Textbook Information

Copies are available for purchase at the CQUni Bookshop here: <http://bookshop.cqu.edu.au>

[View textbooks at the CQUniversity Bookshop](#)

IT Resources

You will need access to the following IT resources:

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

Referencing Style

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

For further information, see the Assessment Tasks.

Teaching Contacts

Grace Brown Unit Coordinator

g.brown@cqu.edu.au

Peter Munn Unit Coordinator

p.munn@cqu.edu.au

Schedule

Week 1 - 09 Mar 2020

Module/Topic	Chapter	Events and Submissions/Topic
Introduction to the unit & organisational practice	Carefully read the unit profile and familiarise yourself with the Moodle site. Introduce yourself to your peers in the Group Discussion forum. Chapter 1 Jones & May text Visit the Weekly Study Schedule on the unit Moodle site to access the topic's lecture and additional resources.	

Week 2 - 16 Mar 2020

Module/Topic	Chapter	Events and Submissions/Topic
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Organisational theory	Chapter 2 Jones & May text Visit the Weekly Study Schedule on the unit Moodle site to access the topic's lecture and additional resources.
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Week 3 - 23 Mar 2020

Module/Topic	Chapter	Events and Submissions/Topic
The organisational environment	Chapter 4 Jones & May text Visit the Weekly Study Schedule on the unit Moodle site to access the topic's lecture and additional resources.	

Week 4 - 30 Mar 2020

Module/Topic	Chapter	Events and Submissions/Topic
Organisational purpose and goals	Chapter 3 & 5 Jones & May text Visit the Weekly Study Schedule on the unit Moodle site to access the topic's lecture and additional resources.	Online Discussion Forum Due: Week 4 Friday (3 Apr 2020) 4:45 pm AEST

Week 5 - 06 Apr 2020

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 unit Moodle site to access the topic's lecture and additional resources.	

Vacation Week - 13 Apr 2020

Module/Topic	Chapter	Events and Submissions/Topic
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Week 6 - 20 Apr 2020

Module/Topic	Chapter	Events and Submissions/Topic
Revision	Previous Chapters recommended	

Week 7 - 27 Apr 2020

Module/Topic	Chapter	Events and Submissions/Topic
Organisational culture	Chapter 7 Jones & May text Visit the Weekly Study Schedule on the unit Moodle site to access the topic's lecture and additional resources.	

Week 8 - 04 May 2020

Module/Topic	Chapter	Events and Submissions/Topic
Organisations and workers	Chapter 8 Jones & May text Visit the Weekly Study Schedule on the unit Moodle site to access the topic's lecture and additional resources. Week	Report Due: Week 8 Friday (8 May 2020) 4:45 pm AEST

Week 9 - 11 May 2020

Module/Topic	Chapter	Events and Submissions/Topic
Organisations and clients	Chapter 9 Jones & May text Visit the Weekly Study Schedule on the unit Moodle site to access the topic's lecture and additional resources.	

Week 10 - 18 May 2020

Module/Topic	Chapter	Events and Submissions/Topic
Organisations and change	Chapter 10 Jones & May text Visit the Weekly Study Schedule on the unit Moodle site to access the topic's lecture and additional resources.	

Week 11 - 25 May 2020

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

Week 12 - 01 Jun 2020

Module/Topic	Chapter	Events and Submissions/Topic
Developing your organisational practice	Visit the Weekly Study Schedule on the unit Moodle site to access the topic's resources.	Written Assessment Due: Week 12 Friday (5 June 2020) 4:45 pm AEST

Review/Exam Week - 08 Jun 2020

Module/Topic	Chapter	Events and Submissions/Topic
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Exam Week - 15 Jun 2020

Module/Topic	Chapter	Events and Submissions/Topic
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Assessment Tasks

1 Online Discussion Forum

Assessment Type

Online discussion forum

Task Description

This assessment requires you to demonstrate your understanding of an online question that will be posted on Moodle. You will need to make an online forum post in response to this question. Your posting needs to thoughtfully address the question. The posting should provide a brief outline of the information you have gathered, together with your own opinion or viewpoint.

Your post will also need to be uploaded as a word document for Turnitin and marking.

Word Count: 750 words

Assessment Due Date

Week 4 Friday (3 Apr 2020) 4:45 pm AEST

Return Date to Students

Week 6 Friday (24 Apr 2020)

Weighting

15%

Assessment Criteria

	HD (85-100)	D (75-84)	C (65-74)	P (50-64)	F (0-49)	Grade
Postings well researched and considered answers to the online question (30%)	Demonstrates a thorough understanding	Demonstrates a good understanding	Demonstrates an adequate understanding	Demonstrates a limited understanding	Fails to demonstrate an understanding	25
Synthesis and integration of literature and unit material within the posting (30%)	Consistently integrates up-to-date literature to support and reflect all ideas and factual information	Generally integrates up-to-date literature to support and reflect all ideas and factual information with 1 or 2 exceptions	Generally integrates up-to-date literature to support and reflect all ideas and factual information with 3 or 4 exceptions	Occasionally integrates up-to-date literature to support and reflect all ideas and factual information with 5 or 6 exceptions	Fails of infrequently attempts to integrate up-to-date literature to support and reflect all ideas and factual information	25

Clear written expression and correct spelling (25%)	Consistently accurate with spelling and grammar	1-2 errors with spelling and grammar	3-4 errors with spelling and grammar	5-6 errors with spelling and grammar	Many consistent errors with spelling and grammar	25
Adequate and appropriate referencing (15%)	Excellent and appropriate referencing	Very good and appropriate referencing with 1-2 errors	Good referencing with 3-4 errors	Adequate referencing with 5-6 errors	Inadequate and inappropriate referencing	15
Total						100

Referencing Style

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

Submission

Online

Submission Instructions

Your post will also need to be uploaded online in Moodle as a word document for Turnitin and marking.

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
- Identify and apply appropriate strategies, consistent with professional values and ethics, for the resolution of dilemmas in organisational practice contexts.

Graduate Attributes

- Communication
- Information Literacy
- Team Work
- Information Technology Competence

2 Report

Assessment Type

Report

Task Description

In this assessment, you are asked to demonstrate a theoretical understanding of organisational theoretical models and the knowledge and skills for professional social work practice. You are asked to identify and describe *two* theoretical perspectives of organisational analysis and describe their relevancy and appropriateness in human service practice. This should incorporate social work values and ethics, and working with Aboriginal and Strait Islander Peoples and people from culturally and linguistically diverse backgrounds. While it is recommended that Jones and May (1992) be used as a key reference to support your ideas, you are required to demonstrate broader research and reading on this topic.

Word Count: 1500 words

Assessment Due Date

Week 8 Friday (8 May 2020) 4:45 pm AEST

Return Date to Students

Week 10 Friday (22 May 2020)

Weighting

35%

Assessment Criteria

	HD (85-100)	D (75-84)	C (65-74)	P (50-64)	F (0-49)	Grade
Demonstrates knowledge of organisational theoretical models (30%)	Advanced knowledge demonstrated	Comprehensive demonstration of knowledge	Detailed demonstration of knowledge	Adequate demonstration of knowledge	Inadequate or inappropriate demonstration	30

Demonstrates knowledge of organisational concepts and theories. Describe their relevancy and appropriateness to human service practice, social work values and ethics, and working with Aboriginal and Strait Islander peoples and people from culturally and linguistically diverse backgrounds (25%)	Advanced knowledge of the theories and their relevance to human service practice, social work values and ethics, and Aboriginal and Torres Strait Islander peoples and people from diverse cultural backgrounds	Comprehensive knowledge of the theories and their relevance to human service practice, social work values and ethics, and Aboriginal and Torres Strait Islander peoples and people from diverse cultural backgrounds	A good level of detailed knowledge of the theories and their relevance to human service practice, social work values and ethics, and Aboriginal and Torres Strait Islander peoples and people from diverse cultural backgrounds	An adequate knowledge of the theories and their relevance to human service practice, social work values and ethics, and Aboriginal and Torres Strait Islander peoples and people from diverse cultural backgrounds	Inadequate or inappropriate knowledge of the theories and their relevance to human service practice, social work values and ethics, and Aboriginal and Torres Strait Islander peoples and people from diverse cultural backgrounds	25
Identifies the limitations and usefulness of each theory and the strategies and or considerations social workers would need to employ as a result of these. (25%)	Excellent identification of limitations and uses along with strategies and considerations	Very good identification of limitations and uses along with strategies and considerations	Good identification of limitations and uses along with strategies and considerations	Adequate identification of limitations and uses along with strategies and considerations	Inadequate or inappropriate identification of limitations and uses along with strategies and considerations	25
Clear written expression and correct spelling (10%)	Consistently accurate with spelling and grammar	1-2 errors with spelling and grammar	3-4 errors with spelling and grammar	5-6 errors with spelling and grammar	Many consistent errors with spelling and grammar	10
Adequate and appropriate referencing (10%)	Excellent and appropriate referencing	Very good and appropriate referencing with 1-2 errors	Good referencing with 3-4 errors	Adequate referencing with 5-6 errors	Inadequate and inappropriate referencing	10
Total						100

Referencing Style

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

Submission

Online

Submission Instructions

Your report will also need to be uploaded online in Moodle as a word document for Turnitin and marking.

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
- Evaluate the appropriateness of organisational models for different cultural contexts including working in Indigenous contexts

Graduate Attributes

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

3 Written Assessment

Assessment Type

Written Assessment

Task Description

This assessment is designed to develop your understanding of organisational analysis and knowledge of organisational structures and processes. You have been asked to present an analysis of a non-government organisation. You are to write an essay demonstrating your understanding of the organisation's processes and structures.

Your essay should include:

- A background of the organisation, the organisation's philosophy, mission statement, values, goals, structure, environment, technology, culture and theory informing the organisation.
- An analysis of limitations and potential in delivering human service organisational goals and social work objectives and values
- The identification and evaluation of factors that support and challenge the organisation in its achievement of the organisational philosophy and goals and the impact of these on services, staff and service users (paying particular attention to Aboriginal and Torres Strait Islander Peoples)
- The skills, strategies, knowledge and the congruence of professional values and ethics with the organisational values

and ethics
Word count: 2000 words

Assessment Due Date

Week 12 Friday (5 June 2020) 4:45 pm AEST

Return Date to Students

Exam Week Friday (19 June 2020)

Weighting

50%

Assessment Criteria

	HD (85-100)	D (75-84)	C (65-74)	P (50-64)	F (0-49)	Grade
Clearly presents and analyses the key aspects of the chosen organisation. (20%)	Advanced analysis and presentation of key aspects of chosen organisation	Comprehensive analysis and presentation of key aspects of chosen organisation	Detailed analysis and presentation of key aspects of chosen organisation	Adequate or basic understanding and presentation of key aspects of chosen organisation	Inadequate or inappropriate presentation and analysis of key aspects of chosen organisation	20
Demonstrates how the key organisational aspects are integrated and reflected in the delivery of human services and align with social work values and ethics (20%)	Advanced understanding of how key aspects are integrated and reflected in human service delivery and align with social work values and ethics	Comprehensive understanding of how key aspects are integrated and reflected in human service delivery and align with social work values and ethics	Detailed understanding of how key aspects are integrated and reflected in human service delivery and align with social work values and ethics	Adequate or basic understanding of how key aspects are integrated and reflected in human service delivery and align with social work values and ethics	Inaccurate or inappropriate understanding of how key aspects are integrated and reflected in human service delivery and align with social work values and ethics	20
Identifies and evaluates factors that support and challenge the organisation in its achievement of the organisational philosophy and goals and social work values and ethics, and the impact of these on service delivery, staff and services users, including working with Aboriginal and Torres Strait Islander Peoples and communities (20%)	Advanced evaluation	Comprehensive evaluation	Detailed evaluation	Adequate/basic evaluation	Inadequate or inappropriate evaluation	20
Identifies organisational skills, strategies and knowledge for social work practice and professional self-care in the chosen human service organisations. (20%)	Identification of a wide range of pertinent skills, knowledge, and innovative strategies for future professional practice	Identification of a range of necessary skills and knowledge, and useful strategies for future professional practice	Identification of relevant skills, strategies and knowledge for future professional practice	Adequate identification of skills, strategies and knowledge for future professional practice	Inadequate or inappropriate identification of skills, strategies and knowledge for future practice	20
Clear written expression and correct spelling (10%)	Consistently accurate with spelling and grammar	1-2 errors with spelling and grammar	3-4 errors with spelling and grammar	5-6 errors with spelling and grammar	Many consistent errors with spelling and grammar	10
Adequate and appropriate referencing (10%)	Excellent and appropriate referencing	Very good and appropriate referencing with 1-2 errors	Good referencing with 3-4 errors	Adequate referencing with 5-6 errors	Inadequate and inappropriate referencing	10
				Total		100

Referencing Style

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

Submission

Online

Submission Instructions

Your written assessment will also need to be uploaded online in Moodle as a word document for Turnitin and marking.

Learning Outcomes Assessed

- 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 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
- 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