SOWK12012 *Organisational Practice*
Term 1 - 2023

Profile information current as at 30/04/2024 12:50 am

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 shape the lives of people and communities, including service-users, clients and social workers themselves. A variety of human service organisations are located within complex social, political and cultural contexts; these, in turn, 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. You will also develop and apply strategies to promote social and welfare work values of social justice and action 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 - 2023

- 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 Student feedback

Feedback

Staffing disruptions impacted on the success of the unit. There were some delays with receiving feedback for assessments.

Recommendation

This unit had previously been staffed consistently, but due to unforeseeable circumstances beyond the control of the school, staffing disruptions occurred, which may have impacted unit outcomes. This issue has since been resolved.

Unit Learning Outcomes

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

1. Research and analyse organisational theoretical models, within the context of social systems and change, and apply those models to professional practice within human service organisations
2. Analyse a variety of organisational types and contexts, and evaluate their strengths and limitations in delivering human service organisation goals and social work outcomes
3. Evaluate organisational models for cross-cultural practice, including working with Aboriginal and Torres Strait Islander Peoples
4. Identify and apply appropriate strategies, consistent with professional values and ethics, for the resolution of dilemmas in organisational practice contexts.

The learning outcomes are aligned with the ASWEAS (2020) guidelines.

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 - 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	●	●	●	●

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 - Online discussion forum - 15%	•	•	•					•		
2 - Report - 35%	•	•	•					•		
3 - Written Assessment - 50%	•	•	•					•		

Textbooks and Resources

Textbooks

There are no required textbooks.

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: American Psychological Association 7th Edition (APA 7th edition)
For further information, see the Assessment Tasks.

Teaching Contacts

Shirley Ledger Unit Coordinator
s.ledger@cqu.edu.au
Helen Hickson Unit Coordinator
h.hickson@cqu.edu.au

Schedule

Week 1 Introduction to the unit - 06 Mar 2023

Module/Topic	Chapter	Events and Submissions/Topic
Overview of the subject and assessments. Introduction to human service organisations and social work roles in organisations.	Hughes & Wearing (2017). Chapter 1. 'Social Work in Organisations' in Organisations and Management in Social Work. Available in e-reading list **Chenoweth and McAuliffe e-book.** Available in e-reading list	

Week 2 Organisational concepts and theories - 13 Mar 2023

Module/Topic	Chapter	Events and Submissions/Topic
Organisational practice concepts and theories of motivation, bureaucracy, scientific management, human relations approach - emergence of theory X and theory Y and human relations contexts; Systems and ecological influences and other approaches	Hughes & Wearing (2017). Chapter 2. 'Theorising organisations' in Organisations and Management in Social Work. Available in e-reading list Ozanne, E & Rose, D (2013), The Organisational Context of Human Service Practice, chapter 2, 'Theoretical perspectives on human service organisations.', Palgrave Macmillan, South Yarra. Available in e-reading list	

Week 3 Organisational Analysis - 20 Mar 2023

Module/Topic	Chapter	Events and Submissions/Topic
Understanding organisational environment analysis and its relevance to social work roles	Hasenfeld, Y. (2000) Organizational forms as moral practices: The case of welfare departments. The Social Service Review. Vol 74(3), pp 329-253. Available in e-reading list	Assessment 1 – Online Discussion Forum Due: Week 3 Sunday (26 Mar 2023) 11:59 pm AEST **Online Discussion Forum (750 words)** Due: Week 3 Friday (24 Mar 2023) 11:59 pm AEST

Week 4 Organisational purpose, goals and technology - 27 Mar 2023

Module/Topic	Chapter	Events and Submissions/Topic
Understanding organizational charts, purpose and mission statements and strategic priorities	Harris. (2022). Australian Social Workers' Understandings of Technology in Practice. Australian Social Work, 75(4), 420–432. Available in e-reading list	

Week 5 Organisational Change - 03 Apr 2023

Module/Topic	Chapter	Events and Submissions/Topic

	Jones and May (1992). Chapter 10. Change and resistance in organisations in *Working in human service organisations: a critical introduction*. Longman Cheshire. Available in e-reading list	

Vacation Week - 10 Apr 2023

Module/Topic	Chapter	Events and Submissions/Topic

Week 6 Leadership and Decision making - 17 Apr 2023

Module/Topic	Chapter	Events and Submissions/Topic
Understanding different types of leadership roles in human service organisations and the role of social workers as community leaders	Vito, R. (2020) How do social work leaders understand and ideally practice leadership? A synthesis of core leadership practices, Journal of Social Work Practice, 34:3, 263-279. Available in e-reading list	

Week 7 Organisational Practices - 24 Apr 2023

Module/Topic	Chapter	Events and Submissions/Topic
Understanding the organisational roles and rules that influence the decisions that organisations make.	Bland, R. 2015). Chapter 1. A starting point: Understanding social work in mental health, in *Social work practice in mental health : an introduction* (Bland, Renouf and Tullgren, Eds.; Second edition). Sydney : Allen & Unwin. Available in e-reading list Skim read chapter 1.	**Assignment 2** Essay - **Organisational Change – Social Workers and Technology** 1500 words Due: Week 7, 11.59 PM Sunday, 30 April 2023 **Organisational Change - Social Workers and Technology (1500 words)** Due: Week 7 Friday (28 Apr 2023) 11:59 pm AEST

Week 8 Organisational culture - 01 May 2023

Module/Topic	Chapter	Events and Submissions/Topic
Understanding the culture of an organisation and the social work role in supporting organizational culture.	Schein, E. (2004). Concept of organizational culture : why bother? In Edgar H. Schein, *Organizational culture and leadership* (3rd ed.., pp. 3–23). Jossey-Bass. Agbényiga. (2011). Organizational culture-performance link in the human services setting. *Administration in Social Work*, *35*(5). Available in e-reading list Skim read articles	

Week 9 Working in human service organisations - 08 May 2023

Module/Topic	Chapter	Events and Submissions/Topic
Understanding the challenges to the social worker role in human service organisations	Maidment, J. (2009). Working in organizations. In Beddoe & Maidment, *Mapping knowledge for social work practice : critical intersections* (1st ed.., pp. 70–85). Cengage Learning. Available in e-reading list Skim read article	

Week 10 Accountability and Participation - 15 May 2023

Module/Topic	Chapter	Events and Submissions/Topic

| Understanding the requirements of accountability, performance measurements and active participation in human service organisations. | Payne, M. (2000) Power Issues in Open Teamwork. In Payne, *Teamwork in multiprofessional care* (pp. 141–167). Macmillan. Available in e-reading list Skim read article | |

Week 11 Resistance and Advocacy - 22 May 2023

Module/Topic	Chapter	Events and Submissions/Topic
Understanding change and resistance in human service organisations	McDonald, C. (2011). Chapter 9, Power and advocacy. In Professional practice in human service organisations : a practical guide for human service workers (pp. 183–203). Allen & Unwin. Available in e-reading list Skim read article	Assessment 3 Written Assessment Due: 11.59 PM (AEST) Sunday, 28 May 2023 - Week 11 **Organisational Culture – Working in Human Service Organisations (2500 words)** Due: Week 11 Friday (26 May 2023) 11:59 pm AEST

Week 12 Reflective practice and ethics in organisations - 29 May 2023

Module/Topic	Chapter	Events and Submissions/Topic
Summary of unit topic Understanding the social work role in human service organisations	Morley, C., & O'Bree, C. (2021). Critical Reflection: An Imperative Skill for Social Work Practice in Neoliberal Organisations? *Social Sciences* 10, no. 3: 97. Available in e-reading list Skim read article	

Review/Exam Week - 05 Jun 2023

Module/Topic	Chapter	Events and Submissions/Topic

Exam Week - 12 Jun 2023

Module/Topic	Chapter	Events and Submissions/Topic

Assessment Tasks

1 Online Discussion Forum (750 words)

Assessment Type
Online discussion forum

Task Description
Aim
The aim of this assessment is to enhance your understanding of human service organisations and the context of social work practice. Importantly, the assessment will require you to consider how social workers can work effectively within organisations and develop strategies to deal with complex practice issues in the context of an agency setting.

Instructions
This assessment requires you to analyse a human service organisation and consider the theoretical models of organisational practice that will be presented in the lectures. You will need to make an online forum post in Moodle to demonstrate your organisational analysis. Your post needs to thoughtfully address the questions and provide a brief outline of the information you have gathered, together with your opinion or viewpoint.
You are encouraged to read other student contributions to the online forum and respond with your thoughts and ideas, but this is not a requirement.
Your post will also need to be uploaded as a word document in Turnitin for marking.

Literature and references
In this assessment, use at least 3 references (<5 years) to support your analysis. You may also use seminal scholarly literature where relevant. Suitable references include peer-reviewed journal articles as well as textbooks and credible websites. When sourcing information, consider the 5 elements of a quality reference: currency, authority, relevance, objectivity, and coverage. Grey literature sourced from the internet must be from reputable websites such as from

government, university, or peak national bodies: for example, the Australian Association of Social Workers.

Requirements

Use a conventional and legible size 12 font, such as Times New Roman or Arial, with 2.0 line spacing and 2.54 cm page margins (standard pre-set margin in Microsoft Word).

Include page numbers on the top right side of each page in a header.

You may write in the first-person perspective.

Use formal academic language.

Use the seventh edition American Psychological Association (APA) referencing style. The CQUniversity Academic Learning Centre has an online APA Referencing Style Guide.

The word count is considered from the first word of the introduction to the last word of the conclusion. The word count excludes the reference list but includes in-text references and direct quotations.

Resources

You can use unit provided materials and other credible sources (e.g. journal articles, books) to reference your argument. The quality and credibility of your sources are important.

We recommend that you access your discipline specific library guide: the Social Work and Community Services Guide.

We recommend you use EndNote to manage your citations and reference list. More information on how to use EndNote is available at the CQUniversity Library website.

For information on academic communication please go to the Academic Learning Centre Moodle site. The Academic Communication section has many helpful resources including information for students with English as a second language.

Submit a draft before the due date to review your Turnitin Similarity Score before making a final submission. Instructions are available here.

Submission

You are required to submit your assignment in two places. Firstly, upload your online forum post to the Moodle discussion site. Secondly, you need to submit your assessment in Microsoft word format via the assignment submission portal in for marking.

Marking Criteria

Refer to the marking rubric on the Moodle site for more detail on how marks will be assigned.

Assessment Due Date

Week 3 Friday (24 Mar 2023) 11:59 pm AEST

Submit post in forum on Moodle and copy of post to Assessment 1 submission area

Return Date to Students

Week 5 Friday (7 Apr 2023)

Moodle Assessment Submission Area

Weighting

15%

Assessment Criteria

HD (85-100)	D (75-84)	C (65-74)	P (50-64)	F (0-49)	Grade
Online forum post is well researched and describes the selected Human Service Organisation (HSO).					
Excellent forum post that clearly relates to the assessment task. Excellent use of language and analysis of the HSO (22-25 marks)	Very good forum post that relates well to the assessment task. Good use of language and analysis of the HSO (20 – 21 marks)	The forum post needs further development. At times, language was not clear or not related to assessment task (17 – 19 marks)	The forum post needs significant development. At times, language was not clear or not related to assessment task (13 – 16 marks)	The forum post was poorly developed with no clear connection to the HSO or the assessment task. Language is difficult to understand and some sections need further clarity or explanation. (12 marks or fewer)	/25

Synthesis and integration of literature and unit material within the posting

Excellent use of language and demonstrated understanding of the literature and unit material within the posting. Consistently integrates up-to-date literature to support and reflect all ideas and factual information (22-25 marks)	Mostly integrates up-to-date literature to synthesise and integrate literature and unit material within the posting. (20 – 21 marks)	Generally integrates up-to-date literature to synthesise and integrate literature and unit material within the posting. (17 – 19 marks)	The forum post needs further development to integrate up-to-date literature to synthesise and integrate literature and unit material within the posting. (13 – 16 marks)	The forum post does not integrate up-to-date literature to synthesise and integrate literature and unit material within the posting. (12 marks or fewer)	/25

Clear written expression and correct spelling

The forum post demonstrates excellent written expression that is clear. Consistently accurate spelling and grammar with no errors and within word count requirements. (22-25 marks)	The forum post demonstrates very good written expression that is clear. Consistently accurate spelling and grammar with no more than 1-2 errors and within word count requirements. (20 – 21 marks)	The forum post structure shows mostly written expression. The main points are present but may be unclear. There are 3-4 errors in spelling and grammar and within word count requirements. (17 – 19 marks)	The forum post shows some evidence of good structure but needs further work to be clear. The paper has 5 or more errors in spelling and grammar. Outside of word count +/- 10% (13 – 16 marks)	The forum post does not have a clear structure and the main points are not clearly described. There are substantial spelling and grammar errors. Word Count requirements not adhered to. (12 marks or fewer)	/25

Appropriate referencing that adheres to APA referencing style

All references are correctly cited with APA referencing (22-25 marks)	Accurate referencing with no more than 1-2 errors. (20 – 21 marks)	Good referencing with 3-4 errors. (17 – 19 marks)	Adequate referencing with 5-6 errors. (13 – 16 marks)	Inadequate and /or inappropriate referencing. (12 marks or fewer)	/25

Total	/ 100

Referencing Style

- [American Psychological Association 7th Edition (APA 7th edition)](#)

Submission
Online

Submission Instructions
Submit your assessment via the unit Moodle site in Microsoft Word format only.

Learning Outcomes Assessed

- Research and analyse organisational theoretical models, within the context of social systems and change, and apply those models to professional practice within 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
- Problem Solving

- Critical Thinking
- Ethical practice

2 Organisational Change - Social Workers and Technology (1500 words)

Assessment Type
Report

Task Description
Aims
The aim of this assessment is to develop your knowledge and skills about organisational theory and practice and reflect on the theoretical perspectives that influence social work practice in human service organisations.

TASK DESCRIPTION
This assessment requires you to analyse the research about social workers' knowledge of technology and the use of technology in social work practice. You will need to use organisational change theories to explain how human service organisations can address these knowledge gaps and comment on the ways that technology might affect the interactions with service users.
Over the past five years, there has been rapidly evolving technology available to social work practitioners in human service organisations. The research indicates that there are deficits in social workers' knowledge of technology and use of technology in practice.
In essay format you should include discussion about:
• Organisational change concepts and theories and their influence on social work practice in human service organisations
• An overview of the research about social workers knowledge of technology and use of technology in practice, including the ways that technology can be used in social work practice and identification of the advantages and disadvantages.
• The ways that technology might be used to benefit service users, including working with Aboriginal and Torres Strait Islander Peoples
• A reflection about your personal knowledge of technology and preparedness for using technology in practice.

Literature and references
In this assessment use at least 10 contemporary references (<5 years) to support your discussion. You may also use seminal scholarly literature where relevant. Suitable references include peer-reviewed journal articles as well as textbooks and credible websites. When sourcing information, consider the 5 elements of a quality reference: currency, authority, relevance, objectivity, and coverage. Grey literature sourced from the internet must be from reputable websites such as from government, university, or peak national bodies: for example, the Australian Association of Social Workers.

Requirements
• Use a conventional and legible size 12 font, such as Times New Roman or Arial, with 2.0 line spacing and 2.54cm page margins (standard pre-set margin in Microsoft Word).
• Include page numbers on the top right side of each page in a header.
• You may write in the first-person perspective.
• Use formal academic language.
• Use the seventh edition American Psychological Association (APA) referencing style. The CQUniversity Academic Learning Centre has an online APA Referencing Style Guide.
• The word count is considered from the introduction's first word to the conclusion's last word. The word count excludes the reference list but includes in-text references and direct quotations.

Resources

- You can use unit provided materials and other credible sources (e.g. journal articles, books) to reference your argument. The quality and credibility of your sources are important.
- We recommend that you access your discipline specific library guide: the Social Work and Community Services Guide.
- We recommend you use EndNote to manage your citations and reference list. More information on how to use EndNote is available at the CQUniversity Library website.
- For information on academic communication please go to the Academic Learning Centre Moodle site. The Academic Communication section has many helpful resources including information for students with English as a second language.
- Submit a draft before the due date to review your Turnitin Similarity Score before making a final submission. Instructions are available here.

Submission
Submit your assessment via the unit Moodle site in Microsoft Word format only.

Assessment Due Date
Week 7 Friday (28 Apr 2023) 11:59 pm AEST
Moodle

Return Date to Students
Week 9 Friday (12 May 2023)
Via Moodle

Weighting
35%

Assessment Criteria

HD (85-100)	D (75-84)	C (65-74)	P (50-64)	F (0-49)	Grade
Demonstrated knowledge of organisational change concepts and theories and their influence on Social Work (SW practice)					
Advanced knowledge of organisational change concepts and excellent use of theories to describe SW practice (26 – 30 marks)	Very good knowledge of organisational change concepts and theories. Mostly integrates up-to-date literature. (23 – 25 marks)	Generally, demonstrates knowledge of organisational change concepts, although there is limited use of theories to connect to social work practice. (20 – 22 marks)	The assessment needs further development. There was some discussion about organisational change concepts or theories. At times, language was not clear or not related to the assessment task (16 – 19 marks)	The assessment was poorly developed with no clear connection to the assessment task. Language is difficult to understand and some sections need further clarity or explanation. (15 or fewer marks)	/30
Demonstrated analysis of SW knowledge and use of technology in practice					
Excellent analysis of SW knowledge and use of technology in practice. Consistently integrates up-to-date literature to support and reflect all ideas and factual information (17 – 20 marks)	Mostly integrates up-to-date literature to synthesise and integrate literature and unit material within the assessment. (15 – 16 marks)	Generally, integrates up-to-date literature to synthesise and integrate literature and unit material. (13-14 marks)	The assessment needs further development to integrate up-to-date literature to synthesise and integrate literature and unit material (11 – 12 marks)	The assessment does not integrate up-to-date literature to synthesise and integrate literature and unit material. (10 or fewer marks)	/20
Demonstrated identification of the ways that technology might be used to benefit service users					
The assessment demonstrates excellent analysis of the ways that technology might be used to benefit service users. (17 – 20 marks)	The assessment demonstrates very good analysis that is clear and mostly identifies the key points (15 – 16 marks)	The assessment generally demonstrates good analysis. The main points are present but may be unclear. (13-14 marks)	The assessment shows some evidence of good analysis but needs further work to be clear. (11 – 12 marks)	The assessment does not have a clear structure and the main points are not clearly described. (10 or fewer marks)	/20

Reflection about your personal knowledge of technology in practice

The assessment demonstrates an excellent reflection on personal knowledge of technology in practice that is clear and connected to the organisational practice concepts (13 – 15 marks)	The reflection is clear and is mostly connected to the organisational practice concepts. (12 marks)	The reflection is mostly clear and connected to the organisational practice concepts. (10-11 marks)	The reflection needs further work to connect personal knowledge and the organisational practice concepts. (9 marks)	The reflection does not have a clear structure and the main points are not clearly described. (8 marks or fewer)	/15

Appropriate spelling, grammar and referencing that adheres to APA 7th Edition referencing style

The assessment demonstrates excellent written expression that is clear. Consistently accurate spelling and grammar with no errors. All references are correctly cited with APA referencing (13 – 15 marks)	The assessment demonstrates very good written expression that is clear. Consistently accurate spelling and grammar with no more than 1-2 errors. Accurate referencing with no more than 1-2 errors (12 marks)	The assessment structure shows mostly clear written expression. The main points are present but may be unclear. There are 3-4 errors with spelling and grammar. Good referencing with 3-4 errors (10-11 marks)	The assessment shows some evidence of good structure but needs further work to be clear. The paper has 5 or more errors in spelling and grammar. Adequate referencing with 5-6 errors (9 marks)	The assessment does not have a clear structure and the main points are not clearly described. There are substantial spelling and grammar errors. Inadequate and /or inappropriate referencing (8 marks or fewer)	/15

Total	/ 100

Referencing Style

- American Psychological Association 7th Edition (APA 7th edition)

Submission
Online

Submission Instructions
Submit your assessment via the unit Moodle site in Microsoft Word format only

Learning Outcomes Assessed

- Research and analyse organisational theoretical models, within the context of social systems and change, and apply those models to professional practice within human service organisations
- Evaluate organisational models for cross-cultural practice, including working with Aboriginal and Torres Strait Islander Peoples

Graduate Attributes

- Communication
- Problem Solving
- Critical Thinking
- Ethical practice

3 Organisational Culture – Working in Human Service Organisations (2500 words)

Assessment Type
Written Assessment

Task Description

Aims

The aim of this assessment is to develop your knowledge and skills about organisational theory and practice and reflect on the theoretical perspectives that influence social work practice in human service organisations.

This assessment task requires you to research and analyse a human service organisation in your community that employs social workers. You can choose a human service organisation based on your personal or professional areas of interest from the list below. It must be a non-government organisation; however, funding could be provided by government or non-government sources.

· Aboriginal and Torres Strait Islander support

· Domestic Violence Prevention and Support

· Disability support

· Child and Family support

· Mental Health

Your report needs to provide an overview of the organisation, and its key aspects drawing on topics and readings studied this term in this subject, together with your own research and reading of the chosen organisation. This might include researching and analysing the organisation's website and publications, annual reports, anecdotal information from staff or other sources available to you.

In essay format you should include:

• A description of the organisation including the organisation's philosophy, values, goals, structure, its people and purpose.

• An analysis about the characteristics of the organisational culture using the concepts and theories covered in this subject

• A discussion about the social work role in human service organisations and how it aligns with professional social work values and ethics. You should identify areas where there are conflicts or challenges with AASW Values and Ethics.

• An analysis about the ways that organisational culture influences service delivery and access for Aboriginal and Torres Strait Islander Peoples

Literature and references

In this assessment, use at least 15 contemporary references (<5 years) to support your discussion. You may also use seminal scholarly literature where relevant. Suitable references include peer-reviewed journal articles as well as textbooks and credible websites. When sourcing information, consider the 5 elements of a quality reference: currency, authority, relevance, objectivity, and coverage. Grey literature sourced from the internet must be from reputable websites such as from government, university, or peak national bodies: for example, the Australian Association of Social Workers.

Requirements

· Use a conventional and legible size 12 font, such as Times New Roman or Arial, with 2.0 line spacing and 2.54cm page margins (standard pre-set margin in Microsoft Word).

· Include page numbers on the top right side of each page in a header.

· You may write in the first-person perspective.

· Use formal academic language.

· Use the seventh edition American Psychological Association (APA) referencing style. The CQUniversity Academic Learning Centre has an online APA Referencing Style Guide.

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Resources

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For information on academic communication please go to the Academic Learning Centre Moodle site. The Academic Communication section has many helpful resources including information for students with English as a second language.

Submit a draft before the due date to review your Turnitin Similarity Score before making a final submission. Instructions are available here.

Assessment Due Date
Week 11 Friday (26 May 2023) 11:59 pm AEST
Via Moodle

Return Date to Students
Exam Week Monday (12 June 2023)
Via Moodle

Weighting
50%

Assessment Criteria

HD (85-100)	D (75-84)	C (65-74)	P (50-64)	F (0-49)	Grade
Demonstrated knowledge of the organisation					
An overview that includes an excellent description of the organisation and analysis of the philosophy, values and purpose. (17 – 20 marks)	A very good overview of the organisation with almost all of the key points covered. (15 – 16 marks)	The overview generally demonstrates knowledge of the organisation, although there is limited analysis of the philosophy, values and purpose. (13-14 marks)	The overview needs further development. There was some discussion about the organisation and the organisation's philosophy. At times, language was not clear or not related to assessment task. (11 – 12 marks)	The overview was poorly developed with no clear connection to the assessment task. Language is difficult to understand, and some sections need further clarity or explanation. (10 or fewer marks)	/20
Demonstrated analysis about the characteristics of the organisational culture					
Advanced knowledge of organisational culture concepts and excellent use of theories to describe the organisational culture. (17 – 20 marks)	Very good knowledge of organisational culture concepts and theories. Mostly integrates up-to-date literature. (15 – 16 marks)	Generally demonstrates knowledge of organisational culture concepts. (13-14 marks)	The assessment needs further development. There was some discussion about organisational culture concept or theories. At times, language was not clear or not related to assessment task. (11 – 12 marks)	The assessment was poorly developed with no clear connection to the assessment task. Language is difficult to understand and some sections need further clarity or explanation. (10 or fewer marks)	/20
Demonstrated knowledge of the social work role in human service organisations					
Advanced knowledge of the social work role in human service organisations and how it aligns with social work values and ethics. (17 – 20 marks)	Very good knowledge of the social work role in human service organisations and how it aligns with social work values and ethics. Mostly integrates up-to-date literature. (15 – 16 marks)	Generally demonstrates knowledge of the social work role in human service organisations, although there is limited use of theories to connect to social work practice. (13-14 marks)	The assessment needs further development. There was some discussion about the social work role in human service organisations. At times, language was not clear or not related to assessment task. (11 – 12 marks)	The assessment was poorly developed with no clear connection to the assessment task. Language is difficult to understand and some sections need further clarity or explanation. (10 or fewer marks)	/20

Demonstrated knowledge about organisational culture and access for Aboriginal and Torres Strait Islander Peoples

The assessment demonstrates an excellent knowledge about organisational culture and access for Aboriginal and Torres Strait Islander Peoples. (17 – 20 marks)	The assessment demonstrates very good knowledge about organisational culture and access for Aboriginal and Torres Strait Islander Peoples. Mostly integrates up-to-date literature. (15 – 16 marks)	The assessment generally demonstrates knowledge about organisational culture and access for Aboriginal and Torres Strait Islander People although there is limited use of theories. (13-14 marks)	The assessment needs further work to demonstrate knowledge about organisational culture and access for Aboriginal and Torres Strait Islander Peoples. (11 – 12 marks)	The assessment does not have a clear structure and the main points are not clearly described. (10 or fewer marks)	/20

Appropriate spelling, grammar and referencing that adheres to APA referencing style

The assessment demonstrates excellent written expression that is clear. Consistently accurate spelling and grammar with no errors. All references are correctly cited with APA referencing. (17 – 20 marks)	The assessment demonstrates very good written expression that is clear. Consistently accurate spelling and grammar with no more than 1-2 errors. Accurate referencing with no more than 1-2 errors (15 – 16 marks)	The assessment structure shows mostly clear written expression. The main points are present but may be unclear. There are 3-4 errors in spelling and grammar. Good referencing with 3-4 errors (13-14 marks)	The assessment shows some evidence of good structure but needs further work to be clear. The paper has 5 or more errors in spelling and grammar. Adequate referencing with 5-6 errors. (11 – 12 marks)	The assessment does not have a clear structure and the main points are not clearly described. There are substantial spelling and grammar errors. Inadequate and /or inappropriate referencing (10 or fewer marks)	/20
				Total	/ 100

Referencing Style

- American Psychological Association 7th Edition (APA 7th edition)

Submission
Online

Submission Instructions
Submit your assessment via the unit Moodle site in Microsoft Word format only.

Learning Outcomes Assessed

- Analyse a variety of organisational types and contexts, and evaluate their strengths and limitations in delivering human service organisation goals and social work outcomes
- 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
- 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