Course Outline

Code: SWK402
Title: Organisational Contexts for Social Work Practice

School: Social Sciences
Teaching Session: Semester 1
Year: 2019
Course Coordinator: Dr Trevor Gates - t gates@usc.edu.au
Course Moderator: Dr Dyann Ross – dross@usc.edu.au

Please go to the USC website for up to date information on the teaching sessions and campuses where this course is usually offered.

1. What is this course about?

1.1 Description
This course builds on your experiences from Social Work Field Education 1, providing the opportunity to reflect on and draw further learning from your experiences during placement. A critical framework will be used to examine key theories of organisations and management, culture, learning, funding and accountability structures. The course has a strong practice focus, enabling exploration of the role of social work in statutory and government organisations as well as non-government organisations and the impact of voluntarism. Implications for service users and their experiences of service systems is central.

1.2 Field trips, WIL placements or activities required by professional accreditation

<table>
<thead>
<tr>
<th>Activity</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nil</td>
<td>Nil</td>
</tr>
</tbody>
</table>

2. What level is this course?

400 level Graduate - Independent application of graduate knowledge and skills. Meets AQF and professional requirements. May require pre-requisites and developing level knowledge/skills. Normally taken in the 4th year of an undergraduate program.

3. What is the unit value of this course?

12 units

4. How does this course contribute to my learning?

<table>
<thead>
<tr>
<th>Specific Learning Outcomes</th>
<th>Assessment tasks</th>
<th>Graduate Qualities or Professional Standards mapping</th>
</tr>
</thead>
<tbody>
<tr>
<td>On successful completion of this course, you should be able to:</td>
<td>You will be assessed on the learning outcomes in task/s:</td>
<td>Completing these tasks successfully will contribute to:</td>
</tr>
<tr>
<td>Develop a critical understanding of organisational theory and the role of social workers as agents of change within human service organisations.</td>
<td>2 and 3</td>
<td>Knowledgeable.</td>
</tr>
</tbody>
</table>
Specific Learning Outcomes
On successful completion of this course, you should be able to:

<table>
<thead>
<tr>
<th>Assessment tasks</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Critically analyse the current socio-political context of human service organisations and understand the implications for social work practice.</td>
<td>3</td>
</tr>
<tr>
<td>Critically reflect upon your own human service organisation experiences in first placement and how they impacted on your presentation</td>
<td>1 and 3</td>
</tr>
<tr>
<td>Identify ethical dilemmas inherent in human service organisations, and articulate how to effect change which facilitates an organisation's ability to work from an anti-oppressive framework.</td>
<td>2 and 3</td>
</tr>
<tr>
<td>Utilise critical reflection as a means of sustaining yourself as you respond to oppressive organisational processes.</td>
<td>3</td>
</tr>
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</table>

5. Am I eligible to enrol in this course?
Refer to the USC Glossary of terms for definitions of “pre-requisites, co-requisites and anti-requisites”.

5.1 Enrolment restrictions
Must be enrolled in (AR303, AR362, AR363) or AR707

5.2 Pre-requisites
SWK301

5.3 Co-requisites
Nil

5.4 Anti-requisites
Nil

5.5 Specific assumed prior knowledge and skills (where applicable)
Nil

6. How am I going to be assessed?

6.1 Grading scale
Standard – High Distinction (HD), Distinction (DN), Credit (CR), Pass (PS), Fail (FL)

6.2 Details of early feedback on progress
Feedback will be provided in the first third of the course via online quizzes. Feedback will also be provided on the oral assessment during tutorials in the first third of the course.
6.3 Assessment tasks

<table>
<thead>
<tr>
<th>Task No.</th>
<th>Assessment Product</th>
<th>Individual or Group</th>
<th>Weighting %</th>
<th>What is the duration/length?</th>
<th>When should I submit?</th>
<th>Where should I submit it?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Quiz/zes</td>
<td>Individual</td>
<td>10%</td>
<td>4 quizzes, 10 items each</td>
<td>Weeks 2, 4, 6, and 8</td>
<td>Quiz (Online Test)</td>
</tr>
<tr>
<td>2</td>
<td>Oral</td>
<td>Individual</td>
<td>40%</td>
<td>10 minutes</td>
<td>Week 4</td>
<td>Online Self and Peer Assessment</td>
</tr>
<tr>
<td>3</td>
<td>Case Study</td>
<td>Individual</td>
<td>50%</td>
<td>1,000 words</td>
<td>Week 10</td>
<td>Online Assignment Submission with Plagiarism check</td>
</tr>
</tbody>
</table>

Assessment Task 1: Quizzes

Goal: The goal of this task is to apply your understanding of human service organisations through multiple choice quizzes.

Product: Quiz/zes

Format: Four (4) multiple choice quizzes of 10 items each due on Weeks 2, 4, 6, and 8. You will be assigned to read text chapters and other readings provided on Blackboard that pertain to the quiz topics. You will be required to respond to multiple choice questions about the text chapters and other materials. This assessment task be open book quizzes and will be completed prior to the scheduled tutorial as the per the schedule posted to Blackboard.

Criteria:
- Mastery of key terms, concepts, discussions, and debates in human service organisational practice.
- Understand relevant theoretical perspectives and arguments
- Apply AASW practice standards to organisational issues

Assessment Task 2: Online Zoom Presentation on Organisational Behaviour

Goal: To analyse a contemporary human service organisational issue

Product: Oral

Format: Students are to prepare a 10 minute online Zoom presentation on a contemporary organisational behaviour topic. You will individually present to a group of 4 of your colleagues in an online format during your scheduled tutorial time. You will login to Zoom from a computer or tablet during your scheduled tutorial time. The purpose of the Zoom presentation is to educate your team on a contemporary organisational behaviour topic that interests you. You may select from one of the following topics:

- Workforce diversity in human service organisations
- Work-life balance in human service organisations
- Workplace harassment in human service organisations
- Workplace discrimination in human service organisations
- Hostile work environments human service organisations
- Ethical issues in human service organisations

The key elements of the presentation will be as follows:
- Define the organisational behaviour topic that you chose using a clear statement of purpose/thesis statement
• Describe theoretical issues surrounding the organisational behaviour topic
• Provide a lived experience of your chosen organisational behaviour topic. You might provide a video clip or even tell your own story of how the organisational behaviour issue impacted you personally.

Presentations will be marked by your team members during the scheduled tutorial time. You must login to Zoom and attend tutorial in order to have your presentation marked by your colleagues. Annotated slides will be placed on Blackboard for review by the tutor.

Criteria:
• A critical understanding of organisational issues that impact on social work practice and service users.
• Present well researched information, clearly linking theory and practice in relation to organisational settings.
• Conduct a quality presentation, including verbal presentation (expression and content) and visual presentation (appropriate, concise, usefulness as an aid to understanding), utilising logically structured arguments.
• Respond to questions and comments, demonstrating evidence of careful analysis.

Assessment Task 3: Organisational Assessment/Case Study

Goal: To assess the strengths and opportunities within your field organisation

Product: Case Study

Format: This assessment is designed to help you assess the strengths and opportunities of a past field organisation, using concepts of organisational culture discussed in course readings and lecture. For this assessment, you will focus on the culture of a particular organisation. For example, you may select an organisation from which you are employed for pay, you completed a field placement, or you serve as a volunteer. Any human service organisation in which you made a significant contribution, whether paid or unpaid, will be acceptable for this assessment. This assessment will be a chance for you to reflect on your learning, including your first placement, but also show some critical and theoretical sophistication, as it is expected to have personal dimensions, but be primarily an academic piece.

Criteria:
• Description of the organisation that you work (or completed a field placement or service as a volunteer)
• Discussion of how new and existing staff, students, and other stakeholders are socialised into the culture of your organization, including both formal and informal methods of teaching and learning
• Analysis of the language, slogans, symbols, rituals, stories and traditions of your organisation and their impact on social work practice and service users.
• Demonstrated understanding of how concepts of organisational culture specifically relate to the values of this human service organisation.
• Reflection on your observations of how theories of organisational culture can be employed to improve or make organisation more effective at meeting its mission
• Written with clarity (expression, correct grammar, spelling and punctuation), logically structured and coherently argued analysis.

7. Directed study hours

The directed study hours listed here are a portion of the workload for this course. A 12 unit course will have total of 150 learning hours which will include directed study hours (including online if required), self-directed learning and completion of assessable tasks. Directed study hours may vary by location. Student workload is calculated at 12.5 learning hours per one unit.

Location: | Directed study hours for location:
---|---
Sippy Downs | Lecture: 1 hour per week using a flipped classroom  
| Tutorial: 2 hours per week
8. What resources do I need to undertake this course?

Please note that course information, including specific information of recommended readings, learning activities, resources, weekly readings, etc. are available on the course Blackboard site. Please log in as soon as possible.

8.1 Prescribed text(s) or course reader

Information regarding prescribed texts or other associated resources will be made available on the BlackBoard site prior to commencement of study.

8.2 Specific requirements

Nil

9. How are risks managed in this course?

Health and safety risks for this course have been assessed as low.

It is your responsibility as a student to review course material, search online, discuss with lecturers and peers, and understand the health and safety risks associated with your specific course of study. It is also your responsibility to familiarise yourself with the University’s general health and safety principles by reviewing the online Health Safety and Wellbeing training module for students, and following the instructions of the University staff.

10. What administrative information is relevant to this course?

10.1 Assessment: Academic Integrity

Academic integrity is the ethical standard of university participation. It ensures that students graduate as a result of proving they are competent in their discipline. This is integral in maintaining the value of academic qualifications. Each industry has expectations and standards of the skills and knowledge within that discipline and these are reflected in assessment.

Academic integrity means that you do not engage in any activity that is considered to be academic fraud; including plagiarism, collusion or outsourcing any part of any assessment item to any other person. You are expected to be honest and ethical by completing all work yourself and indicating in your work which ideas and information were developed by you and which were taken from others. You cannot provide your assessment work to others. You are also expected to provide evidence of wide and critical reading, usually by using appropriate academic references.

In order to minimise incidents of academic fraud, this course may require that some of its assessment tasks, when submitted to Blackboard, are electronically checked through SafeAssign. This software allows for text comparisons to be made between your submitted assessment item and all other work that SafeAssign has access to.

10.2 Assessment: Additional requirements

Eligibility for Supplementary Assessment

Your eligibility for supplementary assessment in a course is dependent of the following conditions applying:

a) The final mark is in the percentage range 47% to 49.4%

b) The course is graded using the Standard Grading scale

c) You have not failed an assessment task in the course due to academic misconduct

10.3 Assessment: Submission penalties

Late submission of assessment tasks will be penalised at the following maximum rate:

- 5% (of the assessment task’s identified value) per day for the first two days from the date identified as the due date for the assessment task.
- 10% (of the assessment task’s identified value) for the third day
• 20% (of the assessment task’s identified value) for the fourth day and subsequent days up to and including seven days from the date identified as the due date for the assessment task.
• A result of zero is awarded for an assessment task submitted after seven days from the date identified as the due date for the assessment task.

Weekdays and weekends are included in the calculation of days late.
To request an extension, you must contact your Course Coordinator and supply the required documentation to negotiate an outcome.

10.4 Study help
In the first instance, you should contact your tutor, then the Course Coordinator. Additional assistance is provided to all students through Academic Skills Advisers. To book an appointment or find a drop-in session go to Student Hub.
Contact Student Central for further assistance: +61 7 5430 2890 or studentcentral@usc.edu.au

10.5 Links to relevant University policy and procedures
For more information on Academic Learning & Teaching categories including:
• Assessment: Courses and Coursework Programs
• Review of Assessment and Final Grades
• Supplementary Assessment
• Administration of Central Examinations
• Deferred Examinations
• Student Academic Misconduct
• Students with a Disability

Visit the USC website:
http://www.usc.edu.au/explore/policies-and-procedures#academic-learning-and-teaching

10.6 General Enquiries
In person:
• USC Sunshine Coast - Student Central, Ground Floor, Building C, 90 Sippy Downs Drive, Sippy Downs
• USC SouthBank - Student Central, Building A4 (SW1), 52 Merivale Street, South Brisbane
• USC Gympie - Student Central, 71 Cartwright Road, Gympie
• USC Fraser Coast - Student Central, Student Central, Building A, 161 Old Maryborough Rd, Hervey Bay
• USC Caboolture - Student Central, Level 1 Building J, Cnr Manley and Tallon Street, Caboolture

Tel: +61 7 5430 2890
Email: studentcentral@usc.edu.au