



# Course Outline (Higher Education)

**School:** School of Arts

**Course Title:** REFLECTING ON WORK IN HUMAN SERVICES ORGANISATIONS

**Course ID:** CHSUG2101

**Credit Points:** 15.00

**Prerequisite(s):** (CHSUG1001 or CHSUG1002 or WELRO1001 or WELSI1003)

**Co-requisite(s):** (CHSUG2102)

**Exclusion(s):** (CHSUG2002 and WELSI2104)

**ASCED:** 090515

**Description of the Course :**

This course supports students to integrate and contextualise theoretical knowledge to real life experiences. Students are encouraged to attend on-campus integrated seminars during the course. Students can examine the influence of practice methods, clients, staff, organisational, cultural and community factors on program and intervention processes and outcomes.

**Grade Scheme:** Graded (HD, D, C, etc.)

**Placement Component:** No

**Supplementary Assessment:** Yes

Where supplementary assessment is available a student must have failed overall in the course but gained a final mark of 45 per cent or above and submitted all major assessment tasks..

**Program Level:**

Level of course in Program	AQF Level of Program					
	5	6	7	8	9	10
Introductory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intermediate	<input type="checkbox"/>	<input type="checkbox"/>	✓	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advanced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Learning Outcomes:**

On successful completion of the course the students are expected to be able to:

**Knowledge:**

- K1.** Analyse the context of human service practice, including the role and function of the organisation, and the position and function of human service professionals within the organisation.
- K2.** Integrate theory and practice in an organisational context.
- K3.** Examine the impact of social and political issues in a practice setting.
- K4.** Identify and describe human service ethics and practice standards and how these apply in a particular setting.

**Skills:**

- S1.** Apply professional communications skills, such as report writing and case summaries.
- S2.** Research and analyse information from a variety of sources and use this to inform practice.
- S3.** Demonstrate reflective practice skills.

**Application of knowledge and skills:**

- A1.** Demonstrate knowledge of the nature of working as a human services professional in a human service organisation.
- A2.** Ability to utilise reflective practice on human service experiences, policies and organisational context and their impacts on the human services field.
- A3.** Demonstrate knowledge of the human services ethical dimensions of practice and identify appropriate ethical decision making frameworks.
- A4.** Model and critically appraise different styles and modes of professional practice, including the role(s) and responsibilities of human services professionals, and the specific knowledge and skills required for this setting.

**Course Content:**

Topics may include:

- Introducing Human Service Organisations (HSO):
  - The Organisational environment
  - Organisational Culture and Structure
  - Models of Practice, Theories and Program Logic of Human Service Organisations.
- Understanding HSO Processes, Administration and Delivery:
  - Decision-making in HSOs
  - Program Design and Grant Proposals: Consult, Monitor and Evaluate
  - Management and Leadership
  - Strategic Management for Practice
  - Small Town Service Delivery: Ethics and Responsibility.
- Professional Practice in HSOs:
  - Teamwork
  - Networking
  - Supervision and reflective practice.

**Values:**

- V1.** Practice working within the professional Code of Ethics
- V2.** Examine own values and how they impact upon practice
- V3.** Use critical self-awareness and reflection.

### Graduate Attributes

The Federation University FedUni graduate attributes (GA) are entrenched in the Higher Education Graduate Attributes Policy (LT1228). FedUni graduates develop these graduate attributes through their engagement in explicit learning and teaching and assessment tasks that are embedded in all FedUni programs. Graduate attribute attainment typically follows an incremental development process mapped through program progression. **One or more graduate attributes must be evident in the specified learning outcomes and assessment for each FedUni course, and all attributes must be directly assessed in each program**

Graduate attribute and descriptor		Development and acquisition of GAs in the course			
		Learning Outcomes (KSA)	Code A. Direct B. Indirect N/A Not addressed	Assessment task (AT#)	Code A. Certain B. Likely C. Possible N/A Not likely
GA 1 Thinkers	Our graduates are curious, reflective and critical. Able to analyse the world in a way that generates valued insights, they are change makers seeking and creating new solutions.	K1, K2, S3, A2	A, B, B, B	AT1, AT2, AT3	B, B, B
GA 2 Innovators	Our graduates have ideas and are able to realise their dreams. They think and act creatively to achieve and inspire positive change.	S2	B	Not applicable	Not applicable
GA 3 Citizens	Our graduates engage in socially and culturally appropriate ways to advance individual, community and global well-being. They are socially and environmentally aware, acting ethically, equitably and compassionately.	K1, K3, A1, A2	A	Not applicable	Not applicable
GA 4 Communicators	Our graduates create, exchange, impart and convey information, ideas, and concepts effectively. They are respectful, inclusive and empathetic towards their audience, and express thoughts, feelings and information in ways that help others to understand.	S1	A	Not applicable	Not applicable
GA 5 Leaders	Our graduates display and promote positive behaviours, and aspire to make a difference. They act with integrity, are receptive to alternatives and foster sustainable and resilient practices.	K4, A4	B, B	Not applicable	Not applicable

### Learning Task and Assessment:

Learning Outcomes Assessed	Learning Tasks	Assessment Type	Weighting
K1, K2, K3, K4, S1, S2, S3, A1, A2, A3	Collect, discuss and critically reflect on human service organisations, including, ethical dimensions of human service practice, human service organisation operations and management practices, supervision and teamwork	Folio of exercises and critical reflections on course learnings	50-60%
K1, K2, K3, K4, S1, S3, A1, A2, A3	Demonstrate knowledge human service field, cultural and community factors on program and intervention processes and outcomes	Quizzes	40-50%

**Adopted Reference Style:**

APA