

School / Faculty: Faculty of Education and Arts

Course Title: INTERPERSONAL & COUNSELLING SKILLS FOR WELFARE PRACTICE

Course ID: WELSI1003

Credit Points: 15.00

Prerequisite(s): Nil

Co-requisite(s): Nil

Exclusion(s): Nil

ASCED Code: 090515

Grading Scheme: Graded (HD, D, C, etc.)

Program Level:

AQF Level of Program						
	5	6	7	8	9	10
Level						
Introductory	■	■	✓	■	■	■
Intermediate	■	■	■	■	■	■
Advanced	■	■	■	■	■	■

Learning Outcomes:

Knowledge:

- K1.** Explore common theories of engagement and counseling practice models of the helping process as applied in a variety of human service settings
- K2.** Examine assessment procedures, interviewing techniques and their purpose
- K3.** Apply basic and practical knowledge of local human service agencies
- K4.** Explore and adopt roles and responsibilities of a professional welfare practitioner

Skills:

- S1.** Form helping relationships suitable for direct practice in human services
- S2.** Apply and demonstrate interpersonal and professional communication skills
- S3.** Conduct initial assessment using intervention skills
- S4.** Conduct an initial interview including beginning, identifying presenting issues, exploring the context, negotiating a contract for work and ending the session
- S5.** Record data for analysis of content
- S6.** Reflect on applied interpersonal and counselling skills

Application of knowledge and skills:

Course Outline (Higher Education)

WELSI1003 INTERPERSONAL & COUNSELLING SKILLS FOR WELFARE PRACTICE

- A1.** Apply interpersonal and communication skills in a human services setting
- A2.** Reflect on the development of interpersonal and communication skills

Course Content:

A major focus of the course is the integration of theory and practice in small group activities in which students practice and develop their interpersonal and counseling skills in a safe, supportive atmosphere leading to the definition and discussion of basic personal counseling techniques which help the interviewer understand more than the words. The essential techniques are:

- Joining and listening, communication of empathy, respect and genuineness and various facilitation techniques
- An overview of helping models including person-centred therapies
- Learning and skills based approaches and problem-solving
- Initial assessment including the severity of the issue as presented by a service user;
- The limitation of objective assessment and defining and working with presenting issues

Values and Graduate Attributes:

Values:

- V1.** Developing awareness of personal attitudes, feelings and responses in relation to a range of contemporary practice situations for human services
- V2.** Identifying the ethical issues that arise in forming a helpful relationship
- V3.** Respect the uniqueness of service users and their right to determine their own outcomes
- V4.** Respect other students in the class, their diversity, uniqueness and individuality and commitment to reliability as a group member.

Graduate Attributes:

FedUni graduate attributes statement. To have graduates with knowledge, skills and competence that enable them to stand out as critical, creative and enquiring learners who are capable, flexible and work ready, and responsible, ethical and engaged citizens.

Attribute	Brief Description	Focus
Knowledge, skills and competence	Communication and interpersonal skills in human services	Medium
Critical, creative and enquiring learners	Self-reflection of own communication skills	High
Capable, flexible and work ready	Understanding the importance of communication skills in many situations	Medium
Responsible, ethical and engaged citizens	Communication skills are central to all helping processes and behaviors	High

Learning Task and Assessment:

Students enrolled in an ACWA accredited program are required to attend a 2 day compulsory on campus residential component.

Course Outline (Higher Education)

WELSI1003 INTERPERSONAL & COUNSELLING SKILLS FOR WELFARE PRACTICE

Learning Outcomes Assessed	Assessment Task	Assessment Type	Weighting
K1, K2, S1, S2, S3, S4, S5, A1	Students will complete a 20 minute first interview with a role play "client"	Recorded role play of a counselling session	35-45%
K1, S1, A1	A written assessment of a person's situation based on an initial interview record and following a given format.	Initial Assessment of a First Interview	10-20%
K3, K4, S6, A2	Research contemporary issues and approaches to counseling and their impact on the development of being a practitioner	Five (5) reflective journal entries commenting on the content and process of seminars and reading materials	25-35%
K1, S1, A1	Observe a video recorded role play interview and make accurate, comprehensive case notes that summarise what could be observed in the interview session.	Casernote record of a counselling session	10-20%

Adopted Reference Style:

APA