

SWRK2003: Interpersonal Skills for Professional Practice

Ourimbah and Newcastle City Precinct

Semester 1 - 2024



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

The School of Humanities, Creative Industries and Social Sciences is committed to providing an inclusive environment in which all cultures are accorded respect and all students and staff are expected to act with honesty, fairness, trustworthiness and accountability in dealings with others. The School recognises and respects the unique histories and cultures of Aboriginal and Torres Strait Islander peoples, their unbroken relationship with the lands and the waters of Australia over millennia, and the validity of Aboriginal ways of knowing. We are dedicated to reconciliation and to offering opportunities for Aboriginal and Torres Strait Islander peoples to access and succeed in higher education.

OVERVIEW

Course Description

This course develops interpersonal skills for professional practice, including the ability to reflect on, analyse, and work with a supervisor, in order to enhance professional practice. This course is taught in classroom-based workshops complemented by online learning tasks. A compulsory attendance of 80% is a course requirement for SWRK2003 to fulfil Australian Association of Social Workers accreditation requirements for 12317 Bachelor of Social Work (Honours) students.

Academic Progress Requirements

This course is a compulsory program requirement and is monitored for academic progress purposes. The course must be completed to progress in the program or meet other program requirements.

Failure or withdrawal from this course will result in students being considered under the Student Academic Progress Procedure.

Requisites

Student must be active in one of the following programs to enrol in this course:

- Bachelor of Social Work (Honours) [12317]
- Bachelor of Social Science [10716]
- Bachelor of Global Indigenous Studies [40122]
- Bachelor of Global Indigenous Studies/Bachelor of Laws (Honours) [40188]
- Bachelor of Development Studies/Bachelor of Global Indigenous Studies [40179].
- Bachelor of Public and Community Health [40192]

Assumed Knowledge

Students must have successfully completed 60 units at the 1000 level.

Contact Hours

Ourimbah and Newcastle City Precinct

Online Activity

Online
1 hour(s) per week(s) for 12 week(s)
1hr online + 2hr small workshop

Practical

Face to Face On Campus
1 days per week for 1 week(s) starting Week 13
Interpersonal Skill Assessment Week 13.
See Canvas for interview schedule.

Workshop

COURSE OUTLINE

www.newcastle.edu.au

CRICOS Provider 00109J

Face to Face On Campus
2 hour(s) per week(s) for 12 week(s)

Unit Weighting 10

Workload Students are required to spend on average 120-140 hours of effort (contact and non-contact) including assessments per 10 unit course.

CONTACTS

Course Coordinator **Ourimbah and Newcastle City Precinct**
Ms Lynette Stoker
Lynette.Stoker@newcastle.edu.au
Consultation: Appointments can be made by Email

Teaching Staff Other teaching staff will be advised on the course Canvas site.

School Office **School of Humanities Creative Industries and Social Sciences**
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SYLLABUS

Course Content The course uses an experiential model where students learn by actively practising the skills involved. Content areas include the skills of interpersonal helping, the helping relationship, giving and receiving feedback constructively, reflecting on work and various contexts for the use of professional interpersonal skills.

Course Learning Outcomes **On successful completion of this course, students will be able to:**

1. Apply appropriate listening skills, including verbal and non verbal cues, empathy, and genuineness.
2. Describe and analyse the role of context, purpose and self in defining professional relationships.
3. Name and explore the impact of their own values in professional relationships.
4. Develop rapport with another person within a professional context.
5. Reflect on their own professional practice, and give and receive feedback.

Course Materials **Other Resources:**

- Students must read material provided in CANVAS before each weekly workshop. Attendance in workshops is mandatory, Simulated interviews will be conducted with formative evaluation throughout the Semester

COMPULSORY REQUIREMENTS

In order to pass this course, each student must complete ALL of the following compulsory requirements:

Course Assessment Requirements:

- Assessment 1 - Online Written Reflections: Pass requirement - Must pass this assessment item to pass the course.
- Assessment 2 - Oral assessment: Pass requirement - Must pass this assessment item to pass the course.

SCHEDULE

Week	Week Begins	Topic	Learning Activity	Assessment Due
1	26 Feb	Start here		
2	4 Mar	What underlies our communication		Assessment 1 Reflection 1 Sunday 3 March 23:59
3	11 Mar	Building a safe space		Assessment 1 Reflection 2 Sunday 10-March 23:59
4	18 Mar	Understanding our role		Assessment 1 Reflection 3 Sunday 17 - March 23:59
5	25 Mar	Active Listening		Assessment 1 Reflection 4 Sunday 24 March 23:59
6	1 Apr	NO CLASS		
7	8 Apr	Empathy		Assessment 1 Reflection 5 Sunday 7 April 23:59
Mid-Semester Recess				
Mid-Semester Recess				
8	29 Apr	Listening for emotion		Assessment 1 Reflection 6 Sunday 14 April 23:59
9	6 May	Managing intense emotions		Assessment 1 Reflection 7 Sunday 5-May 23:59
10	13 May	The question of questions		Assessment 1 Reflection 8 Sunday 12-May 23:59
11	20 May	Simulation		Assessment 1 Reflection 9 Sunday 26-May 23:59
12	27 May	Supervision		
13	3 Jun	Simulation		
Examination Period				Assessment 2: Each student will be scheduled into a simulation and a practice reflection. Dates to be confirmed.
Examination Period				

ASSESSMENTS

This course has 2 assessments. Each assessment is described in more detail in the sections below.

	Assessment Name	Due Date	Involvement	Weighting	Learning Outcomes
1	Online Written Reflections*	Reflection 1 - Sunday 10-March 23:59 Reflection 2 - Sunday 17-March 23:59 Reflection 3 - Sunday 24- March 23:59 Reflection 4 - Sunday 31- March 23:59 Reflection 5 - Sunday 14-April 23:59 Reflection 6 - Sunday 5-May 23:59 Reflection 7 - Sunday 12-May 23:59 Reflection 8 - Sunday 19-May 23:59 Reflection 9 - Sunday 26-May 23:59	Individual	50%	2, 3, 5
2	Oral assessment*	Week 14 - Appointment Schedules to be provided in the course website. Students must be available for both sessions on the nominated day.	Individual	50%	1, 2, 3, 4, 5

* This assessment has a compulsory requirement.

Late Submissions

The mark for an assessment item submitted after the designated time on the due date, without an approved extension of time, will be reduced by 10% of the possible maximum mark for that assessment item for each day or part day that the assessment item is late. Note: this applies equally to week and weekend days.

Assessment 1 - Online Written Reflections

Assessment Type	Journal
Purpose	At the completion of this course students will be proficient in the basic interpersonal skills of reflective, empathic listening within the context of a professional relationship. They will also be proficient in the use of feedback to enhance learning and supervisory discussion to critique practice.
Description	Each week students will be required to complete online learning and reflection tasks to demonstrate their capacity to be reflective about their competence with interpersonal communication. It is expected that students will use written online reflections to inform teaching staff about their engagement with both the theoretical and practical aspects of the course. The online written reflections are to be based on activities, most of which will occur in class. They do not require the student to provide extensive description of the content viewed, or heard, readings, or interactions. Rather it requires them to critically reflect on the challenges, issues and achievements they are noticing in their engagement with interpersonal communication of different kinds and their own efforts to gain greater competence in interpersonal communication. Online written reflections will also assist students to develop the practice of critical self reflection that is required in the professional practice of supervision. Students should experience the online written reflections as a valuable tool to build competence required in the second part of the interpersonal skills assessment. Content and instructions for the online written reflections are located on the course website.
Weighting	50%
Compulsory Requirements	Pass requirement - Must pass this assessment item to pass the course..
Length	3,500 words
Due Date	Reflection 1 Sunday 3-March 23:59 Reflection 2 Sunday 10-March 23:59 Reflection 3 Sunday 17- March 23:59 Reflection 4 Sunday 24- March 23:59 Reflection 5 Sunday 7-April 23:59 Reflection 6 Sunday 14-April 23:59 Reflection 7 Sunday 5-May 23:59 Reflection 8 Sunday 12-May 23:59 Reflection 9 Sunday 26-May 23:59
Submission Method	Online
Assessment Criteria	Students will critically reflect on exercises in class and online, as per the questions provided for each reflection in the course website. Online written reflections should demonstrate: <ol style="list-style-type: none">1. A progressive awareness and understanding of the concepts of attending and listening, verbal and non-verbal cues, and empathy.2. A progressive understanding of the role of self in the professional relationship including honesty, genuineness and respect.3. An awareness of personal values and bias in the context of interpersonal communication.4. A capacity to understand the purpose and importance of giving and receiving feedback.5. An understanding of different contexts for the practice of professional interpersonal skills (where appropriate).6. The capacity to analyse one's own engagement and progress, as well as the impact of engagement on professional learning and practice.
Return Method	Online
Feedback Provided	Online - Fortnightly.
Opportunity to Reattempt	Students WILL NOT be given the opportunity to reattempt this assessment.

Assessment 2 - Oral assessment

Assessment Type	Interview
Purpose	Students are required to participate in a two-part skill assessment to demonstrate their interpersonal skills with a client, and their capacity to constructively engage in a recounting of their practice in an interview with their assessor, after the interaction. This assessment occurs at the end of semester.
Description	In the first part of the assessment, the student will demonstrate interpersonal communication skills through conducting a 15 minute simulated session with a 'client'. This session will be recorded and observed by a staff member {or conjoint staff member}. In the second part students will demonstrate an ability to critically analyse and reflect on their skill demonstration by recounting and reflecting on their practice with the staff member that observed their practice. Both components of the simulation will be recorded.

Weighting	50%
Compulsory Requirements	Pass requirement - Must pass this assessment item to pass the course..
Length	2 sessions of 15 minutes
Due Date	Week 14 - Appointment Schedules to be provided in CANVAS. Students must be available for both sessions on the nominated day.
Submission Method	Specific Location
Assessment Criteria	The final grade will be based on successful completion of both parts of the assessment activity and marking will be based on the following criteria: <ol style="list-style-type: none"> 1. Demonstrated ability to introduce self and role and ability to open a discussion in a professional setting with ongoing management of own values and biases. 2. Demonstrated ability to practice attending and listening, non-verbal cues, empathy and genuineness. 3. Demonstrated ability to respond appropriately to 'clients' words and emotions and to encourage clients to express themselves. 4. Demonstrated ability to reflect on their own interpersonal communication during an interaction. 5. Demonstrated ability to identify expressed and implicit issues and emotions that occur during an interaction 6. Demonstrated ability to reflect on practice strengths and weaknesses during the interaction and identify how practice could have been improved.
Return Method	Online
Feedback Provided	Online - 2 weeks after assessment. NB Feedback from the assessor will not be provided on the day.
Opportunity to Reattempt	Students WILL NOT be given the opportunity to reattempt this assessment.

ADDITIONAL INFORMATION

Grading Scheme This course is graded as follows:

Range of Marks	Grade	Description
85-100	High Distinction (HD)	Outstanding standard indicating comprehensive knowledge and understanding of the relevant materials; demonstration of an outstanding level of academic achievement; mastery of skills*; and achievement of all assessment objectives.
75-84	Distinction (D)	Excellent standard indicating a very high level of knowledge and understanding of the relevant materials; demonstration of a very high level of academic ability; sound development of skills*; and achievement of all assessment objectives.
65-74	Credit (C)	Good standard indicating a high level of knowledge and understanding of the relevant materials; demonstration of a high level of academic achievement; reasonable development of skills*; and achievement of all learning outcomes.
50-64	Pass (P)	Satisfactory standard indicating an adequate knowledge and understanding of the relevant materials; demonstration of an adequate level of academic achievement; satisfactory development of skills*; and achievement of all learning outcomes.
0-49	Fail (FF)	Failure to satisfactorily achieve learning outcomes. If all compulsory course components are not completed the mark will be zero. A fail grade may also be awarded following disciplinary action.

*Skills are those identified for the purposes of assessment task(s).

WH&S Requirements	Due to COVID-19 safety restrictions, it is the student's responsibility to sanitise their work/computer space prior to any face to face lessons in this course. They must be mindful of current social distancing rules during their face to face lessons.
Communication Methods	Communication methods used in this course include: <ul style="list-style-type: none">- Canvas Course Site: Students will receive communications via the posting of content or announcements on the Canvas course site.- Email: Students will receive communications via their student email account.- Face to Face: Communication will be provided via face to face meetings or supervision.
Course Evaluation	Each year feedback is sought from students and other stakeholders about the courses offered in the University for the purposes of identifying areas of excellence and potential improvement.
Oral Interviews (Vivas)	As part of the evaluation process of any assessment item in this course an oral examination (viva) may be conducted. The purpose of the oral examination is to verify the authorship of the material submitted in response to the assessment task. The oral examination will be conducted in accordance with the principles set out in the Oral Examination (viva) Procedure . In cases where the oral examination reveals the assessment item may not be the student's own work the case will be dealt with under the Student Conduct Rule .
Academic Misconduct	All students are required to meet the academic integrity standards of the University. These standards reinforce the importance of integrity and honesty in an academic environment. Academic Integrity policies apply to all students of the University in all modes of study and in all locations. For the Student Academic Integrity Policy, refer to https://policies.newcastle.edu.au/document/view-current.php?id=35 .
Adverse Circumstances	The University acknowledges the right of students to seek consideration for the impact of allowable adverse circumstances that may affect their performance in assessment item(s). Applications for special consideration due to adverse circumstances will be made using the online Adverse Circumstances system where: <ol style="list-style-type: none">1. the assessment item is a major assessment item; or2. the assessment item is a minor assessment item and the Course Co-ordinator has specified in the Course Outline that students may apply the online Adverse Circumstances system;3. you are requesting a change of placement; or4. the course has a compulsory attendance requirement. Before applying you must refer to the Adverse Circumstance Affecting Assessment Items Procedure available at: https://policies.newcastle.edu.au/document/view-current.php?id=236
Important Policy Information	The Help button in the Canvas Navigation menu contains helpful information for using the Learning Management System. Students should familiarise themselves with the policies and procedures at https://www.newcastle.edu.au/current-students/respect-at-uni/policies-and-procedures that support a safe and respectful environment at the University.
Other Information	All students enrolled in the Bachelor of Social Work need to meet the eight domains of inherent requirements There are eight domains of inherent requirements in the Bachelor of Social Work. Some domains have a number of sub-domains. These include Ethical Behaviour, Behavioural Stability, Legal, Communication, Knowledge and Cognition, Relational skills, Reflective skills, Sustainable performance More information is available online at https://www.newcastle.edu.au/current-students/support/personal/accessability/inherent-requirements/bachelor-of-social-work

This course outline was approved by the Head of School. No alteration of this course outline is permitted without Head of School approval. If a change is approved, students will be notified and an amended course outline will be provided in the same manner as the original.

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