



## Human Service Worker Program (HSWR)

### Program Outline

PROGRAM IMPLEMENTATION DATE:	Pre- 1990
OUTLINE EFFECTIVE DATE:	September 2022
PROGRAM OUTLINE REVIEW DATE:	March 2027

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#### GENERAL PROGRAM DESCRIPTION:

The curriculum for the Human Service Worker Program (both certificate and diploma levels) reflects the growing responsibilities and practice standards for graduates employed in the field.

Students develop a theoretical knowledge base, a foundation of professional ethics and values, a critical thinking ability, essential support skills and a process for integrating all their learning into a practice framework.

The Human Service Worker program combines academic study with practical experience to provide graduates with the skills, knowledge and attitudes required to work in the diverse and complex field of community and social services.

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#### Program Information:

1. **HSWR Certificate** (1<sup>st</sup> year): can be completed in 3 semesters of full-time study (or a maximum of 3 years of part-time study) fully online or a combination of the face to face and online. The HSWR Certificate consists of 12 courses and 2 practica (180 hours each), for a total of 44 credits. The HSWR certificate prepares students for entry level work in government and community agencies that support youth, adults and families facing challenges as a result of intrapersonal, interpersonal and societal factors.
2. **HSWR Diploma** (2<sup>nd</sup> year): HSWR 2<sup>nd</sup> year courses are offered online and can be completed within 3 semesters of part-time study for a further 18 credits. The successful completion of both 1<sup>st</sup> and 2<sup>nd</sup> year courses constitutes a HSWR Diploma. The HSWR Diploma prepares students to work in specialized areas in the human service field. In addition, some employers require a diploma for supervisory positions. Students with an existing certificate must complete all diploma requirements within three (3) years of enrolling into the diploma for ECIT, ECSN, HSWR, and CYFS2.
3. **Citation:** The citation is available for uncertified Human Service Workers who are currently working in the field and would like to engage in professional development. The citation consists of five courses at the diploma level for a total of 15 credits. Students are still required to meet admission requirements for the HSWR program. The Human Service Worker Citation program outline is listed separately; please see "HSWC" on the course outline website.
4. At present, the majority of HSWR students continue from the Certificate to the Diploma with success. While many continue into a degree in social work (BSW) or child and youth care (BCYC), some have shown an interest in other degree opportunities such as the Bachelor of Community Rehabilitation or a Bachelor's in Psychology or Addictions.

**Delivery:** The HSWR Certificate is delivered all online or a combination of face to face and online. The HSWR Diploma and Citation are offered online.

**COTR Credits:** 62 credits

**Hours for this program:** 1170

**Year I**

**Typical Structure of Instructional Hours:**

Instructional Activity	Duration
Lecture Hours	540
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	360
Other Contact Hours	
<b>Total</b>	900

**Practicum Hours (if applicable):**

Type of Practicum	Duration
On-the-job Experience	360
Formal Work Experience	
Other	
<b>Total</b>	360

**Year II**

**Typical Structure of Instructional Hours:**

Instructional Activity	Duration
Lecture Hours	270
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	
Other Contact Hours	
<b>Total</b>	270

**Practicum Hours (if applicable):**

Type of Practicum	Duration
On-the-job Experience	N/A
Formal Work Experience	N/A
Other	N/A
<b>Total</b>	

Citation

**Typical Structure of Instructional Hours:**

Instructional Activity	Duration
Lecture Hours	225
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	
Other Contact Hours	
<b>Total</b>	225

**Practicum Hours (if applicable):**

Type of Practicum	Duration
On-the-job Experience	N/A
Formal Work Experience	N/A
Other	N/A
<b>Total</b>	

**Program Outline Author or Contact:**

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Signature

**APPROVAL SIGNATURES:**

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Department Head Signature

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EDCO

Valid from: September 2022 – March 2027

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Education Council Approval Date

**PROGRAM PREREQUISITES AND TRANSFER CREDIT:**

**Admission Requirements:**

- Secondary school graduation or equivalent
- Minimum 65% in either English Studies 12, English First Peoples 12, ENGL 090, or equivalent (refer to Course Equivalency Information on the College Website)

**Non-academic requirements:**

- Completion and submission of CYFS Application Package
- Completion of immunizations, documented by the immunization form in the admission package, or completion of Immunization Waiver Form (*lack of immunizations may impact applicant’s access to Practicum placements and employment opportunities following graduation*).
- Good command of oral and written English language
- Solicitor General Criminal Record Check. Note: Conviction of a criminal offence may influence an applicant’s access to practicum placements and employment opportunities following graduation

**Flexible Assessment (FA):**

Credit can be awarded for one or more courses in this program through FA  Yes  No

Learners may request formal recognition for flexible assessment at the College of the Rockies through one or more of the following processes: External Evaluation, Worksite Assessment, Demonstration, Standardized Test, Self-assessment, Interview, Products/Portfolio, Challenge Exam. Contact an Education Advisor for more information.

**Transfer Credit:** For transfer information within British Columbia, Alberta and other institutions, please visit <http://www.cotr.bc.ca/Transfer>.

Students should also contact an academic advisor at the institution where they want transfer credit.

**Human Service Worker Certificate (required courses)**

<b>Year One Fall Semester</b>	<b>Credits</b>	<b>Hours Lecture / Lab</b>
CYFS 101 Inclusive Interpersonal Communications	3	45
CYFS 102 Observing and Recording	3	45
HSWR 105 Professional Communications	3	45
HSWR 200 Roles and Responsibilities in Human Services	3	45
HSWR 201 Trends and Issues in Human Services	3	45
HSWR 108 Health and Wellness	3	45
<b>Total</b>	<b>18</b>	<b>270</b>

<b>Year One Winter Semester</b>	<b>Credits</b>	<b>Hours Lecture / Lab</b>
HSWR 106 Families	3	45
HSWR 150 Supporting Change in Human Service Work	4	60
HSWR 103 Counseling Skills	4	60
CYFS 116 Lifespan Development	4	60
HSWR 118 Practicum 1	4	180
<b>Total</b>	<b>19</b>	<b>405</b>

<b>Spring Semester:</b>	<b>Credits</b>	<b>Hours Lecture / Lab</b>
HSWR 101 Disability Studies	3	45
HSWR 119 Practicum 2	4	180
<b>Total</b>	<b>7</b>	<b>225</b>
<b>Credit Totals: Fall, Winter and Spring Semesters</b>	<b>44</b>	<b>900</b>

Successful completion of all Year 1 courses is required for the HSW Certificate. A student must complete the certificate within three years (36 months) from the start date.

**Human Service Worker Diploma (required courses)**

<b>Year Two Fall Semester</b>	<b>Credits</b>	<b>Hours Lecture / Lab</b>
HSWR 211 Conflict Resolution	3	45
HSWR 212 Crisis Intervention	3	45
<b>Total</b>	<b>6</b>	<b>90</b>

<b>Year Two Winter Semester</b>	<b>Credits</b>	<b>Hours Lecture / Lab</b>
HSWR 213 Child & Youth Mental Health	3	45
HSWR 215 Issues in Adolescence	3	45
<b>Total</b>	<b>6</b>	<b>90</b>

<b>Year Two Spring Semester</b>	<b>Credits</b>	<b>Hours Lecture / Lab</b>
HSWR 214 Introduction to Addictions	3	45
Elective Course*	3	45
<b>Total</b>	<b>6</b>	<b>90</b>

**One (or more\*) of the following elective courses is required for successful completion of the HSW Diploma:**

<b>Elective courses</b>	<b>Credits</b>	<b>Hours Lecture /lab</b>
ECED 149 Studies in Diversity	3	45
CRIM 131 Introduction to the Criminal Justice System	3	45
CYFS 201 Independent Study	3	45
INDG 240 Indigenous Family Support Studies	3	45

**\* A student's first year courses plus their second year courses must equal a minimum of 60 credits for the Diploma.**

<b>Total: Year 1 &amp; 2</b>	<b>62</b>	<b>1170</b>
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#### **COURSE GRADE:**

Course grades are assigned as follows:

<b>Grade</b>	A+	A	A-	B+	B	B-	C+	C	C-	D	F
<b>Mark (Percent)</b>	≥ 90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	59-55	54-50	< 60

Practicum grades are as follows:

<b>COM</b>	Completed to defined standard (>60%)
<b>NCG</b>	No Credit Granted (<59%)

## **COURSE DESCRIPTIONS:**

### **CYFS 101 Inclusive Interpersonal Communications**

Inclusive Interpersonal Communications enables the student to develop interpersonal communication skills to enhance their professional and personal relationships. We also expect students to clearly evaluate their own values, beliefs, and attitudes that influence their interpersonal communication.

### **CYFS 102 Observing and Recording**

This course is designed to help students become human service workers, education assistants, early childhood educators, and aboriginal education support workers enhance their skills in observing and recording human development and behavior from birth through adulthood. A variety of observing and recording techniques will be explored in the course.

### **CYFS 116 Lifespan Development**

This course explores the development of humans from conception to death. It includes physical, cognitive and psychosocial developmental domains. Students preparing to work in careers that involve other people need to clearly understand clearly the complex, dynamic process of development throughout a person's lifespan. This knowledge can provide students with insight into their own development and the development of those they will encounter in their personal and professional lives.

### **HSWR 101 Disability Studies**

This course is designed to introduce students to relevant physical, mental, emotional, and health conditions that might result in disability. The causes, interventions and effects of a disabling condition on the individual, family, and community are examined as well as changing values and practices. We explore the impact of poverty, deinstitutionalization, unemployment, and isolation on the lives of people labeled as disabled. This course focuses on disabling conditions prevalent in the field of human service.

### **HSWR 103 Counseling Skills**

This course introduces students to introductory interviewing and counselling skills that are needed for developing rapport, trust, and empathy in relationships with the clients they serve. Students develop skills in using invitational strategies, reflecting feelings and content, summarizing information, challenging perceptions, conducting assessments, and goal setting. Throughout the course there is an emphasis on self-reflection and self-evaluation.

### **HSWR 105 Professional Communications**

This course is designed to prepare students to use effective written communication, as a professional in the fields relating to the Human Service Worker Certificate. This course focuses on specific types of writing used in the field of human service work, such as letters, assessments, marketing, using social media and writing proposals. We explore the challenges and benefits of using new technologies for communication and the changing culture of professional communication.

### **HSWR 106 Families**

This course provides early childhood educators and human service workers with an in-depth understanding of the diverse nature of families, the issues and challenges that can be barriers to family health, and how to assist in building skills to work collaboratively to support families.

### **HSWR 108 Health & Wellness**

This course is designed to provide students with a basic understanding of the holistic health care needs of individuals in the community. Students are provided with the basic knowledge necessary to assist individuals who are unable to meet their health care needs independently. Students will also explore the concept of self-care and worker burnout. The content of this course is specific to developing the skills, knowledge, and values in the Human Service Worker setting.

### **HSWR 118 Practicum 1**

The purpose of this course is for students to integrate theory and skills learned in the classroom in an on-site practicum.

### **HSWR 119 Practicum 2**

This practicum is designed to give you an opportunity to gain practical experience in a human service setting. You should be able to integrate theoretical, practical and philosophical classroom-based learning with on-site experience.

### **HSWR 150 Supporting Change in Human Service Work**

Students will learn the theories and principles of supporting behaviour change in the human service field. Students will explore practical tools for empowering change at the individual level and methods to address systems that perpetuate inequities in society.

### **HSWR 200 Roles and Responsibilities in Human Service**

HSWR 200 introduces you to the practice of social work, including a critical examination of the ethics, values and historical development of the Social Work Profession. Students learn a variety of models and theories of social work practice and examine how they can be applied to diverse populations.

### **HSWR 201 Trends and Issues in Human Services**

HSWR 201 is a critical introduction to the study of Canadian Social Welfare Policy and the structure of social services in Canada. The objectives and context of social welfare are presented and examined using different ideologies and discourses.

### **HSWR 211 Conflict Resolution**

This course provides students with an introduction to the theory, process, and skills of conflict resolution in child, youth, and family related conflicts. The course will introduce students to the core elements of conflict, restorative justice, mediation, and negotiation, and will provide the opportunity for students to develop skills for negotiating personal and professional disputes.

### **HSWR 212 Crisis Intervention**

This course provides the student with an introduction to the theory and practical day to day procedures of crisis intervention. Student may be exposed to crisis topics common to a variety of helping profession disciplines, including counseling, education and social work.

### **HSWR 213 Introduction to Mental Health Issues for Children and Youth**

This course uses a strengths-based approach to working with children and youth with mental health concerns. This course introduces students to the most commonly diagnosed mental illnesses, the direction for interventions, and the professionals presently working in the mental health field.

**HSWR 214 Introduction to Addictions**

This course provides the learner with an overview of current practice, theories and models in the field of substance use. Topics include: models of addiction, assessment, intervention and treatment for alcohol and other drug abuse; the impact of substance use on the individual, family and society in general; and ethical issues and challenges for practitioners.

**HSWR 215 Issues in Adolescence**

This course introduces students to the contemporary study of adolescence from a lifespan perspective. It explores the challenges and the strengths of adolescence along with the ways this knowledge can be applied to support healthy development among the diversity of young people in this period of life.

**Elective Courses:****CRIM 131 Introduction to the Criminal Justice System**

This course involves a critical examination of the structure and operation of the system that responds to crime and criminal behaviour: the police, courts and corrections. This course also examines the relationship between these agencies and the impacts and implications of the system. An emphasis is placed on experiential and interactive learning where students will engage with various individuals involved in the system. This course also includes an introduction to Indigenous justice models, community and restorative justice.

**CYFS 201 Independent Study**

This course is designed for focused, discipline-specific learning in the field of child, youth, or family studies. Students will systematically identify, plan, execute, and evaluate a learning project related to their professional field.

**ECED 149 Studies in Diversity**

This course is designed as an introduction to studies in human diversity. It provides students with a foundation from which to explore diversity and examine the issues related to it.

**INDG 240 Indigenous Family Support Studies**

This course explores the diverse and unique nature and dynamics of First Nations, Aboriginal, Metis and Inuit (referred to inclusively as Indigenous) families. Students learn directly from Indigenous families, their support networks and advocates their strengths as well as the challenges and struggles they continue to face through the imposed transition from traditional to contemporary family roles. From this, students work towards fostering a better understanding of how they can assist in providing culturally appropriate family support, and promoting family wellness and safe environments for children.