



Professional Communications - HSWR 105

Human Service Worker Certificate Program

Course Outline

COURSE IMPLEMENTATION DATE: May 1999
OUTLINE EFFECTIVE DATE: September 2019
COURSE OUTLINE REVIEW DATE: March 2024

GENERAL COURSE DESCRIPTION:

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.

Program Information: This course is required for the Human Service Worker Certificate and Diploma Programs.

Delivery: This course is delivered face-to-face and online.

COTR Credits: 3

Hours for this course: 45 hours

Typical Structure of Instructional Hours:

Instructional Activity	Duration
Lecture Hours	45
Seminars / Tutorials	
Laboratory / Studio Hours	
Practicum / Field Experience Hours	
Other Contact Hours	
Total	45

Practicum Hours (if applicable):

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

Course Outline Author or Contact:

Jennifer Cooper, MSW, RSW

Signature

APPROVAL SIGNATURES:

Department Head
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Department Head Signature

Dean Signature

EDCO

Valid from: September 2019 – March 2024

Education Council Approval Date

COURSE PREREQUISITES AND TRANSFER CREDIT:

Prerequisites: Minimum 65% in English 12 or equivalent (refer to [Course Equivalency Information](#) on the College website)

Corequisites: None

Flexible Assessment (FA):

Credit can be awarded for this course 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.

Prior Course Number: CYFS 105; HHFP 105

Date changed: May 2019

Textbooks and Required Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Valentino, L. (2013). *Handle with care: Communicating in the human services field in Canada*. Toronto, Ontario: Nelson Publishing.

Haig, J., Raikes, G. & MacMillan, V. (2010). *Cities & sources: An APA documentation guide* (3rd ed). Toronto, Ontario: Nelson Publishing.

Please see the instructor's syllabus or check COTR's online text calculator <http://go.cotr.bc.ca/tuition/tCalc.asp> for a complete list of the currently required textbooks.

LEARNING OUTCOMES:

Upon the successful completion of this course, students will be able to

- share information with all stakeholders in an accessible and respectful way;
 - express ideas and information with a professional level of writing;
 - design and produce a variety of documents and business correspondence specific to the workplace;
 - use research to effectively develop ideas and support a course of action;
 - utilize the computer as a tool to carry out a broad range of workplace tasks, including the organization and retrieval of information and the development of promotional materials;
 - use social media appropriately as a tool for sharing professional information and resources;
 - write basic assessment document;
 - follow professional and ethical guidelines related to document confidentiality, protection, and record keeping;
 - write summaries of information;
 - write reports using a strength perspective versus a deficit perspective;
 - demonstrate respect for diversity; and
 - promote for family and/or community involvement in documents where appropriate.
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COURSE TOPICS:

- Clear Language
- Letters & Memos
- Report Writing
- Research Skills
- Proposals
- Communicating with Technology

See instructor's Syllabus for the detailed outline of weekly readings, activities and assignments.

EVALUATION AND ASSESSMENT:

Assignments	% Of Total Grade
Online Discussion Forums/Activities	20%
Letter Writing Assignment	15%
Report Writing Assignment	20%
Proposal Writing Assignment	20%
Research Assignment	15%
Marketing Assignment	<u>10%</u>
Total	100%

Please see the instructor's Syllabus for specific classroom policies related to this course, such as breakdown of evaluation, penalties for late assignments and the use of electronic aids.

EXAM POLICY:

Students must attend all required scheduled exams that make up a final grade at the appointed time and place.

Individual instructors may accommodate for illness or personal crisis. Additional accommodation will not be made unless a written request is sent to and approved by the appropriate Department Head prior to the scheduled exam.

Any student who misses a scheduled exam without approval will be given a grade of "0" for the exam.

COURSE GRADE:

Course grades are assigned as follows:

Grade	A+	A	A-	B+	B	B-	C+	C	F
Mark (Percent)	≥ 90	89-85	84-80	79-76	75-72	71-68	67-64	63-60	< 60

An overall letter grade of 60% is required for successful completion of this course.

ACADEMIC POLICIES:

Late Policy: Assignments received up to one week past their due date will receive a penalty of 10%. Assignments received after the first week late will not be marked and the student will receive a zero for that assignment. Weekly discussion forums must be completed in the designated week and late postings will not be marked. Note that no assignments will be accepted after the last day of the semester.

See www.cotr.bc.ca/policies for general college policies related to course activities, including grade appeals, cheating and plagiarism.

COURSE CHANGES:

Information contained in course outlines is correct at the time of publication. Content of the courses is revised on an ongoing basis to ensure relevance to changing educational, employment and marketing needs. The instructor will endeavor to provide notice of changes to students as soon as possible. The instructor reserves the right to add or delete material from courses.