

SOWK 110A - Introduction to Human Services and Basic Counselling
3 Credits – 3 hours per week**Course Description**

This course will introduce the student to the broad range of opportunities available in the Human Services field. Additionally, the course will introduce the student to basic professional counselling skills, preparing them to enter a professional helping role.

Instructor

Instructor Name: Donna Pruski
Office location: CC205J
Phone number: 780.791.5128
donna.pruski@keyano.ca

Office Hours

Monday: 5:00 – 6:00 PM
Tuesday: 10:00 – 11:00 AM
Wednesday: 1:00 – 2:00 PM
Thursday: 10:00 – 11:00 AM
Friday: 10:00 – 11:00 AM

Hours of Instruction

Tuesday 1:00 PM - 3:50 PM
Room SYNCEN 110

Required Resources

Corey, M. & Corey, G. (2016). *Becoming a helper (8th Ed)*. Pacific Grove, CA: Brooks/Cole.

Course Outcomes

This course will introduce students to basic counseling skills and the role of the helping profession in the context of social work practice.

Upon successful completion of this course, the student shall be able to:

- Describe how their values and beliefs impact their practice
- Describe characteristics of effective helpers
- Identify fundamental techniques used in the helping interview
- Identify and understand commonly used mainstream counselling theories
- Identify traditional and contemporary ways of helping and healing
- Demonstrate awareness and understanding of acculturation differences
- Identify differences in communication style

- Demonstrate basic counselling skills and interviewing skills: appropriate use of open and closed questions, paraphrasing, reframing, reflection, summarizing, clarification, confrontation, use of empathy and immediacy.
- Describe the elements of a holistic helping orientation.

This course will touch on topics that may be of a sensitive nature to some participants and may trigger some traumatic memories. Time has been set aside at the end of each day for students to debrief as a class. Debriefing will take the form of discussing the topics objectively and non-judgmentally, in an environment of learning and change. However, it is recommended that a student who continues to experience discomfort in the course, discuss their feelings with the instructor to address any residual issues which may otherwise impact their ability to complete the course or program.

Written Assignment: Who am I as a Helper due September 28 th	20%
Midterm Exam October 12 th	25%
Interview assignment due November 23 rd	30%
Final Exam TBA (during Exam Period December 8 th - 16 th)	25%
TOTAL	100%

A grade of C- is required for progression.

1. Written Assignments: Who Am I as a Helper?

Reflective writing assignments are an opportunity for students to access, analyze, and review their learning and personal growth as they enter the field of Human Services. The text has questions for that purpose at the end of each chapter. The questions grow out of the major points developed in the chapter. Once you have read the chapter, commit yourself to completing the required questions. Use "I" statements to express your thoughts, feelings, and what knowledge you have gained through your life and within the course. Your writing should be free flowing. Write whatever comes to mind rather than censoring your thoughts and writing.

Student will receive written instructions in class. **Due September 28, 2021**

2. Midterm Exam

This midterm will cover Chapters 1-5 plus any additional material covered in class. The exam may consist of multiple choice, short answers, long answers and true or false questions. A brief review will be completed in class. **Due October 12, 2021**

3. Interview Assignment

Students will work in dyads or triads to complete a series of live, video recorded interview sessions. Pairs will be assigned in class.

Student will receive written instructions in class. **Due November 23, 2021**

4. Final Exam

This exam will cover Chapters 6-10 and Chapters 12 and 13, plus any additional material covered in class. The exam will consist of multiple choice, true or false questions, short answer and long answers essay questions. **TBD - During Final Exam Period December 8-16, 2021**

Grading System

Descriptor	Alpha Grade	4.0 Scale	Percent	Rubric for Letter Grades
Excellent	A+	4.0	> 92.9	Work shows in-depth and critical analysis, well developed ideas, creativity, excellent writing, clarity and proper format.
	A	4.0	85 – 92.9	
	A-	3.7	80 – 84.9	
Good	B+	3.3	77 – 79.9	Work is generally of high quality, well developed, well written, has clarity, and uses proper format.
	B	3.0	74 – 76.9	
	B-	2.7	70 – 73.9	
Satisfactory Progression	C+	2.3	67 – 69.9	Work has some developed ideas but needs more attention to clarity, style and formatting.
	C	2.0	64 – 66.9	
	C-	1.7	60 – 63.9	
Poor Minimum Pass	D+	1.3	55 – 59.9	Work is completed in a general way with minimal support, or is poorly written or did not use proper format.
	D	1.0	50 – 54.9	
Failure	F	0.0	< 50	Responses fail to demonstrate appropriate understanding or are fundamentally incomplete.

Proposed Schedule:

Wk	Date	Topics	Assigned reading
1	Aug 31	Review of course outline and introduction to the course and textbook. Are the Helping Professions for You?	Chapter 1
2	Sept. 7	Helper Know Thy Self	Chapter 2
3	Sept. 14	Knowing Your Values	Chapter 3
4	Sept. 21	Understanding Diversity	Chapter 4
5	Sept. 28	Written Assignment Due Common Concerns of Beginning Helpers	Chapter 5; Written assignment due in class 20%
6	Oct. 5	The Helping Process	Chapter 6
7	Oct. 12	Midterm	Midterm exam 25% covers Chapter 1-6
9	Oct. 19	Theory Applied to Practice	Chapter 7
10	Oct. 26	Ethical and Legal issues facing Helpers; Confidentiality in Social Work Practice	Chapter 8

11	Nov. 2	Managing Boundary Issues; Review Interview Assignment	Chapter 9
12	Nov. 9	Getting the Most From Your Fieldwork and Supervision	Chapter 10
13	Nov. 16	Working With Groups	Chapter 11
14	Nov. 23	Interview Assignment Due Working in the Community	Chapter 12
15	Nov. 30	Stress, Burnout and Self-Care	Chapter 13
Final	Dec.8-16	Final Exam date TBA	Final Exam 25% Covering Chapters 6-13

Please Note: Date and time allotted to each topic is subject to change.

Performance Requirements and Student Services

Student Responsibilities

It is your responsibility as a student to contact the Office of the Registrar to complete the forms for Withdrawal or Change of Registration, and any other forms. Please refer to the list of important dates as noted in the Academic Schedule in the [Keyano College credit calendar](#). The Keyano College credit calendar also has information about Student Rights and Code of Conduct. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

Student Attendance

Class attendance is useful for two reasons. First, class attendance maximizes a student's learning experience. Second, attending class is a good way to keep informed of matters relating to the administration of the course (e.g., the timing of assignments and exams). Ultimately, you are responsible for your own learning and performance in this course.

It is the responsibility of each student to be prepared for all classes. Students who miss classes are responsible for the material covered in those classes and for ensuring that they are prepared for the next class, including the completion of any assignments and notes that may be due.

Academic Misconduct

Students are considered to be responsible adults and should adhere to principles of intellectual integrity. Intellectual dishonesty may take many forms, such as:

- Plagiarism or the submission of another person's work as one's own;
- The use of unauthorized aids in assignments or examinations (cheating);
- Collusion or the unauthorized collaboration with others in preparing work;
- The deliberate misrepresentation of qualifications;
- The willful distortion of results or data;
- Substitution in an examination by another person;
- Handing in the same unchanged work as submitted for another assignment; and
- Breach of confidentiality.

The consequences for academic misconduct range from a verbal reprimand to expulsion from the College. More specific descriptions and details are found in the Student Rights and Code of Conduct section of the Keyano College credit calendar. It is the responsibility of each student to be aware of the guidelines outlined in the Student Rights and Code of Conduct Policies.

In order to ensure your understanding of the concept of plagiarism, you must successfully complete the online tutorial found on ilearn.keyano.ca. Then print the certificate, sign it, and show it to each of your instructors. Your course work may not be graded until you show this signed certificate.

Specialized Supports

The Student Services Department is committed to Keyano students and their academic success. There are a variety of student supports available at Keyano. Due to the continuing situation with the Covid-19 pandemic, the offered support services will be implemented through a model to respond to the restrictions in force at the time. In-person and virtual services will be offered. All Alberta Health Services guidelines will be followed for in-person appointments—wear a mask, maintain two meters of physical distance, use hand sanitizer, and stay home if you are unwell.

All student services are available during Keyano business hours: Monday to Friday, 8h30-16h30. The College is closed for statutory holidays. If you require support outside of regular business hours, please inform the support service team, and we will do our best to accommodate your needs.

Accessibility Services: provides accommodations for students with disabilities. Students with documented disabilities, or who suspect a disability, can meet with a Learning Strategist to discuss their current learning barriers and possible accommodations. Students who have accessed accommodations in the past are encouraged to contact us to request them for the semester. Please note that requesting accommodations is a process and requires time to arrange. Contact us as soon as you know you may require accommodations. For accessibility supports and to book an appointment, please contact accessibility.services@keyano.ca.

Accessibility Services also provides individual and group learning strategy instruction for all students, as well as technology training and supports to enhance learning. Meet with a Learning Strategist to learn studying and test-taking strategies for online classes. Schedule an appointment with the Assistive Technology Specialist to explore technology tools for learning. Book an appointment today by emailing accessibility.services@keyano.ca

Wellness Services: offers a caring, inclusive, and respectful environment where students can access free group and individual support to meet academic and life challenges. Mental Health Coordinators offer a safe and confidential environment to seek help with personal concerns. Students may access services virtually and in-person.

Wellness Services welcomes students to participate in any of the group sessions offered throughout the academic year addressing topics including mindfulness and test anxiety.

Individual appointments can be made by emailing wellness.services@keyano.ca.

Library Services: provides students with research and information supports as they engage in their studies. Library staff are available to support you both online and in-person throughout the semester. For a detailed list of library supports and services, go to www.keyano.ca/library. For all inquiries, please email askthelibrary@keyano.ca or chat with us online.

Begin your research with the [Library's FIND page](#). Search for information and sources for your assignments using the OneSearch, the Library's Catalogue, or by searching in a specific database selected from the [A-Z Database List](#).

Individual support with us is available. For support with citations, research and other information needs, appointments can be booked using the online [Book A Librarian Calendar](#). For support with Moodle, educational tools for assignments, Microsoft Office, Zoom, Teams and more, book an appointment using the online [Educational Technology Support Calendar](#).

Research and subject guides are helpful resources when beginning your research, assignment, using new educational technology, or addressing other information needs. To view a subject or course-specific guide, check out the complete listing of online [Subject Guides](#).

To access additional research resources, including Citation Guides (APA, MLA, Chicago, or IEEE), go to the [Research Help Library page](#).

The Loanable Technology collection is available to support students in their learning pursuits, whether online, in person or both. Items available for borrowing include mobile projectors, webcams, noise-cancelling headphones, Chromebooks, and laptops. For an up-to-date list of technology available for borrowing as well as support available, go to the Library's [Loanable Technology webpage](#).

Academic Success Centre: The Academic Success Centre is a learning space in the Clearwater Campus (CC-119) at Keyano College. Students can gather to share ideas, collaborate on projects, get new perspectives on learning from our Academic Content Specialists, or use the Centre's educational resources. The Academic Success Centre provides academic support services to students registered in credit programs at Keyano College in the form of individual tutoring, writing support groups, facilitated study groups, workshops, and study space. Services are **free** to Keyano students.

Academic Content Specialists are available in the areas of Math, Science, Human Services, and English/Humanities. This covers all courses offered at Keyano. The Academic Success Coach can also be found in the Academic Success Centre.

For the most up to date information on how to book a session, please view [the Keyano Academic Success Centre homepage](#).

Academic Integrity: The goal of the Academic Success Centre is to foster a student's ability to learn effectively and independently. Students registered at Keyano College are welcome to drop by the Centre to visit with any of our Academic Content Specialists to discuss their academic concerns.

Availability: Monday to Friday: 8:30 a.m. – 4:30 p.m. Flexible times may be available upon request. Virtual and in-person sessions, please email to get in contact with our Academic Content Specialists. For the most up to date information on how to book a session, please view the [Academic Success Centre homepage](#).

Academic Success Coach: offers you support and access to resources for your academic success to help you to find the Keys to your Success. The Academic Success Coach will work with you to develop an academic success plan, develop your study and time management skills, and connect you with the right resources here at Keyano. Academic.success@keyano.ca is the best way to access resources during blended service delivery. The Academic Success Coach is located in the Skill Centre in CC-119 at the Clearwater Campus.

E-Learning

Technology and internet will impact your online learning experience. It's important that you can watch an online video and other course materials, take online quizzes and participate in a live class with your instructor and other students. Live/virtual classes will be hosted in Microsoft Teams or Zoom.

For all course delivery types, you will access your course resources on Keyano's learning management system, **Moodle (iLearn)**. Login in using your [Keyano username and password](#).

Keyano College operates in a Windows based environment, and having the correct tools for online learning is important. Here's a list of recommended system requirements.

Internet Speed

Minimum Internet speeds of 10 Mbps.

Recommended Internet speeds of 25 Mbps (especially if you are sharing your internet at home).

Check your internet speed with Fast.com.

System requirements:

Microsoft Windows	Apple
<p>Minimum Requirements:</p> <ul style="list-style-type: none"> · A Windows 10 computer/laptop · Minimum 4GB of RAM. · 10GB+ available hard drive storage. · Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). <u>Microsoft Office</u> software is free to all Keyano students and employees. · Microphone, webcam and speakers. A headset with a microphone is recommended. · System updates must be regularly installed. · Anti-Virus / Anti-Malware software 	<p>Minimum Requirements:</p> <ul style="list-style-type: none"> · A Macintosh (V10.14 and above) computer/laptop · Minimum 4GB of RAM. · 10GB+ available hard drive storage. · Enough available hard drive space to install the Microsoft Office suite (approximately 3GB). <u>Microsoft Office</u> software is free to all Keyano students and employees. · Microphone, webcam and speakers. A headset with a microphone is recommended. · System updates must be regularly installed. · Anti-Virus / Anti-Malware software.
<p>Recommended Requirements</p> <ul style="list-style-type: none"> · 8GB of RAM · A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free. 	<p>Recommended Requirements</p> <ul style="list-style-type: none"> · 8GB of RAM · A method of backing up/synchronizing to local or cloud-based storage such as OneDrive is highly recommended. This is included if you complete the setup of KeyanoMail and download MS Office using your Keyano email for free.

Chromebooks are **not** recommended as they are not compatible with testing lockdown browsers.

A Microsoft Surface or iPad or iPad Pro may be possible alternatives in some program areas.

Specific Department Requirements:

Business and OA programs require Windows 10.

Other programs may utilize Windows based tools as well.

Computer Software

Students will be able to get access to Microsoft Office 365 for free using Keyano credentials by [clicking here](#).

Recording of Lectures and Intellectual Property

Students may only record a lecture if explicit permission is provided by the instructor or by Accessibility Services. Even if students have permission to record a lecture or lecture materials, students may not share, distribute, or publish any of the lectures or course materials, this includes any recordings, slides, instructor notes, etc. on any platform. Thus no student is allowed to share, distribute, publish or sell course related content (instructor, or students) without permission. It is important to recognize that the Canadian Copyright Act contains provisions for intellectual property. The [Academic Integrity Policy](#) provides additional information on Keyano College's expectations from students as members of the intellectual community.

ITS Helpdesk

If you are having issues with your student account, you can contact the ITS Helpdesk by emailing its.helpdesk@keyano.ca or calling 780-791-4965.