

**Okanagan College**

*Diploma Program in Human Service Work*

**Program Overview**

**And**

**Student Policy Handbook**

**Revised September, 2017**

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## PROGRAM SUMMARY

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Graduates of the two-year Diploma in Human Service Work will be prepared for employment in the social service, mental health and Community Living fields. Students will develop a theoretical knowledge base, a foundation of professional ethics and values, critical thinking skills, essential support skills, and a process for integrating all of their learning into a functional practice framework. Students will apply this practice framework to develop empowering, purposeful relationships that promote increased levels of health and well-being in individuals, families and groups.

Students will learn to advocate and to develop social support networks in collaboration with people from vulnerable populations. While acknowledging personal limitations, students will also learn to fulfill role responsibilities within the context of multidisciplinary teams.

The curriculum for the Diploma in Human Service Work reflects the expanding responsibilities and evolving practice standards for graduates from non-degree social service programs. It has been developed with extensive community consultation, and learning objectives are informed by provincially identified practice competencies.

Students must complete a 240-hour practicum in each year of the diploma program. These practica occur in from mid-April to mid-June, and require students to attend their placements for approximately 30 hours per week for approximately 8 weeks. Students can expect to complete their practica in professional work environments including, but not limited to:

- School District Educational Assistant (SD #23)
- Child and youth care services;
- Community-based services;
- Group homes;
- Vocational and employment services;
- Addictions services;
- Women's emergency shelters;
- Criminal justice;
- Rec and leisure services

Graduates of the program complete one placement in the Social Service/Mental Health field and another in the Community Living/Disability field; one after 2<sup>nd</sup> semester and the other after 4<sup>th</sup> semester.

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## PROGRAM OUTCOMES

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Graduates of the Human Service Work Program will possess the knowledge, skills and attitudes to deliver effective support services reflecting the following characteristics:

<b><i>Relationships</i></b>	Develop respectful, positive and ultimately helpful relationships with others. Encourage and assist others to expand their network of supportive relationships.
<b><i>Communication</i></b>	Communicate effectively, both verbally and in writing with individuals and groups. Interact successfully and strategically by applying communication skills best suited to specific contexts.
<b><i>Professionalism</i></b>	Conduct oneself in a reliable, ethical and professional manner by acknowledging personal limitations, fulfilling role responsibilities and embracing professional values.
<b><i>Community</i></b>	Increase inclusion and acceptance of all people in their community while embracing a commitment to principles of social justice. Support access and development of appropriate resources and social support networks.
<b><i>Advocacy</i></b>	Effectively advocate in a collaborative, empowering way while demonstrating knowledge of relevant systemic contexts. Empower others by promoting self-advocacy and the acquisition of self-advocacy skills.
<b><i>Team Work</i></b>	Contribute to positive team development and functioning by using knowledge of group process and engaging in self-assessment, collaborative decision making, problem solving, and conflict resolution.
<b><i>Problem Solving/Critical Thinking</i></b>	Use critical thinking skills in relevant situations.
<b><i>Self-Awareness</i></b>	Self-reflect and solicit feedback to increase awareness of the impact that one's attitude, beliefs, and behaviour have on self and others.
<b><i>Skilful Practice</i></b>	Promote client's quality of life, health and well-being through the application of such skills as assessment, planning, teaching, facilitating, providing emotional support, and action planning.
<b><i>Life-Long Learning</i></b>	Continually strive to develop personally and professionally through a variety of learning experiences.

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## PROGRAM OUTLINE

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For more information about the courses listed below, please visit [the HSW Program's web page](#).

### ***Semester I***

HSW 107	Introduction to Mental Health
HSW 111	Interpersonal Relationships
HSW 114	Families
SOCW 200A	Introduction to Social Work Practice
PSYC 111	Introduction to Psychology: Basic Processes*
Plus One of	English 100, 150, 151, 152, 153 or 154

### ***Semester II***

HSW 102	Augmentative Communication
HSW 106	Practicum Preparation I
HSW 108	Health Care Skills
HSW 122	Emotional Support
HSW 124	Supporting Positive Change
PSYC 121	Introduction to Psychology: Personal Functioning*

### ***Intersession – Mid-April to Mid-June***

HSW 130	Practicum I
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### ***Semester III***

HSW 205	Groups
HSW 211	Politics and Perspectives on Disability
PSYC 220	Lifespan Development or Human Development*
Plus	Six credits of two Arts and/or Science electives

### ***Semester IV***

HSW 206	Practicum Preparation II
HSW 210	Child and Youth Mental Health
HSW 220	Principles of HSW Practice
SOCW 200B	Introduction to Social Welfare in Canada

### ***Intersession - Mid-April to Mid-June***

HSW 230	Practicum II
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\* PSYC 111 and 121 are prerequisite courses for PSYC 220

\*\* Students must ensure that their Arts and Science electives are university transferable (students can check transferability of courses at the [BC Transfer Guide website](#)).

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## GRADING AND GRADUATION REQUIREMENTS

See the Okanagan College website for more information on the [College's Grading Policy](#).

- Students must receive 70% or higher in *each* of their Human Service Work Courses to graduate.
- Students must achieve a *cumulative* average of 60% or higher in their elective and university transfer courses to graduate.
- HSW 106 and 206, our 1<sup>st</sup> and 2<sup>nd</sup> year Practicum Preparation courses, are graded on a Pass/Fail basis.
- Practicum is likewise graded on a "Pass/Fail" basis. To complete their practicum successfully, a student's performance must be assessed to have met an established standard of evaluation in all competency areas identified in the practicum evaluation guide. See Practicum Guidelines and Evaluation Package in HSW 106 for more information on specific practicum evaluation criteria.

### ***Grade Appeals***

Students have a right to a fair and impartial hearing of any College decision on matters of academic standing. For more information, see the [General Appeals on Academic Policy or Grade Appeal policy](#).

### ***Transfer to Other Post-Secondary Institutions***

The Diploma program is connected to a number of universities and university colleges throughout British Columbia. Students are encouraged to contact the College's [educational advisors](#) for support concerning transfer credits. Students may also use the [BC Transfer Guide website](#) to help guide their educational planning.

### ***Past Graduates and Commensurate Certification***

Past graduates of the Human Service Work Certificate program and graduates with Certificates from other colleges may apply to upgrade to a diploma credential. Seats for students wishing to upgrade their credentials will be awarded based on time and date of application.

## SELF-DISCLOSURE

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Self-disclosure is a natural and personal aspect of the growth process that can enhance and support student learning. Students are expected to determine their own boundaries with respect to self-disclosure by assessing their level of comfort and safety with this process, and by reflecting upon their motivation to self-disclose. Students are also expected to maintain an awareness of the way in which their decision to self-disclose contributes to the learning environment, and should modulate their self-disclosure accordingly.

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## ETHICAL AND PROFESSIONAL CONDUCT

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### *Ethical Foundation*

The Human Service Worker Diploma Program acknowledges and adopts the [Canadian Association of Social Workers' \(CASW\) Code of Ethics](#), as well as the [CASW Guidelines for Ethical Practice](#) and the [Core Social Work Values and Principles](#) the foundation guiding our everyday professional practice.

### *Professionalism*

Faculty of the Diploma Program in Human Service Work are charged with ensuring that all of its graduates have the requisite knowledge, skills and values to meet professional practice standards defined by the CASW Code of Ethics and by the human service agencies who serve vulnerable populations.

Therefore, Human Service Work students are expected to behave in a manner consistent with the documents identified above, and must demonstrate accountability for their actions, when a breach in ethical practice is identified. As a result, students must familiarize themselves with the documents identified above, as well as with the guidelines for student conduct outlined in the [Conduct section of Okanagan College's General Academic Regulations and Policies](#).

Examples of unprofessional conduct include but are not limited to:

- Disruptive or immature behaviour;
- Putting self or others at risk of harm;
- Harassment or abusiveness;
- Breaches of confidentiality, including that of their colleagues and instructors;
- Consistent lateness and/or absence from class and/or practicum placement.
- Disrespectful behaviour in class or during practicum.

In addition, Human Service Work students who are convicted of, or admit to serious illegal activities that are inconsistent with the practice of human service work, or who are likely to harm clients (such as verbal, physical, sexual assault, fraud or trafficking in narcotics) will be subject to the *Procedure for Addressing Unprofessional Conduct* as described below.

Human Service Work students should also note that criminal charges, the commencement of civil proceedings or the commencement of student disciplinary proceedings does not preclude Okanagan College from initiating the Procedure for Unprofessional Conduct.

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### ***Process for Addressing Unprofessional Conduct***

Satisfactory performance in both coursework and practicum placements is a prerequisite to advancement but may not be the sole criterion in the consideration of suitability for advancement or graduation. The Human Service Work Department reserves the right to initiate termination proceedings if the student is considered to be unsuited to continue with study or practice of human service work. A student may be considered unsuited to continue with the study or practice of human service work if he or she engages in unprofessional conduct. When an individual (complainant) believes that unprofessional conduct may have occurred, they must:

- First, discuss their observations with the individual with whom they have the concern.
- If the matter is not resolved satisfactorily at that stage, or if the alleged unprofessional conduct persists, the complainant will bring the matter to the attention of the Department Chair, who will discuss the matter with the involved individuals wherever possible.
- If the situation remains unresolved, the Chairperson may solicit the involvement of the Dean or a designate identified by the Dean for support in resolving the matter.
- A student found to be in breach of the HSW or Okanagan College conduct policy, may be subject to formal recourse, including a student support contract, probation and/or termination.

### ***Probation***

Students may refer to the [student conduct section of Okanagan College's General Academic Regulations and Policies](#) for detailed information concerning academic and non-academic probation. In the event that a student is placed on probation for unprofessional conduct (see above), after having met with the student to establish the terms and conditions of the probation:

- The Dean or designate shall inform the student in writing of the terms and conditions of probation. A copy of the letter will be provided to the Department Chair.
- The Dean or designate shall inform the Registrar, if applicable, and notify Human Resources Skills Development Canada (and/or any other agency involved in facilitating the student's training) of his/her probationary status.
- The Department Chair and Instructors shall monitor the student's performance and report to the Dean or designate as to the student's progress in meeting the terms of probation.
- Based on Instructor reports, the Dean or designate may take a range of actions where a student has been placed on probation. Those actions may include, but are not limited to, program termination, revocation of probation or a student support (learning) contract.
- The Dean's decision shall be communicated in writing to the student, the Registrar, and, if applicable, to Human Resources and Skills Development Canada (and any other agency involved in the student's training).
- The termination shall be annotated on the student's permanent record.

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## PROGRAM RE-ENTRY FOLLOWING WITHDRAWAL OR TERMINATION

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Refer to the [Probation and Termination section of Okanagan College's General Academic Regulations and Policies](#) for general information about program withdrawal and termination. Okanagan College reserves the right to grant readmission to the program in accordance with its general admission policies. Students applying for re-entry will not be given preference over other applicants.

### *Re-Entry Process*

A student who is withdrawn or terminated from the program, and who wishes to re-apply:

- Must discuss honestly and in good faith, the matter that resulted in withdrawal or termination, with the department Chairperson;
- Must notify the program Chairperson of their intentions to apply for re-entry less than one year from the time of withdrawal or termination.
- Must provide a reasonable and practical rationale supporting their re-entry into the program, which adequately addresses the reason(s) for their termination or withdrawal.

Students who wish to re-enter the program following a withdrawal or termination, and who have been absent for more than one year, must receive approval from the program Chairperson, in consultation with the Dean or designate. Students who do not receive approval must re-apply for re-entry as an incoming first-year student via the Okanagan College Admissions Office.

### *Factors Affecting Program Re-Entry*

The decision to allow readmission to the program following a withdrawal or termination will be made on an individual basis, in consultation with the Dean or designate. The following factors will be considered in the decision:

- Whether the student has demonstrated satisfactory performance in all program courses at the time of withdrawal or termination;
- Whether the student has previously withdrawn or been terminated from the program;
- Whether the student can demonstrate that they have resolved the difficulty that led to the withdrawal or termination;
- The extent to which the student has kept the department Chairperson informed of his/her plans for readmission, and
- Whether the student has received written approval for readmission from the department Chairperson.

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In addition, a student who is re-entering after receiving a failing grade in a practicum course may be required to repeat a lower level practicum course and satisfy the concurrent registration requirements for that course.

Upon re-entry, if the student subsequently fails any program course, he/she will be required to withdraw from the program for a minimum of two calendar years. If a student returns after this two-year waiting period, he/she will be required to enter the program as a new applicant, and to successfully repeat all program courses, including those courses for which advance standing, transfer credit, or PLA credit were previously granted.

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## **EXAMINATIONS AND ASSIGNMENTS**

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All students must write examinations at the scheduled date and time indicated by their instructor. Examination dates are identified on the course syllabus.

### ***Absence from Examinations***

Absence from an examination must be discussed with the instructor a minimum of 24 hours in advance of the exam. Specific and otherwise unavoidable circumstances preventing a student from providing 24 hours' notice may be considered. Absence due to illness must be supported by a medical certificate. Other supporting documents will be required for absences due to reasons other than illness. A student who cannot provide an adequate rationale for missing an exam will receive zero.

### ***Late Arrival to Examinations***

Students who arrive less than 5 minutes late for examinations, and who have a legitimate rationale for their late arrival will be permitted to write the examination with a grade penalty of 10%.

Students who arrive more than 5 minutes late for an examination will not be permitted entry to the classroom. Those students may approach the corresponding instructor after the examination if their absence meets the criteria identified above.

### ***Rewrites***

The HSW program does not offer rewrites on any assignments, including examinations.

### ***Extensions***

Assignments must be submitted to the designated instructor at the time, date and location specified on the course Syllabus, the corresponding Assessment Details document, and/or in accordance with the instructions provided by the instructor. Applications for extension are discouraged, but will be considered if made to the designated instructor a minimum of two working days in advance of the due date.

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Extraordinary requests for extensions that are made less than two working days in advance of the due date will be considered at the Department level. If an extension has not been approved, ten percent (10%) will be deducted from the assignment grade for each 24 hours (or portion thereof) that the assignment is late, including Saturdays, Sundays, and holidays.

### ***Academic Honesty***

The HSW program uses the Okanagan College policy concerning [Academic Honesty](#).

All Human Service Work students are expected to behave in accordance with our profession's guiding ethical standards and principles. Therefore, must complete and submit their assignments reflecting, in good faith, the student's best efforts to acknowledge the work of others.

## **ATTENDANCE**

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Refer to the Okanagan College General Academic Regulations & Policies re: [Attendance](#).

Punctual attendance is mandatory in the HSW program. Missing class or practice time can significantly affect a student's mastery of the competencies required for graduation. Human Service Work practice competence involves developing the knowledge, skills, values and judgment that best serves the vulnerable populations we work with. Missed practice time is simply not replaceable. Developing the required level of practice competence requires that students engage actively in all practice experiences, including formal classes, labs and field-based learning experiences, throughout the program.

Students are accountable for maintenance of their personal health, and for time management that enables them to attend all scheduled practice and laboratory experiences. Time management is a necessary professional skill; punctuality is expected in professional workplaces.

If a student is absent, it is their responsibility to:

- Contact the instructor as soon as possible to notify them of the absence;
- Gather resources (notes etc.) that may have been missed;
- Provide medical or other documentation relating to their absence(s) as required.

Patterns of lateness or absence will be brought to the attention of the HSW Chairperson, and a student support contract addressing the student's attendance may be developed and implemented with the student as a result.

Instructors will document the number of days absent on students' final practice evaluation each semester.

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### ***Reporting Absences***

Contact the appropriate instructor by phone or email at Okanagan College no later than 15 minutes prior to the start of the class the student expects to miss.

The HSW evaluates attendance in terms relating to our co-developed professionalism rubric. A pattern of absenteeism or lateness will be reflected in the instructor's assessment of the student's professionalism at the end of each term. Where the rubric provides an inadequate mechanism to assess and respond to the student's attendance, the [Okanagan College policy on attendance](#) shall govern.

### ***Persistent Patterns of Absence***

Students who anticipate missing more than 2 classes in a row, need to discuss this with their instructor and/or the Department Chair prior to missing those classes.

As discussed above, satisfactory course completion requires that students are in attendance and engaged consistently in their studies. Missing large chunks of practice time may leave a student undertrained and underprepared to enter the field, and to practice ethically. Therefore:

- Four (4) or more absences from any single course during a semester may result in a failing grade for that course.
- Six (6) or more absences from class in the same semester across more than 1 HSW course, would be considered in the same vein as a pattern of absences within the same course.

Whereas students are expected to manage their own schedules, including absences:

- The requisite instructor will make every effort to communicate with each student who misses two (2) classes in the same course(s).
- If the student misses a third (3<sup>rd</sup>) class in that same course, the program Chairperson will request to meet with the student to develop a learning contract in support of helping the student meet attendance expectations. The program Chairperson will notify the Dean or designate at this stage.
- Any breach of the learning contract will result in a meeting with the Dean or designate.
- If the student misses a 4<sup>th</sup> class in the same course, the program Chairperson will notify the Dean or designate and request a formal review of the student's learning contract.
- Further absences may result in a course failure, and/or other disciplinary measures that may be applicable to that student.

Whereas tracking absences across the program may be challenging, instructors will make every effort to communicate with students demonstrating a pattern of absence across their respective HSW courses.

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### ***Illness or Incapacity***

Illness or incapacity refers to any situations or afflictions that prevent a student from attending all or part of any scheduled classroom, laboratory, shop, clinical or practicum placement. It also refers to any situations or afflictions that undermine a student's ability to perform and to be assessed in demonstrating mastery in competencies required for course completion, where such inability is substantively attributable to illness, injury, disability or serious mental distress.

If, in the opinion of the instructor, a student is incapable of successfully completing a program for reasons related to health or disability, the instructor shall consult with the Dean or designate.

## **OTHER EXPECTATIONS AND REQUIREMENTS**

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### ***Criminal Record***

Should a student incur a Criminal Record while participating in the Human Service Work Program, the student must inform the Program Chairperson as soon as possible. The student may then be required to undertake a follow up criminal records check before beginning their practicum. A student may be terminated from the program if the conviction affects their ability to ethically and safety support vulnerable individuals.

### ***Dress Code***

As social service professionals, Human Service Workers are expected to maintain a high degree of professionalism. Whereas one's professionalism is generally expressed in their behaviour, it is also expressed by how one chooses to dress. Health and social service instructional departments and community social service agencies alike expect students and employees to dress in clothing that adequately covers their body, and that demonstrates awareness of the needs and values of their instructors, colleagues and, most importantly, their clients. Therefore, the HSW program requires students to consider and demonstrate awareness of the messages they express, intended or otherwise, via their clothing choices.

## **CONFLICT RESOLUTION**

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HSW students receive instruction in communication and conflict resolution skills. Therefore, students are expected to make their best efforts to communicate their concerns using the skills learned in class.

### ***Conflict Resolution Process***

A student or students who wishes to express a concern about a colleague, the HSW program, Okanagan College, or any of its students, employees or affiliates, must use the following process for voicing their concern, with intention to resolve the issue in good faith:

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- Discuss the problem(s) directly with the person concerned;
- If the concern remains unresolved, the student with the concern will inform individual with whom they are having conflict of their intent to consult with the requisite classroom instructor;
- If the student progresses to a discussion with the classroom instructor or the program Chairperson, the student must review with the Chairperson the efforts they have made to first resolve the issue directly with the person with whom they have the concern;
- If the concern is about the requisite classroom instructor, the student may consult with the department Chairperson once they have informed the instructor of their intent to do so;
- If the concern is related to the Department Chair, the student may consult with the Dean or designate of the Faculty of Science, Technology and Health,

## **PRACTICUM**

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Practicum is an 8 week, 30 hours per week block placement, totalling 240 hours. Students are in practicum in the College's intersession period, which generally occurs mid-April through to mid-June.

### ***Injury Sustained while in Practicum***

Students are covered by Workers' Compensation when in clinical or community agencies. If injured either at the College or in an agency they must notify their supervising instructor, as well as the Okanagan College safety officer within 24 hours of having sustained their injury.

### ***Readiness for Practicum Experience***

Students demonstrate their readiness to proceed to their practicum placement by successfully meeting the competencies required prior to practicum placement, and by demonstrating their growing professionalism in their HSW courses. Competencies required for practicum placement are generally, but not exclusively covered in courses pre-required by HSW 130. Furthermore, student professionalism is reviewed and assessed formally each semester. Therefore, faculty reserve the right to deny a student placement in practicum if they have not met the required competencies, and/or if they fail to demonstrate the degree of professionalism that would be generally expected of a 1<sup>st</sup> year student in a field placement.

In order to enter HSW 130: Practicum I, students must:

- Complete semesters one (1) and two (2) of the Human Service Work Program (see Course Description), or;
- Obtain permission from the Dean or designate, in consultation with the program Chairperson.

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Second year students must complete semesters three (3) and four (4) prior to their final practicum placement (HSW 230), or obtain permission from the Department under the same conditions as that for first year students (above).

Students who obtain permission from the Dean or designate to enter their practicum must show substantive evidence of their readiness as part of a rationale for securing a practicum placement.

### ***Practicum Placement Selection***

Practicum experiences are an essential element of the Diploma Program in Human Service Work. All agencies serving as practicum sites must first be approved by Okanagan College by way of the College's affiliation agreement contract.

The practicum selection process used by the HSW program employs a three (3) voice system to determine the placement best suited to the individual student's learning needs. The student's preferences including, but not limited to, those related to area of practice and geography, will be considered alongside those of the identified field supervisor and that of the student's requisite instructor (who also plays the role of faculty liaison for the HSW program). While there is some flexibility in terms of what constitutes the placement best suited to the student, the HSW instructors reserve the right to make the final decision. The primary decision-making principle used in practicum selection will reflect those experiences that will offer the student the greatest growth potential toward mastering the competencies required to pass the practicum and to graduate from the program.

Where a dispute arises concerning the targeted student/placement, Okanagan College ultimately reserves the right to determine the suitability of any practicum placement, and reserves the right to change a student's practicum placement. The student has the right to be informed, in writing, of the reason for doing so.

### ***Practicum Geography***

The HSW program resides on three (3) Okanagan College campuses in three unique communities. Each program location maintains its own set of practicum placements. Therefore, students enrolled in the program will attend practicum sites corresponding to their respective service-delivery areas.

- Students enrolled in the Salmon Arm program will attend a practicum in the geographic area between Revelstoke and Enderby;
- Students enrolled in the Vernon program will attend a practicum in the geographic area between Enderby and Lake Country;
- Students enrolled in the Kelowna program will attend a practicum in the geographic area between Lake Country and Osoyoos.

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### ***Transportation to and From Practicum***

Students must arrange for their own transportation to and from practicum sites. Travel expenses are the student's responsibility.

### ***Attendance in Practicum***

Attendance at practicum is required. Students must notify the supervising field instructor and the requisite faculty liaison whenever the agreed-upon practicum schedule cannot be met.

Students may be asked to assume a flexible practicum schedule, which may include attending in the afternoons, evenings and on weekends. Therefore, students must make the necessary adjustments with day care, part-time employment, etc. in order to prioritize their practicum schedule. Persistent or problematic patterns of absences and/or late arrivals may be subject to a similar process as that which relates to classroom absences and late arrivals (above).

### ***Evaluation***

Students need feedback to support their progress toward acquiring the competencies required to pass their practicum and graduate the program. The HSW Instructors are required to give verbal and written feedback to students regarding their laboratory/clinical/practicum performance. HSW instructors always provide feedback that is intended to support the student to grow their knowledge base and skills, and that challenge their attitudes, values and beliefs. Therefore, even though some feedback may be difficult to hear, we ask that students keep in mind that often growth occurs most readily once we step outside of our own comfort zones. As a result, every effort will be made to provide feedback to students that will be concrete, specific to the competencies being assessed, and generally focused on the domains represented in the field placement guide, so that students can understand with clarity the areas in which they are meeting required competencies and those that require more attention. While instructors may modulate the level of support and guidance they provide, students are expected to be actively engaged in feedback and assessment processes toward growing their own professional and self-development.

Students' performance in practicum will be reviewed by the student, their respective field supervisor and instructor. Students will be evaluated by their instructor on a Pass/Fail basis. To pass their practicum, students must demonstrate proficiency in all the competencies identified in their practicum evaluation guide. Students will receive one mid-term and one final evaluation in their practicum.

Mid-term evaluations are intended to acknowledge strengths and growth areas, and to support the student, where needed, to develop specific plans to address areas requiring growth. Those plans may be added to the student's set of learning goals, or they may be highlighted in the practicum guide itself, whichever will best support student progress.

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A student who is unable to demonstrate proficiency in all required competencies by the final evaluation will receive a failing grade. (Students who pass their mid-term evaluations and subsequently fail their final evaluations will likewise be issued a failing grade). Failure of any practicum will preclude the student's entrance into subsequent practicum experiences, and may also affect their ability to enrol in other courses for which their practicum is a prerequisite.

Students may be withdrawn from the practicum and assigned a failing grade if their performance is evaluated as reflecting unethical or unprofessional behaviour. In such a case, each situation will be reviewed individually by the HSW Chairperson in consultation with the Dean or designate and, to the extent that it is practical and advisable, with the student.

Students have a right to a fair and impartial hearing of any College decision on matters of academic standing. For more information, see the [General Appeals on Academic Policy or Grade Appeal policy](#).

## **COUNSELING**

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As students proceed through their program, each student is encouraged to engage in a self-reflection process. We find that not only do students grow intellectually and professionally, but perhaps even more profoundly, they grow on a personal level. As students are challenged both personally and professionally, we strongly encourage counseling as a source of support during this time of growth. For more information about Counselling services at Okanagan College, please refer to [Counselling Services](#) on the [Student Services page](#) in [MyOkanagan](#), or visit the Student Services Office in S111.

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## STUDENT DECLARATION

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The Human Service Work Diploma Program at Okanagan College is committed to providing me with an education characterized by quality instruction within a congenial and safe learning environment. Their objective is to challenge and support me through to graduation so that I may become an ethical practitioner in the Human Services field, capable of delivering high quality support services to vulnerable populations.

Using the [Canadian Association of Social Workers' \(CASW\) Code of Ethics](#), the [CASW Guidelines for Ethical Practice](#) and the [Core Social Work Values and Principles](#) as a foundation, and corresponding to the Program Outcomes identified in Section 2 of this Policy Manual, students in the Human Service Worker Diploma Program will aim to embody and express the following principles and characteristics in their practice, as they work their way toward graduation:

<b><i>Commitment to Building Healthy Relationships</i></b>	I will engage in healthy and respectful behaviours in my relationships with everyone I encounter in my role as an HSW student. In the event that conflict arises in any relationship that pertains to my role as an HSW student, I will follow to the best of my ability the conflict resolution process identified above using the skills I have learned in class.
<b><i>Clear and Effective Communication</i></b>	I will communicate respectfully and responsibly by applying skills prescribed by the Human Service Work Diploma Program to the best of my ability. Some of these skills include, but are not limited to, perception checking, active listening, “I” statements, conflict resolution, empathic responses, valuing differences, asking questions, and exercising non-judgement.
<b><i>Commitment to Professionalism</i></b>	I will act ethically and with integrity in my role as an HSW student. Acting ethically and with integrity means acting in ways that would be considered consistent with our guiding values, ethics and practice principles, even if it is difficult. My instructors will make every effort to support me in working through challenging situations, whereas my role will be to communicate with my instructors for the purposes of seeking such support. In brief terms, doing the right thing means: telling the truth as soon as possible, being punctual, demonstrating consistently high attendance, following class/practicum norms and rules, acknowledging and resolving my own challenges without blaming others, attending classes/practicum, submitting assignments/tasks on time, turning off communication devices while in class/practicum, demonstrating academic honesty on assignments and exams, and preparing to be engaged in class/practicum.
<b><i>Maintaining Healthy Boundaries</i></b>	Where I have a role in affecting others with my behaviour, I will seek to understand that individual’s boundary and respect it to the best of my ability. I will consider carefully what I will self-disclose and clearly articulate what is OK with me, and what is not. I will develop my awareness of the ways in which my personal and professional lives intertwine, and work toward achieving some

	reasonable separation between the two. I will ensure that my personal sharing in the program is relevant to, and supportive of, contributing to a rich and productive learning environment. Although I am expected to engage in class activities, I understand that I am not required to share anything that I do not want to discuss publicly.
<b><i>Community-Mindedness</i></b>	I will work toward increasing inclusion and acceptance of all people in their community by embracing a commitment to social justice. I will support access to, and development of, appropriate resources and social support networks for vulnerable people.
<b><i>Client-Centred Advocacy</i></b>	I will advocate effectively in a collaborative, empowering way while demonstrating knowledge of relevant systemic contexts. I will seek to empower others by promoting self-advocacy and the acquisition of self-advocacy skills.
<b><i>Effective Teamwork</i></b>	I will contribute to healthy team functioning and development by reflecting on the way in which my behaviour affects others; by engaging constructively in classroom discussions and activities; by seeking to understand diverse perspectives and possibilities, and; by working collaboratively when problem-solving, making decisions, or resolving conflict.
<b><i>Critical Thinking</i></b>	I will use critical thinking skills to work toward an accurate understanding of the challenges faced by vulnerable people, to explore a range of possible solutions, and to implement thoughtful and relevant interventions and support services that foster client well-being.
<b><i>Commitment to Confidentiality</i></b>	I will maintain confidentiality by protecting the privacy of my colleagues, instructors, guest speakers. While in practicum, I will disclose client information only to those who are required or entitled to hear it.
<b><i>Pursuit of Self-Awareness</i></b>	I will seek to develop a broad range of relationships with my colleagues and instructors for the purposes of developing rich and diverse sources for feedback throughout the program. I will seek out and use feedback to reflect on how my behaviour affects my relationships with others, in light of our guiding ethical and professional values and principles. When others offer me feedback, I will respond by listening and honouring their observations, and by making reasonable efforts to integrate the feedback into my professional role to the best of my ability.
<b><i>Intentionality in Skilful Practice</i></b>	I will promote quality of life, health and well-being through the competent application of such skills as assessment, planning, teaching, facilitating, providing emotional support, and action planning.
<b><i>Pursuit of Life-Long Learning</i></b>	I will engage in the continuous pursuit of personal and professional development through a broad range of learning experiences.

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***My Commitment***

Although some of the content in the HSW student Policy Manual may be unfamiliar to me, when I learn it, I will commit to practicing it in good faith, to the best of my ability. My signature below indicates that I have read and generally understand the content of this policy manual, including the student declaration. I agree to comply with the above expectations in good faith, to the best of my ability.

<b>Student Name</b>	
<b>Student Signature</b>	
<b>Student Number</b>	
<b>HSW Chairperson</b>	
<b>HSW Chairperson Signature</b>	
<b>Date</b>	

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## LINKS IN THIS DOCUMENT

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- [Canadian Association of Social Workers' \(CASW\) Code of Ethics](#)
- [CASW Guidelines for Ethical Practice](#)
- [Core Social Work Values and Principles](#)
- [Student Services Web Page](#)
- [Okanagan College Student Counselling Services](#)
- [Okanagan College Grading Policy](#)
- [General Appeals on Academic Policy or Grade Appeal Policy](#)
- [Okanagan College Policy on Academic Honesty](#)
- [Okanagan College Policy on Attendance](#)
- [Okanagan College General Academic Regulations and Policies on Probation and Termination](#)
- [Okanagan College General Academic Regulations and Policies on Conduct](#)
- [Okanagan College Educational Advising](#)
- [BC Transfer Guide Website](#)

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