## Course Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Module</th>
<th>Topic(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week 1</td>
<td>Module 1</td>
<td>Introduction to SOCWK 220R / SWREN 220R</td>
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<td></td>
<td></td>
<td>CASW Code of Ethics</td>
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<td></td>
<td></td>
<td>Ethical dilemmas in social work practice, and a decision making model</td>
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<td>Week 2</td>
<td>Module 2</td>
<td>Ecological Systems’ Theory</td>
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<td>Introduction to Generalist Eclectic Direct Social Work Practice</td>
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<tr>
<td>Week 3</td>
<td>Module 3</td>
<td>- The Strengths Perspective</td>
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<td>- Common Factors theory</td>
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<td></td>
<td></td>
<td>- Important aspects of the worker-client experience</td>
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<tr>
<td>Week 4</td>
<td>Module 4</td>
<td>- Motivation</td>
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<td></td>
<td></td>
<td>- Communication</td>
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<tr>
<td></td>
<td></td>
<td>- Problem solving</td>
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<tr>
<td>Week 5</td>
<td></td>
<td>There is no new content this week.</td>
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<tr>
<td>Week 6</td>
<td>Module 5</td>
<td>Introduction/overview of basic, multiculturally sensitive counselling</td>
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<tr>
<td>Week</td>
<td>Module</td>
<td>Content</td>
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<td>Week 7</td>
<td>Module 6</td>
<td>Observation skills</td>
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<td></td>
<td>Module 7</td>
<td>Questions - Opening communication</td>
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<tr>
<td>Week 8</td>
<td>Module 8</td>
<td>Active listening skills</td>
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<td></td>
<td>Module 9</td>
<td>Noting and reflecting feelings</td>
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<td>Week 9</td>
<td>Module 10</td>
<td>The 5-stage interview process</td>
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<tr>
<td>Week 10</td>
<td></td>
<td>There is no new content this week.</td>
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<tr>
<td>Week 11</td>
<td>Module 11</td>
<td>Counselling the culturally diverse</td>
</tr>
<tr>
<td>Week 12</td>
<td></td>
<td>There is no new content this week.</td>
</tr>
</tbody>
</table>

There is no final examination for this course
Contact Information

Announcements

You are expected to check **Announcements** on the **Course Home** page on a regular basis. To ensure you are viewing the complete list of announcements, you may need to click **Show All Announcements**.

Discussions

Discussion topics can be accessed by clicking **Connect** and then **Discussions** on the course navigation bar above. A **General Discussion** topic has been made available to allow you to communicate with your peers in this course. Your instructor may drop in at this discussion topic.

Contact Us

<table>
<thead>
<tr>
<th>Who and Why</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Instructor and TA</strong></td>
<td><strong>Post your course-related questions</strong> to the <a href="#">Ask the Instructor</a> discussion topic. This allows other students to benefit from your question as well.</td>
</tr>
<tr>
<td></td>
<td><strong>Questions of a personal nature</strong> can be directed to your instructor.</td>
</tr>
<tr>
<td></td>
<td>Instructor: Jon Boyd</td>
</tr>
</tbody>
</table>

Instructor and TA
- Course-related questions (e.g., course content, deadlines, assignments, etc.)
- Questions of a personal nature
### Technical Support, Centre for Extended Learning

- Technical problems with Waterloo LEARN

  **Learnhelp@uwaterloo.ca**

  Include your full name, WatIAM user ID, student number, and course name and number.

  Technical support is available during regular business hours, Monday to Friday, 8:30 AM to 4:30 PM (Eastern Time).

### Learner Support Services, Centre for Extended Learning

- General inquiries
- Examination information

  **Student Resources**

  **Extendedlearning@uwaterloo.ca**

  Include your full name, WatIAM user ID, student number, and course name and number.

Your instructor checks email and the **Ask the Instructor** discussion topic frequently and will make every effort to reply to your questions within 24–48 hours, Monday to Friday.
Course Description and Learning Outcomes

Course Description

Through the utilization of readings and videos, lectures and discussions, activities and assignments, students will gain knowledge and skills regarding the Canadian Association of Social Workers’ Code of Ethics (2005); various theoretical frameworks guiding counselling practice; and basic multiculturally sensitive counselling skills.

Learning Outcomes

By the end of this course, students will be able to:

1. Describe and demonstrate social work values and principles, and their application to ethical counselling practice (readings, discussion, written assignments, activities, and journaling).

2. Identify, summarize, and appraise various theoretical frameworks that guide the practice of counsellors (assignment, discussion, activities, and client scenarios provided by the instructor).

3. Develop and engage in basic, multiculturally sensitive, counselling skills according to the Ivey model /and Sue and Sue (readings, discussion, viewing counselling videos, assignments, and activities).

4. Demystify the behaviors of a successful counselling session to become a collaborative problem solving conversationalist (view previous student role play counselling video; create own role play counselling video; and, write personal reflections about your experience completing this task).

This online course was developed by Jon Boyd, with instructional design and multimedia development support provided by the Centre for Extended Learning. Further media production was provided by Instructional Technologies and Multimedia Services.
About the Course Author/Instructor

Professional Background

Jon Boyd has been a part-time instructor at Renison College, University of Waterloo since 1985. He is also a part-time instructor in the M.S.W. program at Wilfrid Laurier — Lyle S. Hallman Faculty of Social Work. He teaches courses in individual, family, and group therapy, as well as lifespan development. In addition, Jon maintains a small private practice, and is an approved adoption practitioner completing parenting assessments in Southern Ontario.

Educational Background

Jon completed his undergraduate degree (Bachelor of Arts — English) at the University of Guelph in Guelph, Ontario, and his M.S.W. degree from Wilfrid Laurier University in Waterloo, Ontario.
Materials and Resources

Textbooks


For textbook ordering information, please contact the [W Store | Course Materials + Supplies](#).

For your convenience, you can compile a list of required and optional course materials through [BookLook](#) using your Quest userID and password. If you are having difficulties ordering online and wish to call the Waterloo Bookstore, their phone number is +1 519-888-4673 or toll-free at +1 866-330-7933. Please be aware that textbook orders CANNOT be taken over the phone.

Course Reserves

[Course Reserves for Students](#) are used in this course. Course Reserves can be accessed using the [Library Resources](#) widget on the [Course Home](#) page.

Resources

- [Library services for co-op students on work term and extended learning students](#)
Grade Breakdown

The following table represents the grade breakdown of this course.

<table>
<thead>
<tr>
<th>Activities and Assignments</th>
<th>Weight (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduce Yourself</td>
<td>Ungraded</td>
</tr>
<tr>
<td>Discussion Forum Participation (Individually graded)</td>
<td>25%</td>
</tr>
<tr>
<td>Assignment 1: Social Work Code of Ethics and Theoretical Frameworks</td>
<td>20%</td>
</tr>
<tr>
<td>Assignment 2: Written Analysis</td>
<td>15%</td>
</tr>
<tr>
<td>Assignment 2: Video Submission</td>
<td>25%</td>
</tr>
<tr>
<td>Assignment 3: Diversity and Counselling</td>
<td>15%</td>
</tr>
</tbody>
</table>

Official Grades

Official Grades and Academic Standings are available through Quest.
Course and Department Policies

Late Assignments and Related Concerns

Assignments and discussion activities are due by the deadline that appears on the course schedule. Contact your instructor before the due date if you have a question or concern.
University Policies

Submission Times

Please be aware that the University of Waterloo is located in the Eastern Time Zone (GMT or UTC-5 during standard time and UTC-4 during daylight saving time) and, as such, the time that your activities and/or assignments are due is based on this zone. If you are outside the Eastern Time Zone and require assistance with converting your time, please try the Ontario, Canada Time Converter.

Short-Term Absences

Review the University of Waterloo's Accommodations policy for more details.

Additionally, undergraduate students have the option to self-declare a short-term absence during the formal lecture period by following the Undergraduate student short-term absences process outlined by the Registrar's Office.

Please follow the instructions above and contact your instructor for applicable accommodations.

Academic Integrity

In order to maintain a culture of academic integrity, members of the University of Waterloo community are expected to promote honesty, trust, fairness, respect, and responsibility. If you have not already completed the online tutorial regarding academic integrity you should do so as soon as possible. Undergraduate students should see the Undergraduate Academic Integrity Module and graduate students should see the Graduate Students and Academic Integrity website.

Proper citations are part of academic integrity. Citations in CEL course materials usually follow CEL style, which is based on APA style. Your course may follow a different style. If you are uncertain which style to use for an assignment, please confirm with your instructor or TA.

For further information on academic integrity, please visit the Office of Academic Integrity.
Turnitin

**Turnitin.com**: Text matching software (Turnitin®) may be used to screen assignments in this course. Turnitin® is used to verify that all materials and sources in assignments are documented. Students’ submissions are stored on a U.S. server, therefore students must be given an alternative (e.g., scaffolded assignment or annotated bibliography), if they are concerned about their privacy and/or security. Students will be given due notice, in the first week of the term and/or at the time assignment details are provided, about arrangements and alternatives for the use of Turnitin® in this course.

It is the responsibility of the student to notify the instructor if they, in the first week of term or at the time assignment details are provided, wish to submit the alternate assignment.

[Turnitin® at Waterloo](#)

Discipline

A student is expected to know what constitutes academic integrity to avoid committing an academic offence, and to take responsibility for his/her actions. A student who is unsure whether an action constitutes an offence, or who needs help in learning how to avoid offences (e.g., plagiarism, cheating) or about “rules” for group work/collaboration, should seek guidance from the course instructor, academic advisor, or the undergraduate Associate Dean. For information on categories of offences and types of penalties, students should refer to [Policy 71 - Student Discipline](#). For typical penalties, check [Guidelines for the Assessment of Penalties](#).

Appeals

A decision made or penalty imposed under [Policy 70 - Student Petitions and Grievances](#), (other than a petition) or [Policy 71 - Student Discipline](#), may be appealed if there is a ground. A student who believes he/she has a ground for an appeal should refer to [Policy 72 - Student Appeals](#).
Grievance

A student who believes that a decision affecting some aspect of his/her university life has been unfair or unreasonable may have grounds for initiating a grievance. Read Policy 70 - Student Petitions and Grievances, Section 4. When in doubt please be certain to contact the department’s administrative assistant who will provide further assistance.

Final Grades

In accordance with Policy 46 - Information Management, Appendix A - Access to and Release of Student Information, the Centre for Extended Learning does not release final examination grades or final course grades to students. Students must go to Quest to see all final grades. Any grades posted in Waterloo LEARN are unofficial.

AccessAbility Services

AccessAbility Services, located in Needles Hall, collaborates with all academic departments to arrange appropriate accommodations for students with disabilities without compromising the academic integrity of the curriculum. If you require academic accommodation to lessen the impact of your disability, please register with AccessAbility Services at the beginning of each academic term and for each course.

Accessibility Statement

The Centre for Extended Learning strives to meet the needs of all our online learners. Our ongoing efforts to become aligned with the Accessibility for Ontarians with Disabilities Act (AODA) are guided by University of Waterloo accessibility Legislation and policy and the World Wide Web Consortium's (W3C) Web Content Accessibility Guidelines (WCAG) 2.0. The majority of our online courses are currently delivered via the Desire2Learn Learning Environment. Learn more about Desire2Learn's Accessibility Standards Compliance.

Use of Computing and Network Resources

Please see the Guidelines on Use of Waterloo Computing and Network Resources.
Copyright Information

UWaterloo's Web Pages

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Other Sources

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If there are any questions about this notice, please contact the University of Waterloo, Centre for Extended Learning, Waterloo, Ontario, Canada, N2L 3G1 or extendedlearning@uwaterloo.ca (mailto:extendedlearning@uwaterloo.ca).