

Implementation plan Being edited

Study unit	Basic Premises of Customer Work in the Social Care Sector (V1472), 5.0
Implementation	SWV1611: 1/2016-2017 (29.08.2016 - 23.12.2016)
Type	WORKING WITH CUSTOMERS IN SOCIAL SERVICES (V088)
Groups	Primary: SWV216SN Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: Maximum:
Enrolment period	16.05.2016 08:00 - 31.05.2016
Main timing for implementation	
Applicability	For exchange students: Yes For elective studies: Yes Open UAS student: No Suitable for virtual UAS: Yes
Teachers	Wikström Tiina (Teacher in charge)
Campus	Laurea Tikkurila
Main location for implementation	
Implementation method	Optima realization/student group, Other method of implementation, Project/venture/R&D, Web/virtual Language: English Virtuality: 1 cr Integration of R&D: 1 cr
Implementation class	
Focus areas	Security, safety and social responsibility
Evaluation at the latest	23.01.2017 Storing of graded material ends.: 23.12.2017
Exam days	
Having completed the study unit the student is able to	The student - masters values and ethical principles in the social care sector - masters the basic characteristics connected to a human being's growth and development - understands customer relationships in the social care sector and different life situations
Previous studies	
Previous studies, more information	No previous studies required.
Learning objectives	The learning goals of the course include getting to know the essential values and ethical principles in the social work sector in relation to clients in different life situations as well as the process of a human being's growth and development.
Contents	The key components of the course are: Orientation week 1 ECTS Developmental Psychology 2 ECTS Ethics in Social Services 1 ECTS Social Work Clients/Customers and Social Work Environments, Group Work 1 ECTS Home exam includes an individual work on ethics and life course
Study material	Materials provided by the teacher during the course. The main book source: Crawford, Karin. Social Work and Human Development / Karin Crawford and Janet Walker. Exeter: Learning Matters, 2014. (ordered for Tikkurila Library in May 2015)
Tutoring and communication	Forms of guidance, communication and tutoring: * Contact lessons* Optima workspace* Other forms of Social Media* Group tutoring
Evaluation criteria and methods	Evaluation according to Laurea's evaluation criteria. 1. Orientation Week (Pass/Fail) 2. Development Psychology (grading 1-5) 3. Ethics in Social Services (grading 1-5) 4. Social Work Clients/Customers and Social Work Environments, Group Works and Class Attendance (Pass/Fail) Please, notice that a minimum of 85% attendance is required for passing the course.

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Work strain	* Orientation Week (whole week with a separate program); 36 h* Contact Lessons on Developmental Psychology and Ethics in Social Services plus home exam:36 h* Independent studies and group work plus tutoring, Optima and Social Media: 63 h
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