

Implementation plan Being edited

Study unit	Basic Premises of Customer Work in the Social Care Sector (V1472), 5.0
Implementation	SWV1711: 1/2017-2018 (28.08.2017 - 22.12.2017)
Type	WORKING WITH CLIENTS IN SOCIAL SERVICES (V133)
Groups	Primary: SWV217SN Others :
Involved in the project	
Lecturers	
Number of participants	Minimum: 20 Maximum: 40
Enrolment period	15.05.2017 08:00 - 31.05.2017
Main timing for implementation	
Applicability	For exchange students: Yes For elective studies: Yes Open UAS student: Yes Suitable for virtual UAS: Yes
Teachers	Wikström Tiina (Teacher in charge), Bethell Satu (Other teacher), Kanervo Riikka (Other teacher)
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: 2 cr Integration of R&D: 1 cr
Implementation class	
Focus areas	Security, safety and social responsibility
Evaluation at the latest	22.01.2018 Storing of graded material ends.: 22.12.2018
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: 1. Developmental Psychology 2 ECTS 2. Ethics in Social Services 1 ECTS 3. Social Work Clients/Customers and Social Work Environments 2 ECTS Home exam includes an individual work on ethics and life course interview
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. Development Psychology (grading 1-5) 2. Ethics in Social Services (grading 1-5) 3. 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.
Work strain	* Contact Lessons on Developmental Psychology and Ethics in Social Services, home works, life course interview and other written tasks plus home exam: 72 h* Independent

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	studies and group work plus tutoring, Optima and Social Media: 63 h
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