



HSWR-105 – Professional Communications

Health and Human Services

Effective Term & Year: Fall 2022

Course Outline Review Date: 2024-03-01

Program Area: Child Youth and Family Studies

Description:

This course is designed to prepare students to use effective written communication, as a professional in the fields relating to the Human Service Worker Certificate. This course focuses on specific types of writing used in the field of human service work, such as letters, assessments, marketing, using social media and writing proposals. We explore the challenges and benefits of using new technologies for communication and the changing culture of professional communication.

Program Information:

This course is required for the Human Service Worker Certificate and Diploma Programs.

Delivery Methods: On-campus (Face-to-Face), Online

Credit Type: College of the Rockies Credits

Credits: 3

Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	45
Seminar/Tutorials	
Laboratory/Studio	
Practicum/Field Experience	
Co-op/Work Experience	

Other

Total	45
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Course Requisites:

- Earned a minimum grade of C+ (65%) in at least 1 of the following:
 - ENFP 12 – English First Peoples 12
 - ENST 12 – English Studies 12
 - ENGL090 – English – Provincial Level

Flexible Assessment: Yes

In some cases students may be able to apply for recognition of prior learning outside the classroom. This flexible assessment process provides equivalent course credit. It is a rigorous process that may include external evaluation, worksite assessment, demonstration, standardized test, self-assessment, interview, products/portfolio, and challenge exam, or other measures as appropriate. Tuition fees apply. Contact an education advisor for more information.

Course Transfer Credit:

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca> . For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

Textbook Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Valentino, L. (2013). *Handle with care: Communicating in the human services field in Canada*. Toronto, Ontario: Nelson Publishing.

Haig, J., Raikes, G. & MacMillan, V. (2010). *Cities & sources: An APA documentation guide* (3rd ed). Toronto, Ontario: Nelson Publishing.

Please see the instructor's syllabus or check COTR's online text calculator

<https://textbook.cotr.bc.ca/> for a complete list of the currently required textbooks.

Learning Outcomes:

Upon the successful completion of this course, students will be able to:

- share information with all stakeholders in an accessible and respectful way;
 - express ideas and information with a professional level of writing;
 - design and produce a variety of documents and business correspondence specific to the workplace;
 - use research to effectively develop ideas and support a course of action;
 - utilize the computer as a tool to carry out a broad range of workplace tasks, including the organization and retrieval of information and the development of promotional materials;
 - use social media appropriately as a tool for sharing professional information and resources;
 - write basic assessment document;
 - follow professional and ethical guidelines related to document confidentiality, protection, and record keeping;
 - write summaries of information;
 - write reports using a strength perspective versus a deficit perspective;
 - demonstrate respect for diversity; and
 - promote for family and/or community involvement in documents where appropriate.
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Course Topics:

- Clear Language
- Letters & Memos
- Report Writing
- Research Skills
- Proposals
- Communicating with Technology

See instructor's Syllabus for the detailed outline of weekly readings, activities and assignments.

Evaluation and Assessments

Assessment Type: Online

Assessment Type	% of Total Grade
Online Discussion Forums/Activities	20%
Letter Writing Assignment	15%

Report Writing Assignment	20%
Proposal Writing Assignment	20%
Research Assignment	15%
Marketing Assignment	10%
Total	100%

Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=90	89-85	84-80	79-76	75-72	71-68	67-64	63-60			<60

Pass requirements: A passing average (60% or higher) on all assignments and evaluations.

Exam Attendance:

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a "0" on the exam.

Academic Policies:

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.4.3 Students with Documented Disabilities
- Policy 2.4.4 Student Conduct (plagiarism, other cheating, behavioral misconduct)
- Policy 2.5.8 Academic Performance
- Policy 2.5.3 Grade Appeal
- Policy 2.4.9 Student Concerns Re Faculty

Equivalent Course(s) and Course Code Changes

Prior Course Code: CYFS 105; HHFP 105

Date Changed: May 2019

Course Changes:

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete

material while meeting the learning outcomes of this course outline.