COLLEGE OF THE ROCKIES

HSWR-105 – Professional Communications

Health and Human Services

Effective Term & Year: Fall 2024
Course Outline Review Date: 2029-03-01

Program Area: Child Youth and Family Studies

Description:

This course is designed to prepare students to use effective communication as a professional in fields related to the Human Service Worker Certificate. This course focuses on clarity, accessibility, and inclusive best practices for communications to various audiences in professional settings. We explore the use of different technologies and formats for the changing culture of professional communication.

Program Information:

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

Delivery Methods: 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

Course Requisites:

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

Flexible Assessment: Yes

Students are able to request formal recognition of their prior learning or experience outside the classroom. Challenge examination, portfolio-assisted assessment, or work-based assessment are used to identify, assess, and recognize prior skills, competencies, and knowledge to achieve course credit. Tuition fees apply, refer to Policy 2.5.5 Prior Learning Assessment and Recognition (PLAR) or 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 Columba 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:

Ames, A. P. O. S. W. N., Ames, N., & Fitzgerald, K. (2015). Writing clearly for clients and colleagues: The human service practitioner ?s guide. Oxford University Press, USA.

Haig, J., & Mac Millan, V. (2020). Cites and sources. (6th edition). Nelson Education Ltd.

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

- design and produce a variety of documents that demonstrate clarity, accessibility, accuracy, and style for different purposes and audiences;
- use relevant and credible sources to research a topic related to human service work, write concise and accurate summaries of the information, and plan a strategic course of action for a specific professional scenario;
- produce case notes, educational materials, reports and other basic documents relevant to working in social service settings;
- adhere to professional and ethical guidelines related to document confidentiality, protection, and record-keeping;
- apply ethical and professional standards and best practices to the use of social media for sharing information and resources with relevant audiences;
- reflect on the impacts of diversity and inclusion on professional communication and implement strengths-based and accessibility best practices; and
- demonstrate intercultural understanding and respect for Indigenous ways of knowing and Truth and Reconciliation in professional communication with a variety of audiences and contexts.

Course Topics:

- Clear Language
- Diverse Audiences
- Accessibility
- 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 Assignment	15%

Report Assignment	20%
Proposal Assignment	15%
Research Assignment	15%
Marketing Assignment	15%
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

Evaluation Notes Comments:

An overall letter grade of 60% is required for successful completion of this course.

Please see the instructor's Syllabus for specific classroom policies related to this course, such as breakdown of evaluation, penalties for late assignments and the use of electronic aids.

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 2.1.4 Course Audit
- Policy 2.4.1 Credential Framework
- Policy 2.4.3 Students with Documented Disabilities
- Policy 2.4.4 Student Rights, Responsibilities and Conduct
- Policy 2.4.8 Academic Performance
- Policy 2.4.9 Student Feedback and Concerns
- Policy 2.4.11 Storage of Academic Works
- Policy 2.5.3 Student Appeal
- Policy 2.5.5 Prior Learning Assessment and Recognition (PLAR)

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.