

Department of Social Work

Student Handbook



Although every effort has been made to ensure accuracy, the information provided in this Handbook is subject to modification without advance notice.

October 2010

Welcome to the Department of Social Work

The faculty and staff of the University of North Alabama Department of Social Work welcome you as a social work major. You have chosen a challenging course of study which will prepare you for employment in an exciting profession.

This *Department of Social Work Student Handbook* will be an important reference as you *begin* your BSW program and as you *progress* to your ultimate goal: graduation and a career in social work. The purpose of the *Handbook* is to identify and explain important policies and procedures which are essential to your success throughout your course of study in the Department. Please read it carefully and refer to it often.

If you have any questions about the information presented here, the Department of Social Work faculty will be happy to discuss this with you. Contact your Social Work Faculty Advisor or Dr. Borah, Department Chair.

Welcome!

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University of North Alabama

Department of Social Work Student Handbook

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SECTION I

Introduction to Social Work

The Department of Social Work has been accredited by the Council on Social Work Education (CSWE) since 1974 and offers the Bachelor of Social Work (BSW) degree. The principal educational objective of the program is to prepare individuals for generalist social work practice. The academic program consists of the Professional Social Work Courses, Prescribed Supporting Courses, General Education/Liberal Arts Courses, and General Electives. No minor is required. The program includes mandatory supervised field instruction off campus in a local, state, or regional human services agency, as well as frequent service learning opportunities through volunteer projects within local communities.

Successful completion of the BSW program at the University qualifies graduates for immediate application to become a licensed social worker in the State of Alabama and other states through the Association of Social Work Boards (ASWB), establishes eligibility to apply for advanced standing in CSWE accredited graduate social work programs, and provides preparation for local, state, and federal merit system positions.

Graduates are trained to work effectively with clients in numerous public and private agency settings where they provide direct and indirect services to individuals, families, groups, and communities. The Department makes every effort to link students to potential employment opportunities throughout the educational process, as well as at its conclusion. When social work employment opportunities are brought to the attention of the faculty, efforts to notify currently enrolled students and recent graduates include classroom bulletin board postings, University e-mail notification, and other methods. Students and graduates of the Department of Social Work are referred to the University's Career Planning and Development Office to receive assistance with resume writing and scheduling interviews with potential employers.

Defining Social Work

Social work is a helping profession characterized by involvement with clients on many levels. Social workers assist individuals, families, groups, and communities cope with the many challenges of daily life. Social work is also concerned with addressing the responsiveness and effectiveness of social institutions on which people depend for needed resources. Utilizing a focused problem solving approach, social workers target the interactions between people and their social environment. Social workers are employed in numerous practice settings including family and child welfare, schools, mental health, rehabilitation, criminal justice and corrections, aging, health care, industry and corporations, community development and organization, public welfare agencies, legal system, military bases, international agencies, and others.

The professional social worker's efforts can take a variety of forms: assisting parents caught in a pattern of child abuse; initiating social action to secure adequate public assistance payments for families living in poverty; providing understanding and help for the teenager who has run away from home; functioning as an advocate for elderly citizens and others who are at risk of oppression or discrimination; working in school systems with students experiencing academic and behavioral problems; planning rehabilitation programs for those addicted to alcohol and drugs; counseling AIDS patients and others with terminal illnesses. Underlying these varied activities is a basic concern to support and enhance human dignity and personal, family, and community social functioning.

Social work is an exciting, multifaceted and challenging profession. Characterized by a powerful tradition of social action, social work has historically included a focus on working with and for the poor, the disadvantaged, the troubled, and the vulnerable citizens in society. Social work offers the career opportunity of working intimately with and for people at all socio-economic levels in a diverse and pluralistic society. There are numerous definitions of social work which explain its fundamental mission. One of these definitions, cited by Barker in the *Social Work Dictionary, 5th edition* (2003) clearly identifies the profession's dual focus on person and environment:

Social work is the professional activity of helping individuals, groups, or communities enhance or restore their capacity for social functioning and creating societal conditions favorable to this goal. Social work practice consists of the professional application of social work values, principles, and techniques to one or more of the following ends: helping people obtain tangible services; providing counseling and psychotherapy with individuals, families, and groups; helping communities or groups provide or improve social and health services; and participating in relevant legislative processes. The practice of social work requires knowledge of human development and behavior; of social, economic, and cultural institutions; and of the interaction of all these factors.

The University of North Alabama Department of Social Work defines **generalist social work practice** as follows:

Generalist practice is the application of an eclectic knowledge base grounded in liberal arts and the person and environment construct. Generalist practice incorporates a wide array of methods and skills to develop practice behaviors for prevention and intervention with individuals, families, groups, communities, and organizations. Generalist practice is committed to promoting and advocating for human and social well-being, respecting diversity, and adhering to professional values and ethics.

The following statements provide a glimpse into the personal characteristics of individuals who choose social work as a career and who experience successful professional social work practice.

- **Social workers are genuinely interested in people.** Social workers are committed to helping people regardless of racial, economic, cultural and other differences. Prejudice does not fit with the values of the profession.
- **Social workers believe in human potential for growth and change.** It is important to believe that everyone has strengths and can achieve positive change.
- **Social workers have patience, perseverance, and the ability to follow through with plans.** The social worker should not be easily discouraged, yet always resourceful in seeking new ways to help clients.
- **Social workers work well with people.** Social workers need to get along with clients, social work colleagues and other professionals. The ability to resolve conflicts constructively is essential for effective social work practice.
- **Social workers are committed to their own personal growth and well-being.** Social workers must be aware of themselves and their values, strengths, and needs in order to effectively help clients. Social workers must be willing to 'know' and take care of themselves.
- **Social workers are committed to developing their own problem-solving abilities.** An interest in what 'makes people tick', being aware of what's happening in the world each day, identifying key facts in data, taking responsibility, and making important decisions are important criteria for social workers.
- **Social workers are interested in the 'bigger picture'.** A social worker cares about the state of the nation and of the world, sees each human problem in its relationship to the whole community, and works for better housing, better health services, better schools, and better wages for clients.
- **Social workers are open to utilizing scientific methods in working with people.** A social worker bases practice on proven, established social work methods, yet is creative in developing strategies to help clients achieve change.

Professional Social Work

It is important to identify aspects of social work which affirm it as a profession. Like medicine and law, social work requires licensing and regulation in all states, including Alabama. Social work has an established history of professional organizations, another characteristic of a strong profession. The two primary professional organizations which significantly and consistently impact social work practice on a practical, daily basis are the National Association of Social Workers (NASW) and the Council on Social Work Education (CSWE). NASW establishes clinical standards of practice, in addition to publishing the foundational NASW Code of Ethics. CSWE sets forth required accreditation standards for university programs of social work education, thus significantly impacting the training and professional development of social workers throughout the nation. Additional information regarding each of these key organizations is available at their respective websites: www.socialworkers.org for NASW, and www.cswe.org for CSWE. A copy of the NASW Code of Ethics is located in Section X – Appendix of this *Department of Social Work Student Handbook*, and is available electronically at <http://www.naswdc.org/pubs/code/code.asp>.

Social Work Licensure

Licensing is an important aspect of the social work profession. The Association of Social Work Boards (ASWB) is the organization that regulates social work licensing at the national level. ASWB develops and maintains the social work licensing exam that is used across the country and is a central resource for information on the legal regulation of social work practice. Every state has specific legal requirements regarding the licensing of social workers in that state. State laws vary, so it is important to obtain individualized information on regulations. This is easily accomplished through resources available at the ASWB website: www.aswb.org. Information regarding the Alabama State Board of Social Work Examiners, which regulates licensure of social workers in this state, is available at www.socialwork.alabama.gov.

Graduate Education in Social Work

Students who complete the BSW degree are often interested in obtaining a master's degree in social work (MSW). The Council on Social Work Education accredits graduate schools of social work, as well as BSW educational programs. In addition to the traditional two-year course of study, many graduate schools of social work offer a one-year advanced standing option for graduates of CSWE accredited BSW programs. In Alabama, graduate schools accredited by CSWE are located at the University of Alabama in Tuscaloosa, and Alabama A & M in Huntsville. Additional information about graduate education can be obtained exploring the directory of CSWE accredited programs at www.cswe.org.

NASW Code of Ethics – Core Values and Ethical Principles

Value: Service

Ethical Principle: The primary goal of social workers is to help people in need and to address social problems.

Value: Social Justice

Ethical Principle: Social workers challenge social injustice.

Value: Dignity and Worth of the Person

Ethical Principle: Social workers respect the inherent dignity and worth of the person.

Value: Importance of Human Relationships

Ethical Principle: Social workers recognize the central importance of human relationships.

Value: Integrity

Ethical Principle: Social workers behave in a trustworthy manner.

Value: Competence

Ethical Principle: Social workers practice within their areas of competence and develop and enhance their professional expertise.

NASW Code of Ethics – Summary of Ethical Standards for Social Work Practice

Social Workers' Ethical Responsibilities to **Clients**:

commitment to client self-determination, confidentiality, provision of services

Social Workers' Ethical Responsibilities to **Colleagues**:

respect, collaboration, consultation, dealing with incompetence

Social Workers' Ethical Responsibilities in **Practice Settings**:

supervision, education, training, client records

Social Workers' Ethical Responsibilities as **Professionals**:

competence, discrimination, personal impairment

Social Workers' Ethical Responsibilities to the **Social Work Profession**:

integrity of the profession, evaluation, research

Social Workers' Ethical Responsibilities to the **Broader Society**:

social welfare, public participation, social action

SECTION II

Department of Social Work

The Department of Social Work is part of the College of Arts and Sciences at the University of North Alabama. The **Mission** and **Goals** established by the University directly relate to the Department of Social Work's **Mission** and **Goals**. To accomplish its goals, the Department has adopted ten **Core Competencies** (and specific practice behaviors or social worker skills related to each competency) which are emphasized throughout the professional social work curriculum, and which are consistent with the Educational Policy and Accreditation Standards (EPAS) established by the Council on Social Work Education. These important components are described below.

University of North Alabama Mission

Engage in teaching, research, and service in order to provide educational opportunities for students, an environment for discovery and creative accomplishment, and a variety of outreach activities meeting the professional, civic, social, cultural, and economic development needs of the region in the context of a global community.

University of North Alabama Goals

- Offer high quality programs
- Build and maintain a student-centered university
- Foster a strong university community
- Enhance and support regional development and outreach

Department of Social Work Mission

Prepare competent and ethical entry level social workers to apply professional social work values with diverse clients and communities in rural to metropolitan environments within a global context. The Department endeavors to model a commitment to professional practice and research that promotes the advancement of human well being.

Department of Social Work Goals

- Provide professional foundation content that encompasses the history of the social work profession, conceptual frameworks incorporating the person and environment construct, and the knowledge, core values, and skills necessary for ethical, competent and effective generalist social workers

- Promote understanding of social policy in the dynamic context of global, national, regional and local needs for planning, development, and implementation of programs, services and resources to advance human and community well being
- Prepare culturally competent social workers who advocate for the alleviation of oppression and discrimination and who promote human rights and social and economic justice
- Teach, develop, and refine professional communication skills for effective use in human relationships and with interrelated systems
- Demonstrate a commitment to the advancement of social work knowledge through scientific inquiry based on practice-informed research and research-informed practice

Department of Social Work Core Competencies and Practice Behaviors

- **Core Competency 1: Identify as a professional social worker and conduct oneself accordingly.** Social workers serve as representatives of the profession, its mission, and its core values. They know the profession's history. Social workers are trained to
 - advocate for client access to the services of social work
 - practice personal reflection and self-correction to assure continual professional development
 - attend to professional roles and boundaries
 - demonstrate professional demeanor in behavior, appearance, and communication
 - engage in career-long learning
 - use supervision and consultation
- **Core Competency 2: Apply social work ethical principles to guide professional practice.** Social workers have an obligation to conduct themselves ethically and to engage in ethical decision making. Social workers are knowledgeable about the value base of the profession, its ethical standards, and relevant law. Social workers are trained to
 - recognize and manage personal values in a way that allows professional values to guide practice
 - make ethical decisions by applying standards of the National Association of Social Workers Code of Ethics
 - tolerate ambiguity in resolving ethical conflicts
 - apply strategies of ethical reasoning to arrive at principled decisions

- **Core Competency 3: Apply critical thinking to inform and communicate professional judgments.** Social workers are knowledgeable about the principles of logic, scientific inquiry, and reasoned discernment. They use critical thinking augmented by creativity and curiosity. Critical thinking also requires the synthesis and communication of relevant information. Social workers are trained to
 - distinguish, appraise, and integrate multiple sources of knowledge, including research-based knowledge, and practice wisdom
 - analyze models of assessment, prevention, intervention, and evaluation
 - demonstrate effective oral and written communication in working with individuals, families, groups, organizations, communities, and colleagues

- **Core Competency 4: Engage diversity and difference in practice.** Social workers understand how diversity characterizes and shapes the human experience and is critical to the formation of identity. The dimensions of diversity are understood as the intersectionality of multiple factors including age, class, color, culture, disability, ethnicity, gender, gender identity and expression, immigration status, political ideology, race, religion, sex, and sexual orientation. Social workers appreciate that, as a consequence of difference, a person's life experiences may include oppression, poverty, marginalization, and alienation as well as privilege, power, and acclaim. Social workers are trained to
 - recognize the extent to which a culture's structures and values may oppress, marginalize, alienate, or create or enhance privilege and power
 - gain sufficient self-awareness to eliminate the influence of personal biases and values in working with diverse groups
 - recognize and communicate their understanding of the importance of difference in shaping life experiences
 - view themselves as learners and engage those with whom they work as informants

- **Core Competency 5: Advance human rights and social and economic justice.** Each person, regardless of position in society, has basic human rights, such as freedom, safety, privacy, an adequate standard of living, health care, and education. Social workers recognize the global interconnections of oppression and are knowledgeable about theories of justice and strategies to promote human and civil rights. Social work incorporates social justice practices in organizations, institutions, and society to ensure that these basic human rights are distributed equitably and without prejudice. Social workers are trained to
 - understand the forms and mechanisms of oppression and discrimination
 - advocate for human rights and social and economic justice
 - engage in practices that advance social and economic justice

- **Core Competency 6: Engage in research-informed practice and practice-informed research.** Social workers use practice experience to inform research, employ evidence-based interventions, evaluate their own practice, and use research findings to improve practice, policy, and social service delivery. Social workers comprehend quantitative and qualitative research and understand scientific and ethical approaches to building knowledge. Social workers are trained to
 - use practice experience to inform scientific inquiry
 - use research evidence to inform practice

- **Core Competency 7: Apply knowledge of human behavior and the social environment.** Social workers are knowledgeable about human behavior across the life course; the range of social systems in which people live; and the ways social systems promote or deter people in maintaining or achieving health and well-being. Social workers apply theories and knowledge from the liberal arts to understand biological, social, cultural, psychological, and spiritual development. Social workers are trained to
 - utilize conceptual frameworks to guide the processes of assessment, intervention, and evaluation
 - critique and apply knowledge to understand person and environment

- **Core Competency 8: Engage in policy practice to advance social and economic well-being and to deliver effective social work services.** Social work practitioners understand that policy affects service delivery, and they actively engage in policy practice. Social workers know the history and current structures of social policies and services; the role of policy in service delivery; and the role of practice in policy development. Social workers are trained to
 - analyze, formulate, and advocate for policies that advance social well-being
 - collaborate with colleagues and clients for effective policy action

- **Core Competency 9: Respond to contexts that shape practice.** Social workers are informed, resourceful, and proactive in responding to evolving organizational, community, and societal contexts at all levels of practice. Social workers recognize that the context of practice is dynamic, and use knowledge and skill to respond proactively. Social workers are trained to
 - continuously discover, appraise, and attend to changing locales, populations, scientific and technological developments, and emerging societal trends to provide relevant services
 - provide leadership in promoting sustainable changes in service delivery and practice to improve the quality of social services

- **Core Competency 10: Engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities.** Professional practice involves the dynamic and interactive processes of engagement, assessment, intervention, and evaluation at multiple levels. Social workers have the knowledge and skills to practice with individuals, families, groups, organizations, and communities. Practice knowledge includes identifying, analyzing, and implementing evidence-based interventions designed to achieve client goals; using research and technological advances; evaluating program outcomes and practice effectiveness; developing, analyzing, advocating, and providing leadership for policies and services; and promoting social and economic justice.
 - Engagement: social workers are trained to
 - substantively and affectively prepare for action with individuals, families, groups, organizations, and communities
 - use empathy and other interpersonal skills
 - social workers develop a mutually agreed-on focus of work and desired outcomes
 - Assessment: social workers are trained to
 - collect, organize, and interpret client data
 - assess client strengths and limitations
 - develop mutually agreed-on intervention goals and objectives
 - select appropriate intervention strategies
 - Intervention: social workers are trained to
 - initiate actions to achieve organizational goals
 - implement prevention interventions that enhance client capacities
 - help clients resolve problems
 - negotiate, mediate, and advocate for clients
 - facilitate transitions and endings
 - Evaluation: social workers are trained to
 - critically analyze, monitor, and evaluate interventions

SECTION III

Admission and Academic Policies and Procedures

For students majoring in Social Work, **admission** refers to two areas: admission to the *University* first, followed by admission to the *Department of Social Work*. It is essential that students have a clear understanding of the academic policies and procedures that will impact successful progression through the Social Work course of study. Admission requirements and academic policies/procedures are summarized here; for further clarification, consult the *University Catalog*, the *University Student Handbook*, and Social Work Faculty Advisors. The *University Catalog* is available in electronic format at <http://www.una.edu/catalog/> and paper copies are available at the Office of Admissions in Coby Hall. The *University Student Handbook* is available in electronic format at <http://www.una.edu/student-engagement/index.html> and paper copies are available at the Office of Student Engagement in the Guillot University Center, as well as other locations across campus. Contact information regarding the Department of Social Work Faculty and Staff is located on the first page of this *Department of Social Work Student Handbook*.

Department of Social Work Admission and Academic Policies and Procedures

The Department of Social Work does not grant social work course credit for life experience or previous work experience.

The Department of Social Work has established a policy which prohibits discrimination against students and others on the basis of age, class, color, culture, disability, ethnicity, gender, gender identity and expression, immigration status, marital status, political ideology, race, religion, sex, sexual orientation, veteran status, or other aspects of diversity.

The first step for admission (or matriculation) into the Department of Social Work BSW Program is admission to the University of North Alabama. Whether entering the University as a beginning freshman or by transferring from another college, students may initially declare social work as a major. Students who are initially enrolled in another course of study and who wish to change their major to social work may do so by completing a Request For Change of Major Form in the Department of Social Work office. When social work becomes a student's major, a specific Social Work Faculty member is assigned as faculty advisor; see Section IV of this *Department of Social Work Student Handbook* for

detailed information on the advisement process. For every Professional Social Work course, the grade earned must be **C** or higher; in courses where the grade earned is less than **C**, the course must be repeated until that minimum grade is achieved.

Matriculation Criteria and Application Process

Matriculation is the process through which students are formally admitted into the Department of Social Work's professional BSW program. During regularly scheduled advisement contacts every semester, the assigned Social Work Faculty Advisor guides each student in selecting required General Education/Liberal Arts classes, followed by enrollment in the three initial Professional Social Work courses:

- SW 230 Introduction to Social Work – 3 credit hours (*this course is a pre-requisite for SW 305 and SW 315; must earn grade C or higher*)
- SW 305 Social Welfare Policies and Services – 3 credit hours
- SW 315 Human Behavior and the Social Environment I – 3 credit hours

Throughout these courses and in academic advisement sessions during these semesters, the Faculty assesses evidence of potential capacity for professional social work practice as students begin the process of understanding the personal and professional requirements necessary associated with becoming an effective BSW practitioner. Aptitude for and commitment to developing the professional competencies and practice behaviors selected by the Department of Social Work and emphasized throughout the initial nine credit hours of social work courses are summarized as follows:

- Identify as a professional social worker and conduct oneself accordingly.
- Apply social work ethical principles to guide professional practice.
- Apply critical thinking to inform and communicate professional judgments.
- Engage diversity and difference in practice.
- Advance human rights and social and economic justice.
- Engage in research-informed practice and practice-informed research.
- Apply knowledge of human behavior and the social environment.
- Engage in policy practice to advance social and economic well-being and to deliver effective social work services.
- Respond to contexts that shape practice.
- Engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities.

Application for formal admittance and matriculation into the Department of Social Work is made during enrollment in SW 316 Human Behavior and the Social Environment II. The

matriculation application process includes the following points of candidacy (eligibility) and sequential steps:

1. Achievement of cumulative 2.6 Grade Point Average (minimum) in SW 230 Introduction to Social Work, SW 305 Social Welfare Policies and Services, and SW 315 Human Behavior in the Social Environment I
2. Achievement of cumulative overall 2.0 Grade Point Average earned in all coursework attempted at the University of North Alabama (*Grade Point Average(s) earned in previous college(s) will not affect Grade Point Average at UNA*)
3. Satisfactory standing regarding Quality Points (i.e. no Quality Points deficiency)
4. Successful completion of required General Education/Liberal Arts courses
5. Aptitude for and commitment to developing the professional competencies and practice behaviors selected by the Department of Social Work
6. Completion of the matriculation application process which includes these steps:
 - Submission of Matriculation Application Form during enrollment in SW 316 Human Behavior and the Social Environment II
 - Submission of two letters of reference according to guidelines provided
 - Completion of a Self-Description Paper addressing pertinent issues relating to social work as a career choice – a required component of coursework in SW 315 Human Behavior in the Social Environment I
 - Completion of the Matriculation Self Assessment Survey (MASS) in SW 316 Human Behavior in the Social Environment II
 - Required matriculation interview with a team of two Social Work Faculty members (excluding the student's assigned advisor) who utilize the Matriculation Screening Form as an interview tool designed to elicit feedback from the student in key areas including commitment to and professional aptitude for developing the professional core competencies and practice behaviors identified by the Department (see Section II of this *Department of Social Work Student Handbook*)

Following the matriculation interview, the two Faculty members who interviewed the student confer and make recommendations regarding the student's application for matriculation. At a scheduled faculty meeting, the Department Chair and Social Work Faculty review the recommendations and – functioning as Admissions Committee – reach a consensus on the disposition of each student's application for admission, choosing one of the following actions:

- **Acceptance** into the professional social work program
- **Provisional acceptance** or **deferred matriculation** dependent upon satisfactory completion of specifically identified actions recommended to correct concerns and deficits
- **Denial** of admission into the professional social work program

The Department Chair notifies each student, in writing, of action taken on the application for admission and written notification is mailed to the student's University campus mailbox and/or is hand-delivered by a faculty member during social work classes.

Students for whom matriculation is **deferred** continue to work with their assigned Social Work Faculty Advisor to satisfy the recommended actions in order to establish eligibility for future admission into the Department. When the recommended actions have been accomplished, the Social Work Faculty Advisor (in consultation with the Department Chair) reviews the progress and notifies the student in writing that matriculation has/has not occurred and admission into the Department is/is not granted. Students for whom matriculation is **denied** have the right to appeal the decision through the Department's grievance process (Student Status Review Committee) which is explained later in this section of the *Department of Social Work Student Handbook*.

If a student transfers from another university's social work program which is accredited by the Council on Social Work Education and has completed social work courses beyond the previously described nine credit hours, the student applies for matriculation during their first semester of enrollment at the University of North Alabama.

Students who transfer eighteen hours or more of completed social work courses from another Council on Social Work Education accredited institution are required to complete the matriculation process and may be required to enroll in Professional Social Work courses offered by the Department if the student has not been in classes for one complete academic year.

Developing Professionalism

The Department of Social Work Faculty believes that earning the BSW degree represents more than just receiving a diploma: it is the beginning of professional social work practice. Because evidence of professionalism is exhibited in academic behavior and performance, the following guidelines are offered to assist students in understanding the importance of developing professional behavior early in their academic career at the University of North Alabama:

- **Class attendance** is important in all classes including Professional Social Work courses, General Education/Liberal Arts courses, and Prescribed Supporting courses. Students should be on time for class, be prepared to participate in class discussions, and complete assignments in a timely manner. When it is necessary to be absent from class, it is advisable to make every effort to notify the instructor in advance to explain the absence.
- Expectations regarding **academic conduct** include striving to achieve high academic standards in all assignments, projects, and examinations rather than be satisfied with the minimum grade. In all Professional Social Work courses, the grade earned must be **C** or higher; in courses where the grade earned is less than **C**, the course must be repeated until that minimum grade is achieved.
- **Teamship** involves working cooperatively with other students on group projects, demonstrating the essential social work skill of working effectively with others.
- Students are expected to accept **personal responsibility for learning**, including making effective use of library resources and attending professional meetings.
- Commitment to professional **values and ethics**, including challenging personal values and enhancing self-awareness in these areas.
- Demonstrating a commitment to **life-long learning** through personal and professional development in the classroom, through service learning opportunities, and by participation in professional continuing education opportunities.
- Maintaining **client confidentiality** in all service learning opportunities and classroom learning experiences is expected of every student who is working toward the BSW degree.
- As a social work major, each student is expected to comply with all aspects of the University's **Code of Conduct** and other policies described in the *University Student Handbook*, as well as academic and professional performance standards described in the *Department of Social Work Student Handbook*.

Evaluation of Academic and Professional Performance

Assessment of student professionalism and academic performance is based on input from multiple sources including: personal interaction with the student during academic advisement and in other situations; observations of individual functioning and interaction with others in the classroom; reports given by practitioners in community social services agencies during service learning and/or field instruction experiences; reports of concerns from fellow students; matriculation interview; academic performance demonstrated by

grades reflected in University records such as the Unofficial Transcript and Degree Evaluation available through Self-Service Banner; and other sources.

The Department of Social Work Faculty wants students to clearly understand the criteria for assessment of academic performance and professional performance. The following strategies are used to inform students about expected levels of performance:

- Each course syllabus explicitly describes the criteria for evaluation of performance in the specific course including the components that will be assessed, the overall course grading scale, attendance policy, and accommodation policy; students have electronic access to the syllabus which is posted on each course's homepage, accessed through the University of North Alabama's ANGEL Learning System: <https://una.angellearning.com/default.asp>
- Social Work Faculty supplement information presented in course syllabi by providing verbal explanations in class and through additional handouts which further assist students in understanding specific criteria by which assignments, activities, papers, service learning experiences, and exams will be assessed and evaluated
- In class discussions throughout the semester, Faculty stress core competencies and practice behaviors identified for emphasis in each course, reinforcing that Faculty are looking for evidence of development of the competencies and behaviors during class discussions, service learning experiences, activities and assignments, performance on exams and papers, etc.
- Individually scheduled appointments between students and Social Work Faculty (assigned academic advisor as well as Faculty in other capacities) provide opportunities for feedback regarding academic and professional performance
- In regularly scheduled faculty meetings and other times when situations dictate the need for faculty collaboration and consultation, Social Work Faculty discuss student academic and professional performance; when indicated, the assigned faculty advisor will address issues of concern with students
- Various group discussions are sources of information for students including dialogue during class meetings, scheduled gatherings which include Social Work Faculty and all social work majors such as the Fall Reception for Social Work Majors, and group announcements by members of the Department of Social Work Student Advisory Board following Board meetings
- The *Department of Social Work Field Instruction Manual* and the *Department of Social Work Student Handbook* provide important information regarding evaluation of performance throughout enrollment in the Department's professional social work program, and are available in electronic format on the Department of Social Work

homepage in the University website at
<http://www.una.edu/socialwork/documents.html>

Termination Policy

The Department of Social Work makes every effort to recruit and retain students who possess the qualities and aptitude for effective, ethical generalist social work practice and who will maintain the integrity and high standards of the profession. The Faculty endeavors to assist students in resolving issues that may interfere with professional growth and development before the situation escalates into concerns serious enough to warrant termination procedures. The Department has developed a termination policy which addresses both academic issues and professional concerns which would necessitate a student's termination from enrollment in the BSW Program in order to maintain professional credibility, ensure the public trust, and be in compliance with the NASW Code of Ethics (including sections **3.02** Education and Training; **2.09** Impairment of Colleagues; **2.10** Incompetence of Colleagues; and **2.11** Unethical Conduct of Colleagues).

Termination from the BSW Program for **academic reasons** is closely related to academic policies and standards established by the University, while termination for **professional concerns** focuses on appropriate conduct and behavior in accordance with the principles of the social work profession. Termination may occur prior to matriculation, during the process of matriculation, or at any point following successful matriculation into the Department's professional program.

Academic reasons for termination from the Department of Social Work include, but are not limited to:

1. Failure to meet scholastic standards established by the University (overall 2.0 Grade Point Average on all work attempted) as specified in the *University Catalog*
2. Failure to meet scholastic standards established by the Department of Social Work: minimum 2.6 Grade Point Average in all social work classes and cumulative overall 2.0 Grade Point Average on all work attempted at the University of North Alabama
3. Failure to maintain required Quality Points standards as specified in the *University Catalog*
4. Failure to comply with University policies relating to academic warning, probation, suspension and appeal, as specified in the Academic Procedures and Requirements section of the *University Catalog*

Professional reasons for termination from the Department of Social Work include, but are not limited to, the following areas of inappropriate behavior and conduct:

1. Felony conviction during educational program
2. Evidence of criminal or unlawful activity during educational program
3. Active substance abuse in the classroom, service learning environment, and/or field practicum setting
4. Violation of the principles of the NASW Code of Ethics – overtly expressed attitudes, behaviors, and values which are in opposition to those described
5. Sexual misconduct with a client
6. Emotional instability which results in impaired ability to maintain appropriate professional conduct, behavior, and roles in the classroom, service learning environment, and/or field practicum setting
7. Personality, emotional, attitudinal, or personal issues and difficulties which impair performance, interaction, and relationships with classmates, faculty, agency staff, clients, and others
8. Failure to meet generally accepted standards of professional conduct, personal integrity, or emotional stability which are necessary for professional social work practice
9. Inability to appropriately handle personal problems in an effective manner, resulting in disruption of student functioning in the classroom, service learning environment, and/or field practicum setting, educational setting and/or in agency settings
10. Consistent failure to demonstrate effective interpersonal skills necessary for forming professional helping relationships (such as denial of client self-determination, inability to exercise a nonjudgmental attitude toward clients, inability to separate personal values from acceptance of client differences, and others)
11. Dishonesty (including lying, cheating, plagiarism) in coursework, service learning environment, and/or field practicum setting
12. Falsification of Department of Social Work documents and/or agency documents

13. Engaging in and/or condoning discrimination against clients on the basis of age, class, color, culture, disability, ethnicity, gender, gender identity and expression, immigration status, marital status, political ideology, race, religion, sex, sexual orientation, veteran status, or other aspects of diversity
14. Violation of University policies and other behaviors specified in the University Student Code of Conduct which result in suspension from the University; see the *Student Affairs* section in the *University Catalog*, the *University Student Handbook*, and the link to the Office of Student Conduct in the University's website:
<http://www.una.edu/student-conduct/JudicialProcess.html>
15. Failure to demonstrate the willingness and/or ability to develop the basic competencies identified by the Department of Social Work as minimum standards for professional social workers, including the following:
 - Identify as a professional social worker and conduct oneself accordingly.
 - Apply social work ethical principles to guide professional practice.
 - Apply critical thinking to inform and communicate professional judgments.
 - Engage diversity and difference in practice.
 - Advance human rights and social and economic justice.
 - Engage in research-informed practice and practice-informed research.
 - Apply knowledge of human behavior and the social environment.
 - Engage in policy practice to advance social and economic well-being and to deliver effective social work services.
 - Respond to contexts that shape practice.
 - Engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities.
16. Failure to submit to recommended psychological and/or related evaluations regarding the professional violations identified in this list
17. Failure to comply with remediation plans developed by the Faculty, in concert with student input, in efforts to correct identified student concerns and issues

By establishing this termination policy which targets students' professional issues as well as academic concerns, the Department of Social Work endeavors to maintain the integrity of its BSW Program and, ultimately, the profession of social work. The following section articulates the specific termination procedures which are initiated when the termination policy must be implemented in a student circumstance.

Termination Procedures

The Faculty endeavors to assist students in resolving issues that may interfere with professional growth and development before the situation escalates into concerns serious enough to warrant termination procedures.

Student Action Remediation Plan The Department may initiate the Student Action Remediation Plan which may lead to alleviation of the concerns or the student's termination of enrollment in the Department. The following steps describe this process:

1. Issues are identified regarding the student's professional and/or academic performance, including specific description of the area of concern; when applicable, the relevant standard(s) in the NASW Code of Ethics are cited.
2. The student, the assigned Social Work Faculty Advisor, the Director of Field Instruction when internship is involved, and/or other Social Work Faculty members meet together to discuss the concerns.
3. Utilizing the Student Action Remediation Plan Form, a written remediation plan is developed which describes necessary changes, time frames for accomplishing the identified goals, and criteria for assessing success or failure of the remediation plan.
4. The student's Social Work Faculty Advisor and/or the Department Chair monitors the student's compliance with the remediation plan.
5. Students who do not complete the remediation plan or do not comply with the written agreement aimed at achieving necessary changes may be terminated from the Department of Social Work's professional program.
6. In some cases, a student terminated from the Department of Social Work for professional or academic reasons may re-apply for admission at a later date; the application for readmission will be evaluated by the Social Work Faculty.
7. Documentation regarding the areas of concern and related information, including the Student Action Remediation Plan Form, will be retained in the student's file housed in the Department of Social Work, with confidentiality being maintained.

Student Status Review Committee Students who are terminated from the Department of Social Work have the right to appeal the decision. Upon request, the following appeal or grievance protocol will be implemented by the Department of Social Work as described in the following nine steps:

1. Student submits a written request for review to the Department Chair.
2. Department Chair convenes the Student Status Review Committee which consists of two Faculty members appointed by the Chair. Upon student request, a third individual who is a member of the Department of Social Work Community Advisory Board may be added to the Committee. Individuals appointed to the Student Status Review Committee are notified in writing.
3. Student is notified in writing of the appointment of the Student Status Review Committee.
4. Department Chair notifies the Dean of the College of Arts and Sciences that the Student Status Review Committee is being convened.
5. The Student Status Review Committee convenes within ten working days of written notification to the student.
6. The Student Status Review Committee meets with the student to review the facts of the case. The student may submit a written statement for Committee consideration, as well as make an oral presentation to the Student Status Review Committee.
7. The Student Status Review Committee meets to discuss the facts of the case and to make its recommendation to the Department Chair. If further clarification of facts is needed, the Student Status Review Committee will notify the Department Chair.
8. The Student Status Review Committee has the following options available in rendering a decision regarding a student's continued status as a social work major in the Department:
 - **Termination:** student is not permitted to continue in the Department of Social Work professional program but may remain enrolled as a student at the University
 - **Conditional Status:** a remediation plan is formulated to address identified issues; specific timelines and expected behaviors are documented; student must successfully complete the remediation plan in order to continue in the

Department of Social Work professional program; failure to achieve the goals of the remediation plan may result in termination

- **Withdrawal:** student may be advised to withdraw from specific Professional Social Work courses or from the Department of Social Work professional program
 - **No Action Needed:** after deliberation, the Student Status Review Committee may determine that no action is necessary or that the basis of the alleged problem is unfounded
9. The Student Status Review Committee notifies the student, in writing, of its decision. The student may accept the decision of the Student Status Review Committee or appeal to the Department Chair, whose decision is final in the Department of Social Work.

Upon the conclusion of the Department's appeal/grievance procedures, students have the right to appeal to the next administrative level in the University grievance process and may choose to contact the University Ombudsman or request a formal hearing. University policies and procedures regarding these processes are outlined in the *University Catalog* (Student Affairs section) at <http://www.una.edu/catalog/catalogs/2010-2011.pdf> and in Section VII of this *Department of Social Work Student Handbook*.

University of North Alabama Admission and Academic Policies and Procedures

The University of North Alabama is an equal opportunity institution and does not discriminate in the admission policy on the basis of age, color, creed, disability, national origin, race, religion, or sex (see Section X – Appendix for complete nondiscrimination policy). Each student files an Application for Admission (plus fee) to begin the application process, applying to the University as a 'beginning freshman' or 'transfer student'. Refer to the *University Catalog* for specific policies for entering freshmen and admission exceptions.

The Department of Social Work does not grant social work course credit for life experience or previous work experience. The University will consider (for advanced placement or advanced standing) credit from nontraditional sources including military service and advanced placement examinations; refer to the *University Catalog*.

Beginning Freshmen

Students who plan to enroll at the University of North Alabama must provide an official copy of their high school transcript and ACT or SAT scores. Applicants are granted Unconditional Admission status by demonstrating general aptitude for college by obtaining a composite score of 18 or higher on the ACT, or 870 or higher on the SAT, or ranking in the top fifty percent of their high school graduating class. Conditional Admission status may be granted for applicants who do not meet these standards; refer to the *University Catalog* (Admission to the University section) for detailed information regarding Conditional Admission, as well as admission exceptions.

Transfer Students

The University of North Alabama has established specific policies regarding transfer of credits from other institutions of higher learning. Transfer credits are accepted only from institutions accredited by a regional accrediting agency. The University follows policies and procedures regarding transfer of General Education/Liberal Arts courses from other institutions in the State of Alabama as outlined in the Alabama Articulation and General Studies Committee agreement (AGSC) and the Statewide Transfer and Articulation Reporting System (STARS Program); for more information, see <http://stars.troy.edu/stars/stars.htm>. For transfer of General Education/Liberal Arts course credit outside the State of Alabama and/or private institutions, the Office of the Registrar determines course equivalency and transfer credits.

In addition to these policies, students who transfer to the University are advised of the following requirements described in the *University Catalog*; each student must

- present transcripts from all institutions previously attended
- be eligible to return to the last institution attended
- be admitted to the University on Academic Warning or Academic Probation if on warning or probation at the previous institution
- earn a minimum of 64 semester hours at the University and/or other senior institutions
- meet residence requirements of at least 32 semester hours of 300 – 400 level courses completed at the University of North Alabama
- successfully complete a minimum of 128 semester hours of credit (at least 36 semester hours must be 300 – 400 level courses)

Courses in which a grade of **D** has been earned will transfer to the University of North Alabama only if the student's cumulative Grade Point Average on transferable work from another institution is at least 2.0 or **C** average. Grades earned at other institutions will not affect Grade Point Average at the University of North Alabama.

International Admissions

The University of North Alabama encourages international students to pursue degrees at undergraduate and graduate levels. Specific policies regarding admission of international students and the transfer of credits for students who have attended a college or university outside the United States are described in the *University Catalog*. Students who meet these criteria must have their transcripts evaluated by a university-approved international credentials evaluator such as World Education Services (WES).

Grading System

The grading system used in the University of North Alabama is as follows:

A is the grade of highest distinction given for work of a superior quality

B is the grade given for work considered as good or above average

C is the grade given for work of fair or average quality

D is the grade given for work considered poor or below average but passing

F indicates unconditional failure. No credit is earned with a grade of **F**

NC indicates No Credit. **NC** is the grade given for EN 111, 112, 121, 122 for any student that has earned less than a C average

I is used to designate an Incomplete resulting from the failure of the student to complete final coursework because of illness or other circumstances beyond the student's control. Incomplete work must be made up in the next semester.

IP indicates work in progress. **IP** is used to designate coursework which is not scheduled to be completed within a given semester

S indicates satisfactory work and is used only on noncredit courses

U indicates unsatisfactory work and is used only on noncredit courses

W indicates withdrawal from a course between the close of registration for a school term and one week after the designated midterm date, during which time no judgment is made on the quality of a student's work in the course

WD indicates administrative withdrawal

WP indicates official withdrawal passing

WF indicates official withdrawal failing

WS indicates withdrawal satisfactory (complete withdrawal only)

WU indicates withdrawal unsatisfactory (complete withdrawal only)

Scholastic Standards: Academic Honors

Students who earn a 3.70 Grade Point Average or higher during each semester will be eligible for the Dean's List (see *University Catalog* for additional requirements). Upon graduation, degrees with honors are awarded based on the following Grade Point Averages:

- Cum Laude: 3.50 – 3.69 Grade Point Average
- Magna Cum Laude: 3.70 – 3.89 Grade Point Average
- Summa cum Laude: 3.90 – 4.00 Grade Point Average

Scholastic Standards: Academic Warning, Probation, and Suspension

Graduation requirements stipulate that a minimum 2.0 Grade Point Average must be earned on all work attempted at the University of North Alabama, which operates on a semester system and four point grading scale (Grade Point Average 4.0 is **A**, 3.0 is **B**, and 2.0 is **C**). Scholastic standards established by the University include a specific protocol for addressing student performance below the required minimum 2.0 Grade Point Average that is necessary for graduation. Possible sanctions are based on the student's classification as follows:

- Academic Warning Status: 1.60 Grade Point Average or less and fewer than 18 hours attempted
- Academic Probation Status: based on total hours earned and cumulative Grade Point Average as follows:

<u>cumulative hours earned</u>	<u>minimum cumulative GPA</u>
0 – 31	1.60
32 – 63	1.85
64 – 95	1.95
96 – or above	2.00

Probationary status is removed by achieving required cumulative Grade Point Average for the classification, but is continued if it remains below that standard; 2.0 Grade Point Average must be achieved on work attempted each semester during probation

- Academic Suspension: a student on probation is suspended for one semester upon failure to achieve 2.0 Grade Point Average on work attempted

Academic suspension is mandatory and automatic based on the student's Grade Point Average. Students who are suspended have the right to appeal that status and to request the Readmissions Committee to hear their case (application is made through the Office of Admissions). The Readmissions Committee has the authority to permit readmission of the

student before the expiration of the period of suspension. Additional information about this process is located in the *University Catalog* and in the Office of Admissions.

Quality Points and Grade Point Average

Quality Points are based on the grade received for each course completed at the University of North Alabama. Quality Points are a key factor in computing Grade Point Average. To obtain the minimum 2.0 Grade Point Average required for graduation from the University, a student must accumulate a positive number of Quality Points (or at least zero) rather than a deficit number of Quality Points.

Grade Point Average is obtained by dividing a student's total Quality Points earned at University of North Alabama by the total number of Credit Hours Attempted at the University. Students can obtain this information reviewing their Student Academic Transcript (Unofficial Transcript) which is available electronically through Self-Service Banner by logging into the UNAPortal System from the University's homepage (<https://unaportal.una.edu/cp/home/displaylogin>).

When reviewing the Unofficial Transcript in Self-Service Banner, the numeric value for Total Institution in the Transcript Totals section is the only information to be used when calculating the Grade Point Average; when completing this calculation, the student should disregard the values for Total Transfer and Overall.

A "quick formula" for mathematically determining the total Quality Points based on the information presented in the Unofficial Transcript is to double the GPA Hours then subtract this number from Quality Points. In other words, "GPA Hours times two, then subtract this amount from Quality Points"; if the result is zero or a "plus" number, the Quality Points status is fine. However, if the result is a negative number, the student needs to earn additional Quality Points to correct the deficit, which can only be done by earning grades of **A** or **B** in classes. No Quality Points are earned for grades of **C**, while **D** and **F** grades result in Quality Points being subtracted from the student's total.

Repeat/Recompute Policy

A student who repeats courses in which a grade of **C**, **D** or **F** was received may identify three of those courses (up to eleven hours) for the purpose of recomputing their Grade Point Average. For each course identified, only the most recent grade will be used in determining progress and in recomputing the Grade Point Average; however, the previous grade will remain on the student's transcript. Credit in each course may be used only one time toward meeting the 128-semester hour graduation requirement. The Repeat/Recompute process is student generated and is handled through the Office of the Registrar.

Second Chance Provision

A student who has been readmitted to the University after an absence of five or more years can earn Second Chance status – the chance to eliminate grades of **D**, **F**, or **WF** from Grade Point Average computation. To earn Second Chance status, a student must achieve a minimum 2.5 Grade Point Average for each semester during the first 24 credit hours following readmission to the University. Students who seek Second Chance status must file a formal application in the Office of the Registrar.

Class Attendance Policy

Each Faculty member at the University of North Alabama establishes and enforces their individual attendance policy for each course. Policies and procedures on absences and makeup work are established in writing for each class, are announced by the professor at the beginning of the term, and – for excessive absences – may provide for appropriate penalties including reduction in grades or professor-initiated withdrawal from class. Each student is directly responsible to the individual faculty member for absences and for making up work missed. A faculty member's attendance policy supersedes the Withdrawal from a Course policy, described below.

Withdrawal from a Course

The University of North Alabama has established a system for course withdrawal which consists of different categories of withdrawal based on when the course withdrawal occurs during the semester. A faculty member's attendance policy supersedes the Withdrawal from a Course policy; therefore, a student who exceeds the allowed number of absences for a particular course is not permitted to withdraw from the course without consent of the instructor. The specific withdrawal types and corresponding time frames are as follows:

W indicates *withdrawal* from a course between the close of registration for a school term and one week after the designated midterm date, during which time no judgment is made on the quality of a student's work in the course; student must initiate the process by completing a withdrawal form and obtaining the signature of the course instructor or by sending an email to the Registrar at registrar@una.edu

WP indicates official *withdrawal passing* – grade assigned by instructor (based on student performance in the course up to the time of withdrawal) after the **W** period expires and up to the Wednesday that falls two weeks prior to the last day of class

WF indicates official *withdrawal failing* – grade assigned by instructor (based on student performance in the course up to the time of withdrawal) after the **W** period expires and up to the Wednesday that falls two weeks prior to the last day of class

Transient Status

Transient students who enroll simultaneously at the University and another institution must meet strict criteria regarding transfer of courses as outlined in the *University Catalog* (see

the Academic Procedures and Requirements). For students majoring in social work, advance approval from the Dean of the College of Arts and Sciences is required and will not be given to students who are on academic probation, academic warning, or conditional admission at the University of North Alabama. To request approval for transient status, the student initiates the process with their Social Work Faculty Advisor, completes the Transient Approval Form, and then takes the form to the Dean's office for approval.

Collegiate Assessment of Academic Proficiency (CAAP Examination)

All students at the the University of North Alabama, including transfer students, are required to successfully complete the CAAP Examination after completing 44 semester hours of coursework and prior to beginning the 70th hour of coursework. Additionally, each of the following courses of the General Education/Liberal Arts must be completed:

- EN 111 First Year Composition I
- EN 112 First Year Composition II
- At least one semester of the literature requirement
- MA 110 Finite Math or MA 112 Pre-Calculus Algebra
- At least one semester of the biology requirement
- At least one semester of the history requirement

Transfer of Credit: General Education/Liberal Arts Courses and Prescribed Supporting Courses

It is the policy of the University of North Alabama to accept transfer credits only from institutions accredited by a regional accrediting agency. The University follows policies and procedures regarding transfer of General Education/Liberal Arts Courses from other institutions in the State of Alabama as outlined in the Alabama Articulation and General Studies Committee agreement (AGSC) and the Statewide Transfer and Articulation Reporting System (STARS Program). Extensive information regarding AGSC and STARS may be accessed at <http://stars.troy.edu/agsc/agsc.htm> and http://stars.troy.edu/stars/what_stars.htm. For transfer of General Education/Liberal Arts course credit outside the State of Alabama and/or from private institutions, the Office of the Registrar determines course equivalency and transfer credits.

Transfer of Credit: Professional Social Work Courses

Students who transfer to the University of North Alabama after having completed social work courses at another institution follow the same general University requirements previously described regarding transfer courses. The Department of Social Work does not accept transfer credit for Professional Social Work courses completed at institutions which are not accredited by the Council on Social Work Education, with the exception of SW 230 Introduction to Social Work. If a student requests transfer of this course, the Department Chair and appropriate faculty conduct an evaluation to determine if the proposed course is equivalent to the Department of Social Work's course. Assessment includes evaluation of the catalog description, course syllabus (focusing on course goals, learning objectives, and

student learning outcomes), content outline, projects and learning activities, bibliography, and other available documentation. When the course is determined to be appropriate for substitution, the following process is initiated:

- Student submits request to Social Work Faculty Advisor
- Social Work Faculty Advisor takes action on the request; when approved, the request is forwarded to the Chair of the Department of Social Work for action
- Department Chair takes action on the request; when approved, Department Chair forwards the request to the Dean of the College of Arts and Sciences for action
- The Dean of the College of Arts and Sciences takes action on the request; when approved, Dean forwards the approved request to the Office of the Registrar and notice of approval to the Department of Social Work

Students who transfer social work courses from a social work program accredited by the Council on Social Work Education may be asked to provide documentation for review as described above. In some circumstances, the University's Office of the Registrar may have previously established course equivalency and will, therefore, subsequently recommend approval of transferred social work courses for the Department's consideration.

Transferred course credit is not accepted for required SW 432 Field Instruction in Social Work I and SW 433 Field Instruction in Social Work II.

Transfer of Credit: International Institutions

The Department of Social Work welcomes the enrollment of international students into its professional social work program, and adheres to the University's policy that students who have attended a college or university outside the United States must have their transcripts evaluated by a university-approved international credentials evaluator such as World Education Services (WES). The Chair of the Department of Social Work collaborates with the University's Office of International Affairs and the Office of the Registrar to determine which courses an international student has completed upon transferring to the University. This information is subsequently shared with the assigned Social Work Faculty Advisor who then works closely with the student regarding remaining coursework to be completed in order to earn the BSW degree. Policies regarding admission of international students and the transfer of credits for students who have attended a college or university outside the United States are described in the *University Catalog*.

SECTION IV

Advisement

The Department of Social Work's organized advisement process is purposefully structured to accomplish three primary objectives. First, it satisfies the University's mandatory advisement policy which is prerequisite for enrollment in the upcoming semester. From their academic advisor, students receive a unique Personal Identification Number (PIN) applicable for one semester only which is necessary to utilize the required online enrollment system. Second, careful course sequencing throughout the social work major is essential: beginning with the General Education/Liberal Arts Courses and continuing through the Professional Social Work Courses, students receive guidance from their Social Work Faculty Advisor to ensure they are meeting specific course sequencing and academic requirements. At least one mandatory advisement session with every student during each semester is scheduled to accomplish this objective. Utilization of the Department's checksheet entitled *Checksheet for the Bachelor of Social Work Degree* is a key component of academic advisement as well as the online Degree Evaluation available in Self-Service Banner. Finally, Social Work Faculty view academic and professional advisement sessions as opportunities to model professionalism and provide mentoring to enhance professional development of students.

Assignment of Advisor

Every student who is a declared social work major is assigned a specific Social Work Faculty member as their academic and professional advisor. Each member of the Social Work Faculty maintains advisement responsibilities for a designated portion of the student enrollment in the Department. The current organizational system assigns students to faculty advisors alphabetically by the student's last name, with one scheduled advisor change as the student progresses through the social work course of study and the phases of advisement, described below.

Scheduling Advisement Appointments

The Department of Social Work announces designated dates and times for advisement prior to the University's scheduled pre-registration period for the upcoming semester. This typically occurs near the midterm point of the current semester. It is the student's responsibility to schedule an appointment time with their assigned Social Work Faculty Advisor; posters announcing available appointment times are placed in a specified location in the Department of Social Work.

Phases of Advisement

Academic advisement is an on-going process for students who are enrolled in the Department of Social Work. Although the overall purpose of advisement remains the same, the focus changes as students progress through the General Education/Liberal Arts Courses and continue into the Professional Social Work Courses. In the Department of Social Work, academic and professional advisement is categorized into three distinct phases: Regular Advisement, Pre-Field Advisement, and Field Advisement.

Regular Advisement (advisement phase one) begins at the onset of enrollment in the Department of Social Work whether the student is a first semester freshman or a transfer student of advanced classification status. Students are assigned alphabetically to Social Work Faculty in this phase. Regular Advisement focuses on acclimating students to Departmental and University academic processes and procedures, providing professional mentoring, and guiding students through enrollment in the necessary General Studies/Liberal Arts Courses and first three Professional Social Work Courses: SW 230 Introduction to Social Work, SW 305 Social Welfare Policies and Services, and SW 315 Human Behavior and the Social Environment I.

Students continue to schedule Regular Advisement appointments every semester until successful completion of matriculation, the matriculation process typically occurs during the semester the student is enrolled in SW 316 Human Behavior and the Social Environment II.

Pre-Field Advisement (advisement phase two) begins during the semester in which the student successfully completes the matriculation process, usually during enrollment in SW 316 Human Behavior and the Social Environment II. A second requirement for transfer to Pre-Field Advisement is that the student anticipates enrolling in one or more of the following Professional Social Work Courses during the upcoming semester:

- SW 361 Methods of Social Work Practice II – 3 credit hours
- SW 362 Methods of Social Work Practice III – 3 credit hours
- SW 370 Methods of Social Work Research – 3 credit hours

When these two conditions are met, the student is transferred **from** the alphabetically assigned Social Work Faculty Advisor **to** the Field Instruction Faculty Advisor (the Director of Field Instruction) who assumes academic and professional advisement responsibilities in the Pre-Field Advisement phase. Pre-Field Advisement continues to address issues important in Regular Advisement, but further expands to include assessment of students' interests, aptitude/readiness for internship, and preliminary discussion of potential field placement options. The Director of Field Instruction maintains the role of academic and

professional advisor throughout the Pre-Field Advisement phase and into the final stage of the advisement process, known as Field Advisement.

In the event that the student does not successfully matriculate and/or has remaining General Studies/Liberal Arts Courses to complete prior to advancing into one or more of the three Professional Social Work Courses identified above, the student remains in Regular Advisement with their previously assigned Social Work Faculty Advisor until matriculation recommendations have been met and the advisor concludes that the student is ready to progress to the next level of advisement.

Field Advisement (advisement phase three) is initiated for each student in the semester immediately prior to their anticipated enrollment in the required internship courses:

- SW 432 Field Instruction in Social Work I – 6 credit hours
- SW 433 Field Instruction in Social Work II – 6 credit hours

Field Advisement involves individual advisement sessions with the Director of Field Instruction, as well as group advisement meetings with the Director of Field Instruction, the Social Work Faculty Field Liaison, and all students who are qualified to enter field instruction. A central goal of Field Advisement is to finalize placement of each student in a social services agency where their internship will be completed.

Student Responsibilities in Academic and Professional Advisement

The student's role significantly impacts the effectiveness of the ongoing academic and professional advisement sessions with their Social Work Faculty Advisor. The Department of Social Work has identified the following student responsibilities with regarding advisement. The social work student is expected to:

- Schedule advisement appointments in a timely manner according to the announced schedule
- Come to advisement meetings fully prepared with required information including classes needed (based on their *Checksheet for the Bachelor of Social Work Degree* document provided by the Department and their online Degree Evaluation), knowledge of the dates and times of classes needed based on the published *University Schedule of Classes*, and questions to discuss
- Actively participate in the discussion during the advisement meeting
- Sign the Department of Social Work Advisement Form which reflects the agreed-upon class schedule
- In a timely manner, register for the selected classes according to the schedule developed in consultation with the Social Work Faculty Advisor

- Consult the Social Work Faculty Advisor regarding specific problems, issues, and concerns which impact successful completion of the social work course of study

Faculty Responsibilities in Academic and Professional Advisement

The Social Work Faculty recognizes the importance of the advisement process, and is committed to ensuring that students receive thorough, competent faculty consultation throughout their course of study in the Department of Social Work. Faculty responsibilities in advisement include:

- Assist the student in monitoring completion of the General Education/Liberal Arts Courses (based on their *Checksheet for the Bachelor of Social Work Degree* document provided by the Department and online Degree Evaluation)
- Assist the student in monitoring completion of the required Professional Social Work Courses and the Prescribed Supporting Courses (based on their *Checksheet for the Bachelor of Social Work Degree* provided by the Department and their online Degree Evaluation)
- Assist the student in understanding the academic policies and procedures of the Department of Social Work and the University
- Provide information regarding course and/or curriculum changes that directly affect the student's course of study
- Provide feedback regarding the student's aptitude for a career in social work as well as strengths and areas of concern regarding professional growth
- Serve as a professional mentor to facilitate the student's personal and professional growth
- Refer the student, as needed, to appropriate campus and community resources for assistance with academic and/or professional issues
- Provide a new Personal Identification Number each semester which is necessary in order for the student to utilize the required online enrollment system

Course Sequencing and Prerequisites

It is essential that each student is aware of the correct sequencing of courses in the Department of Social Work. Successful completion of required prerequisites is necessary prior to enrollment in the Professional Social Work courses. The *Checksheet for the Bachelor of Social Work Degree* document reflects the appropriate sequencing, which is summarized here. See *Handbook Insert – Catalog Year* described in Section V of this *Department of Social Work Handbook* for course descriptions.

Course Sequencing: SW 230 Introduction to Social Work is the prerequisite for all Professional Social Work courses except the social work electives and may be taken with general electives. Required sequence to complete the BSW degree in four semesters during the junior and senior years after completion of SW 230 Introduction of Social Work:

- Semester One: SW 305 Social Welfare Policies and Services
SW 315 Human Behavior and the Social Environment I
- Semester Two: SW 316 Human Behavior and the Social Environment II
SW 324 Diversity Issues in Social Work Practice
SW 360 Methods of Social Work Practice I
- Semester Three: SW 361 Methods of Social Work Practice II
SW 362 Methods of Social Work Practice III
SW 370 Methods of Social Work Research
- Semester Four: SW 432 Field Instruction in Social Work I
SW 433 Field Instruction in Social Work II
- Important Notes Regarding Semesters One, Two and Three:
 - Courses do not have to be taken together each semester, as shown above, but must be taken in this sequence
 - One of the following Social Work Electives must be taken in Semester One, Two, or Three if not completed during prior semesters: SW 403 Gerontology, SW 415 Ethical Decision Making in Social Work Practice, or SW 420 Services to Families and Children; it is highly recommended that students enroll in all three Social Work Electives during their course of study, counting two of the three as Prescribed Supporting Courses
 - No other coursework can be taken during the semester of field instruction

Pre-requisites Summary for Professional Social Work Courses

- Minimum grade **C** is required in every Professional Social Work course and is a pre-requisite for continuing on to the next sequence of courses
- SW 230 Introduction to Social Work is the pre-requisite for all social work courses (except social work electives SW 403 Gerontology, SW 415 Ethical

Decision Making in Social Work Practice, and SW 420 Services to Families and Children)

- SW 305 Social Welfare Policies and Services and SW 315 Human Behavior and the Social Environment I must be completed before enrollment in SW 316 Human Behavior and the Social Environment II, SW 324 Diversity Issues in Social Work Practice, and/or SW 360 Methods of Social Work Practice I
- SW 360 Methods of Social work Practice I must be completed before SW 361 Methods of Social Work Practice II, SW 362 Methods of Social Work Practice III, and/or SW 370 Methods of Social Work Research
- All required coursework (including Professional Social Work courses, Prescribed Supporting courses, General Education/Liberal Arts courses, and General Electives) must be completed prior to SW 432 Field Instruction in Social Work I and SW 433 Field Instruction in Social Work II, which are taken together in the same semester; coursework must include at least 36 hours at 300-400 level
- SW 432 Field Instruction in Social Work I and SW 433 Field Instruction in Social Work II, taken concurrently, should be completed the last semester of enrollment at the University

Additional Prerequisite Policies (as specified in the University Catalog)

- If a student's ACT score in mathematics is less than 22, the student must take MA 100 Intermediate Algebra or MA 105 Mathematics for Liberal Arts (earning at least a **C**) as a pre-requisite for MA 110 Finite Mathematics; MA 105 Mathematics for Liberal Arts is the recommended pre-requisite for MA 110 Finite Mathematics
- If a student's ACT score in mathematics is 15 or below, the student must enroll in MA 099 Beginning Algebra and earn a grade of **S** (Satisfactory) before enrolling in MA 100 Intermediate Algebra or MA 105 Mathematics for Liberal Arts
- MA 100 Intermediate Algebra, MA 110 Finite Math, or MA 112 Pre-Calculus Algebra must be successfully completed before enrollment in MA 147 Elementary Statistics
- MA 147 Elementary Statistics must be successfully completed before enrolling in SW 370 Methods of Social Work Research

Degree Evaluation and Unofficial Transcript (on-line)

The on-line Degree Evaluation serves as the official checklist for all students (except those who meet special circumstances and thereby qualify for the issuance of an Official University Checksheet by the Office of the Registrar as described in the *University Catalog*). Each student may access their Degree Evaluation via the Student Services tab in Self-Service Banner accessed through the Campus UNAPortal system; additional instructions can be viewed at <http://www.una.edu/registrar/degree-audit.html>. Students should refer to their Degree Evaluation on a regular basis, as well as their Unofficial Transcript accessed through the same process, in order to monitor progress toward accomplishing graduation requirements. These references are in addition to the Department of Social Work's *Checksheet for the Bachelor of Social Work Degree* document.

Grade Point Average and Quality Points

Students should carefully monitor their Grade Point Average (GPA) and Quality Points standing, as these two factors determine eligibility to progress through the Department of Social Work's professional BSW program, complete the matriculation process, and be admitted into field instruction. To be eligible to enroll in field instruction, students must achieve a cumulative 2.6 GPA (minimum) in all Professional Social Work courses, a cumulative overall 2.00 GPA (minimum) in all coursework attempted at the University of North Alabama, and have no deficiency in Quality Points.

Quality Points are based on the grade received for each course completed at the University of North Alabama. Quality Points are a key factor in computing Grade Point Average. To obtain the minimum 2.0 Grade Point Average required for graduation from the University, a student must accumulate a positive number of Quality Points (or at least zero) rather than a deficit number of Quality Points.

Grade Point Average is obtained by dividing a student's total Quality Points earned at University of North Alabama by the total number of Credit Hours Attempted at the University. Students can obtain this information reviewing their Student Academic Transcript (Unofficial Transcript) which is available electronically through Self-Service Banner by logging into the UNAPortal System from the University's homepage (<https://unaportal.una.edu/cp/home/displaylogin>).

When reviewing the Unofficial Transcript in Self-Service Banner, the numeric value for Total Institution in the Transcript Totals section is the only information to be used when calculating the Grade Point Average; when completing this calculation, the student should disregard the values for Total Transfer and Overall.

A "quick formula" for mathematically determining the total Quality Points based on the information presented in the Unofficial Transcript is to double the GPA Hours then subtract

this number from Quality Points. In other words, “GPA Hours times two, then subtract this amount from Quality Points”; if the result is zero or a “plus” number, the Quality Points status is fine. However, if the result is a negative number, the student needs to earn additional Quality Points to correct the deficit, which can only be done by earning grades of **A** or **B** in classes. No Quality Points are earned for grades of **C**, while **D** and **F** grades result in Quality Points being subtracted from the student’s total.

General Studies (CAAP) Examination

Completion of the Collegiate Assessment of Academic Proficiency, or CAAP Exam, is a graduation requirement for all University students. This should be scheduled after completing 44 semester hours and before beginning the 70th hour of coursework. Students register for this exam in the same manner as registering for an academic class. The schedule for the CAAP exam is published in the *University Schedule of Classes*.

Matriculation Process

Matriculation, formal admission into the Department of Social Work’s professional social work program, is discussed in Section III of this *Department of Social Work Handbook*.

Graduation Application

Students apply for graduation using the Application for Graduation Form which can be picked up at the Registrars’ Office (119 Bibb Graves Hall) or downloaded from the University website at <http://www.una.edu/registrar/graduation.html>. The student must obtain and complete the application, then submit it and the required graduation fee to the Registrar’s Office. University policy states that students must apply for graduation two semesters prior to the anticipated semester of graduation. Each *University Schedule of Classes* includes a timetable announcing specific deadlines for completing the graduation application based on the expected graduation date.

- For Spring graduation – apply during the previous summer semester
- For Summer graduation – apply during the previous fall semester
- For Fall graduation – apply during the previous spring semester

Timely submission of the Application for Graduation Form is required to generate a Graduation/Degree Audit, which is necessary for efficient academic advisement and enrollment in field instruction.

Social Work Exit Examination

Each student must complete an exit examination prior to graduation from the University. Administered during enrollment in SW 433 Field Instruction in Social Work II, this comprehensive exam evaluates the student’s overall comprehension of social work

knowledge, values, and skills presented throughout the course of the Professional Social Work Program. The exam is typically scheduled by the Director of Field Instruction during the weekly internship seminar.

Hour Requirements for Graduation

A minimum of 128 semester hours of credit must be successfully earned in order to be eligible to graduate from the University of North Alabama. At least 64 semester hours must be earned from the University (and/or from other senior colleges). At least 36 semester hours must be junior-senior level courses (numbered 300-400), and at least 32 of those 36 upper division hours must be completed at the University of North Alabama.

Sample Schedule Which Reflects Required Course Sequencing

(For Catalog Years Beginning 2009-2010)

FIRST YEAR

<u>First Semester</u>		<u>Second Semester*</u>	
Course	Credit Hrs	Course	Credit Hrs
English 111 <u>or</u> 120	3	English 112 <u>or</u> 121	3
History 101 <u>or</u> 201	3	History 102 <u>or</u> 202	3
Biology 101 <u>or</u> 111	4	Biology 102 <u>or</u> 112	4
Sociology 221	3	Psychology 201	3
Computer Science	<u>3</u>	Communication 201	<u>3</u>
<i>(Choose CS 110, CS 120, <u>or</u> CIS 125)</i>	16		16

**If needed, take pre-requisite for MA 110 based on ACT math score: MA 100 or MA 105 (and possibly MA 99)*

SECOND YEAR

<u>First Semester</u>		<u>Second Semester</u>	
Courses	Credit Hrs	Courses	Credit Hrs
English 211, 221, 231 <u>or</u> 233	3	English 212, 222, 232 <u>or</u> 234	3
Math 110 <u>or</u> 112 (after pre-requisite)	3	Math 147	3
Political Science 241	3	Political Science 242	3
Art 170 <u>or</u> Music 222	3	Social Work 230	3
Economics 251	3	Philosophy 201, 202, <u>or</u> 205	3
General Elective Hours	<u>3</u>	General Elective Hours	<u>3</u>
	18		18

THIRD YEAR

<u>First Semester</u>		<u>Second Semester**</u>	
Courses	Credit Hrs	Courses	Credit Hrs
Social Work 305	3	Social Work 316***	3
Social Work 315	3	Social Work 324	3
Prescribed Supporting Courses	6	Social Work 360	3
General Elective Hours	<u>6</u>	Prescribed Supporting Course	3
	18	Required Social Work Elective	<u>3</u>

***apply for graduation this semester* 15

****apply for matriculation in this course*

FOURTH YEAR

<u>First Semester</u>		<u>Second Semester</u>	
Courses	Credit Hrs	Courses	Credit Hrs
Social Work 361	3	Social Work 432	6
Social Work 362	3	Social Work 433	<u>6</u>
Social Work 370	3		12
Prescribed Supporting Courses	<u>6</u>		
	15		

Note: If attending classes during the summer or additional fall/spring semesters, the courses can be “spread out” over time but the **sequence** must remain the same as described above for courses in Social Work, English, Math, and Biology.

Summary of Steps to Completion of BSW

1. Receive admission to the University of North Alabama
2. Declare social work as major course of study
3. Contact the Department of Social Work to identify assigned Social Work Faculty Advisor
4. Obtain a *Checksheet for the Bachelor of Social Work Degree* from Social Work Faculty Advisor to assist in monitoring progress during the course of study; regularly review the Degree Evaluation available on-line through the UNAPortal and Self-Service Banner systems
5. Regularly schedule and attend advisement appointments with designated Social Work Faculty Advisor at least once each semester during the Regular Advisement phase, and as often as needed to address issues of interest and concern
6. Successfully complete all General Education/Liberal Arts courses, including general electives
7. Follow prescribed procedures for enrolling in the CAAP Exam after 44 semester hours and before the 70th semester hour of coursework
8. Complete SW 230 Introduction To Social Work (must earn a **C** or better)
9. Complete SW 305 Social Welfare Policies and Services, and SW 315 Human Behavior and the Social Environment I (must earn a **C** or better); initiate Field Instruction Integration Portfolio (FIIP)
10. Upon successful completion of the first nine hours of required social work courses (SW 230 Introduction to Social Work, SW 305 Social Welfare Policies and Services, and SW 315 Human Behavior and the Social Environment I), submit an Application For Matriculation during enrollment in SW 316 Human Behavior and the Social Environment II
11. Complete the matriculation process, including the matriculation interview
12. Receive a letter from the Department Chair regarding the Faculty decision on matriculation status
13. Following successful matriculation into the Department of Social Work, transfer from assigned Social Work Faculty Advisor in Regular Advisement phase to the Director of Field Instruction to initiate the Pre-Field Advisement phase; this transfer occurs during the semester prior to enrolling in one or more of the following courses: SW 361 Methods of Social Work Practice II, SW 362 Methods of Social Work Practice III, SW 370 Methods of Social Work Research
14. Based on decisions made during Pre-Field Advisement sessions and according to the *University Catalog* for the specified catalog year, enroll in required Professional Social Work courses and Prescribed Supporting courses; grades in each social work course must be **C** or higher; continue to compile Field Instruction Integration Portfolio (FIIP)
15. Apply for graduation in the Office of the Registrar two semesters in advance of anticipated graduation to facilitate issuance of the necessary Graduation/Degree Audit
16. Begin Field Advisement phase by attending mandatory meetings and other field advisement tasks, as directed by the Director of Field Instruction, in preparation for enrollment in internship; prepare FIIP for submission as part of this process
17. Successfully complete SW 432 Field Instruction I and SW 433 Field Instruction II which are taken currently in the final semester of enrollment; complete the required Social Work Exit Examination which is administered during one of the final Field Seminar sessions

SECTION V

Curriculum

Curriculum Overview

The Department of Social Work's professional curriculum is purposefully sequenced in a manner which allows students to progressively build upon concepts learned in General Education/Liberal Arts courses. Therefore, it is essential that the required course sequencing be followed. Assisting students in appropriately sequencing their course of study is one of the primary functions of the Department's academic advisement system (described Section IV of this *Department of Social Work Student Handbook*). Social work majors do not choose a minor course of study; instead, the Department identifies specific Prescribed (required) Supporting courses and allows students to choose courses in their interests which enhance the Professional Social Work courses.

The Department of Social Work's BSW Program entails a course of study comprised of these four areas:

- General Education/Liberal Arts Courses
- Required Professional Social Work Courses
- Prescribed Supporting Courses
- General Electives

Specific course pre-requisites and important points regarding course sequencing are explained in Section IV of this *Department of Social Work Student Handbook*.

Catalog Year

The concept of catalog year is important in completing the BSW Program. The *University Catalog* which was 'in effect' or current when each student enrolls in the University of North Alabama will determine the student's catalog year. Students must adhere to the policies, procedures, and requirements detailed in that specific edition of the *University Catalog* as they progress through the semesters, as these will be the standards which must be met for graduation.

Handbook Insert – Catalog Year

The Department of Social work has compiled an insert for this *Department of Social Work Student Handbook* which is specific to each catalog year. Entitled *Handbook Insert – Catalog Year*, the insert includes the Department's *Checksheet for the Bachelor of Social Work Degree* document as well as course descriptions relative to each catalog year. The

insert is a component of this *Department of Social Work Student Handbook* and should be individually downloaded by each student for inclusion in this Section V – Curriculum of their *Handbook*. Each *Handbook Insert – Catalog Year* document can be accessed from the Department’s homepage on the University website at <http://www.una.edu/socialwork/documents.html>.

Confidentiality

Maintaining client confidentiality is an essential aspect of professionalism expected of every student during their enrollment in Professional Social Work Courses and Social Work Electives in the Department of Social Work. In addition to SW 432 Field Instruction in Social Work I and SW 433 Field Instruction in Social Work II, many of the social work courses include service learning experiences or other activities which frequently place students in circumstances where they may receive confidential client information. Students are expected to be fully aware of and in compliance with the confidentiality policy specified in the NASW Code of Ethics (Social Workers’ Ethical Responsibilities to Clients, Section 1.07 Privacy and Confidentiality); see Section X – Appendix of this *Department of Social Work Student Handbook*.

The following points articulate specific expectations for student behavior regarding confidentiality in field instruction, service learning and related activities. Each student is expected to:

- recognize and accept personal responsibility for maintaining client confidentiality and privacy
- take initiative and responsibility for knowing and complying with the specific confidentiality policies of settings where service learning and related activities occur
- in class and in agency settings, refrain from sharing identifying information regarding clients outside the agreed-upon professional boundaries established in the service learning experience and related activities
- accept responsibility to maintain documentation and other paperwork in a confidential manner which protects client privacy in all situations

Service Learning

The Department of Social Work Faculty shares a strong commitment to service learning and values its place in the curriculum. Many of the Professional Social Work Courses have a service learning component built into the educational design of the class. Service learning provides students the opportunity to have “hands on” relevant experiential opportunities to gain knowledge, values, and skills which are central to generalist social work practice. Service learning projects are planned in collaboration with social service agencies, school systems, and other components of the community who benefit from student involvement in their services and programs. Service learning is more than volunteering: educational goals and objectives in social work courses are part of the service learning experience, thus merging meaningful community service with instruction

and reflection. Details regarding expectations and activities are explained in the course syllabus for each class which includes a service learning component.

Field Instruction

Field instruction is the exciting final step in the social work education process at the University of North Alabama. Sometimes referred to as *internship*, *field*, or *field practicum*, field instruction is an integral part of social work education. In field instruction, emphasis is placed on integrating classroom learning with social work practice. Students have the opportunity to apply all the knowledge and skills gained throughout their academic course of study to actual client situations in an agency setting. This 'hands-on' training is an essential step in professional training.

The field instruction component is presented in SW 432 Field Instruction in Social Work I and SW 433 Field Instruction in Social Work II, taken during the final semester of enrollment in the University. These two 6 credit hour courses will be taken concurrently in the same semester. Each course includes a placement of approximately 250 hours in an assigned social services agency; thus, internship involves approximately 500 hours in a field setting. Offered only in fall and spring semesters, students work in their assigned agency four days per week (Tuesday through Friday), and then attend an integrative seminar class on the University campus on Monday. The Director of Field Instruction works closely with students in determining their agency field placement; emphasis is placed on individualization based on each student's professional interests, learning needs, and agency availability. During internship, students are supervised by a field supervisor in the agency setting and by the Field Instruction Faculty. Formal evaluation of student progress occurs at mid-term and at the end of internship.

Admittance to Field Instruction Entering field instruction is the culmination of many steps throughout the Social Work education experience. All academic coursework (General Education/Liberal Arts courses, Prescribed Supporting Courses, Professional Social Work Courses, and General Electives) must be completed prior to enrollment in internship. Required academic standards must be met including:

- Successful completion of the matriculation process
- 2.6 Grade Point Average in all social work classes
- Cumulative 2.0 Grade Point Average (minimum) in all work completed at the University of North Alabama
- Sufficient Quality Points (i.e., no Quality Points deficiency)
- Approved Graduation/Degree Audit from Office of the Registrar

Observations from the Social Work Faculty, assessment during the matriculation process, and other factors are considered by the Director of Field Instruction in determining

readiness for field placement. Refer to the *University Catalog* and Section III of this *Department of Social Work Student Handbook* for more information regarding academic policies and standards. Detailed information regarding Field Instruction is described in the *Department of Social Work Field Manual* available electronically at <http://www.una.edu/socialwork/documents.html>.

Field Instruction Process The field instruction process *actually* begins with enrollment in the initial social work course because everything learned during the completion of the Professional Social Work Courses is important and must be implemented in internship. Specific steps involved in the field instruction process may be summarized as follows:

- Regularly attend advisement sessions with the assigned academic advisor
- Enter Pre-Field advisement the semester following matriculation (the semester of enrollment in SW 361 Methods of Social Work Practice II, SW 362 Methods of Social Work Practice III, and/or SW 370 Methods of Social Work Research); at this point, the Director of Field Instruction becomes the academic advisor
- Complete remaining coursework as directed by the Director of Field Instruction and based on requirements specified in the Graduation/Degree Audit
- Enter field advisement; attend two mandatory organizational meetings during the final semester prior to enrollment in SW 432 Field Instruction in Social Work I and SW 433 Field Instruction in Social Work II
- Submit an Application For Field Placement (see Section X – Appendix)
- Finalize the Field Instruction Integration Portfolio (FIIP), preparing it for submission to the Field Instruction Faculty
- Complete application to join the National Association of Social Workers (see Section VIII of this *Handbook*) to be eligible to obtain required student liability/malpractice insurance offered through NASW
- With the Director of Field Instruction, identify specific agencies as possible locations for field placement
- Arrange and attend a pre-placement interview at the social services agency approved by the Director of Field Instruction (this occurs the semester prior to the beginning of SW 432 Field Instruction in Social Work I and SW 433 Field Instruction in Social Work II)
- Following the agency interview, receive a letter from the Director of Field Instruction confirming placement in the agency; if the placement is not approved, work with the Director to resolve issues and/or locate alternate placement

- Fulfill all agency requirements during the four-day work week in the agency setting
- Attend the weekly integrative seminar at the University
- Complete all required assignments as directed by Field Instruction Faculty
- Complete the Social Work Exit Examination

In the event that a student is not approved for admittance into field instruction or if the student has other concerns throughout the process, these matters should be discussed with the Director of Field Instruction. The Department Chair should be consulted, if necessary. Students have the right to appeal the decision(s) of the Director of Field Instruction and the Department Chair; see Section III of this *Department of Social Work Student Handbook* regarding initiation of the Student Status Review Committee and subsequent steps of appeal.

SECTION VI

Student Involvement

At the University of North Alabama, students have the opportunity to benefit from many types of involvement ranging from policy making to socialization and recreation. The Department of Social Work welcomes and encourages student participation in formulating and modifying policies which affect academic and student affairs; the Department also provides the opportunity for socialization and service through strong support of a recognized student organization. At the University level, students are individually and collectively encouraged to express their views on issues of institutional policy and matters of interest to the student body, and are encouraged to become involved in the wide range of student organizations available on campus.

Students in the Department of Social Work have numerous opportunities to organize in their interests through participation with organizations both in the Department and across the University community. Social Work Faculty strongly encourage such involvement by sharing information and announcements regarding organizations, by allowing student representatives to speak in classes regarding activities, and by personally modeling involvement in groups as one aspect of lifelong learning. The following examples describe opportunities available to students; additional information about many of these organizations is available in the *University Student Handbook* at <http://www.una.edu/student-engagement/Student-Handbook.pdf> and the University website for the Office of Student Engagement at <http://www.una.edu/student-engagement/index.html>.

Department of Social Work Student Advisory Board

The Department of Social Work Student Advisory Board is comprised of student representatives who are elected by their peers, and includes representatives from freshman, sophomore, junior, and senior classifications. The Student Advisory Board meets with Social Work Faculty at least once every semester to consider important curriculum and policy issues, as well as other matters which may result in policy formulation and/or modification. Once elected to the Board, representatives serve as active members until the beginning of their field instruction semester or until graduation from the University, thus providing continuity and stability in this advisory capacity for the Department of Social Work.

Student Social Work Organization (SWO)

The Student Social Work Organization is the recognized student organization in the Department of Social Work. Commonly referred to as SWO, the organization was established in 1975 and plans activities which provide fun and socialization for students, as well as completing service projects which benefit the surrounding communities. Fund raising projects to support local groups and social services agencies, assistance with community outreach programs, and various volunteer projects are examples of how the Social Work Organization provides experiences for students. SWO actively solicits membership throughout the academic year, has regular meetings at least monthly and sometimes more frequently, and involves minimal annual membership dues. Elected officers and members of the organization play a key role in planning and hosting the Annual Social Work Conference, a professional seminar held on campus during National Social Work Month; this event provides an opportunity for students to network with social work practitioners in the area. The Social Work Faculty encourages input from officers and members of SWO regarding practices and policies which impact the Department. The Social Work Faculty advisor who works with the organization typically functions as the first line of communication back to the Faculty when suggestions for policy formation and/or change occurs, although representatives of the organization also have the opportunity to provide direct input to the Department Chair and other Faculty members regarding pertinent issues.

Phi Alpha Social Work Honor Society

The Department of Social Work sponsors the Xi Chapter of Phi Alpha, the National Social Work Honor Society which provides a social network among social work students and promotes humanitarian goals. Phi Alpha encourages professional growth and lifelong learning for social workers by emphasizing excellence in scholarship and achievement in social work. Phi Alpha members meet nationally established membership requirements and local chapter criteria regarding Grade Point Average and completion of coursework. Because membership is by invitation only based on academic excellence, students are encouraged to view joining Phi Alpha as an honor in recognition of their academic and service accomplishments. The organization strives to advance the goals and objectives of professional social work in communities, states, the nation, and the world by:

- Encouraging objectivity and awareness of current developments and practices in the various fields of social work
- Developing active communication and positive working relationships among schools of social work, undergraduate programs, professional social workers, and the general public
- Stimulating interest in preparation for a career in social work
- Furthering research and study in social work practice

To be eligible for nomination into Phi Alpha Social Work Honor Society at the University of North Alabama, students must meet the following criteria:

- Declare social work as their major course of study
- Successfully complete nine semester hours of Professional Social Work Courses (SW 230 Introduction to Social Work, SW 305 Social Welfare Policies and Services, and SW 315 Human Behavior and the Social Environment I)
- Achieve overall 3.0 Grade Point Average in all coursework at UNA
- Achieve cumulative 3.25 Grade Point Average in Professional Social Work Courses
- Submit \$25.00 membership fee (one-time fee for life membership)

In conjunction with the officers of Phi Alpha, the faculty advisor coordinates extending invitations to potential new members. Prospective candidates are notified by campus mail of their opportunity to become a part of this organization. An induction ceremony is held at least once each academic year for initiation of new members.

Student Government Association (SGA)

The Student Government Association serves as the collective voice of the student body. The President of the University, the Vice President for Student Affairs, and the Director of Student Engagement maintain a close working relationship with the Student Government Association officers. The President of the Student Government Association meets regularly with the Board of Trustees to give student viewpoints on issues before the Board. Officers of the Student Government Association are elected through a typical democratic election process held once a year at the University. All enrolled students have the opportunity to run for election as an officer in the Student Government Association. The many roles and responsibilities of the Student Government Association are described in detail in the Constitution and Code of Laws which may be accessed through the University website at http://www.una.edu/sqa/documents/SGAConstitutionFebruary10_2010.pdf.

University Student Senate

The Student Senate, the legislative branch of the Student Government Association, provides students with the opportunity to participate in policy recommendations presented to the University administration for the benefit of the student body. All enrolled students who meet the application qualifications have the opportunity to submit an application, schedule an interview with the selection committee, and be selected for membership in the Student Senate. Qualifications include a minimum 2.0 Grade Point Average, submission of petition of candidacy containing at least 175 names of enrolled students, and achievement of a passing grade on a written policy exam following selection to the Senate. Additional information regarding the Student Senate is available through the University website at <http://www.una.edu/sqa/pdfs/SGASenatorApplication2010-2011.pdf>.

University Program Council (UPC)

The University Program Council is the programming branch of the Student Government Association which plans and implements social, cultural, recreational, and educational events for the University and surrounding communities. All enrolled University students who meet the minimum 2.25 Grade Point Average may submit an application to be chosen as a UPC delegate. More information regarding the University Program Council is available through the University website at http://www.una.edu/sqa/documents/SGAConstitutionFebruary10_2010.pdf.

Additional Opportunities for Involvement

In addition to the organizations previously described, there are many additional opportunities for student involvement. Several of these are described in the following section, organized into these two categories: (1) Service Organizations and (2) Special Interests. Opportunities for student involvement in professional organizations and conferences is described in Section VIII of this *Department of Social Work Student Handbook*.

(1) Service Organizations

Numerous service organizations which are structured around specific themes offer students interesting opportunities to participate with like-minded individuals. Among campus organizations available to University students, including social work majors, the following listing offers a cross-section of available service oriented groups:

Campus Civitans UNA Campus Civitans is a service organization offering opportunities for students to enhance personal development, to broaden career opportunities through community service, and to make new and lasting friendships.

Faceless International Faceless International aims to defend the plight of exploited people worldwide and to raise awareness about social issues happening throughout the global community. It also provides first-hand experience and education through different trips around the world and solution-based opportunities through regional resources.

Habitat for Humanity Campus Chapter The Habitat for Humanity Campus Chapter supports and promotes Habitat for Humanity International's goal of eliminating substandard housing in the world. The organization works closely with the local Shoals Habitat for Humanity affiliate on its construction projects in this area. Membership is open to any interested UNA student, and everyone in the UNA community is welcome to participate on projects.

Rotaract Club of the Shoals at UNA The purpose of the Rotaract Club is to provide an opportunity for young men and women to enhance the knowledge and skills that will assist

them in personal development, to address the physical and social needs of their community, and to promote better relations between all people worldwide.

SOAR Counselors **S**ummer **O**rientation and **R**egistration (SOAR) counselors provide peer counseling, academic scheduling and orientation to the university community for incoming students. Students interested in serving as SOAR counselors must meet minimum GPA standards and be chosen by a selection committee following a detailed application and interview process.

(2) Special Interests

International and Global Cultures The University of North Alabama values the integration of global cultures throughout the academic and student community. As a result of the success in student recruitment through the University's Office of International Affairs, the student body reflects cultural diversity which enriches all aspects of the university experience. The Global Friendship Organization is an interesting University group structured to serve the entire international student community. The purpose of the organization is to develop awareness about global issues and different cultures, to integrate international students into the larger community where the University is located, and to help international students adjust to the American culture and life style. Membership is limited to University students, faculty, and staff members, although associate membership may be extended to non-faculty, non-staff, and non-students in some circumstances.

Although each of the following University organizations focuses on special aspects of the specific culture associated with it, they all share certain common goals: advance cultural understanding, promote unity and harmony among students in the University community, and provide educational opportunities to teach others about their unique customs and traditions. Membership in these organizations is open to all students enrolled in the University:

- African Student Organization
- Black Student Alliance
- Chinese Student Organization
- Global Friendship Organization
- Indian Student Organization
- Japanese Global Network
- Japanese University Meal Project (JUMP)
- Spanish Club
- Turkish Association
- Nepali Student Association

Religious Organizations These religiously oriented organizations welcome students who share the values and beliefs associated with the tenets of faith of the group, but each also encourages participation by students who subscribe to differing beliefs:

- BAPS Campus Fellowship (**B**ocharanwasi **A**kshar **P**urushottam **S**waminarayan **S**anstha) – Hindu culture from the Swaminarayan perspective
- Baptist Campus Ministries
- Campus Outreach
- Christian Student Fellowship (Churches of Christ)
- Episcopal Campus Ministries
- Fellowship of Christian Athletes
- Wesley Foundation (United Methodist Churches)

Creative Expression The following organizations provide students with creative opportunities to connect with others who share their creative interest and to express themselves in art, music, dance, and media:

- Alpha Beta Dance Organization – promotes unity among diverse cultures through creative movement
- Ascending Voices – vocal group which promotes gospel music
- Ballroom and Social Dance Club – learning and enjoying dance in these genres
- Film and Digital Media Productions – creating and producing media presentations for the education and enjoyment of the community
- Society to Promote Indian Classical Music and Culture Among Youth – facilitates the exchange of traditional Indian values and cultural traditions
- University Players – cultural enrichment through live stage entertainment
- Word of Mouth – encourages positive atmosphere for creative expression and promotes leadership abilities and skills

Social Issues and Political Interests These organizations give students the chance to express themselves in educational and advocacy roles:

- Gay Straight Alliance – promotes mutually supportive relationships among students and the surrounding community based on appreciation of diversity
- College Democrats – promotes interest in government and particularly in ideals associated with the Democratic Party
- College Republicans – promotes interest in government and particularly in ideals associated with the Republican Party

Recreational Activities The following organizations allow students to share their interest in physical and competitive activities which enrich the college experience:

- Cycling Club
- Futbol Club (Soccer)
- Lions Ultimate Club
- North Alabama Bass Fishing Team
- Outdoor Recreation Club
- Paintball Team
- Triathlon Club
- Unicycle Club

Social Fraternities and Sororities Several chapters of national social fraternities and sororities exist on the University campus. Fraternities and sororities offer a support network for students during their undergraduate experience, and share common goals including friendship, scholarship, leadership and civic service. Participation with these groups often enhances the professional development of future social workers because of available opportunities to engage in hands-on leadership, participate in group experiences, and become involved in community service projects. Students obtain information regarding possible membership in social fraternities and sororities through the *University Handbook* and via a link from the Office of Student Engagement section of the University website: <http://www.una.edu/student-engagement/organizations/greek-life.html>.

SECTION VII

Student Rights and Responsibilities

The Department of Social Work, as one component of the College of Arts and Sciences within the University of North Alabama, adheres to University policies established for grievance procedures, student code of conduct, academic honesty, and disciplinary process. Students in the Department are expected to be aware of their rights and responsibilities in these areas. The information in this section of the Department of Social Work Student Handbook should be read and understood in the context of other information contained in this *Department of Social Work Student Handbook*, particularly Section III Admission and Academic Policies and Procedures. Additional information regarding the University policies and procedures on topics discussed in this section of the *Department of Social Work Student Handbook* can be found in the *University Catalog* at <http://www.una.edu/catalog/catalogs/2010-2011.pdf> and the *University Student Handbook* at <http://www.una.edu/student-engagement/Student-Handbook.pdf> , and on the University website at <http://www.una.edu/>.

Department of Social Work Appeal Process and Grievance Procedures

The Department of Social Work has established a clear process for appeal and grievance for students who disagree with decisions or actions taken by the Department. The Student Status Review Committee is the Department's protocol for informal resolution through established administrative channels for students, as described in the University's grievance procedures which are explained later in this section.

Students who are terminated from the Department of Social Work have the right to appeal the decision; other situations may result in a student request for review, as well. Upon request, the following appeal or grievance protocol will be implemented by the Department of Social Work as described in the following nine steps:

1. Student submits a written request for review to the Department Chair.
2. Department Chair convenes the Student Status Review Committee which consists of two Faculty members appointed by the Chair. Upon student request, a third individual who is a member of the Department of Social Work Community Advisory Board may be added to the Committee. Individuals appointed to the Student Status Review Committee are notified in writing.
3. Student is notified in writing of the appointment of the Student Status Review Committee.

4. Department Chair notifies the Dean of the College of Arts and Sciences that the Student Status Review Committee is being convened.
5. The Student Status Review Committee convenes within ten working days of written notification to the student.
6. The Student Status Review Committee meets with the student to review the facts of the case. The student may submit a written statement for Committee consideration, as well as make an oral presentation to the Student Status Review Committee.
7. The Student Status Review Committee meets to discuss the facts of the case and to make its recommendation to the Department Chair. If further clarification of facts is needed, the Student Status Review Committee will notify the Department Chair.
8. The Student Status Review Committee has the following options available in rendering a decision regarding a student's continued status as a social work major in the Department:
 - **Termination:** student is not permitted to continue in the Department of Social Work professional program but may remain enrolled as a student at the University
 - **Conditional Status:** a remediation plan is formulated to address identified issues; specific timelines and expected behaviors are documented; student must successfully complete the remediation plan in order to continue in the Department of Social Work professional program; failure to achieve the goals of the remediation plan may result in termination
 - **Withdrawal:** student may be advised to withdraw from specific Professional Social Work courses or from the Department of Social Work professional program
 - **No Action Needed:** after deliberation, the Student Status Review Committee may determine that no action is necessary or that the basis of the alleged problem is unfounded
9. The Student Status Review Committee notifies the student, in writing, of its decision. The student may accept the decision of the Student Status Review Committee or appeal to the Department Chair, whose decision is final in the Department of Social Work.

Upon the conclusion of the Department's appeal/grievance procedures, students have the right to appeal to the next administrative level in the University grievance process and may choose to contact the University Ombudsman or request a formal hearing. University policies and procedures regarding these processes are outlined in the *University Catalog* (Student Affairs section) at <http://www.una.edu/catalog/catalogs/2010-2011.pdf>.

University Ombudsman

The Ombudsman provides an internal avenue for grievances and complaints in the University community. The responsibilities of the Ombudsman include resolving faculty, staff, and student complaints through involvement of all concerned parties; informing all parties of their rights established by law; seeking to resolve problems internally; keeping all information confidential; establishing a relationship of trust with and among all constituencies; providing mediation as an alternative to litigation whenever possible and as necessary and proper, serving as an advocate for resolving the grievances of individuals who have been treated unfairly or improperly. The Ombudsman's office is in Bibb Graves Hall.

University Grievance Procedures

The University of North Alabama defines "grievance" as a complaint directed against another member or organization of the university community or against the university, (including the departments, divisions, and schools) alleging improper, arbitrary, or discriminatory application of university rules, regulations, standards, practices and/or procedures relating to conditions of employment or enrollment, or other circumstances giving proper grounds for complaint.

Informal resolution through established administrative channels must be attempted by a student before filing a formal grievance. This information process begins with the official at the first or immediate level of authority, and continues in the chain of authority to the next higher level, if necessary. For students, a complaint involving academic or instructional matters is directed to the academic department head and with continuation in line to the Vice President for Academic Affairs and Provost. A complaint involving services or activities normally is directed to the appropriate director/coordinator of the service or activity with continuation in line to the Vice President for Student Affairs. Complaint by an applicant who has been denied admission to the University is directed to the Dean of Enrollment Management with continuation in line to the Vice President for Academic Affairs and Provost. If, after exhausting recourse through established administrative channels, the grievant still believes satisfactory remedy or relief has not been provided, a formal grievance hearing may be requested.

Formal grievance hearing requests are made only if informal efforts to resolve the issue through established administrative channels do not resolve the issue and the student does

not feel a satisfactory outcome has been achieved. The request for a formal grievance hearing is directed to the President of the University in writing according to specifically articulated guidelines, including a clear statement of the nature of the grievance, supporting facts, and the remedy or relief sought. The President of the University then establishes a grievance hearing with an ad hoc committee of three persons. The committees are composed of university personnel appointed by the President, according to the classification of the person initiating the request; when a student initiates the request, the committee is chosen from among members of the university faculty, non-faculty staff and students. Committee appointments are carefully chosen to assure an impartial hearing without bias and to provide for peer representation. The grievant has the right to challenge the committee appointments and the President may choose to excuse a member in question.

A formal grievance hearing is confidential and only those persons concerned are included in the hearing. The student has the right to bring witnesses, view documents, and ask questions throughout the hearing process and may have the assistance of an advisor of his/her choice but not legal counsel. The committee's role is to investigate the complaint as presented, to obtain all the facts in the dispute, and to come to a conclusion as to whether or not the grievant has just cause for complaint. In grievances that are contractual in nature, the committee's role is to determine whether or not the grievant has had all the benefits of the procedures afforded by the rules and regulations of the University, and whether or not the decision that forms the basis for the complaint was the result of adequate consideration in terms of the relevant standards of the University, school, and department.

Upon conclusion of the formal grievance hearing, the Grievance Committee prepares a report summarizing the evidence and rendering its conclusions. Copies of the report are sent to the President and to the grievant. Within fourteen days of the receipt of the report, the President renders a decision and notifies the grievant. Should the President's decision be inconsistent with the report of the Committee, the President states his reasons to the grievant and to the Committee. The President's action is final, except that a grievant may appeal a reversed or modified decision to a subcommittee of the Board of Trustees.

University of North Alabama Student Code of Conduct

In its efforts to maintain an environment in which the rights of all members of the campus community are protected during pursuit of education objectives, the University of North Alabama has established a detailed Student Code of Conduct and Academic Honesty Policy. Misconduct for which students may be subject to disciplinary action, including suspension and dismissal, are:

1. Violation of written university policy or regulations contained in any official publication or administrative announcement of the University.
2. Academic dishonesty such as cheating, theft of examinations and/or other class-related materials, plagiarism, or knowingly furnishing false information to the University.
3. Interference with or disruption of the mission of the University or its campus environment.
4. Interference with or disruption of disciplinary procedures.
5. Forgery, alteration, destruction, or misuse of university documents, records, identification cards, or papers.
6. Failure to comply with directions of, or to present identification to, duly-authorized university personnel acting in the performance of their duty, or refusal to respond to a request to report to an administrative office.
7. Furnishing false information to the University or other similar forms of dishonesty in university-regulated affairs, including knowingly making oral or written false statements to any university discipline board.
8. Knowingly publishing or circulating false information which is damaging or potentially damaging (slanderous or libelous) to another person.
9. Unauthorized entry into any university building or any part of a building after it has been locked or when it involves an area that is generally recognized as restricted. Restricted areas include all areas of residence halls except the public lobby.
10. Damage to or destruction of university property or to property of any of its members or visitors. In addition to disciplinary action, students are held responsible for restitution of damaged or destroyed property.
11. Use, possession, or carrying of firearms or other dangerous weapons while on university-owned or controlled property, or at activities sponsored by the University or a university organization. The Director of Public Safety is authorized to make exceptions to this policy.
12. Public intoxication, on or off campus, and the use or display of alcoholic beverages in all public areas of the residence halls and all other areas of the campus.

13. Use, possession, or being under the influence of stimulant, depressant, narcotic, or hallucinogenic drugs or other agents having potential for abuse, except as permitted by law.
14. Theft of any type, or the removing of property which is not the student's own, or the unauthorized sale of property which is not the student's own. This includes abuse of computer time including, but not limited to: unauthorized entry into a file to use, read, or change the contents or for any other purpose; unauthorized transfer of a file; unauthorized use of another individual's identification and password; use of computing facilities to interfere with the work of another student, faculty member or University official; use of computing facilities to send illegal, obscene, or abusive messages; use of computing facilities to interfere with normal operation of the University computing system.
15. Disorderly conduct; lewd, indecent, or obscene conduct on university-owned or controlled property or at activities sponsored by the University or university organizations.
16. Physical abuse of any person on university-owned or controlled property or at any activity sponsored by the University or university organizations, or conduct which threatens or endangers the health or safety of an individual.
17. Harassment of any degree, which is a course of conduct which subjects a person to unwanted physical contact or the threat of such contact, or which annoys, threatens, or alarms an individual or a group.
18. Misuse of any university telephone by vandalism or by attempting to place a local or long distance call through any method, trick, device, or fraud with intent to avoid payment. Such action will subject a student to prosecution under federal and state laws as well as disciplinary action by the University.
19. Behavior which would constitute a violation of local, state, or federal law on university property or off campus when such behavior has an adverse effect upon the university community.
20. Aiding, abetting, or attempting to commit an act or action which would constitute an offense under any of the types of misconduct stated under 1-19 above.

University of North Alabama Academic Honesty Policy

All members of the university community are expected to be honorable and observe standards of conduct appropriate to a community of scholars. Students are expected to behave in an ethical manner. Individuals who disregard the core values of truth and honesty bring disrespect to themselves and the University. A university community which allows academic dishonesty will suffer harm to the reputation of students, faculty, and graduates. Because all may suffer, it is the best interest of the entire university community to sanction any individual who chooses not to accept the principles of academic honesty. Acts of academic dishonesty include, but are not restricted, to the following:

- **Plagiarism:** using another's words or ideas without acknowledgment. Examples include: failing to use quotation marks when quoting from a source; failing to reference distinctive ideas from a source.
- **Cheating:** using or attempting to use unauthorized materials or information, and giving or receiving unauthorized assistance during an examination or other academic exercises. Examples include: copying by one student from another during any academic exercise; taking an examination for another student; possessing unauthorized notes, study sheets, or other materials during an academic exercise; possessing, selling, or purchasing of examinations or other assignments not formally released by a faculty member for that purpose; collaborating with others without authorization during an examination or academic exercise; falsifying examination results.
- **Misrepresentation:** falsifying, altering, or misstating the contents of academically-related documents, sources, or assignments. Examples include fabricating data or references; submitting texts or papers prepared by commercial or noncommercial agents to meet course or university requirements.

The University reserves the right to instruct the individual in the requirements of academic honesty. Sanctions may be used to emphasize the importance of truth and honesty to the University. Sanctions which may be imposed by an individual faculty member include a failing grade for a particular assignment and/or a failing grade for a particular course. A faculty member may report an offense resulting in a failing grade for an assignment and will report an offense resulting in a failing grade for a course, through academic channels, to the Vice President for Academic Affairs and Provost for referral to the University Judicial Board for disposition. In cases of academic dishonesty, appeals of decisions made by the University Judicial Board will go to the Vice President for Academic Affairs and Provost. A student who admits to or is found guilty of a second offense of academic dishonesty will receive a minimum sanction of suspension.

University Termination Procedures

Having developed clear guidelines and policies aimed at maintaining an environment in which members of the campus community can be safe and productive, the University of North Alabama has established a judicial disciplinary process when student violations occur and termination procedures may be necessary. The University reserves the right to discipline any student found guilty of violating a University regulation; fairness and due process applies in all cases. The judicial system strives to maintain an educational environment protecting the rights of others while holding students accountable for their actions in a positive educational manner. The disciplinary process is implemented through the University of North Alabama Office of Student Conduct (Division of Student Affairs) which is located in the Guillot University Center.

University Disciplinary Process

Each student accused of a violation is entitled to a **prehearing conference**. This is a private, informal opportunity for the accused student to discuss the charges against them. If the student wishes to make a plea of guilty at the prehearing conference, disposition of the case can be made. If a **formal disciplinary hearing** is held, it is scheduled for another time; the student may indicate a preference for a hearing with a hearing officer or a hearing before the University Judicial Board. The accused student and the person who filed the disciplinary referral/complaint are expected to identify, call and question their own witnesses, and to question witnesses against them. The student may secure a member of the University community to serve as advisor during the judicial process. The hearing officer coordinates the hearing. At the conclusion of the hearing, a decision is made and a sanction imposed, if appropriate. Possible sanctions for violations of the Student Code of Conduct and Academic Honesty Policy are described below.

University Sanctions for Violations of Code of Conduct and Academic Honesty Policy

Based on the outcome of the University Disciplinary Process, the University may issue a sanction to a student or student organization. Sanctions include, but are not limited to, the following actions which are summarized here and are expanded upon in the *University Student Handbook*:

- **Official Reprimand**—A written warning issued by the University to a student or recognized student organization.
- **Behavioral Contract**—A mutually acceptable agreement between the University and a student or recognized student organization that requires certain behavior by the student or recognized student organization.
- **Restitution**—A requirement to pay the costs of the replacement or repair of any property damaged or stolen by a student, either by action or failure to act when required to do so.

- **Program Participation**—A requirement to participate in a specific program, such as a counseling program, a program designed to stimulate good citizenship within the university community, an alcohol or other drug-education program, or any other activity that would provide educational outcomes or promote civic responsibility or safety issues.
- **Community Service**—A requirement to provide a specific service, such as, but not limited to, the repair or restoration of any property damaged or taken by the student or a specific amount of time spent in service to a non-profit or charitable organization.
- **CHOICES Class**—CHOICES is a class that addresses alcohol or other drug education. A fee of \$50 is associated with this class.
- **Disciplinary Probation**—A written statement to the student indicating that his/her behavior is of such nature as to jeopardize continued enrollment at the University. This probationary condition is in effect for a specified period of time and may involve the loss of specified privileges.
- **No Contact Order**—An administrative directive to have no contact, either directly or indirectly, physical or verbal, with designated individuals. Indirect contact includes family, friends, and acquaintances contacting individuals on behalf of the student.
- **Transfer to a Different Housing Unit**—A requirement that an on-campus student transfer to a different residence hall or apartment.
- **Removal from University Housing**—The removal from university housing pending the outcome of a student discipline case if it is deemed that the student's continued presence in on-campus facilities constitutes a serious threat of harm.
- **Expulsion from University Housing**—Expulsion from university housing, rescinding the student's contract for such housing.
- **Involuntary Withdrawal**—Students who are a physical threat to themselves or others, or who create a substantial impediment to the lawful activities or basic rights of other students, university employees, or visitors may be involuntarily withdrawn from the University.
- **Suspension**—The prohibition from participating in all aspects of university life for a specified period of time, such as the balance of a current semester or all of a subsequent semester.
- **Deferred Suspension**—A Deferred Suspension of a student is for a specified period of time. While permitted to remain enrolled, the student shall not represent the University in any extracurricular activity, and certain other activities are limited.

- Summary Suspension—Immediate suspension summarily from the University and any property associated with the University. Additional aspects of this sanction are detailed in the *University Student Handbook*.
- Expulsion—Dismissal from the University permanently. A student expelled from the University is prohibited from entering the grounds of any property owned, operated, or controlled by the University. The student may not be readmitted to the University.
- Other Sanctions—The University may impose other sanctions singularly or in combination with any of the above.

SECTION VIII

Professional Involvement Opportunities

In addition to the numerous organizations and opportunities for participation described in Section VI of this *Department of Social Work Student Handbook*, there are many professional involvement opportunities for students in the Department of Social Work. These are described in this section.

Student Social Work Organization (SWO)

The Student Social Work Organization was established in the Department of Social Work in 1975. SWO plans enjoyable activities for students, organizes community service projects, provides input into Departmental policy decisions, and plays a vital role in two professional conferences presented each year: the Annual Social Work Conference and the Fall Social Work Reception. See Section VI – I Student Involvement in this *Student Handbook* for additional information about SWO.

Phi Alpha Social Work Honor Society

The Department of Social Work sponsors the Xi Chapter of Phi Alpha, the National Social Work Honor Society which provides a social network among social work students and promotes humanitarian goals. Phi Alpha encourages professional growth and lifelong learning for social workers by emphasizing excellence in scholarship and achievement in social work. Phi Alpha members meet nationally established membership requirements and local chapter criteria regarding Grade Point Average and completion of coursework. Because membership is by invitation only based on academic excellence, students are encouraged to view joining Phi Alpha as an honor in recognition of their academic and service accomplishments. See Section VI Student Involvement in this *Student Handbook* for eligibility criteria as well as other information regarding Phi Alpha Social Work Honor Society.

UNA Social Work Alumni Association

In 2009, the UNA Social Work Alumni Association emerged as an energetic support system for the Department of Social Work. The organization provides support in many ways including professional mentoring for students and graduates, increased visibility in the community through participation in University events such as Homecoming, and co-sponsoring professional conferences for social work practitioners. Many field supervisors who partner with the Department in the internship component are graduates of the BSW program and provide input for continuous improvement in the educational program as well as professional mentoring for current students and recent graduates. The UNA Social

Work Alumni Association encourages student involvement prior to graduation, thus providing an excellent networking opportunity for future employment and professional growth.

National Association of Social Workers (NASW)

The National Association of Social Workers is the largest professional organization of social workers in America, and significantly influences all areas of social work practice. This organization works to enhance professional growth and development, to create and maintain professional standards, and to advance sound social policies. The NASW Code of Ethics, which guides ethical social work practice, is written and published by this organization (see Section X of this *Student Handbook*). NASW has a wealth of resources available to social work students and practicing social workers, and offers frequent national and regional conferences for professional growth. Student membership in NASW is required during enrollment in field instruction as a means to obtain liability malpractice insurance. Additional information about this important organization is readily available online at www.socialworkers.org.

Council on Social Work Education (CSWE)

The Council on Social Work Education, founded in 1952, is the national organization authorized to accredit baccalaureate and graduate social work programs. CSWE is a partnership of educational and professional institutions, social welfare agencies, and private citizens which works to assure quality professional social work education. Earning a social work degree from an accredited program (such as the University of North Alabama Department of Social Work which has been continuously accredited since 1974) qualifies graduates to apply for professional social work licensure as well as advanced standing in graduate schools of social work. CSWE has a wealth of information available for students and professionals, and offers opportunities for students to volunteer at professional meetings on a regular basis. Student membership is encouraged in the organization. Additional information may be accessed on-line at www.cswe.org.

University of North Alabama Annual Social Work Conference

The Department of Social Work plans and sponsors a professional conference annually during the spring semester. Throughout the meeting which is held on campus, area social work professionals convene to network, share ideas, gain new information from conference speakers scheduled for the program, and earn professional continuing education hours at a reasonable cost. Social work students play a significant role in planning, hosting, and conducting the activities of this event. The Annual Social Work Conference is an excellent opportunity for students to meet area professionals who may ultimately become their field supervisors and future employers, and helps maintain a positive connection between the University and the professional social work community.

Department of Social Work Fall Reception

The officers of the Social Work Organization, in collaboration with the SWO Faculty Advisor, organize and conduct this event on campus at the beginning of each academic year. The students identify and select a theme, solicit professional(s) to provide an instructive and compelling presentation based on the chosen topic, then write and submit a proposal for funding by the University Office of Student Engagement. Social work practitioners in the community are invited to participate in the three hour event and are awarded continuing education hours for social work licensure at no charge. The Fall Reception offers an excellent opportunity for social work students to network with area professionals, provides a service to the professional community by awarding free continuing education credit, and advances the visibility of the Department of Social Work within the campus community.

University of North Alabama Annual Research Day

The Department of Social Work participates in the University's yearly exhibition which highlights faculty and student research projects. Students have the opportunity to present ongoing research as well as describe future investigative endeavors. Students in SW 362 Methods of Social Work Practice III and SW 370 Methods of Social Work Research regularly present research proposals, papers, and projects from class during this annual event.

Field Instructors' Luncheon and Training Session

Students enrolled in SW 432 Field Instruction in Social Work I and SW 433 Field Instruction in Social Work II plan and present a segment of the program given during the luncheon held for field instructors at the conclusion of each semester. Students summarize observations regarding personal and professional growth and development throughout their BSW education which culminates with the field placement experience. Selected class representatives present this final summation during the luncheon, as well as participate in training-related presentations.

National Symposium on Child Abuse

Students from the Department of Social Work are invited annually to participate in the national child abuse symposium which is sponsored by the National Children's Advocacy Center. Through an application process which is announced and explained in classes, students are selected to attend the excellent professional workshops offered through the Symposium in exchange for providing specified volunteer service hours during the week-long educational event.

Alabama – Mississippi Social Work Education Conference

This regional education conference, held annually in the fall semester, addresses the interests and concerns of social work faculty, students, and field supervisors in Alabama and Mississippi. The conference encourages participation and involvement of students, emphasizing student opportunities for program planning and implementation. Students are invited to present papers and projects generated from coursework, and gain valuable networking experience in the professional arena.

Alabama Conference of Social Work

The purpose of this annual conference is to provide training and educational sessions for those professionals engaged in the practice of social work and related professions in the State of Alabama, with an emphasis on advancing knowledge and skills related to social welfare and principles of social work practice. A parallel focus is to provide students with the chance to meet prospective employers from varied agency settings; students from social work programs across the state have the opportunity to be involved in the Conference.

Fall Social Work Conference

This annual conference is jointly sponsored by the University of Alabama School of Social Work and the State of Alabama Department of Human Resources. Social work practitioners present training and educational sessions pertinent to current family and child welfare issues. Social work students from CSWE accredited institutions have the opportunity to assist professional social workers during sessions, as well as demonstrate student-produced presentations.

SECTION IX

Student Services

Enrollment in the University of North Alabama provides access to many programs and services designed to enhance the student's growth and development throughout their college experience. The services described in this section are examples of opportunities available to students who are enrolled at the University. Additional information about these and other resources is available in the *University Student Handbook* available electronically at <http://www.una.edu/student-engagement/Student-Handbook.pdf> and the University website at <http://www.una.edu/>.

Library Services

The University library system is extensive, offering easy access to the many resources needed to be successful in the social work course of study. Books, periodicals, professional journals, government documents, electronic books, videotapes, DVDs, audiotapes, and other resources are available for student use. The libraries include Collier Library (the main library), the Learning Resources Center (LRC) located in Stevens Hall, the Music Library located in the Music Building, and the Kilby School Library located in Kilby School. Materials not found in these libraries are available through interlibrary loan. The libraries' on-line catalog, access to electronic databases, and other internet resources are available through the University website.

Information Technologies

The University maintains numerous computer labs with personal computers throughout the campus including the following locations: Collier Library, Learning Resources Center, Media Lab (Stevens Hall), third floor Stevens Hall computer lab, and others. These locations provide internet access for web-based research as well as access to each student's University-assigned electronic mailbox which posts personal and campus announcements, e-mail, and other features to enhance academic work.

University Center

The Guillot University Center (GUC) is a central component of the University community. Intended to be a place where students can meet and relax, it also houses many of the important services available including the Office of Student Engagement, Disability Support Services, Career Planning and Development, University Bookstore, Food Court, Coffee Bar, University Mail Room, and formal/informal meeting rooms. Questions about the University Center may be directed to the Office of Student Engagement, located on the second floor of the facility.

Office of Student Engagement

The Office of Student Engagement, located in the Guillot University Center, coordinates many of the University activities and services which are available to students. Involvement in student organizations and campus activities which are organized by this office can provide many valuable experiences and chances to learn new life skills. Various leadership development programs present opportunities to work on campus and in the community. Summer Orientation and Advanced Registration (SOAR) allows students to assist new students as they enter the University setting; serving as a SOAR counselor is an excellent way to gain valuable experience in working with others. Intramural sports and recreation programs are coordinated through this office. Recreational equipment and facilities are available seven days a week. Located near the GUC, Flowers Hall houses the gymnasium, swimming pool, and fitness center. Additional information regarding the extensive opportunities and services provided by the Office of Student Engagement can be accessed electronically at

<http://www.una.edu/student-engagement/index.html>.

Career Planning and Development

The overall objective of Career Planning and Development is to help students achieve their career goals. Services are available to students both during enrollment and following graduation. Specific services include individualized employment counseling, personality and interest inventory assessments, mock interviews, on-campus interview program, career fairs, Resume Center and Resource Library, announcements about job vacancies, and workshops on numerous topics. Career Planning and Development is located in the Guillot University Center and additional information is available at

<http://www.una.edu/career/index.html>.

Disability Support Services

Disability Support Services, a division of Department of University Health and Wellness Services, provides comprehensive academic and personal support for students through a variety of services and programs. Services provided are consistent with the Americans With Disabilities Act and Section 504 of the Rehabilitation Act of 1973 as they apply to higher education. For a detailed description of services offered through Disability Support Services, access the homepage for DSS at <http://www.una.edu/disability-support/index.html> or visit the office in the Guillot University Center.

University Health and Wellness Center

Free and/or reduced cost medical treatment is available to students at the University Health and Wellness Center, located in the Bennett Infirmary on Circular Drive. As one component of the Department of University Health and Wellness Services, the Center is staffed by registered nurses, part-time physicians, and other health care professionals. Basic medical care is provided and referrals are made to community physicians, as needed; a small fee for medication and laboratory procedures is charged. Licensed professional counselors are available to provide counseling to students. Additional information is available at

<http://www.una.edu/healthservices/index.html>.

Student Counseling Services

The goal of the University Student Counseling Services, one component of the Department of Health and Wellness Services located in Bennett Infirmary on Circular Drive, is to help students develop coping skills for problems that may be threatening their health, well-being, and/or academic performance. Licensed professional counselors are available for assessment of needs/problems, crisis intervention, referrals, and short-term counseling with students. Participation is confidential, voluntary, and at no charge for students who are actively enrolled in classes for the semester during which they see assistance. Additional information is available electronically at <http://www.una.edu/counseling/index.html>.

Women's Center

The stated purpose of the Women's Center is to increase knowledge and awareness of women's issues in order to raise the level of respect for women on campus and worldwide. Located on campus at 663 North Wood Avenue, the Center offers referral services, support groups, short-term counseling, educational programs, and awareness campaigns. Its resource library offers books, videos, and DVDs on topics including sexual assault, masculinity, child abuse, mental health, and more. All services are free. Additional information is available by visiting the Women's Center or telephoning (256) 765-4380.

Child Care Services

Kilby Child Development Center (CDC) sponsors two childcare programs which are available to University students. The Pre – Kindergarten program for children who are four years old models the Alabama Pre – K Initiative, and charges weekly tuition. The Pre-School program for children ages three – five years offers part-time classes and charges tuition on a semester basis. Applications for the programs, as well as additional information, are available online at <http://www.una.edu/cdc/>.

Lion Alert Emergency Notification System

Lion Alert is an emergency communications system which allows students, faculty, and staff to receive time-sensitive emergency messages in the form of email, voicemail, and text messages. Participation in the voice and text messaging notification components is optional, but enrollment is strongly encouraged. The following website offers additional information and enrollment instructions for Lion Alert: <http://www.una.edu/lionalert/>.

SECTION X

Appendix

Nondiscrimination Policy

Americans With Disabilities Act

Sexual Harassment Policy

CSWE Educational Policy and Accreditation Standards 2008

NASW Code of Ethics

Forms:

- Matriculation Application Form**
- Matriculation Self Assessment Survey (MASS) Form**
- Matriculation Screening Form**
- Student Action Remediation Plan Form**
- Checksheet for Bachelor of Social Work Degree**
- Social Work Advisement Form**
- Repeat/Recompute Application**
- Transient Approval Form**
- Application for Graduation**
- Graduation/Degree Audit**
- Application for Field Placement**

Nondiscrimination Policy

The Department of Social Work adheres to the policy of nondiscrimination established by the University of North Alabama and stated in the *University Catalog 2010 – 2011* (<http://www.una.edu/catalog/catalogs/2010-2011.pdf>) and *Faculty Handbook, Chapter 1* (<http://www.una.edu/administration/handbook/>):

It is the policy of the University of North Alabama to afford equal opportunities in education and in employment to qualified persons regardless of age, color, creed, disability, national origin, race, religion, or sex, in accordance with all laws, including Title IX of Education Amendments of 1972, Title VII of the Civil Rights Act of 1991, and Executive Order 11246. The coordinator for non-discrimination policies for students is Irons Law Firm, 219 N. Court Street, Florence, AL, 35630. The coordinator for employees is the Director of Human Resources and Affirmative Action, Room 222, Bibb Graves Hall or telephone 256-765-4291.

The Department of Social Work has established a policy which builds upon and further expands the University's nondiscrimination policy, as is previously articulated in Section III of this *Department of Social Work Student Handbook*:

The Department of Social Work prohibits discrimination against students and others on the basis of age, class, color, culture, disability, ethnicity, gender, gender identity and expression, immigration status, marital status, political ideology, race, religion, sex, sexual orientation, veteran status, or other aspects of diversity.

The Department of Social Work adheres to the Equal Opportunity policy as stated in the *University Faculty Handbook, Section 3.1* (<http://www.una.edu/administration/handbook/>):

It is the policy of the University of North Alabama to afford equal opportunities in education and in employment to qualified persons regardless of age, color, creed, disability, national origin, race, religion, or sex in accordance with all applicable federal and state constitutions, laws, and valid regulations. The coordinators for nondiscrimination policies are: for students, the Vice President for Student Affairs and University Counsel, Bibb Graves Hall, telephone (256) 765-4235; for employees, the Director of Human Resources and Affirmative Action, Bibb Graves Hall, telephone 256-765-4291. Any alleged violations of this policy should be reported immediately to the appropriate coordinator. No student, faculty member, or other university employee will be treated adversely or retaliated against for the use of this policy.

Americans With Disabilities Act

The Americans With Disabilities Act (ADA), Public Law 101-336, was enacted on July 26, 1990 to provide a clear and comprehensive mandate for the elimination of discrimination against individuals with disabilities. The University of North Alabama is subject to the requirements of the Act which prohibits discrimination against qualified individuals with

disabilities with regard to the employment, services, programs, and activities. The following statement is included in course syllabi to advise students of this policy:

In accordance with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973, the University offers reasonable accommodations to students with eligible documented learning, physical and/or psychological disabilities. Under Title II of the Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Amendment Act of 2008, a disability is defined as a physical or mental impairment that substantially limits one or more major life activities as compared to an average person in the population. It is the responsibility of the student to contact Disability Support Services to initiate the process to develop an accommodation plan. This accommodation plan will not be applied retroactively. Appropriate, reasonable accommodations will be made to allow each student to meet course requirements, but no fundamental or substantial alteration of academic standards will be made. Students needing assistance should contact Disability Support Services (256-765-4214).

Sexual Harassment Policy

The Department of Social Work adheres to the University policy which prohibits sexual harassment and is stated in the *Faculty Handbook*, Section 4.2, (<http://www.una.edu/administration/handbook/>):

It is the responsibility of all university students, faculty, staff, and administrators to assure that the university community is free from sexual harassment. Accordingly, all members of the university community must avoid any conduct that is or has the appearance of being sexual harassment. Included are sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of any individual's employment or of an individual's status as a student; or (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions adversely affecting such individual or for decisions adversely affecting the academic or other status of such individual as a student; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or with an individual's performance or achievement as a student, or has the purpose or effect of creating an intimidating, hostile, or offensive work or learning environment. Complaints of alleged sexual harassment may be reported in several ways. Such behavior should be reported to the department chair, dean, director, or direct supervisor; however, if not appropriate, then to the Director of Human Resources and Affirmative Action, to the University Legal Counsel, to the University Ombudsman, or to the President. The complaints will be promptly and thoroughly investigated and the results will be communicated to the complaining employee or student. Every effort will be made to keep all complaints (and their details) as confidential as possible but, with any investigation, often some disclosure is inevitable. Any supervisor having knowledge or information of sexual harassment gained through direct, indirect, or informal means should report such harassment to the next appropriate supervisory or administrative level. Prompt disciplinary action will be taken, if necessary. Any student, faculty member, staff member, or administrator who violates this policy is subject to disciplinary action, including possible termination of employment or suspension from the University. All students, faculty, staff, and administrators have an obligation to report harassment, whether as a victim or as an observer. Any retaliatory action against an employee or student complaining of harassment is illegal and will not be tolerated.

CSWE Educational Policy and Accreditation Standards 2008

The Department of Social Work adheres to the policies and standards established by the Council on Social Work Education. As an undergraduate program continuously accredited by CSWE since 1974, the Department exemplifies commitment to establishing and maintaining high quality BSW education for students who enroll at the University of North Alabama.

The document entitled *Educational Policy and Accreditation Standards 2008 (EPAS)* defines the policies, procedures and standards which the Department of Social Work must meet in order to remain nationally accredited. This document can be viewed on the CSWE website at <http://www.cswe.org/File.aspx?id=13780>. Additional information regarding accredited social work education is available at the website for the Council on Social Work Education at <http://www.cswe.org/>.

Code of Ethics

National Association of Social Workers

(Approved by the 1996 NASW Delegate Assembly and revised by the 2008 NASW Delegate Assembly)

PREAMBLE

The primary mission of the social work profession is to enhance human well-being and help meet the basic human needs of all people, with particular attention to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty. A historic and defining feature of social work is the profession's focus on individual well-being in a social context and the well-being of society. Fundamental to social work is attention to the environmental forces that create, contribute to, and address problems in living.

Social workers promote social justice and social change with and on behalf of clients. "Clients" is used inclusively to refer to individuals, families, groups, organizations, and communities. Social workers are sensitive to cultural and ethnic diversity and strive to end discrimination, oppression, poverty, and other forms of social injustice. These activities may be in the form of direct practice, community organizing, supervision, consultation, administration, advocacy, social and political action, policy development and implementation, education, and research and evaluation. Social workers seek to enhance the capacity of people to address their own needs. Social workers also seek to promote the responsiveness of organizations, communities, and other social institutions to individuals' needs and social problems.

The mission of the social work profession is rooted in a set of core values. These core values, embraced by social workers throughout the profession's history, are the foundation of social work's unique purpose and perspective:

- service
- social justice
- dignity and worth of the person
- importance of human relationships
- integrity
- competence

This constellation of core values reflects what is unique to the social work profession. Core values, and the principles that flow from them, must be balanced within the context and complexity of the human experience.

PURPOSE OF THE CODE OF ETHICS

Professional ethics are at the core of social work. The profession has an obligation to articulate its basic values, ethical principles, and ethical standards. The NASW Code of Ethics sets forth these values, principles, and standards to guide social workers' conduct. The Code is relevant to all social workers and social work students, regardless of their professional functions, the settings in which they work, or the populations they serve. The NASW Code of Ethics serves six purposes:

1. The Code identifies core values on which social work's mission is based.
2. The Code summarizes broad ethical principles that reflect the profession's core values and establishes a set of specific ethical standards that should be used to guide social work practice.
3. The Code is designed to help social workers identify relevant considerations when professional obligations conflict or ethical uncertainties arise.
4. The Code provides ethical standards to which the general public can hold the social work profession accountable.
5. The Code socializes practitioners new to the field to social work's mission, values, ethical principles, and ethical standards.
6. The Code articulates standards that the social work profession itself can use to assess whether social workers have engaged in unethical conduct. NASW has formal procedures to adjudicate ethics complaints filed against its members.* In subscribing to this Code, social workers are required cooperate in its implementation, participate in NASW adjudication proceedings, and abide by any NASW disciplinary rulings or sanctions based on it.

The Code offers a set of values, principles, and standards to guide decision making and conduct when ethical issues arise. It does not provide a set of rules that prescribe how social workers should act in all

situations. Specific applications of the Code must take into account the context in which it is being considered and the possibility of conflicts among the Code's values, principles, and standards. Ethical responsibilities flow from all human relationships, from the personal and familial to the social and professional.

Further, the NASW Code of Ethics does not specify which values, principles, and standards are most important and ought to outweigh others in instances when they conflict. Reasonable differences of opinion can and do exist among social workers with respect to the ways in which values, ethical principles, and ethical standards should be rank ordered when they conflict. Ethical decision making in a given situation must apply the informed judgment of the individual social worker and should also consider how the issues would be judged in a peer review process where the ethical standards of the profession would be applied.

Ethical decision making is a process. There are many instances in social work where simple answers are not available to resolve complex ethical issues. Social workers should take into consideration all the values, principles, and standards in this Code that are relevant to any situation in which ethical judgment is warranted. Social workers' decisions and actions should be consistent with the spirit as well as the letter of this Code.

In addition to this Code, there are many other sources of information about ethical thinking that may be useful. Social workers should consider ethical theory and principles generally, social work theory and research, laws, regulations, agency policies, and other relevant codes of ethics recognizing that among codes of ethics social workers should consider the NASW Code of Ethics as their primary source. Social workers also should be aware of the impact on ethical decision making of their clients' and their own personal values and cultural and religious beliefs and practices. They should be aware of any conflicts between personal and professional values and deal with them responsibly. For additional guidance social workers should consult the relevant literature on professional ethics and ethical decision making and seek appropriate consultation when faced with ethical dilemmas. This may involve consultation with an agency-based or social work organization's ethics committee, a regulatory body, knowledgeable colleagues, supervisors, or legal counsel.

Instances may arise when social workers' ethical obligations conflict with agency policies or relevant laws or regulations. When such conflicts occur, social workers must make a responsible effort to resolve the conflict in a manner that is consistent with the values, principles, and standards expressed in this Code. If a reasonable resolution of the conflict does not appear possible, social workers should seek proper consultation before making a decision.

The NASW Code of Ethics is to be used by NASW and by individuals, agencies, organizations, and bodies (such as licensing and regulatory boards, professional liability insurance providers, courts of law, agency boards of directors, government agencies, and other professional groups) that choose to adopt it or use it as a frame of reference. Violation of standards in this Code does not automatically imply legal liability or violation of the law. Such determination can only be made in the context of legal and judicial proceedings. Alleged violations of the Code would be subject to a peer review process. Such processes are generally separate from legal or administrative procedures and insulated from legal review or proceedings to allow the profession to counsel and discipline its own members. A code of ethics cannot guarantee ethical behavior. Moreover, a code of ethics cannot resolve all ethical issues or disputes or capture the richness and complexity involved in striving to make responsible choices within a moral community. Rather, a code of ethics sets forth values, ethical principles, and ethical standards to which professionals aspire and by which their actions can be judged. Social workers' ethical behavior should result from their personal commitment to engage in ethical practice. The NASW Code of Ethics reflects the commitment of all social workers to uphold the profession's values and to act ethically. Principles and standards must be applied by individuals of good character who discern moral questions and, in good faith, seek to make reliable ethical judgments.

ETHICAL PRINCIPLES

The following broad ethical principles are based on social work's core values of service, social justice, dignity and worth of the person, importance of human relationships, integrity, and competence. These principles set forth ideals to which all social workers should aspire.

Value: Service

Ethical Principle: Social workers' primary goal is to help people in need and to address social problems. Social workers elevate service to others above self-interest. Social workers draw on their knowledge, values, and skills to help people in need and to address social problems. Social workers are encouraged to volunteer some portion of their professional skills with no expectation of significant financial return (pro bono service).

Value: Social Justice

Ethical Principle: Social workers challenge social injustice.

Social workers pursue social change, particularly with and on behalf of vulnerable and oppressed individuals and groups of people. Social workers' social change efforts are focused primarily on issues of poverty, unemployment, discrimination, and other forms of social injustice. These activities seek to promote sensitivity to and knowledge about oppression and cultural and ethnic diversity. Social workers strive to ensure access to needed information, services, and resources; equality of opportunity; and meaningful participation in decision making for all people

Value: Dignity and Worth of the Person

Ethical Principle: Social workers respect the inherent dignity and worth of the person.

Social workers treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity. Social workers promote clients' socially responsible self-determination. Social workers seek to enhance clients' capacity and opportunity to change and to address their own needs. Social workers are cognizant of their dual responsibility to clients and to the broader society. They seek to resolve conflicts between clients' interests and the broader society's interests in a socially responsible manner consistent with the values, ethical principles, and ethical standards of the profession.

Value: Importance of Human Relationships

Ethical Principle: Social workers recognize the central importance of human relationships.

Social workers understand that relationships between and among people are an important vehicle for change. Social workers engage people as partners in the helping process. Social workers seek to strengthen relationships among people in a purposeful effort to promote, restore, maintain, and enhance the well-being of individuals, families, social groups, organizations, and communities.

Value: Integrity

Ethical Principle: Social workers behave in a trustworthy manner. Social workers are continually aware of the profession's mission, values, ethical principles, and ethical standards and practice in a manner consistent with them. Social workers act honestly and responsibly and promote ethical practices on the part of the organizations with which they are affiliated.

Value: Competence

Ethical Principle: Social workers practice within their areas of competence and develop and enhance their professional expertise.

Social workers continually strive to increase their professional knowledge and skills and to apply them in practice. Social workers should aspire to contribute to the knowledge base of the profession.

ETHICAL STANDARDS

The following ethical standards are relevant to the professional activities of all social workers. These standards concern (1) social workers' ethical responsibilities to clients, (2) social workers' ethical responsibilities to colleagues, (3) social workers' ethical responsibilities in practice settings, (4) social workers' ethical responsibilities as professionals, (5) social workers' ethical responsibilities to the social work profession, and (6) social workers' ethical responsibilities to the broader society.

Some of the standards that follow are enforceable guidelines for professional conduct, and some are aspirational. The extent to which each standard is enforceable is a matter of professional judgment to be exercised by those responsible for reviewing alleged violations of ethical standards.

1. Social Workers' Ethical Responsibilities to Clients

1.01 Commitment to Clients

Social workers' primary responsibility is to promote the well-being of clients. In general, clients' interests are primary. However, social workers' responsibility to the larger society or specific legal obligations may on limited occasions supersede the loyalty owed clients, and clients should be so advised. (Examples include when a social worker is required by law to report that a client has abused a child or has threatened to harm self or others.)

1.02 Self-Determination

Social workers respect and promote the right of clients to self-determination and assist clients in their efforts to identify and clarify their goals. Social workers may limit clients' right to self-determination when, in the social workers' professional judgment, clients' actions or potential actions pose a serious, foreseeable, and imminent risk to themselves or others.

1.03 Informed Consent

(a) Social workers should provide services to clients only in the context of a professional relationship based, when appropriate, on valid informed consent. Social workers should use clear and understandable language to inform clients of the purpose of the services, risks related to the services, limits to services because of the requirements of a third-party payer, relevant costs, reasonable alternatives, clients' right to refuse or withdraw consent, and the time frame covered by the consent. Social workers should provide clients with an opportunity to ask questions.

(b) In instances when clients are not literate or have difficulty understanding the primary language used in the practice setting, social workers should take steps to ensure clients' comprehension. This may include providing clients with a detailed verbal explanation or arranging for a qualified interpreter or translator whenever possible.

(c) In instances when clients lack the capacity to provide informed consent, social workers should protect clients' interests by seeking permission from an appropriate third party, informing clients consistent with the clients' level of understanding. In such instances social workers should seek to ensure that the third party acts in a manner consistent with clients' wishes and interests. Social workers should take reasonable steps to enhance such clients' ability to give informed consent.

(d) In instances when clients are receiving services involuntarily, social workers should provide information about the nature and extent of services and about the extent of clients' right to refuse service.

(e) Social workers who provide services via electronic media (such as computer, telephone, radio, and television) should inform recipients of the limitations and risks associated with such services.

(f) Social workers should obtain clients' informed consent before audiotaping or videotaping clients or permitting observation of services to clients by a third party.

1.04 Competence

(a) Social workers should provide services and represent themselves as competent only within the boundaries of their education, training, license, certification, consultation received, supervised experience, or other relevant professional experience.

(b) Social workers should provide services in substantive areas or use intervention techniques or approaches that are new to them only after engaging in appropriate study, training, consultation, and supervision from people who are competent in those interventions or techniques.

(c) When generally recognized standards do not exist with respect to an emerging area of practice, social workers should exercise careful judgment and take responsible steps (including appropriate education, research, training, consultation, and supervision) to ensure the competence of their work and to protect clients from harm.

1.05 Cultural Competence and Social Diversity

- (a) Social workers should understand culture and its function in human behavior and society, recognizing the strengths that exist in all cultures.
- (b) Social workers should have a knowledge base of their clients' cultures and be able to demonstrate competence in the provision of services that are sensitive to clients' cultures and to differences among people and cultural groups.
- (c) Social workers should obtain education about and seek to understand the nature of social diversity and oppression with respect to race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, and mental or physical disability.

1.06 Conflicts of Interest

- (a) Social workers should be alert to and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment. Social workers should inform clients when a real or potential conflict of interest arises and take reasonable steps to resolve the issue in a manner that makes the clients' interests primary and protects clients' interests to the greatest extent possible. In some cases, protecting clients' interests may require termination of the professional relationship with proper referral of the client.
- (b) Social workers should not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political, or business interests.
- (c) Social workers should not engage in dual or multiple relationships with clients or former clients in which there is a risk of exploitation or potential harm to the client. In instances when dual or multiple relationships are unavoidable, social workers should take steps to protect clients and are responsible for setting clear, appropriate, and culturally sensitive boundaries. (Dual or multiple relationships occur when social workers relate to clients in more than one relationship, whether professional, social, or business. Dual or multiple relationships can occur simultaneously or consecutively.)
- (d) When social workers provide services to two or more people who have a relationship with each other (for example, couples, family members), social workers should clarify with all parties which individuals will be considered clients and the nature of social workers' professional obligations to the various individuals who are receiving services. Social workers who anticipate a conflict of interest among the individuals receiving services or who anticipate having to perform in potentially conflicting roles (for example, when a social worker is asked to testify in a child custody dispute or divorce proceedings involving clients) should clarify their role with the parties involved and take appropriate action to minimize any conflict of interest.

1.07 Privacy and Confidentiality

- (a) Social workers should respect clients' right to privacy. Social workers should not solicit private information from clients unless it is essential to providing services or conducting social work evaluation or research. Once private information is shared, standards of confidentiality apply.
- (b) Social workers may disclose confidential information when appropriate with valid consent from a client or a person legally authorized to consent on behalf of a client.
- (c) Social workers should protect the confidentiality of all information obtained in the course of professional service, except for compelling professional reasons. The general expectation that social workers will keep information confidential does not apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a client or other identifiable person. In all instances, social workers should disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed.
- (d) Social workers should inform clients, to the extent possible, about the disclosure of confidential information and the potential consequences, when feasible before the disclosure is made. This applies whether social workers disclose confidential information on the basis of a legal requirement or client consent.
- (e) Social workers should discuss with clients and other interested parties the nature of confidentiality and limitations of clients' right to confidentiality. Social workers should review with clients circumstances where confidential information may be requested and where disclosure of confidential information may be legally required. This discussion should occur as soon as possible in the social worker-client relationship and as needed throughout the course of the relationship.
- (f) When social workers provide counseling services to families, couples, or groups, social workers should seek agreement among the parties involved concerning each individual's right to confidentiality and obligation to preserve the confidentiality of information shared by others. Social workers should inform

participants in family, couples, or group counseling that social workers cannot guarantee that all participants will honor such agreements.

(g) Social workers should inform clients involved in family, couples, marital, or group counseling of the social worker's employer's, and agency's policy concerning the social worker's disclosure of confidential information among the parties involved in the counseling.

(h) Social workers should not disclose confidential information to third-party payers unless clients have authorized such disclosure.

(i) Social workers should not discuss confidential information in any setting unless privacy can be ensured. Social workers should not discuss confidential information in public or semipublic areas such as hallways, waiting rooms, elevators, and restaurants.

(j) Social workers should protect the confidentiality clients during legal proceedings to the extent permitted by law. When a court of law or other legally authorized body orders social workers to disclose confidential or, privileged information without a client's consent and such disclosure could cause harm to the client, social workers should request that the court withdraw the order or limit the order as narrowly as possible or maintain the records under seal, unavailable for public inspection.

(k) Social workers should protect the confidentiality of clients when responding to requests from members of the media.

(l) Social workers should protect the confidentiality of clients' written and electronic records and other sensitive information. Social workers should take reasonable steps to ensure that clients' records are stored in a secure location and that client's records are not available to others who are not authorized to have access.

(m) Social workers should take precautions to ensure and maintain the confidentiality of information transmitted to other parties through the use of computers, electronic mail, facsimile machines, telephones and telephone answering machines, and other electronic or computer technology. Disclosure of identifying information should be avoided whenever possible.

(n) Social workers should transfer or dispose of client's records in a manner that protects clients' confidentiality and is consistent with state statutes governing records and social work licensure.

(o) Social workers should take reasonable precautions to protect client confidentiality in the event of the social worker's termination of practice, incapacitation, or death.

(p) Social workers should not disclose identifying information when discussing clients for teaching or training purposes unless the client has consented to disclosure of confidential information.

(q) Social workers should not disclose identifying information when discussing clients with consultants unless the client has consented to disclosure of confidential information or there is a compelling need for such disclosure.

(r) Social workers should protect the confidentiality of deceased clients consistent with the preceding standards.

1.08 Access to Records

(a) Social workers should provide clients with reasonable access to records concerning the clients. Social workers who are concerned that clients' access to their records could cause serious misunderstanding or harm to the client should provide assistance in interpreting the records and consultation with the client regarding the records. Social workers should limit clients' access to their records, or portions of their records, only in exceptional circumstances when there is compelling evidence that such access would cause serious harm to the client. Both clients' requests and the rationale for withholding some or all of the record should be documented in clients' files.

(b) When providing clients with access to their records, social workers should take steps to protect the confidentiality of other individuals identified or discussed in such records.

1.09 Sexual Relationships

(a) Social workers should under no circumstances engage in sexual activities or sexual contact with current clients, whether such contact is consensual or forced.

(b) Social workers should not engage in sexual activities or sexual contact with clients' relatives or other individuals with whom clients maintain a close personal relationship when there is a risk of exploitation or potential harm to the client. Sexual activity or sexual contact with clients' relatives or other individuals with whom clients maintain a personal relationship has the potential to be harmful to the client and may make it difficult for the social worker and client to maintain appropriate professional boundaries. Social workers--not

their clients, their clients' relatives, or other individuals with whom the client maintains a personal relationship--assume the full burden for setting clear, appropriate, and culturally sensitive boundaries.

(c) Social workers should not engage in sexual activities or sexual contact with former clients because of the potential for harm to the client. If social workers engage in conduct contrary to this prohibition or claim that an exception to this prohibition is warranted because of extraordinary circumstances, it is social workers--not their clients--who assume the full burden of demonstrating that the former client has not been exploited, coerced, or manipulated, intentionally or unintentionally.

(d) Social workers should not provide clinical services to individuals with whom they have had a prior sexual relationship. Providing clinical services to a former sexual partner has the potential to be harmful to the individual and is likely to make it difficult for the social worker and individual to maintain appropriate professional boundaries.

1.10 Physical Contact

Social workers should not engage in physical contact with clients when there is a possibility of psychological harm to the client as a result of the contact (such as cradling or caressing clients). Social workers who engage in appropriate physical contact with clients are responsible for setting clear, appropriate, and culturally sensitive boundaries that govern such physical contact.

1.11 Sexual Harassment

Social workers should not sexually harass clients. Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

1.12 Derogatory Language

Social workers should not use derogatory language in their written or verbal communications to or about clients. Social workers should use accurate and respectful language in all communications to and about clients.

1.13 Payment for Services

(a) When setting fees, social workers should ensure that the fees are fair, reasonable, and commensurate with the services performed. Consideration should be given to clients' ability to pay.

(b) Social workers should avoid accepting goods or services from clients as payment for professional services. Bartering arrangements, particularly involving services, create the potential for conflicts of interest, exploitation, and inappropriate boundaries in social workers' relationships with clients. Social workers should explore and may participate in bartering only in very limited circumstances when it can be demonstrated that such arrangements are an accepted practice among professionals in the local community, considered to be essential for the provision of services, negotiated without coercion, and entered into at the client's initiative and with the client's informed consent. Social workers who accept goods or services from clients as payment for professional services assume the full burden of demonstrating that this arrangement will not be detrimental to the client or the professional relationship.

(c) Social workers should not solicit a private fee or other remuneration for providing services to clients who are entitled to such available services through the social workers' employer or agency.

1.14 Clients Who Lack Decision-Making Capacity

When social workers act on behalf of clients who lack the capacity to make informed decisions, social workers should take reasonable steps to safeguard the interests and rights of those clients.

1.15 Interruption of Services

Social workers should make reasonable efforts to ensure continuity of services in the event that services are interrupted by factors such as unavailability, relocation, illness, disability, or death.

1.16 Termination of Services

(a) Social workers should terminate services to clients and professional relationships with them when such services and relationships are no longer required or no longer serve the clients' needs or interests.

(b) Social workers should take reasonable steps to avoid abandoning clients who are still in need of services. Social workers should withdraw services precipitously only under unusual circumstances, giving careful consideration to all factors in the situation and taking care to minimize possible adverse effects. Social workers should assist in making appropriate arrangements for continuation of services when necessary.

(c) Social workers in fee-for-service settings may terminate services to clients who are not paying an overdue balance if the financial contractual arrangements have been made clear to the client, if the client does not pose an imminent danger to self or others, and if the clinical and other consequences of the current nonpayment have been addressed and discussed with the client.

(d) Social workers should not terminate services to pursue a social, financial, or sexual relationship with a client.

(e) Social workers who anticipate the termination or interruption of services to clients should notify clients promptly and seek the transfer, referral, or continuation of services in relation to the clients' needs and preferences.

(f) Social workers who are leaving an employment setting should inform clients of appropriate options for the continuation of services and of the benefits and risks of the options.

2. Social Workers' Ethical Responsibilities to Colleagues

2.01 Respect

(a) Social workers should treat colleagues with respect and should represent accurately and fairly the qualifications, views, and obligations of colleagues.

(b) Social workers should avoid unwarranted negative criticism of colleagues in communications with clients or with other professionals. Unwarranted negative criticism may include demeaning comments that refer to colleagues' level of competence or to individuals' attributes such as race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, and mental or physical disability.

(c) Social workers should cooperate with social work colleagues and with colleagues of other professions when such cooperation serves the well-being of clients

2.02 Confidentiality

Social workers should respect confidential information shared by colleagues in the course of their professional relationships and transactions. Social workers should ensure that such colleagues understand social workers' obligation to respect confidentiality and any exceptions related to it.

2.03 Interdisciplinary Collaboration

(a) Social workers who are members of an interdisciplinary team should participate in and contribute to decisions that affect the well-being of clients by drawing on the perspectives, values, and experiences of the social work profession. Professional and ethical obligations of the interdisciplinary team as a whole and of its individual members should be clearly established.

(b) Social workers for whom a team decision raises ethical concerns should attempt to resolve the disagreement through appropriate channels. If the disagreement cannot be resolved, social workers should pursue other avenues to address their concerns consistent with client well-being.

2.04 Disputes Involving Colleagues

(a) Social workers should not take advantage of a dispute between a colleague and an employer to obtain a position or otherwise advance the social workers' own interests.

(b) Social workers should not exploit clients in disputes with colleagues or engage clients in any inappropriate discussion of conflicts between social workers and their colleagues.

2.05 Consultation

(a) Social workers should seek the advice and counsel of colleagues whenever such consultation is in the best interests of clients.

(b) Social workers should keep themselves informed about colleagues' areas of expertise and competencies. Social workers should seek consultation only from colleagues who have demonstrated knowledge, expertise, and competence related to the subject of the consultation.

(c) When consulting with colleagues about clients, social workers should disclose the least amount of information necessary to achieve the purposes of the consultation.

2.06 Referral for Services

- (a) Social workers should refer clients to other professionals when the other professionals' specialized knowledge or expertise is needed to serve clients fully or when social workers believe that they are not being effective or making reasonable progress with clients and that additional service is required.
- (b) Social workers who refer clients to other professionals should take appropriate steps to facilitate an orderly transfer of responsibility. Social workers who refer clients to other professionals should disclose, with clients' consent, all pertinent information to the new service providers.
- (c) Social workers are prohibited from giving or receiving payment for a referral when no professional service is provided by the referring social worker.

2.07 Sexual Relationships

- (a) Social workers who function as supervisors or educators should not engage in sexual activities or contact with supervisees, students, trainees, or other colleagues over whom they exercise professional authority.
- (b) Social workers should avoid engaging in sexual relationships with colleagues when there is potential for a conflict of interest. Social workers who become involved in, or anticipate becoming involved in, a sexual relationship with a colleague have a duty to transfer professional responsibilities, when necessary, to avoid a conflict of interest.

2.08 Sexual Harassment

Social workers should not sexually harass supervisees, students, trainees, or colleagues. Sexual harassment includes sexual advances, sexual solicitation, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

2.09 Impairment of Colleagues

- (a) Social workers who have direct knowledge of a social work colleague's impairment that is due to personal problems, psychosocial distress, substance abuse, or mental health difficulties and that interferes with practice effectiveness should consult with that colleague when feasible and assist the colleague in taking remedial action.
- (b) Social workers who believe that a social work colleague's impairment interferes with practice effectiveness and that the colleague has not taken adequate steps to address the impairment should take action through appropriate channels established by employers, agencies, NASW, licensing and regulatory bodies, and other professional organizations.

2.10 Incompetence of Colleagues

- (a) Social workers who have direct knowledge of a social work colleague's incompetence should consult with that colleague when feasible and assist the colleague in taking remedial action.
- (b) Social workers who believe that a social work colleague is incompetent and has not taken adequate steps to address the incompetence should take action through appropriate channels established by employers, agencies, NASW, licensing and regulatory bodies, and other professional organizations.

2.11 Unethical Conduct of Colleagues

- (a) Social workers should take adequate measures to discourage, prevent, expose, and correct the unethical conduct of colleagues.
- (b) Social workers should be knowledgeable about established policies and procedures for handling concerns about colleagues' unethical behavior. Social workers should be familiar with national, state, and local procedures for handling ethics complaints. These include policies and procedures created by NASW, licensing and regulatory bodies, employers, agencies, and other professional organizations.
- (c) Social workers who believe that a colleague has acted unethically should seek resolution by discussing their concerns with the colleague when feasible and when such discussion is likely to be productive.
- (d) When necessary, social workers who believe that a colleague has acted unethically should take action through appropriate formal channels (such as contacting a state licensing board or regulatory body, an NASW committee on inquiry, or other professional ethics committees).
- (e) Social workers should defend and assist colleagues who are unjustly charged with unethical conduct.

3. Social Workers' Ethical Responsibilities in Practice Settings

3.01 Supervision and Consultation

- (a) Social workers who provide supervision or consultation should have the necessary knowledge and skill to supervise or consult appropriately and should do so only within their areas of knowledge and competence.
- (b) Social workers who provide supervision or consultation are responsible for setting clear, appropriate, and culturally sensitive boundaries.
- (c) Social workers should not engage in any dual or multiple relationships with supervisees in which there is a risk of exploitation of or potential harm to the supervisee.
- (d) Social workers who provide supervision should evaluate supervisees' performance in a manner that is fair and respectful.

3.02 Education and Training

- (a) Social workers who function as educators, field instructors for students, or trainers should provide instruction only within their areas of knowledge and competence and should provide instruction based on the most current information and knowledge available in the profession.
- (b) Social workers who function as educators or field instructors for students should evaluate students' performance in a manner that is fair and respectful
- (c) Social workers who function as educators or field instructors for students should take reasonable steps to ensure that clients are routinely informed when services are being provided by students.
- (d) Social workers who function as educators or field instructors for students should not engage in any dual or multiple relationships with students in which there is a risk of exploitation or potential harm to the student. Social work educators and field instructors are responsible for setting clear, appropriate, and culturally sensitive boundaries.

3.03 Performance Evaluation

Social workers who have responsibility for evaluating the performance of others should fulfill such responsibility in a fair and considerate manner and on the basis of clearly stated criteria.

3.04 Client Records

- (a) Social workers should take reasonable steps to ensure that documentation in records is accurate and reflects the services provided.
- (b) Social workers should include sufficient and timely documentation in records to facilitate the delivery of services and to ensure continuity of services provided to clients in the future.
- (c) Social workers' documentation should protect clients' privacy to the extent that is possible and appropriate and should include only information that is directly relevant to the delivery of services.
- (d) Social workers should store records following the termination of services to ensure reasonable future access. Records should be maintained for the number of years required by state statutes or relevant contracts.

3.05 Billing

Social workers should establish and maintain billing practices that accurately reflect the nature and extent of services provided and that identify who provided the service in the practice setting.

3.06 Client Transfer

- (a) When an individual who is receiving services from another agency or colleague contacts a social worker for services, the social worker should carefully consider the client's needs before agreeing to provide services. To minimize possible confusion and conflict, social workers should discuss with potential clients the nature of the clients' current relationship with other service providers and the implications, including possible benefits or risks, of entering into a relationship with a new service provider.
- (b) If a new client has been served by another agency or colleague, social workers should discuss with the client whether consultation with the previous service provider is in the client's best interest.

3.07 Administration

- (a) Social work administrators should advocate within and outside their agencies for adequate resources to meet clients' needs.

(b) Social workers should advocate for resource allocation procedures that are open and fair. When not all clients' needs can be met, an allocation procedure should be developed that is nondiscriminatory and based on appropriate and consistently applied principles.

(c) Social workers who are administrators should take reasonable steps to ensure that adequate agency or organizational resources are available to provide appropriate staff supervision.

(d) Social work administrators should take reasonable steps to ensure that the working environment for which they are responsible is consistent with and encourages compliance with the NASW Code of Ethics. Social work administrators should take reasonable steps to eliminate any conditions in their organizations that violate, interfere with, or discourage compliance with the Code.

3.08 Continuing Education and Staff Development

Social work administrators and supervisors should take reasonable steps to provide or arrange for continuing education and staff development for all staff for whom they are responsible. Continuing education and staff development should address current knowledge and emerging developments related to social work practice and ethics.

3.09 Commitments to Employers

(a) Social workers generally should adhere to commitments made to employers and employing organizations.

(b) Social workers should work to improve employing agencies' policies and procedures and the efficiency and effectiveness of their services.

(c) Social workers should take reasonable steps to ensure that employers are aware of social workers' ethical obligations as set forth in the NASW Code of Ethics and of the implications of those obligations for social work practice.

(d) Social workers should not allow an employing organization's policies, procedures, regulations, or administrative orders to interfere with their ethical practice of social work. Social workers should take reasonable steps to ensure that their employing organizations' practices are consistent with the NASW Code of Ethics.

(e) Social workers should act to prevent and eliminate discrimination in the employing organization's work assignments and in its employment policies and practices.

(f) Social workers should accept employment or arrange student field placements only in organizations that exercise fair personnel practices.

(g) Social workers should be diligent stewards of the resources of their employing organizations, wisely conserving funds where appropriate and never misappropriating funds or using them for unintended purposes.

3.10 Labor-Management Disputes

(a) Social workers may engage in organized action, including the formation of and participation in labor unions, to improve services to clients and working conditions.

(b) The actions of social workers who are involved in labor-management disputes, job actions, or labor strikes should be guided by the profession's values, ethical principles, and ethical standards. Reasonable differences of opinion exist among social workers concerning their primary obligation as professionals during an actual or threatened labor strike or job action. Social workers should carefully examine relevant issues and their possible impact on clients before deciding on a course of action.

4. Social Workers' Ethical Responsibilities as Professionals

4.01 Competence

(a) Social workers should accept responsibility or employment only on the basis of existing competence or the intention to acquire the necessary competence.

(b) Social workers should strive to become and remain proficient in professional practice and the performance of professional functions. Social workers should critically examine and keep current with emerging knowledge relevant to social work. Social workers should routinely review the professional literature and participate in continuing education relevant to social work practice and social work ethics.

(c) Social workers should base practice on recognized knowledge, including empirically based knowledge, relevant to social work and social work ethics.

4.02 Discrimination

Social workers should not practice, condone, facilitate, or collaborate with any form of discrimination on the basis of race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, or mental or physical disability.

4.03 Private Conduct

Social workers should not permit their private conduct to interfere with their ability to fulfill their professional responsibilities.

4.04 Dishonesty, Fraud, and Deception

Social workers should not participate in, condone, or be associated with dishonesty, fraud, or deception.

4.05 Impairment

(a) Social workers should not allow their own personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties to interfere with their professional judgment and performance or to jeopardize the best interests of people for whom they have a professional responsibility.

(b) Social workers whose personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties interfere with their professional judgment and performance should immediately seek consultation and take appropriate remedial action by seeking professional help, making adjustments in workload, terminating practice, or taking any other steps necessary to protect clients and others.

4.06 Misrepresentation

(a) Social workers should make clear distinctions between statements made and actions engaged in as a private individual and as a representative of the social work profession, a professional social work organization, or the social worker's employing agency.

(b) Social workers who speak on behalf of professional social work organizations should accurately represent the official and authorized positions of the organizations.

(c) Social workers should ensure that their representations to clients, agencies, and the public of professional qualifications, credentials, education, competence, affiliations, services provided, or results to be achieved are accurate. Social workers should claim only those relevant professional credentials they actually possess and take steps to correct any inaccuracies or misrepresentations of their credentials by others.

4.07 Solicitations

(a) Social workers should not engage in uninvited solicitation of potential clients who, because of their circumstances, are vulnerable to undue influence, manipulation, or coercion.

(b) Social workers should not engage in solicitation of testimonial endorsements (including solicitation of consent to use a client's prior statement as a testimonial endorsement) from current clients or from other people who, because of their particular circumstances, are vulnerable to undue influence.

4.08 Acknowledging Credit

(a) Social workers should take responsibility and credit, including authorship credit, only for work they have actually performed and to which they have contributed.

(b) Social workers should honestly acknowledge the work of and the contributions made by others.

5. Social Workers' Ethical Responsibilities to the Social Work Profession

5.01 Integrity of the Profession

(a) Social workers should work toward the maintenance and promotion of high standards of practice.

(b) Social workers should uphold and advance the values, ethics, knowledge, and mission of the profession. Social workers should protect, enhance, and improve the integrity of the profession through appropriate study and research, active discussion, and responsible criticism of the profession.

(c) Social workers should contribute time and professional expertise to activities that promote respect for the value, integrity, and competence of the social work profession. These activities may include teaching, research, consultation, service, legislative testimony, presentations in the community, and participation in their professional organizations.

(d) Social workers should contribute to the knowledge base of social work and share with colleagues their knowledge related to practice, research, and ethics. Social workers should seek to contribute to the profession's literature and to share their knowledge at professional meetings and conferences.

(e) Social workers should act to prevent the unauthorized and unqualified practice of social work.

5.02 Evaluation and Research

(a) Social workers should monitor and evaluate policies, the implementation of programs, and practice interventions.

(b) Social workers should promote and facilitate evaluation and research to contribute to the development of knowledge.

(c) Social workers should critically examine and keep current with emerging knowledge relevant to social work and fully use evaluation and research evidence in their professional practice.

(d) Social workers engaged in evaluation or research should carefully consider possible consequences and should follow guidelines developed for the protection of evaluation and research participants. Appropriate institutional review boards should be consulted.

(e) Social workers engaged in evaluation or research should obtain voluntary and written informed consent from participants, when appropriate, without any implied or actual deprivation or penalty for refusal to participate; without undue inducement to participate; and with due regard for participants' well-being, privacy, and dignity. Informed consent should include information about the nature, extent, and duration of the participation requested and disclosure of the risks and benefits of participation in the research.

(f) When evaluation or research participants are incapable of giving informed consent, social workers should provide an appropriate explanation to the participants, obtain the participants' assent to the extent they are able, and obtain written consent from an appropriate proxy.

(g) Social workers should never design or conduct evaluation or research that does not use consent procedures, such as certain forms of naturalistic observation and archival research, unless rigorous and responsible review of the research has found it to be justified because of its prospective scientific, educational, or applied value and unless equally effective alternative procedures that do not involve waiver of consent are not feasible.

(h) Social workers should inform participants of their right to withdraw from evaluation and research at any time without penalty.

(i) Social workers should take appropriate steps to ensure that participants in evaluation and research have access to appropriate supportive services.

(j) Social workers engaged in evaluation or research should protect participants from unwarranted physical or mental distress, harm, danger, or deprivation.

(k) Social workers engaged in the evaluation of services should discuss collected information only for professional purposes and only with people professionally concerned with this information.

(l) Social workers engaged in evaluation or research should ensure the anonymity or confidentiality of participants and of the data obtained from them. Social workers should inform participants of any limits of confidentiality, the measures that will be taken to ensure confidentiality, and when any records containing research data will be destroyed.

(m) Social workers who report evaluation and research results should protect participants' confidentiality by omitting identifying information unless proper consent has been obtained authorizing disclosure.

(n) Social workers should report evaluation and research findings accurately. They should not fabricate or falsify results and should take steps to correct any errors later found in published data using standard publication methods.

(o) Social workers engaged in evaluation or research should be alert to and avoid conflicts of interest and dual relationships with participants, should inform participants when a real or potential conflict of interest arises, and should take steps to resolve the issue in a manner that makes participants' interests primary.

(p) Social workers should educate themselves, their students, and their colleagues about responsible research practices.

6. Social Workers' Ethical Responsibilities to the Broader Society

6.01 Social Welfare

Social workers should promote the general welfare of society, from local to global levels, and the development of people, their communities, and their environments. Social workers should advocate for living

conditions conducive to the fulfillment of basic human needs and should promote social, economic, political, and cultural values and institutions that are compatible with the realization of social justice.

6.02 Public Participation

Social workers should facilitate informed participation by public in shaping social policies and institutions.

6.03 Public Emergencies

Social workers should provide appropriate professional services in public emergencies to the greatest extent possible.

6.04 Social and Political Action

(a) Social workers should engage in social and political action that seeks to ensure that all people have equal access to the resources, employment, services, and opportunities they require to meet their basic human needs and to develop fully. Social workers should be aware of the impact of the political arena on practice and should advocate for changes in policy and legislation to improve social conditions in order to meet basic human needs and promote social justice.

(b) Social workers should act to expand choice and opportunities for all people, with special regard for vulnerable, disadvantaged, oppressed, and exploited people and groups.

(c) Social workers should promote conditions that encouraged respect for cultural and social diversity within the United States and globally. Social workers should promote policies and practices that demonstrate respect for difference, support the expansion of cultural knowledge and resources, advocate for programs and institutions that demonstrate cultural competence, and promote policies that safeguard the rights of and confirm equity and social justice for all people.

(d) Social workers should act to prevent and eliminate domination of, exploitation of, and discrimination against any person, group, or class on the basis of race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, or mental or physical disability.