

HSWR 105: Professional Communications

Course Description

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

Course Hours: 45

Course Credits: 3

Course Prerequisites: Minimum 65% in either English 12, English Studies 12, English First Peoples 12, ENGL 090, or equivalent (refer to Course Equivalency Information on the College website).

Co-requisites: None

Format

Students who register for Flexible Assessment credit must provide evidence of their competency in the form of a portfolio and submit this evidence online to the designated CYFS Faculty Assessor two weeks before the end of the semester.

The portfolio submission must include the following information:

1. A table of contents with page numbers that follow the learning outcomes of the course, in the order the learning outcomes and course activities are listed on the *Flexible Assessment Documentation Form* below.
2. A labeled heading between each learning outcome and course activity;
3. Concrete evidence (i.e., photos, letters, logbook, video recordings, observations) of each learning outcome in the order listed below along with brief explanations of the relevance of each piece of evidence;
4. A completed copy of the recording form below with the type and page number of each piece of evidence in the portfolio submission.

What You Need To Do

Document your knowledge and implementation of each learning outcome for HSWR 105 (below) by providing a minimum of four examples for each outcome, which may include one or more of the required writing samples below. The examples for the learning outcomes can include a combination of written examples, photos, observations, course/workshop certificates, log-books, video recordings, evaluations and practical applications. Each example must include a written component that clearly explains how the evidence has informed your professional practice.

Additional Required Documentation

Writing Samples

The portfolio submission must include at least one example of each of the following writing styles:

1. short report;
2. funding proposal;
3. letter;
4. memo;
5. email correspondence;
6. community service research paper;
7. formal presentation; and
8. marketing sample.

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Learning Outcomes and Additional Flexible Assessment Criteria

Learning Outcomes	Types of Evidence	Page Number(s)	Value <i>(for office use only)</i>	Faculty Assessor's Comments <i>(for office use only)</i>
Share information with all stakeholders in an accessible and respectful way.				
Express ideas and information with a professional level of writing.				
Design and produce a variety of documents and business correspondence specific to the workplace.				

Learning Outcomes	Types of Evidence	Page Number(s)	Value <i>(for office use only)</i>	Faculty Assessor's Comments <i>(for office use only)</i>
Use research to effectively develop ideas and support a course of action.				
Utilize the computer as a tool to carry out a broad range of workplace tasks, including the organization and retrieval of information and the development of promotional materials.				
Use social media appropriately as a tool for sharing professional information and resources.				
Write basic assessment document.				
Write reports from a strength perspective versus a deficit perspective.				
Write summaries of information.				
Follow professional and ethical guidelines related to document confidentiality,				

protection, and record keeping.				
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Learning Outcomes	Types of Evidence	Page Number(s)	Value <i>(for office use only)</i>	Faculty Assessor's Comments <i>(for office use only)</i>
Demonstrate respect for diversity.				
Promote family and/or community involvement in documents where appropriate.				
Writing Samples	Types of Evidence	Page Number(s)	Value <i>(for office use only)</i>	Faculty Assessor's Comments <i>(for office use only)</i>
Telephone Interview	Date	Faculty Assessor's Comments <i>(for office use only)</i>		

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