Area of Interest: Community and Social Services

Social Service Worker

Ontario College Diploma
2 Years
Ottawa Campus

Our Program

Pursue a fulfilling career working on the front line of social services.

In the two-year Social Service Worker Ontario College Diploma program, you gain the skills and knowledge to work effectively with individuals, groups and communities dealing with personal and social problems.

Through theory and practical experiences, the program prepares you to support a wide range of client groups and communities who are in the process of change or growth, including those impacted by issues such as:

- loss and separation
- family crisis
- poverty
- violence
- homelessness
- addiction
- disability
- unemployment
- oppression
- resettlement issues

Employment

This program prepares you for your career by providing you with the opportunity to apply for professional credibility in the field of social services. Upon graduation, you need to register as a Social Service Worker through the Ontario College of Social Workers and Social Service Workers in order to be recognized as such.

Learning Outcomes

The graduate has reliably demonstrated the ability to:

- Develop and maintain professional relationships which adhere to professional, legal, and ethical standards aligned to social service work.
- Identify strengths, resources, and challenges of individuals, families, groups, and communities to assist them in achieving their goals.
- Recognize diverse needs and experiences of individuals, groups, families, and communities, to promote accessible and responsive programs and services.
- Identify current social policy; relevant legislation; and political, social, and/or economic
• Identify current social policy; relevant legislation; and political, social, and/or economic systems, and their impacts on service delivery.

• Advocate for appropriate access to resources to assist individuals, families, groups, and communities.

• Develop and maintain positive working relationships with colleagues, supervisors, and community partners.

• Develop strategies and plans that lead to the promotion of self-care, improved job performance, and enhanced work relationships.

• Integrate social group work and group facilitation skills across a wide range of environments, supporting growth and development of individuals, families, and communities.

• Work in communities to advocate for change strategies that promote social and economic justice and challenge patterns of oppression and discrimination.

• Identify and apply discipline-specific practices that contribute to the local and global community through social responsibility, economic commitment and environmental stewardship.

Program of Study

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<thead>
<tr>
<th>Level: 01</th>
<th>Courses</th>
<th>Hours</th>
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<tr>
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<td>FAM1114</td>
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<td>FAM1115</td>
<td>Social Service Work Interviewing</td>
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<td>FAM1131</td>
<td>Addictions</td>
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<td>FAM1254</td>
<td>Social Welfare in Canada</td>
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<td>FAM1142</td>
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<td>Community Development</td>
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<td>Applied Social Service Work Practice</td>
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<td>FAM1283</td>
<td>Working with Families</td>
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Choose one from equivalencies: Courses

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Further information on fees can be found by visiting the Registrar`s Office website at https://www.algonquincollege.com/ro.

Fees are subject to change.

Additional program related expenses include:

Supplies cost approximately $1,000 in the first year and $400 in the second year. Textbooks are available through the campus bookstore.

Additional expenses related to verification for field placement requirements. ParaMed clearance police records check, health immunizations and first aid are the responsibility of the student. The ParaMed documentation clearance fee is approximately $50 and set by ParaMed a third-party provider.

Admission Requirements for the 2020/2021 Academic Year

College Eligibility

• Ontario Secondary School Diploma (OSSD) or equivalent. Applicants with an OSSD showing senior English and/or Mathematics courses at the Basic Level, or with Workplace or Open courses, will be tested to determine their eligibility for admission; OR
• Academic and Career Entrance (ACE) certificate; OR
• General Educational Development (GED) certificate; OR
• Mature Student status (19 years of age or older and without a high school diploma at the start of the program). Eligibility may be determined by academic achievement testing for which a fee of $50 (subject to change) will be charged.

Program Eligibility

• English, Grade 12 (ENG4C or equivalent) with a grade of 65% or higher.
• International applicants must provide proof of the subject specific requirements noted above along with proof of either: (IELTS / TOEFL) IELTS-International English Language Testing Service (Academic) Overall band of 6.5 with a minimum of 6.0 in each band; OR TOEFL-Internet-based (iBT)-overall 88, with a minimum of 22 in each component: Reading 22; Listening 22; Speaking 22; Writing 22.
• Applicants with international transcripts must provide proof of the subject specific requirements noted above and may be required to provide proof of language proficiency.

Should the number of qualified applicants exceed the number of available places, applicants will be selected on the basis of their proficiency in English.

Health Requirements and Documentation:
The physical and emotional health of each applicant to the program must be such that he or she can successfully cope with the program of instruction including the demands of field placement (e.g. stress and time management). Individuals who have concerns about their ability to meet these requirements should contact the coordinator of the program prior to submitting an application.

Students accepted into the Social Service Worker program must meet the following health requirements: Provide evidence of full and complete immunizations. The Algonquin College Health Services will review the student`s record of immunization and provide authorization for entry into field placement. Some field placement agencies may require the Hepatitis B vaccine and the Influenza vaccine.

Police Records Check Documentation:
Though not an admission requirement, applicants must note important information listed below regarding Police Record Check program requirements.

Successful completion of field placement is a requirement for graduation from the Social Service Worker program. Agencies that provide placement opportunities may require you to have a clear
Police Records Check for Service with the Vulnerable Sector (PRCSVS). Your acceptance for placement is at the discretion of the agency. If you register in the program and do not have a clear PRCSVS and as a result are unable to participate in placement, you will not be able to graduate.

**Field Placement Eligibility:**
To be eligible for placement, you must submit proof of a PRCSVS, which will be retained on your departmental file and used only for purposes related to your placement. You will be required to disclose the contents of the PRCSVS, including all notations, to the placement agencies.

It is your responsibility to obtain the PRCSVS from your local Police Department prior to the deadline identified by your Department and to pay any associated costs. It may take a long time to obtain this documentation; please submit your application as early as possible. Should you require further information, contact the Program Chair.

Students must obtain First Aid and CPR level C certificate prior to November 1st in order to be eligible for field placement.

**Admission Requirements for 2019/2020 Academic Year**

**College Eligibility**

- Ontario Secondary School Diploma (OSSD) or equivalent. Applicants with an OSSD showing senior English and/or Mathematics courses at the Basic Level, or with Workplace or Open courses, will be tested to determine their eligibility for admission; OR

- Academic and Career Entrance (ACE) certificate; OR

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Social Service Worker

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Students must obtain First Aid and CPR level C certificate prior to November 1st in order to be eligible for field placement.

Application Information

SOCIAL SERVICE WORKER
Program Code 0432X01FWO

Applications to full-time day programs must be submitted with official transcripts showing completion of the academic admission requirements through:

ontarioccolleges.ca
60 Corporate Court
Guelph, Ontario N1G 5J3
1-888-892-2228

Students currently enrolled in an Ontario secondary school should notify their Guidance Office prior to their online application at http://www.ontarioccolleges.ca/.

Applications for Fall Term and Winter Term admission received by February 1 will be given equal consideration. Applications received after February 1 will be processed on a first-come, first-served basis as long as places are available.

International applicants please visit this link for application process information: https://algonquincollege.force.com/myACint/.

For further information on the admissions process, contact:

Registrar`s Office
Algonquin College
1385 Woodroffe Ave
Ottawa, ON K2G 1V8
Telephone: 613-727-0002
Toll-free: 1-800-565-4723
TTY: 613-727-7766
Fax: 613-727-7632
Email: mailto:AskUs@algonquincollege.com

Additional Information

Programs at Algonquin College are Bring Your Own Device (BYOD). To see the BYOD requirements for your program, please visit: https://www7.algonquincollege.com/byod/.

The Social Service Worker program consists of courses that are delivered in a variety of formats including face-to-face in a classroom, hybrid (combination of classroom and online learning) and online courses. Students participate in all three types of learning. Students also participate in field placement learning activities. Class schedules vary from term to term and courses may be scheduled between the hours of 8 a.m. and 10 p.m. Monday through Thursday and 8 a.m. and 6 p.m. Friday. There is no flexibility in the assigned timetable. There is a significant workload in the program and students need to be prepared to make a full-time commitment to their studies and field placement in order to be successful.

Students may apply for transfer of academic credits from Algonquin College (internal transfer) or from other institutions (external transfer). College Policies AA09 and AA10 apply to transfer of credits. For more information visit: https://www.algonquincollege.com/directives. Students may apply for credit by challenging courses using Prior Learning Assessment and Recognition (PLAR). College Policy AA06 applies to PLAR. Students pay a fee for each course they wish to be exempt
from and, through either a portfolio or challenge examination, a PLAR may lead to the acceptance of work and life experience in lieu of taking certain courses. For more information visit: https://www.algonquincollege.com/col/plar.html. Please note we do not PLAR any of our placements.

The social service worker field requires mature, flexible workers who commit to personal wellness and self-care as well as the principles of social justice and anti-oppression. This demanding program places students in learning environments and in contact with emotionally challenging situations. This may be unsettling to those who are in current recovery for mental health, abuse or addiction problems. As such, we encourage prospective students to reflect upon their readiness to meet these demands.

This full-time day program is also offered on the Pembroke Campus. While the learning outcomes at the Woodroffe and Pembroke Campuses are the same, subject delivery is reflective of the local circumstances which affect program delivery.

There is also an Intensive offering delivered at the Woodroffe Campus. This latter program is for individuals who have completed a degree or diploma (from an Ontario College of Applied Arts and Technology) in the humanities. Degrees outside of the humanities may be considered on an individual basis.

The College also offers the two-year Social Service Worker program on a part-time basis at the Woodroffe Campus in the evenings.

Part-time students who have successfully completed Level 01 and Level 02 in part-time studies can apply to come into Level 03 to finish the last year of the program in the full-time program.

Social Service Worker is a registered professional title which may only be used by members in good standing of the Ontario College of Social Workers and Social Service Workers (OCSWSSW). This relates to Ontario legislation entitled The Social Work and Social Service Worker Act. Graduates of the Social Service Worker program are required by law to join the OCSWSSW after graduation in order to use this professional title. The OCSWSSW grants or denies membership. Visit http://www.ocswssw.org/ for more information.

For program information, contact the Program Coordinator, Melissa D’Amora at 613-727-4723 x 5882 or at damoram@algonquincollege.com.

Course Descriptions

**ENL1813S Communications I**

Communication remains an essential skill sought by employers, regardless of discipline or field of study. Using a practical, vocation-oriented approach, students focus on meeting the requirements of effective communication. Students practise writing, speaking, reading, listening, locating and documenting information, and using technology to communicate professionally. Students develop and strengthen communication skills that contribute to success in both educational and workplace environments.

Prerequisite(s): none
Corerequisite(s): none

**ENL1881F Communication for Social Service Workers**

Social service workers create and maintain a variety of records and documents related to their interactions with colleagues and clients. These records and documents must be coherent and objective assessments of the social service worker's observations, actions and interventions. Other methods of communication involve drafting letters and reports directed to other professional agencies and organizations. Documentation created by the social service worker may be required for and used in legal proceedings. Emphasis continues to be placed on fundamental grammar and writing mechanics. Students demonstrate critical-thinking skills and other communication attributes that are necessary in any professional workplace setting.

Prerequisite(s): ENL1813S
Corerequisite(s): none

**FAM1114 Preparation for Field**
The ability to understand one’s professional roles and responsibilities in the workplace is foundational to success. Students explore their own beliefs and values as they relate to professional relationships and ethical principles in social service work practice. Students identify current social issues and research social networks that support meeting the diverse needs of the community.

Prerequisite(s): none  
Corerequisite(s): none

**FAM1115 Social Service Work Interviewing**

Interviewing is complex, due in part to the fact that it involves working across differences of class, race, gender, age, disability, sexual orientation, religion, culture, and health. Gathering information to assist people with their personal and social problems, while creating a safe, supportive environment, is foundational to social services. Students learn basic intervention skills through active listening, awareness of body language, utilization of open and closed questions, and employing empathy to build trust. Students practise with role-play scenarios to develop and fine tune these skills in preparation for work with clients.

Prerequisite(s): none  
Corerequisite(s): none

**FAM1121 Group Work**

Working in groups is part of many social service work settings. Making use of a simulated exercise, students have the opportunity to practice skills involved in the planning and facilitation of topic based support groups. Emphasis is placed on the co-leadership model, self-awareness and group process skills.

Prerequisite(s): FAM1115 and FAM1382  
Corerequisite(s): none

**FAM1129 Placement I**

Practical learning experiences support the integration of theory and professional expectations in social service agencies. Students practice observation skills, information gathering, interviewing skills, documentation and preliminary assessment skills through supervised practice in an agency setting. Students work within a team environment and form trusting relationships with clients demonstrating warmth, sensitivity, empathy and appropriate boundaries.

Prerequisite(s): ENL1813S and FAM1114 and FAM1115 and FAM1131 and FAM1254 and FAM1282  
Corerequisite(s):FAM1332

**FAM1131 Addictions**

The clients of social service workers frequently experience challenges in the area of addictions. Students gain basic knowledge regarding substance abuse and addiction recovery. Students explore their values and attitudes about the use and abuse of drugs and alcohol. Students gain insight, awareness and the understanding necessary to interact positively with addicted clients and their families.

Prerequisite(s): none  
Corerequisite(s): none

**FAM1134 Mental Health**

Mental health is an increasing concern in Canada today and impacts all areas of social service work. Students explore a variety of mental health challenges faced by adults and the current trends in services, treatments, legislation/policies and medications. Attitudes, biases and barriers affecting persons with mental illness are examined in relation to the role of social service workers.

Prerequisite(s): FAM1129 and FAM1263 and FAM1332  
Corerequisite(s):none
FAM1139 Placement II

Students are given the opportunity to deepen and expand their knowledge, skills and practice with a more sustained and committed field placement. Students take on increasing levels of responsibility and independence and continue to hone their writing, reporting, interviewing, engaging, and assessment skills as social service professionals.

Prerequisite(s): FAM1129 and FAM1142 and FAM1263 and FAM1332
Corequisite(s): FAM1133

FAM1142 Legislation and Advocacy

Social service work is, by nature, political. Most of the work done by social service workers is deeply influenced by the ideological, political and economic forces that comprise the welfare state. Students build critical awareness of these forces and of various political ideologies and critiques as they relate to social welfare and to the role of social service workers as agents of change.

Prerequisite(s): FAM1254
Corequisite(s): none

FAM1149 Placement III

Students hone their skills by fully integrating theory and practice. Students also identify, practise, adapt and incorporate theory at a level that provides optimum client service. The focus is on the cumulative knowledge and professional skills for client engagement, intervention, team work and community development that reflects the students’ readiness for frontline social service work.

Prerequisite(s): FAM1139 and FAM1280 and FAM1283 and FAM1333
Corequisite(s): FAM1443

FAM1254 Social Welfare in Canada

Social policies impact the development and delivery of services to consumer groups. Students study the historical progress of the social welfare system in Canada. In addition, the fundamentals of inequity, poverty, homelessness, violence, oppression, and discrimination are introduced in both historical and current social policies. Students examine their own values and practices to develop their knowledge and to critically analyze current social welfare policies and practices.

Prerequisite(s): none
Corequisite(s): none

FAM1260 Assessment, Planning and Practice in Social Service Work

Assessment and intervention are core skills for qualified social service workers and are fundamental learning requirements for practice in the field. Strong assessment skills are required to develop an accurate understanding of clients and their needs, to identify problems, and to serve as a basis for evaluating the effectiveness of helping interventions. Students develop skills related to data collection, data interpretation, problem identification and intervention. Students learn to assess common issues experienced in the field, as well as develop comprehensive and effective intervention plans.

Prerequisite(s): FAM1139 and FAM1333
Corequisite(s): none

FAM1263 Crisis Intervention

One’s ability to function in a professional manner in crisis situations is essential in the field of social service work. Students differentiate long-term counselling from crisis intervention and examine crisis related assessment techniques and intervention strategies to de-escalate and support those in crisis. Students explore the concept of professional burnout as it relates to crisis. Students practise Non-Violent Crisis Intervention techniques and qualify for an additional certification upon successful completion.
**FAM1272 Community Development**

Community development emphasizes the worth of self-help, mutual support, the building up of community integration by developing the capacity for problem-solving, self-representation and promotion of collective action to bring a community’s preferences to the attention of political decision-makers. The theory and practice of community work are related to contemporary social action movements of local and national organizations. Students develop a basic understanding of community organization while undertaking a project.

Prerequisite(s): FAM1121 and FAM1142  
Corerequisite(s): none

**FAM1280 Applied Social Service Work Practice**

Social service work practice is the foundation for meeting human needs in our society. Students apply core values, ethics and helping skills critical to social service work, combining philosophical bases for practice with experiential learning to develop helping skills. Students explore strength-based practice and principles of empowerment to establish relationships with clients including individuals, families, groups and communities. Students refine their skills and knowledge through interactive lectures and role-playing.

Prerequisite(s): FAM1129  
Corerequisite(s): none

**FAM1281 Globalization and Social Welfare**

Globalization has radically altered the economic, social and environmental landscape in which human needs are met. Students examine global commodities such as food, water, oil and mining extraction as they influence global poverty and health conditions. Environmental, economic and social sustainability are guiding principles as students develop critical thinking skills through group discussions, research projects, interactive lectures and other activities.

Prerequisite(s): FAM1121  
Corerequisite(s): none

**FAM1283 Working with Families**

Understanding family systems is essential to providing optimum support to families. Students are grounded in family systems theory and explore patterns of interaction in terms of the wide range of problems that families and partners bring to social agencies. Emphasis is placed on how the family has changed over the generations and various intervention options. Students utilize genograms, timelines and eco maps to assess family functioning.

Prerequisite(s): FAM1129 and FAM1142 and FAM1263  
Corerequisite(s): none

**FAM1332 Placement Seminar I**

Making the linkages between theory and practice is an essential part of becoming an effective social service worker. Students develop intervention strategies for implementation in their field placements. Students learn with and from each other’s direct experiences.

Prerequisite(s): ENL1813S and FAM1114 and FAM1115 and FAM1131 and FAM1254 and FAM1282  
Corerequisite(s): FAM1129

**FAM1333 Placement Seminar II**

The integration of theory, field-related issues, and personal development is essential for students to formalize a basic understanding of how our community, clients and professionals work together...
to effect positive change. Students learn to identify and practise clinical, organizational and personal skills in a solution-focused manner.

Prerequisite(s): FAM1129 and FAM1332
Corerequisite(s): FAM1139

FAM1382 Social Service Worker Ethics

Establishing effective client service in the community for social service workers is essential when facing a bewildering array of ethical and practical challenges. Students examine key codes of ethics, ethical issues, dilemmas and the decision-making processes when confronted with conflicting duties and choices within the context of professional social service work. Students gain necessary skills and knowledge needed to practise within an ethical framework.

Prerequisite(s): none
Corerequisite(s): none

FAM1443 Placement Seminar III

Professional development of social service worker students continues with the extension of the learning opportunities that integrate theory and practice. Students build on their ability to identify and practise skills. By exploring ways to adapt clinical, organizational and personal skills in a solution-focused manner, students develop intervention strategies relevant to complex client situations. Students explore and solve ethical issues as they relate to the Code of Ethics and Standards of Practice for Social Service Workers.

Prerequisite(s): FAM1139 and FAM1333
Corerequisite(s): FAM1149

GED0432 General Education Elective

Students choose one course, from a group of general education electives, which meets one of the following five theme requirements: Arts in Society, Civic Life, Personal Development, Social and Cultural Understanding, and Science and Technology.

Prerequisite(s): none
Corerequisite(s): none

PSY0029 Developmental Psychology I

Success in ascertaining the needs of children and parents and our ability to work with them is inexorably intertwined with our knowledge of the pre-natal to adolescence development stages. Students investigate key developmental concepts, such as physical, cognitive and psychosocial aspects of the life span. Students apply a variety of theories and psychological concepts to in-class activities, such as watching videos, reading, individual and group presentations, research and reflection to gain a greater appreciation of the value of developmental psychology.

Prerequisite(s): none
Corerequisite(s): none

PSY0031 Developmental Psychology II

Consideration and application of developmental stages from adolescence to the time of our death is essential when supporting the needs of people throughout their lifespan. Students explore the key concepts associated with the study of development. Students apply and reflect on a variety of theories and developmental concepts and stages.

Prerequisite(s): PSY0029
Corerequisite(s): none