



SOCIAL WORK DEPARTMENT
MASTER OF SOCIAL WORK
PRACTICUM MANUAL

Preface

This manual serves as a reference for students, faculty, staff, agencies, and practicum supervisors to understand the goals, objectives, policies, and procedures that govern the practicum education for the Master of Social Work (MSW) program within the Social Work Department at Heritage University.

The manual is designed to:

1. Articulate the MSW program mission, goals, objectives, and outcomes.
2. Outline practicum policies and procedures that relate to the practicum experience.
3. Identify the roles and responsibilities of the program, agency, practicum supervisors, and students in the practicum experience.
4. Identify the generalist practice skills acquired by first year students and the advanced generalist practice skills to be acquired in the specialized year.
5. Facilitate the integration of classroom and practicum education content.
6. Serve as a guide in planning practicum learning agreements between the student, agency, and the Social Work Department.

Contents

Preface	2
Master of Social Work Practicum Sequence Rationale.....	6
Organizing Rationale.....	6
Generalist Practice Practicum.....	7
Advanced Generalist Practice Practicum.....	7
Practicum Seminar.....	7
Practicum Rationale.....	8
Introduction	9
Land Acknowledgement	9
Social Work Department	9
Practicum Education	10
Anti-Racism, Diversity, Equity, and Inclusion (ADEI) Statement	10
Mission Statement	10
Practicum Manual Overview.....	11
Program Goals.....	12
Program Objectives & Competencies	13
Generalist Practice Practicum	13
Advanced Generalist Practice Practicum	15
MSW Practicum Education at Heritage University.....	16
Adult Learning.....	16
Cultural Humility.....	17
Student/Faculty/Practicum Supervisor Partnerships	17
Practicum in the MSW Curriculum	17
Administration of the Practicum Program.....	17
Practicum Agency Settings.....	18
Agency Supervision.....	19
Requirements	20
Structure of the Practice Experience	20

Mutual Responsibilities.....	20
Heritage University	20
Professional Liability Insurance	21
Practicum Director	21
Agency	22
Agency Practicum Supervisor	23
Student	24
Use of Personal Automobiles.....	25
Practicum Selection Process	25
Employed Students Practicum Guidelines.....	26
Practicum Learning Contract.....	28
Learning Contract Development.....	28
Practicum Activities	29
Conference Preparation.....	30
Schedule of Site Visits	30
Prepare the Learning Contract	30
Distribute Learning Contract	30
Conference Participation	30
Additional Considerations	31
Practicum Exemptions.....	31
Paid Practicum.....	31
Holidays And Semester Breaks.....	31
Credit For Life Experience	31
Change In Practicum Placement.....	32
Termination or Dismissal from Practicum Placement:	33
Recourse For Grievances	35
Policies and Procedures	35
Non-Discrimination Policy	35
Student File Permission	36

Student Counseling Out Procedures.....	37
Termination Of Enrollment	37
Sexual Harassment and Sexual/Romantic Relationship	39
Appendices.....	41
Appendix A: Generalist Practice Learning Contract.....	42
Appendix B: Specialized Practice: Advanced Generalist Practice Learning Contract	49
Appendix C: Practicum Agreement.....	55
Appendix D: Consent to Exchange Information.....	61
Appendix E: Personal and Professional Conduct Statement	62
Appendix F: Practicum Statement of Understanding	63
Appendix G: Practicum Evaluation Instructions	66
Appendix H: Student Evaluation of Practicum Supervisor.....	67
Appendix I: Acknowledgement of Receipt: Student Handbook and Practicum Manual.....	68
Figure 1 MSW Practicum Hours	7
Figure 2 MSW Practicum Organizational Chart.....	12

Master of Social Work Practicum Sequence Rationale

Terms Used:

- **Practicum Placement:** Used interchangeably with Practicum Education
- **Practicum Director:** Used interchangeably with Practicum Director
- **Conference:** Used interchangeably with site visit
- **Agency Practicum Instructor:** Used interchangeably with Practicum Supervisors
- **Specialized Practice:** Used interchangeably with Advanced Generalist Practice
- **Advanced Standing:** Used when referring to admission policies

The MSW practicum sequence is a key component of the student's professional development and is governed by the objectives of the MSW program's mission statement, Anti-racism, Diversity, Equity, and Inclusion (ADEI) statement, the generalist practice curriculum, and the advanced generalist practice curriculum. The practicum sequence provides students with the opportunity to integrate the program through concrete, practicum, and professional practice community interactions with clients and practicing professionals. In the practicum, Practicum Supervisors, and the Social Work Department's MSW Practicum Director supervise, monitor, and direct students in the practicum.

The practicum experience allows each MSW student to apply to practice the academic knowledge and skills acquired from all areas of the generalist practice and advanced generalist practice curriculum where ADEI and attention to the needs of rural, underrepresented communities are emphasized. The practicum sequence builds upon the generalist practice, person-in-environment, micro, mezzo, and macro levels, strengths, resiliency, and research-informed practice. The MSW practicum provides opportunities for students to practice skills from generalist practice to move into the advanced level and apply theoretical knowledge in settings where human and community conditions must be respected and enhanced. Overall, the MSW practicum sequence prepares students for social work practice with individuals, families, groups, organizations, and communities, particularly those encountered with the complex historical and political dynamics of rural environments across the Yakima Valley in Central Washington.

Organizing Rationale

The MSW practicum placements are organized into two broad categories referred to as "Generalist Practice" and "Advanced Generalist Practice." The Generalist Practice practicum occurs during the first year of enrollment and the Advanced Generalist practicum occurs during the second year. All practicum courses take place during the academic year (i.e., fall and spring semesters).

Admission Program Status	When to take Practicum Course	Practicum Hours Per 15-week Semester	Approximate Practicum Hours Per Week
Generalist Practice 1-Year	Fall Semester	200	14
	Spring Semester	200	14
Advanced Generalist Practice 1-year	Fall Semester	250	17
	Spring Semester	250	17
Total (at least)		900	

Figure 1 MSW Practicum Hours

Generalist Practice Practicum

Generalist Practice courses (SOWK 545 and SOWK 546), which are taken sequentially in the Fall and Spring semesters, are grounded in the Generalist Practice perspective, emphasizing person-in-environment, micro, mezzo, and macro levels, strengths, resilience, and research-informed practice. Practicum agencies are encouraged to provide students with opportunities to observe and experience a range of social work activities with individuals, families, groups, organizations, and communities while building skills in effective communication, critical thinking, assessment, planning, intervention, and evaluation.

Advanced Generalist Practice Practicum

Advanced Generalist Practice builds on the elements of the Generalist Practice skills and knowledge, while participating in a more intense practicum experience with individuals, families, groups, organizations, and communities. The two advanced Generalist Practice practicum courses (SWOK 595 and SOWK 596), which students take sequentially in the Fall and Spring semesters, have a thorough understanding of social work practice at all levels. The students take the practicum courses in conjunction with the corresponding advanced methods courses to extend and enhance the integration of advanced theory and practice. Activities and performance in each succeeding practicum must demonstrate a degree of increased skill, independence, leadership, and responsibilities.

Practicum Seminar

Student participation in the concurrent Generalist Practice and Advanced Generalist Practice practicum seminar courses is an integral part of practicum education. During the practicum seminar courses, the students share knowledge and experiences about social service agencies

and discuss issues and topics related to social work practice. Seminar faculty will manage the administrative details at these meetings.

In the practicum seminar, students will demonstrate knowledge of the agency. The seminar will provide opportunities for students to integrate classroom content and theory into practicum placement. Practicum Seminar groups meet one hour per week or the equivalent. Time spent in practicum seminar counts toward the total number of required hours.

Practicum Rationale

Upon entering the MSW practicum courses, students will follow either the Generalist Practice or Advanced Generalist Practice curriculum plans of study. Students must take practicum courses with the corresponding practice method courses. Each course in a sequence builds upon the previous course, which provides students with the theoretical, conceptual, and pedagogical framework integrated and applied to practice in the practicum placement.

In social work practicum students build upon and integrate theory across the entire social work spectrum as experienced in all courses and sequences. Activities provided by the wide variety of practicum agencies and the professional practice community will allow students to apply increasingly complex concepts from courses at all systems levels; human behavior in the social environment; ADEI; policy and research methods; and organizational and community leadership. Moreover, as evaluation and research skills develop, the student grows in the ability to critically assess agency policy, procedures, and practice methods in meeting the needs of clients and constituents.

Faculty and the Practicum Supervisor facilitate the integration of theory and practice; provide feedback on the learning contract; and review practicum course syllabi. In each practicum semester. The Practicum Supervisor assists students in the development of activities that reflect growth and increased levels of complexity, skills, and autonomy.

The Practicum Director disseminates Information in a variety of ways about the MSW practicum and its relationship to the overall program. For example, the MSW Practicum Manual is available on the Social Work Department's website. Subsequently, the Practicum Director provides a yearly mandatory orientation for Practicum Supervisors to facilitate communication, clarify practicum requirements, review learning contract development. The Practicum Director meets three times each year with students and Practicum Supervisors to clarify requirements and provide support. The MSW Orientation is mandatory for all new Practicum Supervisors.

Introduction

Land Acknowledgement

Heritage University occupies its home on the Yakmumamá Tiichám (The traditional lands of the Yakama People). These ancestral homelands are the Yakama, Palouse, Pisquouse, Wenatshapam, Klikatat, Klinquit, Kow- was-say-ee, Li-ay-was, Skin-pah, Wish-ham, Shyiks, Ochechotes, Kah-milt-pa, and Se-ap-cat, who today are represented by the Confederated Tribes and Bands of the Yakama Nation [Treaty of 1855] and, whose relationship with this land continues to this day. Heritage University, grounded in the vision of the two Yakama women founders, respects Indigenous peoples as traditional guardians of the lands and the enduring relationship that exists between Indigenous peoples and their traditional territories. We acknowledge and honor with gratitude the homeland and the first peoples who have stewarded it from time immemorial, and for the opportunity to study, learn, work, and be in community on this land. We acknowledge that our institutional history, like others, is fundamentally tied to the first colonial developments in the Yakima Valley. Finally, we respectfully acknowledge and honor past, present, and future Indigenous students who will journey through this home called Heritage University.

Social Work Department

The Social Work Department at Heritage University began as a sequence of courses constituting a “concentration” in the Department of Human Services’ interdisciplinary BA Degree. In January 1994, the HU Board of Directors approved the offering of a Bachelor of Social Work (BSW) for inclusion in the University’s 1994-1996 catalog. The Social Work Program applied for accreditation through the Council of Social Work Education (CSWE) and entered accreditation candidacy in 1994. The BSW Program became fully accredited by CSWE in 1998. The BSW Program received CSWE reaffirmation in June 2003, June 2009, and June 2019. As a fully accredited BSW program, all courses met or exceeded the highest standards established by the CSWE and prepared students for careers as generalist social work practitioners.

In January 2023, the Social Work Department entered a partnership with ESD 105 to develop an MSW Program through a Department of Education Demonstration Grant. The MSW Program achieved Pre-Candidacy in 2023 and is on the CSWE Board of Accreditation agenda for June 2024 for consideration of Candidacy status. At the June 2024 meeting, the Board of Accreditation (BOA) reviewed the social work program’s Benchmark 1 materials. The BOA decided to grant Candidacy Status to the Master of Social Work Program.

Practicum Education

We welcome Practicum Supervisors as partners in socializing students to our profession. We emphasize co-learning partnerships related to educational assessment, learning opportunities, and supervision provided by the Practicum Supervisor.

Practicum education is the signature pedagogy of social work education. The MSW practicum education program provides students with a supervised and supportive learning opportunity where they can master and synthesize social work knowledge, values, skills, and cognitive and affective processes. We collaborate closely with community agencies and organizations to ensure there is culturally responsive, strengths-based content that enhances classroom theory and research with students' experiences. Our goal is to facilitate the mastery of social work competencies and practice behaviors that support the wellbeing and quality of life for all people.

Anti-Racism, Diversity, Equity, and Inclusion (ADEI) Statement

The MSW program at Heritage University commits to both short and long-term work of ADEI. That is, to recognize and dismantle racism and interrelated oppressions in curriculum, programs, organizational practices, processes, and outcomes. Anti-racist Social Work education supports us in doing the important work of reshaping social work practice, programs, and policies toward an equitable and inclusive society. ADEI explicitly highlights, critiques, and challenges all forms of racism which includes individual, interpersonal, institutional, and structural. This requires an examination of how racist beliefs and ideologies structure our collective lived experiences in personal and professional relationships. For example, in agency systems, parallel processes are often manifested in negative outcomes in educational and employment opportunities, as well as costs in physical and emotional health. ADEI examines macro-level challenges on the ways that programs and institutions, such as education, health care, housing, food access, justice, and other forms of social provisioning support and maintain differential advantages along racial and economic lines. We engage the work of anti-racism to prepare social workers who will critically examine their personal and social environments to contribute to building a just, equitable, and peaceful society.

Mission Statement

The mission of the online Master of Social Work program at Heritage University is to prepare students for Generalist Practice and Specialized Practice and equip them with practice skills to work with individuals, families, groups, organizations, and communities. Emphasis is placed on anti-racism, diversity, equity, inclusion, and belonging utilizing scientific inquiry and promotion

of socially responsible policy through culturally responsive, strengths-based social work practice. The program prepares practitioners who serve rural, diverse, and underrepresented communities to address structural and institutional inequities to facilitate and promote the wellbeing and quality of life for all people.

Practicum Manual Overview

This manual is intended to serve as a reference for students, faculty, staff, practicum supervisors, and agencies involved in the MSW practicum experience. The MSW Program students, staff, faculty, and practicum supervisors can utilize the MSW Practicum Manual in conjunction with the MSW Student Handbook.

The purpose of the practicum manual is to:

1. Articulate the MSW program mission, goals, objectives, and outcomes.
2. Outline practicum policies and procedures that relate to the practicum experience.
3. Identify the roles and responsibilities of the program, agency, practicum supervisors, and students in the practicum experience.
4. Identify the generalist and advanced generalist practice skills students will acquire.
5. Facilitate the congruency and integration of classroom and practicum education content.

The educational journey that leads MSW students to become professional social workers is one that integrates classroom and practicum education. This educational experience will lead the student back and forth from the practicum to the classroom with questions, challenges, and dilemmas originating from practice experiences and observations.

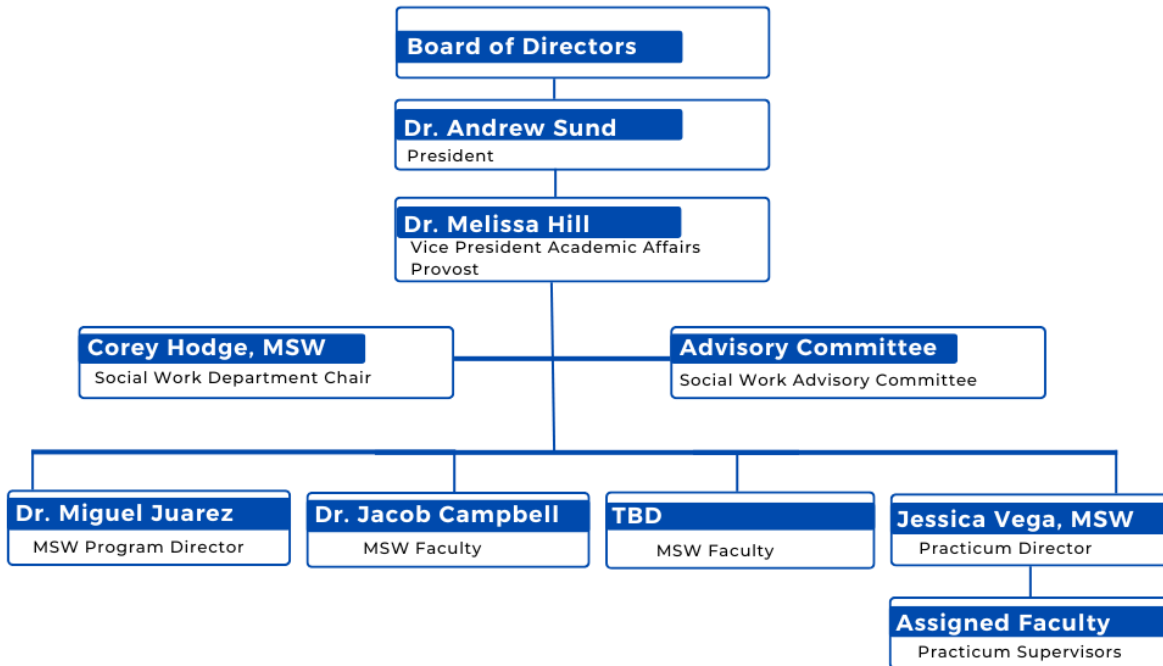


Figure 2

Figure 2 MSW Practicum Organizational Chart

Program Goals

The MSW Program has established the following goals:

1. To prepare students with Generalist and Advanced Generalist Practice knowledge, values, skills, cognitive and affective processes.
2. To prepare students with advanced skills in social policy, research, culturally tailored interventions, and organizational and community leadership to enhance social functioning and alleviate poverty, oppression, and injustice.
3. To prepare students to improve people's lives; alleviate biopsychosocial concerns; empower individuals, families, groups, organizations, and communities; and achieve social justice.

Program Objectives & Competencies

Upon completion of the MSW degree, students will be able to achieve the competencies presented in the Council on Social Work Education (CSWE) – 2022 Educational Policy and Accreditation Standards (EPAS).

The program course assignments, practicum experiences, and seminars will allow the opportunity to achieve the following nine social work competencies:

1. Demonstrate Ethical Behavior
2. Advance Human Rights and Social, Racial, Economic, and Environmental Justice
3. Engage in Anti-Racism, Diversity, Equity, and Inclusion (ADEI) in Practice
4. Engage in Practice-Informed Research and Research-Informed Practice
5. Engage in Policy Practice
6. Engage with Individuals, Families, Groups, Organizations, and Communities
7. Assess Individuals, Families, Groups, Organizations, and Communities
8. Intervene with Individuals, Families, Groups, Organizations, and Communities
9. Evaluate Practice with Individuals, Families, Groups, Organizations, and Communities

Generalist Practice Practicum

The Master of Social Work Program's Generalist Practice practicum focuses on the preparation of social work students for professional practice. Students acquire and develop the nine social work competencies that identify the knowledge, values, skills, cognitive and affective processes that are subsequently demonstrated in the student's level of Generalist Practice with diverse populations of individuals, families, groups, organizations, and communities within a complex multicultural society. The MSW Generalist Practice curriculum emphasizes an ongoing critical analysis of person-in-environment that:

1. Promotes human and social wellbeing
2. Applies ethical principles and critical thinking
3. Practices at the micro, mezzo, and macro levels
4. Advocates for human rights and social, racial, economic, and environmental justice
5. Builds on the strengths and resilience of all human beings
6. Engages in research-informed practice
7. Proactive in responding to the impact of context on professional practice

This conceptual framework connotes a Generalist Practice student as a professional with a broad view (i.e., one who can view a situation from multiple perspectives, analyze the

interactions of client systems within the environment and intervene appropriately and when needed).

The Generalist Practice student is skilled in coordination and mobilization of knowledge and skills of the profession for the benefit of clients and client systems. Generalist Practice students utilize critical thinking skills in practicum.

The Generalist Practice theoretical and pedagogical framework includes the following:

1. Person-in-Environment
2. Systems Theory
3. Ecological Theory
4. Empowerment Theory
5. Psychosocial Theory
6. Critical Pedagogy
7. Strengths-Based Approach
8. Evidence-Informed Practice
9. Crisis Intervention Model
10. Cognitive Behavioral Therapy

The Generalist Practice conceptual framework includes the following:

1. Dimensions: Knowledge, values, skills, cognitive and affective processes
2. Basic Systems: Micro, mezzo, and macro levels
3. Systems Levels: Individuals, families, groups, organizations, and communities
4. Nine Social Work Competencies

The ethics and value base of the Generalist Practice social worker includes:

1. NASW Code of Ethics
2. International Federation of Social Workers/International Association of Schools of Social Work Ethics in Social Work, Statement of Principles
3. Awareness of cultural humility
4. Management of ethical dilemmas

This overall perspective is consistent with our program and the resources of our communities for the following reasons:

1. The educational mission and resources of Heritage University
2. The characteristics of the university faculty and the student population
3. The nature of social service agencies in the geographic areas served by the University

4. The rural makeup of the communities in which most practitioners function in Eastern Washington
5. The educational framework of the Social Work Department

Advanced Generalist Practice Practicum

The Master of Social Work Program's Advanced Generalist Practice practicum builds on the Generalist Practice practicum by integrating opportunities with relevant systems levels (i.e., individual, family, group, organization, and community) based on extended and enhanced social work competencies that manifest in holistic professional practice. The Advanced Generalist practitioners extend and enhance social work knowledge, values, skills, and cognitive and affective processes, and demonstrate an ability to engage, assess, intervene, and evaluate across client populations, problem areas, and methods of intervention. Advanced Generalist Practice practitioners synthesize and use the knowledge and skills necessary for interpersonal collaborations based on scientific inquiry and best practices, consistent with social work values.

Advanced Generalist Practitioners engage in both research and advocacy in their commitment to change structural inequities, challenge oppression, and inform and improve practice, policy, and service delivery.

The Advanced Generalist Practice theoretical and pedagogical framework includes the following:

1. Phenomenological Theory
2. Systems Theory
3. Empowerment Theory
4. Critical Race Theory
5. Transformational Leadership Theory
6. Grounded Theory
7. Critical Pedagogy
8. Narrative Approach

The Advanced Generalist Practice conceptual framework includes the following:

1. Dimensions: Knowledge, values, skills, cognitive and affective processes
2. Basic Systems: Micro, mezzo, and macro levels
3. Systems Levels: Individuals, families, groups, organizations, and communities
4. Nine Social Work Extended and Enhanced Competencies

MSW Practicum Education at Heritage University

Practicum is a vital part of social work education in accredited social work programs. Combining education, "hands-on" training, and supervised practice in an agency setting, the MSW practicum brings students' classroom knowledge into the world of social services. By applying this knowledge to real situations, students can discover their capabilities and limitations, evaluate their values, examine their practice preferences, and explore the arena of social work as a profession.

Practicum Design:

1. Help students build a skill set in theory application at the micro, mezzo, and macro levels.
2. Extend a student's understanding of real-world experiences of how social service agencies work with client systems.
3. Help students investigate how concepts of social, racial, economic, and environmental justice and multiculturalism are implemented in the practicum.
4. Assist students in identifying how both generalist and advanced generalist practices are based on the mission of the profession.
5. Help students identify the client's personal, relational, and community strengths, rather than only the deficits.
6. Support students in integrating human behavior in the social environment concepts into their work across systems levels.
7. Guide students in initiating and building upon client-worker relationships.
8. Help students understand the tasks of collecting and assessing information related to client concerns.
9. Aid students in recognizing client needs, strengths, issues, and resources.
10. Facilitate students' use of empirical knowledge and technological advances in collaborating with client systems.
11. Help students become familiar with program outcome evaluations informing practice effectiveness.

Adult Learning

The Social Work Department's approach to practicum is based on theories of adult learning and applied learning. It is our belief that agencies that accept practicum students must be prepared to devote time to applied learning opportunities relevant to each student's learning objectives. Students need opportunities to master and integrate social work knowledge, values, skills,

cognitive and affective processes. Regular, timely, and effective social work supervision is essential to this mastery.

Cultural Humility

Cultural humility emphasizes self-reflection and self-critique. Students' background experiences impact teaching, learning, engagement, creative activities, and leadership. Students need the opportunity to enter practicum with the intention to honor the beliefs, customs, values and languages of their clients, community, agency, and practicum supervisor.

Student/Faculty/Practicum Supervisor Partnerships

The Social Work Department emphasizes co-learning partnerships related to educational assessment, learning contracts, and evaluation in the practicum setting. Effective learning requires students and Practicum Supervisors to actively engage in theory and practice through critical thinking and self-reflective learning. Learning opportunities and supervision of the practicum experience is provided by the Practicum Supervisor on site in the practicum agency. Teaching approaches include individual and group supervision, discussion, simulation, assigned cases and/or projects, readings, and role plays.

Practicum in the MSW Curriculum

The integration of classroom and practicum occurs through several methods. Students are provided course syllabi which outline key assignments related to the practicum. In turn, the students will share the practicum syllabi with the Practicum Supervisor. The Practicum Director provides training to the Practicum Supervisors to support and reinforce the integration of theory and practice (i.e., practice and research informed) as reflected in the competencies.

Administration of the Practicum Program

The Practicum Director has the responsibility to identify and develop appropriate placements; provide orientation on educational objectives and policies for Practicum Supervisors and other responsible parties at the agency. The Practicum Director ensures that the practicum experience is productive for all students.

The Social Work Department may, at times, require additional assistance with the Social Work Practicum and Seminar. In such cases, faculty members will be assigned to provide this support. These faculty members will act as representatives of the Practicum Director and will report back to the Practicum Director accordingly.

Practicum Agency Settings

The practicum setting is defined as an experience in one agency/organization that has a Practicum Agreement (see appendix c) with Heritage University and the Social Work Department. Practicum experiences are available in a wide variety of agency settings, both public and private. The Social Work Department maintains working relationships with a range of agencies responsive to the learning objectives of students. These agencies will generously make time, facilities, and human resources available to students to further the quality of their MSW education.

Most practicum experiences occur in traditional social welfare settings such as public social service agencies, neighborhood centers, mental health centers, residential treatment centers, and school settings. The Social Work Program also encourages non-traditional placements that promise the innovative application of social work principles to new problem areas and situations. In identifying practicum agencies, the program determines that each agency can provide an experience consistent with the program and the student's learning objectives. The program will not accept practicum agencies that engage in discrimination based on age, gender, gender identity, gender expression, race, religion, disability, marital status, national origin, or sexual orientation.

The MSW program requires a minimum of nine hundred hours of practicum placement. The Practicum requires two hundred hours during fall and spring semesters for the Generalist Practice year for a total of four hundred hours; and two hundred and fifty-hours during fall and spring semesters for the Advanced Generalist Practice year, for a total of five hundred hours.

The first semester practicum placement provides the student with practical experience in a social work agency, institution, or department designed to complement the student's academic work and enable the student to learn to apply theory to social work situations.

The student will have the opportunity to observe the social worker's role in the helping process; to have direct contacts in agencies with a variety of individuals, families, group, organization, and community resource workers; to learn social work tasks; and to share experiences with other students in practicum seminars on campus. The students will develop awareness of their role in the helping process, perform functions of the agency, and put into practice social work skills.

The second semester Practicum experience is designed to provide the student with the opportunity to further integrate and apply knowledge and theory learned in academic courses to actual social work situations. The student is expected to perform social work responsibilities equivalent to those of a new staff member in the agency, under close supervision of the

Practicum Supervisor. It is expected that the student will become aware of, and analyze, her/his own value orientations and feelings about people and the problems which they bring to social agencies. In addition, emphasis is placed on the acquisition of knowledge and understanding of the network of social work services in the community, and of learning techniques and skills common to social work practice.

Students in placement are responsible to the Agency Practicum Supervisor (APS), with whom they meet for supervision on a regular basis. Also, students meet in small practicum seminar groups with a faculty member an hour a week or its equivalent throughout the placement. These groups give the students the opportunity to share new knowledge, awareness, and reactions to their new practicum experiences with peers and faculty on campus.

Agency Supervision

Supervision is the most crucial aspect of Practicum education. The Practicum Supervisor will have more impact on the student's subsequent professional practice than any other influence on their social work educational experience. Practicum Supervisors are seasoned professionals within the agency who commit themselves to structuring relevant learning experiences for the students. They meet regularly with the students to interpret, problem-solve, and provide feedback and information on the student's experiences. Agency supervisors may become both role models and mentors to their supervisees.

Because of the importance of agency supervision in shaping the social work practice of beginning professionals, the program requires that agency supervisors have a master's degree in social work from a CSWE-accredited program and at least two years of post-master's practice experience in social work. The assigned agency supervisor takes exceptional care to assure that the student can maintain a social work focus. If an MSW is not available or leaves the agency while the students are placed there, in those instances, the program will arrange an outside MSW Practicum Supervisor, the Practicum Director, and assigned faculty will provide the supervision.

To facilitate integration between the classroom and Practicum, students attend interactive seminars during each semester. Attendance is required for all students enrolled in practicum classes. In conjunction with the seminars, students are required to submit written assignments that document their practicum experiences. Practicum journals, learning contracts, and/or case studies are examples of commonly used assignments. Seminars are considered a principal link between classroom and the agency experience and are intended to provide an opportunity for exploring theoretical considerations as they influence social work practice and behavior.

To provide linkage and support to the agency practicum supervisor and student, the Practicum Director or MSW Faculty visits the practicum sites. Visits could be either in person or over Zoom. Student, agency practicum supervisor, and Practicum Director or MSW Faculty meet at least three times per academic year during the placement. Agency practicum supervisors are encouraged to maintain communication with the Practicum Director or MSW Faculty in case of any questions or concerns.

Requirements

Practicum Supervisors must meet the following criteria:

- Master's degree in social work from a CSWE-accredited program and who has at least two years of post-master's social work degree practice experience in social work.

The MSW program ensures the Practicum Supervisor has these credentials through one of the following methods.

- signature acknowledgement
- provide concise resume and cover letter,
- or business card with credentials.

Structure of the Practice Experience

The Practicum Supervisor and student will develop practicum tasks and activities based on the student's interests and the nine 2022 EPAS Social Work competencies. The MSW program seeks practicum sites which can provide opportunities for competency-based educational experiences across the systems levels (i.e., individual, family, group, organization, and community).

By the end of the practicum, students have achieved a level of competency in each of the nine core areas. Moreover, program, agency, practicum supervision, and student responsibilities support the structure.

Mutual Responsibilities

The section below outlines the responsibilities of the university, program, agency, agency supervisor, Practicum Director, and student. For further details on additional responsibilities, please refer to Appendix C in this practicum manual.

Heritage University

1. It is the responsibility of the institution to maintain a Social Work Department which includes a practicum component that meets the accreditation standards of the CSWE

2. The university provides professional insurance coverage within the scope of performing services on behalf or under the direction of the program
3. The program ensures the practicum experience is productive and rewarding for all participants and is carried out in the best spirit of social work education
4. The program ensures the practicum sites demonstrate ethical standards.

Professional Liability Insurance

Heritage University maintains professional liability insurance. The university is identified as insured. Heritage University provides insurance coverage within the scope of performing services on behalf or under direction of the program. Students should report to the Social Work Program any incidents that may give rise to a malpractice of liability claim against the student, university, or agency. Practicum supervisors are asked to ensure that students receive orientation to agency safety procedures at the start of their placements.

- University Limits of Liability Each Claim/Aggregate
- \$1,000,000/3,000,000

Students are encouraged to consider purchasing their own liability insurance even if their practicum agency provides some coverage. Professional liability insurance is available through NASW Insurance Trust for low student rates. Those who wish to secure their own professional liability insurance policy should contact the Social Work Department for applications.

Practicum Director

The MSW Practicum Director is the representative of the University, the Social Work Department, and to the local agencies/organization settings. Occasionally, the Social Work Department may need additional support for the Social Work Practicum and Seminar. During these times, designated faculty members will be assigned to assist. These faculty members will serve as representatives of the Practicum Director and will report to the Practicum Director.

The Practicum Director is responsible for coordination of practicum activities. The major duties of the Practicum Director or faculty members include the following:

1. Ensure there is an Agency Agreement in place for each of the agencies providing practicum experience before placing students

2. Provide the agency with the necessary consultation and support needed to conduct the practicum educational goals
3. Provide Agency Practicum Supervisor orientation training
4. Develop an interview plan with MSW students to facilitate practicum placement
5. Conduct practicum site visits
6. Maintain student practicum records: learning contracts, hours, and evaluations
7. Obtain regular feedback from agencies and recommend suitable modifications when appropriate
8. Ensure that the student has had the opportunity to work toward each competency
9. Work with the student and Agency Practicum Supervisor to create a plan if the opportunity to work toward meeting competency has not been provided
10. Recruit agencies to provide well-rounded practicum experiences and inform students of such possibilities
11. Define the intended learning outcomes for practicum that keep with student abilities, agency resources, and CSWE EPAS
12. Prepare students for practicum, including reviewing their rights and responsibilities
13. Provide an environment for students to share experiences in a confidential setting and actively integrate theory to their individual experiences in seminar courses
14. Report any potential difficulties to the MSW Director and Department Chair
15. And Aid with occurrences.

Agency

The agency has the right to interview and approve students proposed for placement consistent with agency and Heritage University policies. The agency may not change the designated Agency Practicum Supervisor without consultation with the Practicum Director or MSW Faculty. The Agency will:

1. Provide a safe environment in which the student is free of any harassment
2. Provide necessary emergency care or first aid required by an accident occurring at the agency for students participating

3. Ensure that students receive orientation to agency safety procedures at the start of their placements
4. The agency shall assign a Practicum Supervisor who possesses an MSW degree and has at least two years of experience
5. Designate space to be used by the student that is appropriate for the tasks assigned (private office or room for confidentiality in interviewing) with appropriate equipment (phone, computer)
6. Notify the Practicum Director if the Agency Practicum Supervisor decides to step down or transition from the position
7. And not be sanctioned by NASW.

Agency Practicum Supervisor

The Agency Practicum Supervisor is the representative of the practicum agency. The Agency Practicum Supervisor is responsible for coordination and supervision of student and practicum activities. The major duties of the Agency Practicum Supervisor include the following:

1. Provide program and agency orientation to the student (e.g., training, policies)
2. Meet at least one hour weekly with student to discuss progress, integrate theory with practice, develop skills, assist in the formation of professional identity, promote reflective practice, offers support, ensure ethical accountability, and provide evaluation and feedback
3. Familiarize themselves with the Social Work Program and student supervision by attending trainings
4. Assist in the development of the Learning Contract with the student and, if needed, the Practicum Director or MSW Faculty
5. Review the Learning Contract with the student regularly and encourage revisions as necessary
6. Assist with the integration of courses into practicum

7. Willingness to evaluate the student's progress and performance in a timely fashion utilizing the provided program criteria
8. Provide the Practicum Director or MSW Faculty with pertinent information regarding criteria for supervision
9. And notify the Practicum Director or MSW Faculty if a student fails to appear for practicum without prior notice, is consistently late, or in other ways breaks the learning contract and/or agency regulations.

Student

MSW social work students enrolled in practicum are representatives of the university, MSW program and practicum agency. Students are responsible for the following:

1. Work with the Practicum Supervisor to identify practicum learning goals
2. Provide a resume and other requested materials (e.g., vaccines, criminal background check) to the agency
3. Adhere to agency rules and regulations (i.e., dress codes and administrative procedures)
4. Respect agency property and conduct themselves in a professional manner
5. Abide by University Rules, Social Work Program Policies and Practices, agency procedures, and adhere to the NASW Code of Ethics
6. Report to the Social Work Program any incidents that may give rise to a malpractice or liability claim against the student, university, or agency
7. Report to their practicum placement site on the arranged days and hours of placement
8. Notifying the agency practicum supervisor and Practicum Director or faculty member of absences, illness, emergencies or of any change in their schedules that may affect their practicum
9. Respect agency and client confidentiality

10. Notify the Practicum Director or faculty member of any concerns or discrepancies at the practicum that cannot be mutually resolved between the student and the Agency Practicum Supervisor
11. Accumulate self-knowledge to assess individual suitability for the social work profession and particular areas within the profession by assessing strengths and limitations, accepting constructive feedback, and attempting to change or minimize limitations
12. And complete the evaluation process, including meeting with the practicum supervisor on-site on a weekly basis.

Use of Personal Automobiles

Social work students in practicum may be asked to use their personal vehicles for site-related tasks such as transporting clients, making home visits, attending client conferences, court hearings, or organizational meetings. Before agreeing to such requests, students should inquire whether the agency provides an agency car or insurance for the use of personal vehicles for these activities.

If the agency does not, students must contact their own insurance agents to confirm if their personal auto policy covers driving for educational or internship purposes. Under no circumstances should students use their personal vehicles for practicum-related tasks without having automobile liability insurance that includes coverage for business use and passengers. It is important to note that a student's own automobile insurance is the primary coverage in case of an accident or injury.

Heritage University does NOT provide health or accident insurance for students, their passengers, or for damage to their vehicle during practicum activities. Therefore, students should verify their insurance coverage before using their car for practicum-related purposes.

Practicum Selection Process

The following steps will be undertaken to identify and secure a suitable practicum placement:

1. Students meet with the Practicum Director or MSW Faculty to review learning contract requirements, provide a resume, and discuss potential agency placements
2. The Practicum Director or MSW Faculty uses information obtained from the meeting with the student to identify agencies that can best meet the student's needs

3. Through discussion with the Practicum Director or MSW Faculty, the student selects potential agency settings for requested placement
4. The Practicum Director or MSW Faculty contacts the agency to inform them of student interest
5. Once the agency confirms the practicum placement, the Practicum Director or MSW Faculty will schedule a meeting with the Practicum Supervisor and student to finalize the learning contract
6. The student calls the agency to set up an appointment for an interview and next steps
7. The student brings a copy of their resume to the interview, along with any other pertinent materials requested by the interviewer
8. The placement is confirmed, and the Agency Agreement is signed by all appropriate parties if one is not currently in place
9. Students will contact their agency prior to the beginning of the semester to arrange a mutually acceptable schedule
10. Students will report to the practicum placement site on days and times arranged
11. The student arranges for the Practicum Supervisor and Practicum Director or MSW Faculty to meet at the agency to formalize the learning contract and discuss any agency/school issues.

Employed Students Practicum Guidelines

Paid practicum placements in any form (e.g., salary, stipend) are permitted with approval from Practicum Director. Occasionally, students are already employed or are offered employment in social service agencies when they begin practicum planning, and for economic reasons, ask to fulfill the practicum requirements within the work setting. The following are guidelines for placements in an agency in which the student is also employed. They ensure that students are engaged in a learning process and have appropriate supervision.

1. All the guidelines for other (unpaid) practicums shall apply to students employed in their agencies

2. Agencies wishing to offer a practicum placement to an employee will agree to give priority to the student's learning objectives and needs apart from agency maintenance needs for the duration of the practicum
3. The student shall develop learning objectives based first and foremost upon his/her needs to expand his/her knowledge, acquire or practice new skills, and apply classroom knowledge not previously demonstrated in the Practicum. The student's learning objectives can be related to the agency's goals but will not be tailored to the agency's maintenance needs
4. To qualify for Practicum credit, the student's work assignment will be aligned to meet the nine social work competencies. The Practicum Director or MSW Faculty will assist the student and agency in structuring a new practicum experience. The student and agency will need to clearly demonstrate that activities in the practicum are substantively different from the student's normal job activities. For example, a student who is employed as a case aide could complete the practicum as a student in another unit. The student could be assigned to a needs assessment project or a community education project. The new role should be consistent with the student's learning goals
5. Like all practicum students, the employed student shall be given the opportunity to play an observer and learner role in the agency. For example, the student might attend board or administrative meetings, observe individual and group therapy sessions, visit other agencies with which the practicum agency interacts, and attend workshops and other structured activities
6. The agency shall provide Agency Practicum Supervision from a qualified MSW. The student will be assigned an Agency Practicum Supervisor other than the regular work supervisor. The Agency Practicum Supervisor will spend at least an hour per week with the student to assess and enhance the student's attainment of learning objectives
7. The student will be free to take risks and make mistakes as a learner to the same extent as a non-employed student
8. Agency, student, and Practicum Director or MSW Faculty must meet to plan, negotiate, and agree to the place of employment proposal before approval can be given

9. The Practicum Director or MSW Faculty, student, and Agency Practicum Supervisor meet to decide how the student's learning is to be documented and kept distinguished from the student's personnel file in the agency
10. The Practicum Director or MSW Faculty shall closely monitor the Practicum to assure that it represents a valid educational experience.

Practicum Learning Contract

The Learning Contract (see Appendix A) planning helps the MSW student and Agency Practicum Supervisor identify tasks, experiences or activities that will meet the social work competencies. The Learning Contract serves as a framework from which to select participatory activities that will benefit the student's learning experience. The Agency Practicum Supervisor can use the Learning Contract to decide which of the agency's educational opportunities (cases, projects, meetings) are most appropriate for the student's current goals and professional skills. The Learning Contract can be modified as competencies are achieved, new needs emerge, or additional practicum experiences become available.

Together with their Agency Practicum Supervisor and the Practicum Director or MSW Faculty, the students identify a minimum of two activities to demonstrate each competency in the Learning Contract. The Learning Contract is the primary tool for evaluating the student's progress towards meeting competencies.

Using clearly written learning tasks and activities, the Learning Contract adds structure to the student's practicum experience, helps individualize the experience, and makes the evaluation process easier. A well-stated activity is content specific and focuses on the performance expected of the student. It answers the question, "What will the student be doing to demonstrate steps to becoming competent in each area?"

Learning Contract Development

The following steps describe how to develop tasks and activities for the Learning Contract:

1. Review Competencies and Behaviors
2. Reflect on student's personal goals for practicum
3. Make a list of the skills and knowledge that the student would like to develop during the coming semester. This list may include gaps in skills and knowledge as well as skills and knowledge that need additional development
4. Review the agency job description to determine the role in placement
5. Make a list of potential activities available at the placement agency

6. Edit the tasks and activities and begin to tailor them to fit individual learning needs. Use the following guidelines:
 - a. Be specific. Avoid global or general statements.
 - b. States the objective with an action present-tense verb
 - c. Includes at least one outcome to be achieved and measured
 - d. Include at least one concept or skill in each statement
 - e. If possible, include a date by which the objective will be achieved
 - f. Write simply. It is not necessary to include jargon or buzz words
 - g. Ensure the objective can be understood by anyone reading the learning contract
 - h. Use examples if it will help the reader understand the intent
 - i. Learn to condense material (putting the emphasis on quality not quantity)
 - j. Objectives often reflect an experience which can be broken down into several smaller activities. For example, the objective, "develop social work skills in working with adolescent groups" can be broken down into the following activities:
 - i. Observe Practicum Supervisor in leading adolescent treatment group for three sessions.
 - ii. Co-lead with Practicum Supervisor three adolescent group sessions.
 - iii. Lead three adolescent group sessions.

Practicum Activities

Educational experiences refer to those activities that the student will undertake to accomplish a particular objective. These activities should provide an opportunity for the student to practice a specific concept or skills. The following questions are useful guides to assess the value and relevance of an educational activity.

- What is the purpose of the activity? Is there opportunity to practice the kind of behavior implied by the objective?
- Does the activity build upon or encourage examination of knowledge or skills brought from previous experience?
- Is there a balance between observational and participatory activities? Does the task provide ample opportunity to be put into practice.
- How feasible is the activity? Once an activity is started, there should be sufficient agency resources to assure its completion.
- Does the activity give the opportunity to increase independent performance? Activities should permit the student to progress from supervised to self- directed practice.

As the above questions illustrate, selection of educationally useful activities that are tied to learning objectives requires thought and planning. If this process is followed, the job of evaluating the student's performance will be much easier.

Conference Preparation

There are four parts to preparing for the site visit:

1. Student schedules the site visit with Agency Practicum Supervisor and Practicum Director or MSW Faculty
2. Student will prepare the Learning Contract
3. Distribute Learning Contract prior to scheduled site visit
4. Participate in the site visit

Schedule of Site Visits

The site visit usually takes place at the practicum agency. Participants are the Practicum Director or MSW Faculty, the student or students, and the practicum supervisor. Allow 3/4 hour for the conference per student. The student is responsible for scheduling site visits with both Agency Practicum Supervisor and Practicum Director or assigned faculty.

Prepare the Learning Contract

The intention of the form is to set up "learning and doing" objectives for practicum that are specific for each student, feasible in the agency, and are attainable within the hours needed for both generalist practice and advanced generalist practice. The student is responsible for the preparation, and the Agency Practicum Supervisor engages in providing guidance from the agency's perspective. The student works on the preparation of the Learning Contract.

Distribute Learning Contract

Students need three copies of the Learning Contract for their site visit. Drafts should be typed and distributed three days before the scheduled site visit. Students distributes to Agency Practicum Supervisor, Practicum Director or MSW Faculty, and keeps one.

Conference Participation

The purpose of the conference is to confirm, clarify, expand, or modify activities and ways of meeting competency requirements. The conference can be in person or via Zoom. The Learning Contract is a working document that is the basis for the first site visit. Learning activities may need to be revised based on discussion during the conference. The Practicum Director or MSW Faculty, Agency Practicum Supervisor, and student are all expected to provide input at the conference and ask any specific questions about responsibilities, steps, and curriculum.

The final Learning Contract Form that is signed by the student, Agency Practicum Supervisor, and Practicum Director or MSW Faculty, is retained and final copies are provided by the Practicum Director or MSW Faculty. Once the Learning Contract is approved and the student is completing the tasks, the practicum evaluation will take place at the mid-point of the year and prior to the completion of the required hours. Amendments to the Learning Contract may be necessary and the Practicum Director or assigned faculty will initiate a meeting with Agency Practicum Supervisor and student to amend contract.

Additional Considerations

Practicum Exemptions

There are no exemptions from practicum based on prior experience. The Educational Policies and Accreditation Standards of the Council on Social Work Education clearly state that "Academic credit for life experience and previous work experience shall not be given, in whole or in part, in lieu of the practicum or of the courses in the professional foundation areas."

Paid Practicum

Most practicum positions are not paid positions. Paid practicum placements are permissible. However, a paid placement must meet all the criteria for practicum. In addition, students must be able to fulfill the objectives for practicum within the paid placement. Emphasis must be on practicum as a learning experience rather than as paid employment. All paid placements must be pre-approved by Practicum Director.

Holidays And Semester Breaks

The university does not require students to complete practicum hours during holidays or semester breaks. However, an agency may request that a student work during these periods, or a student may request to complete hours during these periods in circumstances where hours missed due to illness, or unavoidable circumstances need to be made up. The Practicum Director or assigned faculty must approve hours worked outside of the regular semester or on holidays.

Credit For Life Experience

Although Heritage University awards academic credit for life experience or previous work experience in some curricular areas, no credit for life experience or previous work experience is awarded for social work courses, specifically those courses required by the social work major that contains the SOWK prefix.

Change In Practicum Placement

Not every practicum placement works out. Often this is the result of the changes in personnel at agencies, life circumstances, or a poor “fit” between student and agency. The Practicum Director or assigned MSW Faculty will make every effort to work with the student and placement agency.

Any student enrolled in the program may seek a change in his/her practicum when problems unrelated to the student's performance make the continuation in the practicum an issue. It is the function of the Practicum Director or MSW Faculty to determine whether the problem is performance or non-performance. Examples of non-performance problems are below. Other challenges may exist.

1. Inadequate agency resources to support practicum.
For example, lack of student office space, lack of clients for student cases, insufficient supervisory time, loss of supervisor due to illness, and change of jobs.
2. Learning experiences within an agency are too narrow.
For example, with direct service, students need opportunities to collaborate with individuals, families, groups, and communities or to assume multiple intervention roles: counselor, broker, and advocate.
3. Mismatch of student and agency practicum.
For example, agency learning experiences are too advanced for the student or the converse. It is more a problem of an unanticipated "mismatch" than a difficulty in student performance.
4. Agency reorganization.
During the academic year, the agency changes its administrative structure which adversely affects available learning opportunities.
5. Personality or ideological clash between practicum supervisor and student.
Sometimes this problem is intertwined with difficulties in student performance. However, in other instances the student and practicum supervisor "don't get along" or "don't see things the same way," and neither one is willing to make the necessary compromises.

Steps to be followed for concerns to be resolved:

1. Concerns of the Agency Practicum Supervisor about the student or placement:

- a. The Agency Practicum Supervisor will address any concerns directly with the student and attempt to resolve them
 - b. If the issue cannot be resolved directly with the student, the Agency Practicum Supervisor should contact the Practicum Director or MSW Faculty member to consult. Both Practicum Director or MSW Faculty member are available to come to the site to meet in person with the student and Agency Practicum Supervisor or anyone else deemed appropriate
 - c. An action plan for resolving the issue should be developed and agreed upon by all parties, including Practicum Director or MSW Faculty member
 - d. Should the plan for resolving the issue be unsuccessful, the student, Practicum Director or MSW Faculty member, and Agency Practicum Supervisor will meet to arrange termination of placement with the agency
 - e. All replacements/removals from placement site will be reported to the MSW Program Director and Program Chair.
2. Concerns of the student about the Agency Practicum Supervisor or placement
- a. The student should address any concerns directly with the Agency Practicum Supervisor and attempt to resolve them utilizing appropriate channels. Since the power differential between student and Agency Practicum Supervisor may be intimidating, especially early in the practicum relationship, the student may wish to consult with their Practicum Director or MSW Faculty member to “rehearse” how to approach the Agency Practicum Supervisor for such a discussion
 - b. If the issue cannot be resolved directly with the student, the Agency Practicum Supervisor should contact the Practicum Director or MSW Faculty member to consult. Both Practicum Director or MSW Faculty member are available to come to the site to meet in person with the student and Agency Practicum Supervisor or anyone else deemed appropriate
 - c. An action plan for resolving the issue can be developed and agreed upon by all parties, including Practicum Director or MSW Faculty member
 - d. Should the plan for resolving the issue be unsuccessful, the student, Practicum Director or MSW Faculty member, and Agency Practicum Supervisor will meet to arrange termination of placement with the agency
 - e. All replacements/removals from placement site will be reported to the MSW Program Director and Program Chair.

Termination or Dismissal from Practicum Placement:

Students may be dismissed from practicum placement for any of the following reasons:

1. Disruptive or inappropriate conduct in practicum placement or seminar
2. Destruction or concealment of resources
3. Professional misrepresentation such as: (a) events surrounding an incident involving professional conduct; (b) fabrication of client data pertaining to practicum assignments; (c) professional qualifications, education, experience, or affiliations
4. Engaging in social work practice while under the influence of drugs, alcohol, or other chemicals
5. Breach of professional confidentiality
6. Sexual harassment of clients, colleagues, or supervisors
7. Engagement in consensual sexual relationship where either conflict of interest or abuse of power differential is present
8. Exploitation of professional relationships for personal gain
9. Engagement in any form of discrimination based on sex, sexual orientation, gender, gender expression, age, religion, national origin, or disability
10. Involvement in criminal activity
11. Other violation of the *NASW Code of Ethics*; or
12. Other infractions as outlined in the Heritage University Student Handbook.

If an agency needs to suspend or end a practicum placement immediately, the Agency Practicum Supervisor will consult with the Practicum Director and MSW assigned Faculty member before making any decisions regarding the student's termination. The following steps should be taken by the Agency Practicum Supervisor:

1. Immediately contact the Practicum Director and MSW Assigned Faculty member to discuss the issues and concerns regarding the student
2. Inform the student verbally about the potential suspension or termination, followed by a written explanation
3. Collaborate with the Agency Practicum Supervisor to complete necessary follow-up tasks (e.g., returning keys, closing cases) to properly conclude the placement
4. Work with the Practicum Director and MSW Assigned Faculty member to identify strategies to prevent similar situations in the future, providing documentation of the concerns
5. All replacements/removals from placement site will be reported to the MSW Program Director and Chair

Recourse For Grievances

If a student has a grievance related to practicum, the student should first discuss the matter with the person immediately involved. In the next step, the Practicum Director should be included in discussions. If the student is dissatisfied with the outcome of these discussions, the student can then bring her/his grievance to the Program Director and then to the Department Chair. If the grievance is still unresolved, the student has recourse to the grievance procedure as outlined in the Heritage University Student Handbook.

A student is expected to resolve problems in relation to grading or the classroom practices of an instructor by direct contact with the instructor. If contact with the instructor does not lead to resolution, the matter should be referred to through the appropriate channels (see below). If the instructor involved happens to be the Program Chair, the matter should be referred to the next level of administration. On all levels, the administration official inquires and investigates to determine the validity of the complaint, to promote understanding between the individuals involved, and to affect a resolution.

The student must take a case for “arbitrary, capricious, or discriminatory” behavior on the part of the faculty member to have grounds for appeal. The student may not challenge instructor judgment, and the burden of proof of the charges is on the student. All appeals must be framed in this manner.

Policies and Procedures

The policies and procedures provide essential guidance on how we conduct ourselves as students, staff, faculty, and supervisors including how we work, interact with others, and manage the MSW program of Heritage University. The policies contained in the Practicum Manual are in keeping with the values and goals of the University.

Non-Discrimination Policy

The Social Work Program at Heritage University is committed to non-discrimination and equal employment opportunities. It is the Program’s policy not to discriminate on the basis of age, ancestry, disability, marital or parental status, national origin, participation in constitutionally protected activities, political affiliations or beliefs, race religion, gender, sexual orientation, and/or Vietnam Era veteran status in program, benefits, services, or aid programs.

Complainants who believe that they are victims of discriminatory harassment are encouraged to use the University’s internal procedures to resolve complaints.

The complainant may elect any of several internal procedures. The complainant may seek an informal resolution by:

- where possible and comfortable, informing the offending person of perception of their words and actions
- consulting with administrators who oversee the respondent
- initiating formal procedures through the Human Resources Department

Heritage University's policy on non-discrimination can be found here:

<http://www.heritage.edu/university-policies/522-anti-harassment-anti-discrimination/>

Student File Permission

Given the sensitive (quasi-legal) and confidential nature of the information contained in each student's file, it is essential that access be subject to certain specific restrictions and/or conditions as follows:

1. The student requesting to see their file must submit in writing any such request to the MSW Director and the Social Work Department Chair. If access to a specific piece of information (e.g., practicum evaluation, application for admission) is being sought, this should be identified in the letter along with a brief accompanying rationale. Note: The student should not request to see materials for which she/he has already signed a waiver of their right to see e.g., reference letter.
2. Without exception, all students are granted access to their records subject to the following constraints:
 - a. A minimum of 24 hours will be needed to process any request prior to actual release to the student. This will provide ample time to redact any confidential information (e.g., references) to which student access is prohibited.
 - b. Under no circumstances will a file be released to a student in the absence or without supervision by a member of the staff or faculty. Such monitoring is necessary to ensure that all information is returned to the file without exception or alteration.
 - c. Any student-initiated additions to the record (e.g., reports, responses) should be channeled through the MSW Director or Practicum Director or MSW Faculty.
 - d. Any request for copies of information from the files will be carefully evaluated and referred to staff for disposition. The student will not be permitted to abscond with file material for any purpose, including copying.

Student Counseling Out Procedures

In accordance with Council on Social Work Education (CSWE) guidelines, all social work majors are expected to conduct themselves in a professional manner consistent with the NASW Code of Ethics. The MSW Program reserves the right to refuse enrollment or continuation to any student who, in the judgment of a majority of the Social Work Program regular faculty, displays behaviors which would be detrimental to the welfare of the clients whom the student would serve or who exhibits such irresponsible behavior as to preclude confidence in the student completion of Practicum. This right includes the more difficult problem of the student who performs well academically but does not relate appropriately to people or displays emotional or psychological instability or immaturity.

Students may be referred to the university's social and mental health counselor, if appropriate. The MSW Program may also recommend the student consider other alternatives to gain further experience, maturity, and perspective. The student might be advised that they cannot continue in the program with every effort made to help them understand and accept this decision, and transfer to another degree program if appropriate.

If a student in the MSW Program does not abide to the NASW Code of Ethics or other professional standards, the student is subject to the following process:

1. Informal Advisement: The student will receive a verbal warning conveyed to the student by the Social Work Program Director or the assigned advisor.
2. Formal Advisement: The student will receive a written warning delineating the specific concerns through the assigned advisor.
3. Program Termination: If the preceding steps have not brought about acceptable changes in the student's conduct or if the student's conduct flagrantly violates the NASW Code of Ethics or other professional standards, it may be recommended that the student be terminated from the Bachelor of Social Work Program.

Termination Of Enrollment

In the event the MSW student's academic performance or professional conduct falls outside the acceptable norms, the program exercises its right to terminate the student's practicum placement and enrollment in the program.

The Social Work Program exercises its right to terminate a student's practicum placement and/or enrollment in the MSW Program for disregarding professional ethics and academic norms, and/or displaying inappropriate conduct. Academic dishonesty or other violations of the student code or other university codes of behavior are examples of grounds for automatic dismissal from the MSW Program in addition to other sanctions levied by the University.

The Social Work Program takes particular care to ensure that all students are familiar with and committed to the NASW Code of Ethics. Students who evidence a disregard for these ethical principles are provided with counseling from their advisor regarding the nature of the ethical violations and means for remedying them. Every effort is made to permit students to experience ethical growth, including referral for personal counseling. It may also be necessary for action to be taken which temporarily or permanently interrupts student's continued participation in the Social Work Program. It is the responsibility of the faculty advisor, MSW faculty, Practicum Director, or Practicum to document the nature and degree of the student's conduct which necessitates such action and degree of the student's conduct which necessitates such decision is neither random nor capricious.

In the case where several faculty members share concerns regarding the ethical conduct of the same student and have reasonable cause to believe that one of the criteria listed in the MSW Student Handbook has occurred, the following procedures will be followed:

1. The faculty member, or the student's academic advisor, the MSW Director, and/or the Department Chair will discuss with the respective student concerning the violation, ways to remediate, and other courses of action to be pursued. This will be put in writing. In the event the student has only provisional acceptance into the program, a committee of social work faculty will be convened to review the application to determine if full admission into the program is feasible considering knowledge of violations. This is especially significant if the violation occurs, for example, in the realm of "academic honesty" and adherence to the NASW Code of Ethics to which each student pledges in the application packet for admission into the program.
2. The faculty member will report this conference to the MSW Director and the Department Chair and document it in the student's file.
3. A second conference will be held with the student to assess the progress and/or non-progress of the remediation efforts. If there is none, then the MSW Director and Department Chair will meet with MSW faculty committee to review the situation. The student is invited to submit, in writing, his/her view of the situation. If the decision is made to terminate the student from the program, the Department Chair will notify the student with the following instructions:
 - a. You have the right to appeal to the VP for Academic Affairs/Provost.
 - b. If still unsatisfied, you may follow the appeal procedures as outlined in the University MSW Student Handbook grievance procedures found on page 24?
 - c. Detailed grievance procedure can be found at:
http://catalog.heritage.edu/content.php?catoid=19&navoid=1065#academic_grievance_process
4. In the case of a student with only provisional acceptance, admission would be determined by a faculty committee convened by the Department Chair to review the student's application packet. If that committee votes to deny admission considering the reported violation, especially in violations to NASW Code of Ethics, the student can

appeal, first through the VP for Academic Affairs/Provost, and if unsatisfied, to the Vice-President for Academic Affairs/Provost. The student can also access the formal grievance procedure as outlined in the University Student Handbook cited above.

There will be documentation of conferences held regarding the student's continuation in the MSW program. A final determination regarding the student's status is made after review by the MSW faculty serving as a Committee of the Whole.

All faculty committee decisions regarding the student's continuation in the MSW program are subject to review by the MSW Director and Chair and when appropriate by the University, if an appeal utilizing University appeal procedures initiated by the student.

Sexual Harassment and Sexual/Romantic Relationship

Sexual harassment is a form of sex discrimination where work or study relationships are inappropriately and gratuitously sexualized. It includes:

1. The use of sexual favors as a basis for actions affecting an individual's welfare as a student or employee.
2. Flagrant or repeated sexual advances, requests for sexual favors, and physical contacts of a sexual nature harmful to another's work or academic performance of the work or learning environment.
3. Repeated demeaning verbal or expressive behavior which is harmful to another's work or academic performance or to the work or learning environment.
4. Unwelcome sexual conduct with such conduct becoming a term or condition of an individual's education or employment.

Heritage University's policy on Sexual Harassment can be found here:

<http://www.heritage.edu/university-policies/522-anti-harassment-anti-discrimination/>

Heritage's university's policy on sexual/romantic relationships acknowledges that a sexual/romantic relationship between a faculty member and a student heightens the vulnerability for the subordinate person and is sensitive to potential for conflicts of interest and sexual harassment.

The Social Work Program fully supports the Heritage University policies on sexual harassment. It is the position of the department that sexual harassment will not be tolerated in any form within any aspect of the social work program including both classroom and practicum activities. Sexual/romantic relationships between student and faculty members or student and practicum supervisor will be considered a conflict of interest and a breach of the faculty/practicum instructor responsibilities to the student and University. Concerns, complaints, or questions with

respect to sexual harassment and consensual relationships are directed to the Department Chair.

Appendices

Appendix A: Generalist Practice Learning Contract

Appendix B: Specialized Practice: Advanced Generalist Practice Learning Contract

Appendix C: Practicum Agreement

Appendix D: MSW Consent to Exchange Information

Appendix E: Personal and Professional Conduct Statement

Appendix F: Practicum Statement of Understanding

Appendix G: Instructions for Evaluation of the Practicum

Appendix H: Acknowledgement of Review and Receipt of Student Handbook and Practicum Manual

Appendix A: Generalist Practice Learning Contract



GENERALIST PRACTICE Learning Contract

Placement Agency Name:		Phone:
Student Name:	Signature:	Date:
Practicum Supervisor:	Signature:	Date:
Practicum Director:	Signature:	Date:

Competencies and Behaviors (2022 EPAS)	Tasks/Activities to Demonstrate Competency	Mid-Point Evaluation 0 - 5	Final Evaluation 0 - 5
1: Demonstrate Ethical and Professional Behavior			
a. Make ethical decisions by applying the standards of the National Association of Social Workers Code of Ethics, relevant laws and regulations, models for ethical decision making, ethical conduct of research, and additional			

codes of ethics within the profession as appropriate to the context.			
b. Demonstrate professional behavior; appearance; and oral, written, and electronic communication.			
c. Use technology ethically and appropriately to facilitate practice outcomes.			
d. Use supervision and consultation to guide professional judgment and behavior.			
Individuals <input type="checkbox"/> Families <input type="checkbox"/> Groups <input type="checkbox"/> Organizations <input type="checkbox"/> Communities <input type="checkbox"/>			
2. Advance Human Rights and Social, Racial, Economic, and Environmental Justice			
a. Advocate for human rights at the individual, family, group, organizational, and community system levels.			
b. Engage in practices that advance human rights to promote social, racial, economic, and environmental justice.			
Individuals <input type="checkbox"/> Families <input type="checkbox"/> Groups <input type="checkbox"/> Organizations <input type="checkbox"/> Communities <input type="checkbox"/>			
3. Engage Anti-Racism, Diversity, Equity, and Inclusion (ADEI) in Practice			

a. Demonstrate anti-racist and anti-oppressive social work practice at the individual, family, group, organizational, community, research, and policy levels.			
b. Demonstrate cultural humility by applying critical reflection, self-awareness, and self-regulation to manage the influence of bias, power, privilege, and values in working with clients and constituencies, acknowledging them as experts of their own lived experiences.			
Individuals <input type="checkbox"/> Families <input type="checkbox"/> Groups <input type="checkbox"/> Organizations <input type="checkbox"/> Communities <input type="checkbox"/>			
4. Engage in Practice-Informed Research and Research-Informed Practice			
a. Apply research findings to inform and improve practice, policy, and programs.			
b. Identify ethical, culturally informed, anti-racist, and anti-oppressive strategies that address inherent biases for use in quantitative and qualitative research methods to advance the purposes of social work.			
Individuals <input type="checkbox"/> Families <input type="checkbox"/> Groups <input type="checkbox"/> Organizations <input type="checkbox"/> Communities <input type="checkbox"/>			
5. Engage in Policy Practice			
a. Use social justice, anti-racist, and anti-oppressive lenses to assess how social welfare			

policies affect the delivery of and access to social services.			
b. Apply critical thinking to analyze, formulate, and advocate for policies that advance human rights and social, racial, economic, and environmental justice.			
Individuals <input type="checkbox"/> Families <input type="checkbox"/> Groups <input type="checkbox"/> Organizations <input type="checkbox"/> Communities <input type="checkbox"/>			
6. Engage with Individuals, Families, Groups, Organizations, and Communities			
a. Apply knowledge of human behavior and person-in-environment, as well as interprofessional conceptual frameworks, to engage with clients and constituencies.			
b. Use empathy, reflection, and interpersonal skills to engage in culturally responsive practice with clients and constituencies.			
Individuals <input type="checkbox"/> Families <input type="checkbox"/> Groups <input type="checkbox"/> Organizations <input type="checkbox"/> Communities <input type="checkbox"/>			
7. Assess Individuals, Families, Groups, Organizations, and Communities			
a. Apply theories of human behavior and person-in-environment, as well as other culturally responsive and interprofessional conceptual frameworks, when assessing clients and constituencies.			

b. Demonstrate respect for client self-determination during the assessment process by collaborating with clients and constituencies in developing a mutually agreed-upon plan.			
Individuals <input type="checkbox"/> Families <input type="checkbox"/> Groups <input type="checkbox"/> Organizations <input type="checkbox"/> Communities <input type="checkbox"/>			
8. Intervene with Individuals, Families, Groups, Organizations, and Communities			
a. Engage with clients and constituencies to critically choose and implement culturally responsive, evidence-informed interventions to achieve client and constituency goals.			
b. Incorporate culturally responsive methods to negotiate, mediate, and advocate with and on behalf of clients and constituencies.			
Individuals <input type="checkbox"/> Families <input type="checkbox"/> Groups <input type="checkbox"/> Organizations <input type="checkbox"/> Communities <input type="checkbox"/>			
9. Evaluate Practice with Individuals, Families, Groups, Organizations, and Communities			
a. Select and use culturally responsive methods for evaluation of outcomes.			
b. Critically analyze outcomes and apply evaluation findings to improve practice effectiveness with individuals, families, groups, organizations, and communities.			
Individuals <input type="checkbox"/>	Families <input type="checkbox"/>	Groups <input type="checkbox"/>	Organizations <input type="checkbox"/> Communities <input type="checkbox"/>

Mid-Term Evaluation	Final Evaluation
Notes:	Notes:
Signatures	Signatures
Practicum Student: Date:	Practicum Student: Date:
Practicum Supervisor: Date:	Practicum Supervisor: Date:
Practicum Director: Date:	Practicum Director Date:

Practicum Evaluation Scoring	
5	Advanced Competence, Excellent Performance
4	Competence, Strong Performance
3	Emerging Competence, Performance is on track and moving Forward
2	Not Sufficient Progress, with some concerns (Identify concern and develop plan to address)

1	Unacceptable Progress (identify action to be taken at end of evaluation)
0	Not completed, no opportunity (identify a plan for opportunity at end of the evaluation)

Appendix B: Specialized Practice: Advanced Generalist Practice Learning Contract



Specialized Practice

ADVANCED GENERALIST PRACTICE Learning Contract

Placement Agency Name:		Phone:
Student Name:	Signature:	Date:
Practicum Supervisor:	Signature:	Date:
Practicum Director:	Signature:	Date:

Competencies and Behaviors (2022 EPAS)	Tasks/Activities to Demonstrate Competency	Mid-Point Evaluation 0 - 5	Final Evaluation 0 - 5
1: Demonstrate Ethical and Professional Behavior			
a. Examine policy and research related to the impact of racism, oppression, violence, and historical trauma to inform ethical practice.			

b. Assess culturally responsive advanced decision-making models to address ethical issues and dilemmas in practice with Latinx, Indigenous, and agricultural communities.			
Individuals <input type="checkbox"/> Families <input type="checkbox"/> Groups <input type="checkbox"/> Organizations <input type="checkbox"/> Communities <input type="checkbox"/>			
2. Advance Human Rights and Social, Racial, Economic, and Environmental Justice			
a. Utilize policy analysis skills to inform policy formulation practices and policy implementation effects on oppressed and marginalized populations, including rural and tribal communities.			
b. Organize legislative policy advocacy with individuals, families, groups, organizations, communities to advance human rights and social, economic, and environmental justice.			
Individuals <input type="checkbox"/> Families <input type="checkbox"/> Groups <input type="checkbox"/> Organizations <input type="checkbox"/> Communities <input type="checkbox"/>			
3. Engage Anti-Racism, Diversity, Equity, and Inclusion (ADEI) in Practice			
a. Identify internalized racial bias to reflect and critique personal history, power, position, privilege, and opportunities for change			
b. Utilize social work methods and models to dismantle structurally racist and unjust practices and policies.			

Individuals <input type="checkbox"/>	Families <input type="checkbox"/>	Groups <input type="checkbox"/>	Organizations <input type="checkbox"/>	Communities <input type="checkbox"/>
4. Engage in Practice-Informed Research and Research-Informed Practice				
a. Apply a practice-informed research design that is culturally responsive for individuals, families, groups, organizations, and communities.				
b. Analyze research-informed results to apply culturally responsive practices at all levels.				
Individuals <input type="checkbox"/>	Families <input type="checkbox"/>	Groups <input type="checkbox"/>	Organizations <input type="checkbox"/>	Communities <input type="checkbox"/>
5. Engage in Policy Practice				
a. Examine social policies at local, state, tribal, and federal levels to provide best practice recommendations.				
b. Assess social policy theory in the context of practice with diverse client populations and prepare recommendations for policy change.				
Individuals <input type="checkbox"/>	Families <input type="checkbox"/>	Groups <input type="checkbox"/>	Organizations <input type="checkbox"/>	Communities <input type="checkbox"/>
6. Engage with Individuals, Families, Groups, Organizations, and Communities				
a. Evaluate cultural factors which build meaningful engagement with diverse client populations.				

b. Utilize a variety of culturally responsive engagement methods to promote healing and wellbeing.			
Individuals <input type="checkbox"/>	Families <input type="checkbox"/>	Groups <input type="checkbox"/>	Organizations <input type="checkbox"/> Communities <input type="checkbox"/>
7. Assess Individuals, Families, Groups, Organizations, and Communities			
a. Evaluate advanced assessment methods with diverse individuals, families, groups, organizations, and communities.			
b. Adapt advanced assessment methods through modification of questions, formats, and measurements that reflect diverse cultural contexts.			
Individuals <input type="checkbox"/>	Families <input type="checkbox"/>	Groups <input type="checkbox"/>	Organizations <input type="checkbox"/> Communities <input type="checkbox"/>
8. Intervene with Individuals, Families, Groups, Organizations, and Communities			
a. Select culturally responsive interventions with individuals, families, groups, organizations, and communities.			
b. Apply culturally tailored interventions across client populations.			
Individuals <input type="checkbox"/>	Families <input type="checkbox"/>	Groups <input type="checkbox"/>	Organizations <input type="checkbox"/> Communities <input type="checkbox"/>
9. Evaluate Practice with Individuals, Families, Groups, Organizations, and Communities			

a. Demonstrate group facilitation skills to build trust with organizations and communities.				
b. Evaluate intervention results across client populations based on well-being and quality of life outcomes.				
Individuals <input type="checkbox"/>	Families <input type="checkbox"/>	Groups <input type="checkbox"/>	Organizations <input type="checkbox"/>	Communities <input type="checkbox"/>

Mid-Term Evaluation	Final Evaluation
Notes:	Notes:
Signatures	Signatures
Practicum Student:	Practicum Student:
Date:	Date:
Practicum Supervisor:	Practicum Supervisor:

Date:	Date:
Practicum Director:	Practicum Director
Date:	Date:

Practicum Evaluation Scoring	
5	Advanced Competence, Excellent Performance
4	Competence, Strong Performance
3	Emerging Competence, Performance is on track and moving Forward
2	Not Sufficient Progress, with some concerns (Identify concern and develop plan to address)
1	Unacceptable Progress (identify action to be taken at end of evaluation)
0	Not completed, no opportunity (identify a plan for opportunity at end of the evaluation)

Appendix C: Practicum Agreement



MSW PRACTICUM AGREEMENT

This Practicum Agreement ("Agreement") is entered into on _____ (the "Effective Date"), between Heritage University ("University") and _____ ("Agency").

University operates a not-for-profit educational institution engaged in educating social work students. The University desires to use the Agency as an opportunity for its students to obtain practicum experience as required by their curriculum. The consideration for this Agreement is the mutual promises contained in this Agreement and the mutual benefits expected from entering into this Agreement.

Responsibilities of the Agency

The Agency reserves the right to interview and approve students proposed for placement consistent with agency and Heritage University policies. The agency may not change the designated Agency Practicum Supervisor without consultation with the Practicum Director or MSW assigned faculty.

The Agency will designate an appropriate professional worker to be the practicum supervisor who is acceptable to University with responsibilities as mutually agreed upon between University and the Agency. If this practicum supervisor changes, the Agency will notify the University's Practicum Director as soon as possible.

The Agency retains full responsibility for client services and establishing standards for the quality of services rendered by students. Students placed within the Agency for practicum function as representatives of the Agency. The Agency will maintain administrative and professional supervision of students as far as their presence affects the operation of the Agency and/or direct/indirect services to clients.

The Agency will provide a safe environment in which the student is free of any type of harassment.

The Agency will ensure students receive orientation to agency safety procedures, policies, and regulations at the start of the placement.

The Agency will designate a space to be used by the student which is appropriate for the tasks assigned (private office or room for confidentiality in interviewing) with appropriate equipment (phone, computer).

The Agency shall not be sanctioned by NASW or other licensing entities.

Exclusion of Students: The Agency reserves the right to terminate the continuation of any student who is not complying with applicable Agency policies, procedures or directions from Agency personnel involved in the program or who is deemed by the Agency not to have adequate qualifications or ability to continue in the program, or the health of the student does not warrant a continuation, or whose conduct interferes with the proper operation of the Agency.

Emergency Care: The Agency shall provide necessary emergency care, or first aid required by an accident occurring at the Agency for students participating under the terms of this Agreement, and, except as herein provided, the Agency shall have no obligation to furnish medicine or medical care to any student. The student bears responsibility for the cost of such care as well as any follow-up care.

Regulations: The Agency will provide the student with access to the written regulations that will govern the student's activities while at the Agency.

Debarment and Suspension: The Agency certifies that it is not excluded, debarred, suspended or otherwise ineligible to participate in federal programs.

Responsibilities of the Agency's Practicum Supervisor

The Agency's Practicum Supervisor will assist the student in developing a Learning Contract which will direct the student's activities. Assigned tasks will provide the opportunity for the student to:

- work with various staff members at the Agency; and
- work with clientele; and
- work on activities designed to meet the University's competency requirements; and
- receive assignments of increasingly complex tasks as students gain confidence and ability.

The Agency's Practicum Supervisor will review the Learning Contract with the student regularly and encourage revisions as necessary to meet competency requirements within agency limits.

The Agency's Practicum Supervisor will notify the Practicum Director or assigned MSW Faculty if the Agency Practicum Supervisor decides to step down or transition from the position.

The Agency's Practicum Supervisor will provide the university with pertinent information

regarding criteria for supervision.

The Agency's Practicum Supervisor is willing to evaluate the student's progress and performance in a timely fashion utilizing the provided program criteria.

The Agency's Practicum Supervisor will notify the Practicum Director or MSW Faculty if a student fails to appear for practicum without prior notice, is consistently late, or in other ways breaks the learning contract and/or agency regulations.

Responsibilities of the University

University assumes responsibility for the academic preparation of the student and reserves the right to render final academic assessment for the practicum.

University will maintain a Social Work Department which includes a practicum component that meets the accreditation standards of the CSWE.

The program ensures the practicum experience is productive and rewarding for all participants and is carried out in the best spirit of social work education.

University will designate a Practicum Director to:

- provide information on the program, school, educational and curriculum objectives; and
- approve the student's Learning Contract; and
- review with Practicum Supervisor and student progress and problems; and
- assist in the development of educational programs in the Agency (orientations and workshops) as is related to the student.

University will retain the responsibility for determining the student's final grade for the practicum but will consider the evaluation from the Practicum Supervisor and the student's self-evaluation.

University may withdraw the student from practicum at the Agency but will not do so without first conferring with the Agency.

University ensures the practicum sites are within ethical standards.

HIPAA Compliance: Each party and the Students under this Agreement agree to comply, to the extent required, with the applicable provisions of the Administrative Simplification Section of the Health Insurance Portability and Accountability Act of 1996.

Confidentiality: University shall not disclose or permit disclosure by any students any information relating to the specific terms of this Agreement or relating to Agency

Operation, or any privileged information about Agency patients, to persons or organizations other than authorized members of Agency medical staff, state licensing boards, third party reimbursement agencies, professional peer review organizations and Agency insurance carriers or legal representatives, without the prior written consent of the Agency or pursuant to duly issued court process or orders.

Pre-Placement Checks

The university agrees to request a criminal background check pursuant to applicable "Child and Adult Abuse Laws." The university agrees to provide the Agency with a copy of the criminal background check results. The university acknowledges that placement of each student at the Agency is contingent upon provision of the criminal background check results dated less than two years prior to the commencement of the practicum experience.

University shall perform an excluded provider search on the Office of Inspector General List of Excluded Individuals Entities (<https://exclusions.oig.hhs.gov/>).

Responsibilities of the Students

The student will agree in advance with the Agency Practicum Supervisor as to how 900 hours (500 hours for Advanced Standing Students) of direct service will be completed.

The student is responsible for keeping a log of practicum hours and the Practicum Supervisor will sign this log.

The student is required to attend orientation, training and seminars required by both Agency and University. These hours will be counted in the 900 hours of Practicum.

The student is required to provide a resume and other requested materials (e.g., vaccines, criminal background check) to the agency.

The student will adhere to agency rules and regulations i.e., dress codes and administrative procedures).

The student will respect agency property and conduct themselves in a professional manner.

The student will follow agency and client confidentiality in accordance with HIPPA.

The student will report any incidents that may give rise to a malpractice or liability claim against the student, university, or agency.

Insurance

University shall maintain, in the amount of \$1,000,000 per occurrence and \$3,000,000 in the

aggregate, professional and general liability insurance and shall provide Agency with a certificate of insurance evidencing the coverage required by this Agreement if requested.

Agency shall maintain professional and general liability insurance and shall provide University with a certificate of insurance evidencing the coverage required by this Agreement if requested.

Indemnity

Each party to this Agreement shall be responsible for claims and damages to persons or property resulting from acts or omissions on the part of itself, its employees, its students, or its officers. Neither party assumes any responsibility to the other party for the consequences of any act or omission of any person, firm, or corporation not a party to this Agreement. Neither party to this Agreement shall be considered the agent of the other party.

Nondiscrimination

Each party to this memorandum of understanding agree that neither will discriminate in the performance of this Agreement against any individual based on age, sex, sexual orientation, race, color, religious belief, national origin, or physical handicap.

Non-assignability

Neither party may assign the rights or the duties of this Agreement without the prior written approval of the other party.

Disputes

If disputes arise during this contract that cannot be resolved between the parties, both parties agree to proceed first to a third party for resolution. Both parties will bear the cost of dispute resolution.

Term and Termination

Term: This Agreement is effective beginning _____, and will continue thereafter from year to year, if it shall be subject to review and renewal at any time as may be necessary to update or revise upon mutual consent of the parties.

Termination: Either party may terminate this Agreement at any time by giving 30 days written notice of termination to the other party. If the Agency terminates this Agreement by giving such notice to University, students currently participating in the Practicum will be allowed to complete the program.

Applicable Law

This contract shall be governed by the laws of the state of Washington.

Notices

When required by the terms of this Agreement, the parties shall give notice by personal delivery or by Certified Mail, return receipt requested, postage prepaid, and addressed as indicated below:

To University: Practicum Director
Heritage University
3240 Fort Road
Toppenish, WA 98948

To Agency:

SIGNATURES:

COLLEGE: Heritage University

Name: Andrew C. Sund, PhD
Title: President

Date:
Sign: _____

Name:
Title: Vice President of Finance
/CFO

Date:
Sign: _____

Name: Jessica Vega, MSW
Title: Practicum Director

Date:
Sign: _____

AGENCY:

Name:
Title:
Date:
Sign: _____

Appendix D: Consent to Exchange Information

CONSENT TO EXCHANGE INFORMATION

I, hereby, voluntarily give permission to Heritage University Social Work Department to release/obtain information pertinent to my school performance either orally or in written form to the following agencies or individuals:

Person: _____ Agency: _____

Person: _____ Agency: _____

Person: _____ Agency: _____

Student Signature: _____ Date: _____

Appendix E: Personal and Professional Conduct Statement

Personal and Professional Conduct Statement

Yes: ___ No: ___ Have you read and understand the NASW Code of Ethics?

Yes: ___ No: ___ Is the NASW Code of Ethics compatible with your personal values and beliefs? Can you abide by its principles?

If no, explain:

Yes: ___ No: ___ Have you ever been convicted of a crime against a person (i.e., child abuse/neglect, child sexual abuse, rape, sexual assault, domestic abuse, murder)?

Yes: ___ No: ___ Are you free of chemical dependence and addiction to alcohol or drugs?

If no, explain:

Yes: ___ No: ___ If in recovery, do you have at least two years of abstinence or sobriety?

Yes: ___ No: ___ Are you free of physical, emotional, or mental conditions or diseases that could place social work clients at risk of physical or psychological harm because of your acts or omissions?

If no, explain:

Yes: ___ No: ___ Social work practice is stressful; do you believe that you are capable of coping with elevated levels of job-related stress and able to function appropriately in emotionally charged situations?

If no, explain:

By your signature you testify that the answers you have given are truthful.

Student Signature: _____ Date: _____

Appendix F: Practicum Statement of Understanding

Statement Of Understanding: Student Rights and Responsibilities in Practicum

Students entering and participating in the practicum are expected to:

1. Be responsible for assessing, with the Practicum Director or MSW Faculty, their own potential to identify preliminary learning goals for the practicum.
2. Provide the Agency with a resume prior to placement. Students will also provide Practicum Supervisors with any other reasonable material deemed necessary.
3. Be at the Agency during the hours arranged for the placement. Students must report absences to both the Practicum Supervisor and Practicum Director or MSW Faculty and hours made up. Expected to conform to agency working hours and holiday schedules.
4. Keep a log of hours accumulated in the Practicum and obtain a signature from the Practicum Supervisor. Students will submit logs to the Practicum Director or MSW Faculty and use them to verify hours spent in the practicum.
5. Observe rules and regulations of the agency regarding dress code and administrative procedures.
6. Respect agency property and conduct themselves in a professional manner in the practicum.
7. Develop conscientious work habits in the completion of agency assignments. They will submit agency required paperwork promptly and completely.
8. Try to renegotiate their contracts with Practicum Supervisors in the event of difficulties regarding task assignments, prior to contacting the Practicum Director or MSW Faculty.
9. Observe confidentiality, within the agency, at school and in the community, and diligently protect clients' rights and privacy.
10. Attend regular supervisory meetings with Practicum Supervisor and accept responsibility for providing the Practicum Supervisor with agenda items and written materials as requested.

Personal and Professional standards:

Conduct themselves in accordance with the NASW Code of Ethics. Demonstrate in their classroom and practicum settings an understanding of and commitment to social work values, principles, ethics, and competency in fundamental skills. These will include:

1. A capacity to separate his/her own values from those of clients:
 - a. develop awareness of one's own values and belief system
 - b. appreciate personal value systems of clients and differences among people
 - c. respect and accept human diversity
 - d. demonstrate empathy for clients
2. An appropriate level of cognitive functioning:
 - a. able to process added information, draw logical inferences and solve problems common to social agencies
 - b. able to maintain and use professional records and documents
 - c. be free of significant deficits in memory, attention, impulse control, or judgment which interfere with service to clients
3. Appropriate personal conduct:
 - a. be free of substance abuse
 - b. practice non-discrimination towards others
 - c. have no contact of a sexual nature with current or former clients
 - d. does not engage in behaviors which might be viewed as sexual harassment.
4. Fundamental skills:
 - a. develop and demonstrate basic listening skills
 - b. demonstrate clear communication
 - c. be able to write a narrative summary which reflects observations about the clients' background, appearance, and current functioning
 - d. ability to identify clues and symptoms that underlie client behavior
 - e. display an appropriate level of assertiveness
5. Ability to manage stress:
 - a. demonstrate emotional and mental stability and capacity to cope with the stress inherent in social work practice
6. A commitment to the Profession:
 - a. demonstrate knowledge of and adhere to principles outlined in the NASW Code of Ethics
 - b. be able to discuss ethical issues in fictional and actual client situations
 - c. apply ethical principles of the profession in situations involving clients or colleagues.

WARNING: A STUDENT MAY BE REQUIRED TO WITHDRAW FROM THE SOCIAL WORK PROGRAM IF ENGAGED IN UNETHICAL BEHAVIOR AND/OR IS DEMONSTRABLY DEFICIENT IN COMPETENCIES AND SKILLS AS DESCRIBED ABOVE.

Regarding academic work, students are expected to:

1. Attend all practicum seminars.
2. Complete assignments required by the program and transmit them to the Practicum Director or MSW Faculty on or before the due date.

Evaluation Procedures:

1. In the event of disputes regarding practicum, students should follow the informal process by first attempting to resolve the problem with the Practicum Supervisor and the Practicum Director or MSW Faculty. If the informal procedure does not bring about any resolution, students have the right to appeal using the university's normal grievance procedures.
2. The Practicum Director or MSW Faculty's final visit to the agency will include the student and Practicum Supervisor and will focus on evaluation of the student's performance in the practicum.
3. The student will evaluate the agency as a practicum placement to assist the program in achieving a good match between agencies and students.

Student Signature: _____ Date: _____

Appendix G: Practicum Evaluation Instructions

PRACTICUM EVALUATION INSTRUCTIONS

The MSW program designed the practicum evaluation to provide input from all persons involved (i.e., Practicum Director or MSW Faculty or MSW Faculty, Practicum Supervisor, and student). Evaluation meetings, including all parties, are held at the midpoint and end of the practicum.

1. Evaluation of student by the Practicum Director or MSW Faculty or MSW Faculty
The Practicum Director or MSW Faculty has the primary responsibility for grading the student.
2. Evaluation of student by Practicum Supervisor
The Practicum Supervisor will evaluate the students at the midpoint and end of the semester. In general, this occurs at the end of each semester in which they participate in Practicum. The Practicum Supervisor will use the Learning Contract to conduct the evaluation. The Practicum Supervisor will involve the students in the evaluation process.
3. Evaluation of Agency by student
Students will evaluate the Agency and Practicum Supervisor at the end of the practicum. The students will use the Student Evaluation of Practicum Placement Form. The Practicum Director or MSW Faculty will utilize student feedback for future practicum planning.

Appendix H: Student Evaluation of Practicum Supervisor

STUDENT EVALUATION OF PRACTICUM SUPERVISOR

Agency _____ Practicum Supervisor _____

Evaluate your Practicum Supervisor using the following scale: 5 – Strongly Agree, 4 – Agree, 3 – Disagree, 2 – Strongly Disagree, and 1- No Comment

If you disagree or strongly disagree with any item, please explain under comments.

The Practicum Supervisor

- _____ Possesses a sound knowledge of the area of social work practice
- _____ Guided practicum by social work values
- _____ Knowledgeable about current trends in social work practice
- _____ Knowledgeable about the MSW program curriculum
- _____ Supported student self-development
- _____ Used a strengths-based approach to help student learn
- _____ Defined roles and clarified student expectations
- _____ Readily available and/or accessible
- _____ Scheduled regularly planned student conferences
- _____ Provided student with feedback on growth and progress on a regular basis
- _____ Developed appropriate learning experiences geared to the student's individual needs.
- _____ Utilized resources outside of the agency to familiarize the student with the social welfare system

Comments:

Student Signature

Date Signed

Appendix I: Acknowledgement of Receipt: Student Handbook and Practicum Manual

ACKNOWLEDGEMENT OF RECEIPT

Student Handbook and Practicum Manual

Welcome to the Master of Social Work program,

The Master of Social Work (MSW) Student Handbook and Practicum Manual have been written so that you might have a resource for the expectations and logistical details of MSW Social Work experience. We understand students will not commit the contents of the handbook and manual to memory, yet it is to be reference as needed.

Each year the Department of Social Work will provide students with a link to the MSW Student Handbook and Practicum Manual. In order to comply with guidelines, set forth by HU and the Council of Social Work Education (CSWE), The Social Work Department will continue making changes to the MSW Student Handbook and Practicum Manual as needed. If changes are made to either the MSW Student Handbook or Practicum Manual during an academic year, the administration will communicate those changes in ways that are designed to inform students of the new or revised information.

Please read the MSW Student Handbook and Practicum Manual carefully. You will find the links to the latest versions below.

Student First Name: _____ Student Last Name: _____

I, the student undersigned, agree with the following statements:

- I acknowledge having been provided with either a hard copy or electronic version of Heritage University Student Handbook and Practicum Manual.
- I have read the Student Handbook and Practicum Manual.
- I understand the requirements and expectations outlined in the Student Handbook and Practicum Manual.
- I agree to abide by the policies, guidelines, rules and regulations set forth in the Student Handbook and Practicum Manual.

- I understand if I have questions regarding either the Student Handbook or Practicum Manual,
- I will consult with faculty and staff of the HU Department of Social Work or my immediate supervisor if in practicum placement.

Date: _____

Student Signature _____