



BANGALORE UNIVERSITY
DEPARTMENT OF STUDIES IN SOCIAL WORK
Jnana Bharathi, Bangalore - 560056

Regulations, Scheme of Examinations and syllabus
For
Master of Social Work (MSW)

Under the regulations governing the Choice Based Credit System
For the two years (Four Semester) Master Degree Programme in Social Work,
With effect from the academic year 2014-15.

Regulations, Scheme of Examinations and syllabus
for
Master of Social Work (MSW)
Under the regulations governing the Choice Based Credit System (CBCS-Semester Scheme)
of
Bangalore University
(effective from the academic year 2014-15)

I. OBJECTIVES OF THE COURSE:

- ❖ To provide opportunity and professional training to those desirous to take up the career as Professional Social Workers.
- ❖ To impart theoretical knowledge and to provide practice learning opportunities required to practice in a professional manner.
- ❖ To sensitize the trainees to involve themselves for the cause of poor, subaltern, under privileged and disadvantaged section of the society.
- ❖ To promote among trainees a sense of commitment and dedication to strive for equity, social justice, social harmony and peace.
- ❖ To develop confidence among the trainees to feel themselves as change agents for social change and transformation.
- ❖ To equip trainees for disaster crisis management and rehabilitation process.

II. TITLE OF THE COURSE: The title of the course shall be called ‘Master of Social Work’ leading to MSW Degree.

III. DURATION OF THE COURSE: The course Master of Social Work Shall be extend over a period four (4) semesters(two academic years).

IV. SEATS: No of seats for Master of Social Work will be 30.

V. MEDIUM OF INSTRUCTION : The Medium of Instruction shall be in English/Kannada.

VI. ATTENDANCE : Each course (theory/practical) shall be treated as an independent unit for the purpose of attendance. A student shall attend a minimum of 75% of the total instruction hours in a course(theory/practical) including tutorials and seminars in each semester. There shall be no provision for condonation of shortage of attendance and a student who fails to secure 75% attendance in a course shall be required to repeat the semester.

VII. ELIGIBILITY FOR ADMISSION:

1. A candidate who has passed Bachelor's Degree in Social Work (BSW) OR Bachelors of Arts (BA) with 50% in aggregate of all subjects (45% for SC/ST and category I candidates), of Bangalore University or any other university from India, considered as equivalent thereto are eligible to eligible for admission to MSW course.
2. BSW graduates are preferred over BA graduates.
3. All other guidelines for admissions issued by the Bangalore University shall be followed.

VIII. DETAILS OF THEORY AND CONCURRENT FIELD PRACTICUM PATTERNS AND SCHEME OF EXAMINATIONS

SEMESTER - I

Sl. No	Paper Code	Title of the Paper	Instruction Hours per week	No of Credits	Duration examination (In Hours)	Marks		
						Internal Assessment	Semester end Exam.	Total
1	SWHCP-1.1	Introduction to Social Work and contemporary ideology for social work profession	4	4	3	30	70	100
2	SWHCP-1.2	Social Science Perspectives for Social Work Practice	4	4	3	30	70	100
3	SWHCP-1.3	Methods of Working with people-I Social Case work	4	4	3	30	70	100
4	SWHCP-1.4	Methods of Working with people-II Group work	4	4	3	30	70	100
5	SWHCP-1.5	Methods of Working with people-III Community Organization	4	4	3	30	70	100
6	SWSCP-1.6	Personal and Professional Growth	3	2	3	30	70	100
7	SWFWP-1.7	Social Work Concurrent Field Practicum-I : Orientation Visits	8	4	Viva :Voce	15	35 Viva Voce	50
Grand Total:			31	26	18	195	455	650

SEMESTER II

Sl. No	Paper Code	Title of the Paper	Instruction Hrs per week	No of credits	Duration of exam	Marks		
						Internal Assessment	Semester end Exam	Total
1	SWHCP-2.1	Social Policy and Social Legislation	4	4	3	30	70	100
2	SWHCP-2.2	Research in Social work and application of Computers and Statistics	4	4	3	30	70	100
3	SWHCP-2.3	Counseling Theory and Practice	4	4	3	30	70	100
4	SWHCP-2.4	Social Work Practice with Vulnerable / Marginalized Sections of the Society	4	4	3	30	70	100
5	SWSCP-2.5	Communication for Social Work Practice	3	2	3	30	70	100
6	SWFWP-2.6	Social Work Field Practicum-II Concurrent field Work	8	4	Viva: Voce	30	70	100
7	SWFWP-2.7	Social Work Field Practicum-III: Social work Camp	4	4	Viva: Voce	15	35	50
Grand Total :			29	26	15	195	455	650

SEMESTER III

Sl. No	Paper Code	Title of the Paper	Instruction Hrs per week	No of Credits	Duration of exam	Marks		
						Internal Assessment	Semester end Exam.	Total
1	SWHCP-3.1	Human Resource Development and Management	4	4	4	30	70	100
2	SWHCP-3.2	Organization Behavior and Organization Development	4	4	4	30	70	100
3	SWHCP-3.3	Social work Intervention in Health Care	4	4	4	30	70	100
4	SWHCP-3.4	Rural, Urban and Tribal Community Development	4	4	4	30	70	100
5	OEP-NSS	Social Movements and Social Action	4	4	4	30	70	100
6	SWFWP-3.5	Social Work Field Practicum- V :Visit to Innovative Projects/Initiatives	2	2	Viva Voce	15	35	50
67	SWFWP-3.6	Social Work Field Practicum-IV: concurrent field work	8	4	Viva Voce	30	70	100
Grand Total :			22	26	20	195	455	650

- ❖ **OEP-NSS: Open Elective Paper for Non Social work Students.**
- ❖ **OEP to be offered by the other departments for social work students.**

SEMESTER IV

Sl. No	Paper Code	Title of the Paper	Instruction Hrs per Week	No of credits	Duration of exam	Marks		
						Internal Assessment	Semester end Exam	Total
1	SWHCP-4.1	Industrial Relations and Labor Legislation	4	4	3	30	70	100
2	SWHCP-4.2	Medical and Psychiatric Social Work	4	4	3	30	70	100
3	SWHCP-4.3	Social Welfare and Development Administration	4	4	3	30	70	100
4	SWHCP-4.4	Rehabilitation and After Care Services	4	4	3	30	70	100
5	SWHCP-4.5	Project Formulation & Management	4	4	3	30	70	100
6	SWFWP-4.6	Social Work Field Practicum-VI: concurrent field work	8	4	Viva Voce	30	70	100
7	SWFWP-4.7	Social Work Field Practicum-VII :Block Placement	-	2	Viva Voce	15	35	50
Grand Total :			28	26	15	195	455	650

IX . CONCURRENT PRACTICE LEARNING:

1. SWFWP-1.7 : Social Work Concurrent Field Practicum-I Orientation Visits

Every institution offering MSW course is expected to organize a minimum of 12 visits for an orientation to both Government and Nongovernmental organizations working in the following areas of Social Work practice. Correctional Social Work, Women and Child Development, Human Rights, Persons with Disability, Senior Citizens, Urban Poverty Alleviation, Sexual Minorities and Welfare of the Destitute etc.,

Objectives:

- To get an introduction and exposure to different fields/ areas of Social Work practice.
- To orient on the administrative structure, philosophy, nature, objectives and programmes of the organizations.
- Understand the problems confronting the individual, groups and communities in relation to the socio-economic realities prevailing in the social fabric.
- To provide an exposure to understand the services in response to people's needs.
- To know the different roles played by the Professional Social Workers and their relevance to the client's needs and their problems.
- To know the ways of mobilization and utilization of human and other types of resources.
- To impart skills of systematic observation and develop a spirit of enquiry.
- To understand, appreciate and develop ability to critically evaluate the initiatives of Govt. and Nongovernmental organizations.

PROCESS:

- A minimum of four (4) hours is expected to be spent by the students in each and every organization. The chief functionary or the chief executive of the organization or his nominee is expected to share the details on all the relevant aspects of the organization. The social work educator who accompany the students has to encourage, stimulate and also facilitate the students to gather more information on the clientele, services, societal reactions, outcome of the process etc., Each and every student shall submit an individual hand written report in detail. A classroom discussion is to be organized immediately on the following day of each

and every visit to have more clarity on all the aspects of the organization visited. The orientation visits are expected to be organized periodically at the rate of not more than two organizations in a week on the field work days throughout the semester.

ASSESSMENT OF SWFWP - 1.7: SOCIAL WORK CONCURRENT FIELD PRACTICUM-I (I SEMESTER) - ORIENTATION VISITS:

- Only those students who have put in a minimum of 75% attendance in field practicum I and complied with the guidelines provided are eligible to appear for the field practicum examination (viva- voce).
- The assessment of the above field work practicum is based on the content quality of the reports and the performance of the trainee in the viva- voce.
- The assessment of reports and viva-voce shall be jointly conducted by one internal and one external examiner or by two external examiners if there no internal examiners available, selected from the panel of examiners and as approved by the Registrar (Evaluation).
- The assessment of the above field work practicum is based on the content quality of the reports and the performance of the trainees in the viva-voce.
- A minimum of 50% of the marks shall be scored to pass in the field practicum assessment and viva-voce excluding internals.
- The failed candidates in field preacticum-1 shall not be promoted to the second semester. They have to redo the field work after getting readmitted to the course.

2. SWFWP-2.6: Social Work Field Practicum-II Concurrent field work (II Semester)

Objectives:

- To develop knowledge on the socio-economic and cultural realities and their impact on the client system with specific focus on the marginalized groups.
- Develop skills to analyze the impact of the wider social system on individuals, families, groups, communities and organizations.
- Understand the agency as a system-its philosophy, thrust, objectives, structure and management of service/ programmes
- Develop the ability to involve the client system in the problem solving process, utilizing skills of social work intervention.
- Develop skills in documenting and utilizing community resources both governmental and voluntary.
- Develop ability to work as a member of a team. Reinforce belief in the inherent strength of the people to meet their needs and resolve problems,
- To Make conscious use of professional values and ethics.

PROCESS: Every institution offering MSW course is expected to identify a few Governmental and Nongovernmental organizations working in the following areas and establish the rapport. Correctional Social Work, Women and Child, Human Rights, Persons with Disability, Senior Citizens, Urban Poverty Alleviation, Sexual Minorities etc., keeping in view the student interest and the agency requirement a maximum of 2 students may be placed in an agency for concurrent field work programme, which will be done concurrently 2 days in a week. The students shall put in not less than 15 hours a week for field practice training. The concerned faculty members allotted for the agency has to supervise and monitor the field practice/ learning and they shall conduct both individual conference and group conference once in a week to promote an effective training. The students are required to submit the hand written reports and a dairy once a week to their respective supervisors for evaluation and continuous guidance. The agencies are also expected to designate an agency supervisor, preferably a trained social worker to monitor the field work trainee at the agency level. The trainee shall take all the possible initiatives to participate in all the learning concerned activities of the organization placed for training. The primary responsibility lies with the faculty guide/supervisor in providing the required logistics. All the trainees are expected to undertake a minimum of 3 case studies, one group for group work practice during the semester.

ASSESSMENT OF SWFWP-2.6: SOCIAL WORK FIELD PRACTICUM-II CONCURRENT FIELD WORK

- Only those students who have put in a minimum of 75% attendance in field practicum II and complied with the guidelines provided are eligible to appear for the practicum examination (viva- voce).
- The assessment of the above field work practicum is based on the content quality of the reports and the performance of the trainee in the viva- voce.
- The assessment of reports and viva-voce shall be jointly conducted by one internal and one external examiner or by two external examiners if there no internal examiners available selected from the panel of examiners and as approved by the Registrar (Evaluation).
- A minimum of 50% of the marks shall be scored to pass in the field practicum assessment and viva-voce excluding internals.
- The examination shall include assessment of the content quality of reports/ records and viva-voce performance.
- The failed candidate in field practicum-II shall not be promoted to the third semester. They have to redo the field work along with the fresh batch of second semester students, by fulfilling all other requirements stipulated in this regard.

3. SWFWP-2.7: SOCIAL WORK FIELD PRACTICUM-III: SOCIAL WORK CAMP

Objectives:

1. Understand the rural social system with special reference to a specific poverty group.
2. Understand the nature of government intervention in relation to poverty groups in the region, and the related structures of decision making and intervention.
3. Develop the capacity to critique the interventions of both the voluntary organizations and the governmental agencies in relation to the specific poverty group.
4. Through experience in group living, appreciate its value in terms of self development, interpersonal relationship, sense of organization, management and taking on responsibility.
6. Acquire skills in planning, organizing, implementing the camp for example conscious use of time, communication skills, team spirit and handling relationships, conflicts and differences of opinion, decision making, evaluation, appreciation, sharing of resources, tasks, coping skills in problem situations, co-operation and co-ordination.

Process: The department has to identify a cluster of villages to undertake a developmental initiatives keeping in view the methods of social work in general and working with communities in particular. The department has to organize required number of visits to the choosen cluster and select a village to organize the ten days rural camp. The village has to be identified well in advance so as to facilitate the faculty, in charge and the camp co-ordinator and the students to understand the community and its requirements of social work intervention, as a base for organizing the camp. A minimum of three visits of all the students together and a minimum of six visits in different groups to be organized before the camp.

As for as organizing the camp the learners have to be fully involved in planning, organizing and implementing the programmes, while doing so the topmost priority has to be given to attain the above objectives of the camp. The social work educator shall motivate the learners to undertake social analysis of the community through observation, survey and other participatory approaches. The learner should be encouraged to take concrete task towards meeting the basic/civic needs of the people, the tasks undertaken shall be based on people's participation. The learners shall submit a hand written individual report not less than a minimum of 50 pages within 10 days after completion of the camp. The report shall consist the details from the initial stage to its termination.

The camp may be organized in Tribal areas/Disaster and relief areas for crisis management and rehabilitation initiatives.

ASSESSMENT OF SWFWP-2.7: SOCIAL WORK FIELD PRACTICUM-III SOCIAL WORK CAMP. (II SEMESTER)

- Only those students who have participated themselves in all the activities from the initial stage to completion of the camp and complied with the guidelines provided are eligible to appear for the practicum assessment and viva –voce examination.
- The assessment of the above field work practicum is based on the quality of participation of the learner in the process of the camp, contents of the reports and the performance of the trainee in the viva- voce.
- The assessment of field practicum –III and viva-voce shall be jointly evaluated and conducted by one internal and one external examiner or by two external examiners if there no internal examiners available, selected from the panel of examiners and as approved by the Registrar (Evaluation).
- A minimum of 50% of the marks shall be scored to pass in the field practicum-III excluding internals.
- The failed candidate in field practicum-III shall not be promoted to the third semester. They have to redo the rural camp along with the fresh batch of second semester students, by fulfilling all other requirements stipulated in this regard.

4. SWFWP-3.5: SOCIAL WORK FIELD PRACTICUM-V: VISIT TO INNOVATIVE PROJECTS/ INITIATIVES: III SEMESTER

Objectives:

- Understand the problem situation and its socio-economic and political context.
- Develop knowledge of organizations that have come up in relation to specific problem situations in the rural, tribal and urban areas.
- understand the philosophy, policy, structure, strategies, programmes of the organizations and the process of intervention in relation to its' relevance to the client system and the problem situation.
- Identify the strategies used by the local bodies to ensure social justice.
- Experience the group living, appreciate its value in terms of self development, interpersonal relationships and sense of organization and taking of responsibilities.

Process: All the learner expected to involve in planning, organizing, implementing the tour programme for example conscious use of time, communication skills, team spirit, handling relationships, conflicts and differences of opinion, decision making, evaluation, appreciation, sharing of resources, tasks, coping skills in problem situations, working through crisis situation, cooperation and coordination. Learners are fully involved in planning and implementing the plans for the same with the help of the faculty. The each and every trainee has to submit a comprehensive and a consolidated report to the department within a week after the completion of the programme.

**5. SWFWP-3.6: SOCIAL WORK FIELD PRACTICUM-IV CONCURRENT
FIELD WORK (III SEMESTER)
AND
6. SWFWP-4.6: SOCIAL WORK FIELD PRACTICUM-VI CONCURRENT
FIELD WORK(IV SEMESTER)**

Objectives:

1. Develop an understanding of the pattern of behavior of clients– their strengths and their pathological behavior
2. Develop skills on integrated approach to problem solving and enhance skills of intervention, at the micro and the macro levels of the systems, in relation to the needs and problems of the client system.
3. Develop the ability to carry out tasks in relation to service delivery and programme management. Routine administration, staff supervision, and training; prepare project proposal, time management, management by objectives, and enhance skills in documenting.
4. Develop skills to organize people to meet their needs and solve their problems.
5. Develop the ability to make innovative contributions to the organization's functioning.
6. Gain confidence to represent the profession in interdisciplinary teams, and integrate theory or classroom training in to practice.
7. Develop the capacity to utilize instructions for enhancing and integrating field practices and professional growth.
8. To practice self-evaluation and research to test effectiveness of specific aspect of intervention.

PROCESS: Every institution offering MSW course is expected to identify a few Industrial Organizations, Corporate initiatives (CSR), Hospitals, Urban and rural development initiatives (Projects/Programmes/awareness campaigns., etc) undertaken by Govt. departments, Autonomous Organizations, Industrial settings and Non Governmental Organizations concerned with employee welfare, social development, health in general and mental health in particular, urban, rural, tribal development, health and sanitation, empowerment of the under privileged, Human Rights, Correctional services, Social advocacy, literacy, social evils etc.,

Keeping in view the student interest, availability of the opportunities and the agency requirement a maximum of 2 students may be placed in an agency for concurrent field work programme, which will be done concurrently 2 days in a week. The students shall put in not less than 15 hours a week

for field work learning. The concerned faculty members assigned for the agency has to guide, supervise and monitor the field work training and they shall conduct both individual conference and group conferences once in a week on the fixed day and time to promote an effective training. The students are required to submit the fieldwork reports once a week on fixed day and time to their respective supervisors for evaluation and continuous guidance. The agencies are also expected to designate an agency supervisor, preferably a trained social worker to monitor the field work trainee at the agency.

Every institution offering social work education shall give a proper and deliberate attention with topmost priority to interchange the placements (During the third and fourth semester) in order to avoid continuity of a trainee in the same agency and the same field, while doing so the two way matching of both the interest of the trainee and essentiality of exposure of a new area shall be considered.

ASSESSMENT OF SWFWP-3.5 & 4.6: SOCIAL WORK FIELD PRACTICUM-IV and VI CONCURRENT FIELD WORK (III and IV SEMESTER)

- Only those students who have put in a minimum of 75% attendance in field practicum and complied with the guidelines provided are eligible to appear for the practicum assessment and viva- voce examination.
- The assessment of the above field work practicum is based on the content quality of reports and the performance of the trainee in the viva- voce.
- The assessment of field practicum – III and IV, viva-voce shall be jointly conducted by one internal and one external examiner or by two external examiners if there no internal examiners available, selected from the panel of examiners and as approved by the Registrar (Evaluation).
- A minimum of 50% of the marks shall be scored to pass in the field practicum viva voce excluding internals.
- The failed candidate in field practicum-III shall not be promoted to the fourth semester. They have to redo the field work along with the fresh batch of third semester students, by fulfilling all other requirements stipulated in this regard.

ASSESSMENT OF SWFWP-3.6: SOCIAL WORK FIELD PRACTICUM- V and VI:

- Only those students who have participated in entire process of the programme and complied with the guidelines provided and submit the reports within the stipulated time are eligible to appear for the practicum assessment and viva-voce examination.

- The assessment of the above field work practicum is based on the quality of participation in the process of the visit, content quality of reports and the performance of the trainee in the viva- voce.
- The assessment of field practicum –V and VI, viva-voce shall be jointly conducted by one internal and one external examiners or by two external examiners if there no internal examiners available, selected from the panel of examiners and as approved by the Registrar (Evaluation).
- A minimum of 50% of the marks shall be scored to pass in the field practicum assessment excluding internals.
- The failed candidates have to re do the programme along with the fresh batch of students of III and IV semester by fulfilling all other requirements stipulated in this regard.

7. SWFWP-4.7: SOCIAL WORK FIELD PRACTICUM-VII: BLOCK PLACEMENT

The above practicum has to be organized immediately after the completion of IV semester theory examinations. This programme is to be design for the learner to integrate theory and practice to enhance competencies of social work practice and experience self in that role.

Objectives:

1. To develop enhanced practice skills and integrate learning.
2. To develop greater understanding of reality situations through involvement in day to day work of the organization.
3. Develop appreciation of other's efforts and develop sensitivity to the gaps found in the programme.
4. Enhance awareness of self in the role of a professional social worker.

Process: A learner must be placed in a setting for a period of four weeks, where a qualified social worker is part of the agency and willing to provide required guidance to the student. Both way matching of previous field work experience during the II & III semester and the nature of the organization chosen for the block placement is very much essential. The trainee has to submit a comprehensive and a consolidated report to the department within a week after the completion of the programme. The department has to designate a faculty member to be the coordinator of the placement programme.

ASSESSMENT OF SWFWP-4.7: SOCIAL WORK FIELD PRACTICUM-VII: BLOCK PLACEMENT

- Only those students who have carried out the training for the entire four weeks without any absence and complied with the guidelines provided and submit the reports within the stipulated time are eligible to appear for the practicum examination.
- The assessment of the above field work practicum is based on the quality of participation in the process of the placement content, quality of reports and the performance of the trainee in the viva- voce.
- The assessment of field practicum –VII and viva-voce shall be conducted by one internal and one external examiner or by two external examiners if there no internal examiners available, selected from the panel of examiners and as approved by the Registrar (Evaluation).
- A minimum of 50% of the marks shall be scored to pass in the field practicum viva-voce excluding internals.
- The failed candidates have to re do the programme along with the fresh batch of students of IV semester

Paper Code: SWHCP – 1.1

**Title of the paper: INTRODUCTION TO SOCIAL WORK AND CONTEMPORARY
IDEOLOGIES FOR SOCIAL WORK PROFESSION**

Objectives

- Understand the history and evolution of social work profession both in India and West.
- Understand the importance of professional values and ethics in both micro and macro social work practice.
- Examine the various ideological influences on social work profession.
- Develop skills to understand the contemporary reality in its historical context.
- Understand self as a part of own environment and explore own assumptions, ideals, values to develop sensitivity to marginalized sections and vulnerable groups in the society.

Unit – I: Basic Concepts - Social Service, Social Welfare, Social Security, Social Assistance, Social Policy, Social Planning, Social Development, Social Change and Social Action.

Unit – II: Evolution of Social Work in the West (UK and USA):

- Beginning of social work education, Organized and Scientific Charity, Settlement House Movement, Elizabeth Poor Law.
- Western Ideologies for Social Change and Development;
Medieval period: Judeo-Christian Ideologies, Secular Humanism and Protestantism.
Modern period: Welfarism, Liberalism and Democracy, Utilitarianism and Social Darwinism. Socialism and Human Rights.

Unit – III: Evolution of Social Work in India

- Beginning of social work education
- Professionalization of Social Work.
- Interface between professional and voluntary Social Work.
- Indian Ideologies for Social Change and Development;
Ancient period: Vedic, Vedantic and non-Vedic ideologies Spirituality.
Medieval period: Zoroastrianism and Islam in India, Mysticism of Bhakti and Sufi Movements, Sikhism.
Modern period: Christianity in India, Hindu reform movements, Dalit movements, Gandhian ideology and Sarvodaya movement. Nationalism. Ideology of the Indian Constitutions. Ideology of voluntary organizations and voluntary action.

Unit – IV: Contemporary Ideologies of Change and Development

- Neo-liberalism and globalization.
- Postmodernism.
- Feminism.
- Resurgence of civil society.
- Multiculturalism.
- Sustainable and people centered development.
- Action groups and social movements.
- Ideology of non-governmental organizations.

Unit – IV: Contemporary Ideologies for Social Work Profession

- Civil Rights.
- Human Rights.
- Social Justice.
- Ideology for vulnerable and marginalized groups
- Spirituality and Social Work.

Unit – V: Social Work as a profession – Values, principles, ethics and goals.

- Social Work Principles.
- Ethics in social work practice.
- Social work values.
- Goals - developmental/ promotional/ remedial / ameliorative.
- Attributes of a professional social worker.
- **Social Work Professional Organizations / Associations:**
Karnataka State - KAPSW, India - ASSWI, IATSW, ISPSW, International – NASW.

Unit – VI: Fields of Social Work practice

- Medical and Psychiatric Social Work.
- Human Resources Development and Management.
- Correctional Social Work.
- Family and Child Welfare.
- Urban, Rural and Tribal Community Development.
- Ecology and Environment.
- Disaster / Crisis Management and Rehabilitation.
- Human Rights.
- Social Work with Marginalized and Vulnerable sections.
- Geriatric Social Work.

SUGGESTED LITERATURE:

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6. Encyclopaedia of social work
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14. Natarajan, S, (1962), A century of social reform in India, Bombay: Asia publishing house.
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16. ಮರುಳ ಸಿದ್ಧಯ್ಯ ಹೆಚ್.ಎಂ. (2008) ಸಮಾಜಕಾರ್ಯ ಸಮಗ್ರ ಸಂಪುಟ 1: ಅರಿವಿನ ಆಳ, ಸತ್ಯಶ್ರೀ ಪ್ರಿಂಟರ್ಸ್, ಪ್ರೈ. ಲಿ., ಬೆಂಗಳೂರು, ಕರ್ನಾಟಕ, ಭಾರತ.
17. ಮರುಳ ಸಿದ್ಧಯ್ಯ ಹೆಚ್.ಎಂ. (2008) ಸಮಾಜಕಾರ್ಯ ಸಮಗ್ರ ಸಂಪುಟ 2: ಅನುಷ್ಠಾನದ ಹರವು, ಸತ್ಯಶ್ರೀ ಪ್ರಿಂಟರ್ಸ್, ಪ್ರೈ. ಲಿ., ಬೆಂಗಳೂರು, ಕರ್ನಾಟಕ, ಭಾರತ.
18. Reamer, F.G. (1995), social work values and ethics, New York: Columbia University press.
19. Singh, R.R (1985), Field Work in social work education (Ed), Concept publications, New Delhi.
20. Stroup, H.H. (1960), Social Work – An Introduction to the field, Eurasia publishing house, New Delhi.
21. UGC: Review of social work
22. education in India: Retrospect and Prospect; Report of the second review committee, New Delhi.

Paper Code: **SWHCP – 1.2**

Title of the paper: **SOCIAL SCIENCE PERSPECTIVES FOR SOCIAL WORK PRACTICE**

(SOCIOLOGY, PSYCHOLOGY AND POLITICAL SCIENCE)

Objectives

- **To develop an understanding of basic concepts of social sciences relevant to social work.**
- **Acquire ability to apply this knowledge to understand social structures and conditions**

UNIT – I: Introduction to Sociology:

- Definitions, nature and scope of sociology.
- **Individual and Society:** Heredity and environment.
- **Society, Community, Groups, Associations and Institutions:** meaning, definitions and characteristics.
- **Social Institutions** – Marriage, Family, Religion and Caste - meaning, definitions, types and characteristics.
- **Culture** – Characteristics, functions, systems and sub systems.
- **Socialization:** Meaning, Definition, Types and the Process of Socialization; Role of Socialization in Human Life.
- **Social Control** – Meaning, definition, nature and the types.
- **Agencies of social control** – Law, Education, Public Opinion Propaganda, Coercion, Customs, Folkways and Mores, Religious and Morality, Sanction, Fashions, Rites, Ceremonies, Etiquettes.

UNIT – II: Social Disorganization and social problems:

- Definitions and Characteristics, Causes for Social Disorganization.
- **Social Stratification** – Class and Caste as Systems of Social Stratification, Socio-economic Transformation and Caste and Political Parties.
- **Social Deviance:** Meaning, Definition, Characteristics, Types and Factors contributing for Social Deviance.
- **Minorities in India** – Linguistic and Religious Minorities.
- **Social Defense:** Concept and Meaning, Problems, Services and Programmes in India.

UNIT – III: Foundations of Human Behavior:

- Definitions Nature and Scope of Psychology, application of psychology.
- Human Behavior - Definitions Nature and Scope.
- Personality Development - Meaning, Factors affecting and contributing for personality development.
- Defense Mechanisms – Meaning, Definitions, Types and Mode of Application.

UNIT – IV: Social Foundations of Behavior:

- Nature of Attitude, Formation of Attitude, Theories of Attitudinal change.

- Meaning, concepts and characteristics of motivation, frustration, conflicts, adjustment, maladjustment, intelligence, learning and memory.

UNIT – V: Life Span Development

- Concepts and Characteristics of Pre-Natal, Post-Natal, Infancy, Babyhood, Puberty, Adolescents, Adulthood, Middle Age and Old Age.

UNIT – VI: Concepts of State and Power

- Definitions Nature and Scope of Political Science, application of Political Application.
- Government - Authority, Legitimacy, Autocracy.
- Concepts of Rights, Liberty, Justice and Equality.
- Indian Constitution and its salient features – Preamble, Fundamental Rights, Directive Principles of State Policy.

UNIT – VII: Concept of Democracy

- Concept, Meaning and Characteristics
- Political Participation - Merits and Demerits
- India as a Welfare State.
- Role and Functions of Political Parties and Pressure Groups

SUGGESTED LITERATURE:

1. Ahuja R., (1993), Indian Social System, Vedam Book House, Jaipur.
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Paper Code: SWHCP – 1.3

Paper Title: METHODS OF WORKING WITH PEOPLE – I (SOCIAL CASE WORK)

OBJECTIVES

- Understand casework as a method of social work and appreciate its place in social work practice.
- Understand the values and principles of working with individuals and families.
- Develop the ability to critically analyze the problems of individuals and families and factors affecting them.
- Understanding of the basic concepts, tools and techniques in working with individuals and families, in problem-solving and in developmental work.
- Develop appropriate skills and attitudes to work with individuals and families.

Course Content

UNIT – I: The Concept, Meaning and Definition:

- Evolution of social case work in the West and in India.
- The contributions of Mary Richmond to the development of social case work.
- Introduction to Social Case Work as a method of Social Work.

UNIT – II : Values and Principles of Social Case Work:

Individualization, Acceptance, Non-Judgmental Attitude, Participation, Relationship, Effective Communication of Feeling, Client Self Determination and Confidentiality.

UNIT – III: Components and process of Social Case Work:

- **Components:** The Person, The Problem, The Place and The Process.
- **Process:** Study, Assessment (Diagnosis), Intervention, Evaluation, Follow-up and Termination.

UNIT – IV: Tools and Techniques of Social Case Work:

- **Tools of Social Case Work:** Interview, Home visit, Observation, Listening, Communication and Rapport Building.
- **Techniques of Social Case Work:** Communication, Listening, Professional relationship, Use of self with awareness.
- **Recording in Social Case Work :** Nature, Purpose and Principles of Recording.

UNIT – V: Theories and Approaches of Social Case Work:

- **Theories and Approaches of Social Case Work:** Crisis Theory, Family Intervention, Behavioural Modification, Transactional Analysis, Holistic Approach, Functional, Diagnosis, Problem-solving, Psycho-social and Systems.

UNIT – VI: Roles of Social Case Worker: Enabler, Facilitator, Resource Mobilizer and Guide.

UNIT- VII: Application of Social Case Work Method

- **Primary and Secondary Settings** – Application of methods in family, women and child welfare settings, marriage counseling centers, schools settings, medical and psychiatric settings, correctional institutions and industry.

SUGGESTED LITERATURE:

1. Banerjee, G. R. 1967 : "Concept of Being and Becoming in the Practice of Social Work", Indian Journal of Social Work, Mumbai: Tata Institute of Social Sciences.
2. Banerjee, G. R. 1971 : "Some Thoughts on Professional Self in Social Work", Indian Journal of Social Work, Mumbai: Tata Institute of Social Sciences.
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Paper Code: SWHCP – 1.4

Title of the paper: METHODS OF WORKING WITH PEOPLE- II
SOCIAL GROUP WORK

Objectives

- Acquire knowledge of the concept of Group, Group work and Social Group Work.
- Understanding Group Work as a method of Social Work Practice and its Importance.
- Understanding and use the skills of Group Work in different setting and situations.
- Understand Group Work models and develop skills in formulating Objectives and Plan of Actions for different settings.

Unit: I –Introduction to Social Group Work:

- Introduction to Social Group Work as a method of Social Work.
- Evolution of Social Group Work in the West and in India.
- The Concept, Meaning and Definitions of Social Group Work

Unit: II – Types of Groups

- **Understanding of Social Groups** – Meaning, Characteristics and Classifications.
- Significance of Group Life.
- **Dynamics of Groups:** Leadership. Isolation, Decision Making, Contagion, Conflict, Communication, Relationships.

Unit: III – Values and Principles of Social Group Work Practice:

- **Principles** – Principle of Planned Group Formation- Specific Objectives, Purposeful Worker Group Relationship, Continuous Individualization, Guided Interaction, Democratic, Group Self Determination, Flexible Functional Organization, Progressive Programme experience, Resource Utilization and evaluation.

Unit: IV - Social Group Work Process: Intake, Study, Analysis and Assessment, Negotiating Contracts, Treatment, Evaluation, Termination, Stabilization of change effort.

Unit: V – Recording in Social Group Work:

- Importance of Recording in Social Group Work
- Principles of Recording.
- Recording Structure.
- Types of Recording.

Unit: VI – Application of Social Group Work:

- Application in Health Settings, School Settings, Family Welfare Settings, Industrial Settings, Women and Child Welfare Settings.

Unit: VII - Evaluation and Termination

- Importance of Evaluation.
- Types Evaluation.
- Methods of Evaluation.
- Need for Termination.
- Types of Termination.
- Characteristics of Termination phase.
- Worker's skills.

SUGGESTED LITERATURE:

- | | |
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| 1. Alissi, A. S. 1980 | Perspectives on Social Group Work Practice:
A Book of Readings, New York: The Free Press. |
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Perspective, New York: Macmillan
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Interventions, New York: The Haworth Press. |
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Paper Code: SWHCP – 1.5

**Paper Title: METHODS OF WORKING WITH PEOPLE – III
COMMUNITY ORGANIZATION**

Objectives:

- Understand the different aspects of community.
- Acquire knowledge about the elements of community organization.
- Practice to analization of various issues associated with communities and find out solutions.
- Promote participatory activities for civil society.
- Highlight the relevance of Community Organization as a method of Social Work Practice.

Unit – I: Introduction to Community:

- Concept, Definitions, Types, Characteristics and Classification of Communities.

Unit – II: Introduction to Community Organization Practice:

- Concept, Meaning, Definitions, Values, Objectives, Principles and Ethics of Community Organization.
- Historical Development of Community Organization practice in the West, in India.

Unit – III: Models and Strategies of Community Organization:

- Models; Locality Development Model, Social Planning Model, Social Action and Women Centered Model.
- Intervention Strategies: Awareness Building, Organizing, Activating, Negotiating, Lobbying and enlisting People's Participation.

Unit – IV : Community Organization Process and Phases: Study of Community / Focus Groups; Analysis of Power Dynamics in Various Community, Mobilization for Participation / Involvement in Problem Solving Process: Identification of Needs / Issues, Prioritization, Problem Analysis, Problem Statement, Selection of Alternatives, Plan of Action; Execution, Monitoring of Evaluation; Rededication and Continuation. Community Based Organization Building and Federating for Sustained Problem Solving Action.

Unit – V: Attitude, Role and Skills of Community Organizer:

- Attributes of a Community Organizer
- **Roles:** Guide, Enabler, therapist, specialist, advocate and motivation
- **Skills:** Problem Analysis, Resource Mobilization, Conflict Resolution, Organizing meetings, Writing and documentation, Networking, Training and Public Relations.

Unit – VI: Methods and Techniques of community organization:

- Communication for Training, Facilitation, motivation and mobilization; Participatory Rural Appraisal (PRA); Techniques of resource mobilization / fund raising.
- Strategy and Roles: Unionization as a strategy – Advocacy in community organization.

Unit – VII: Concept of Power and Empowerment:

- Power: Concept of Power, The range of perspectives, Dimensions of power relevant to community organization.
- Empowerment – Concept of Empowerment, Barriers to Process and Cycle of empowerment.
- Gender and Empowerment: Gender Sensitivity in Community Organization Practice.

SUGGESTED LITERATURE:

1. Clinard and Marshal B., : Slums and Community Development, The Free Press, New York.
2. Dunham and Arther. E, : Community Organisation: Principles and Practices, Thomas y. Crowett, New York.
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Paper Code: SWSCP – 1.6

Title of the paper: PERSONAL AND PROFESSIONAL GROWTH

Objectives:

- Understand Self as a being, as one in the process of becoming and experience self awareness.
- Examine own values and attitudes and explore choices made to express self in own environment.
- Develop positive life skills and practice Self help methods for integration and for stress reduction.
- Understand and uphold Professional Values and Ethics.

Unit: I - Self and Self Awareness:

- Understand self through a cognitive construct.
- Approaches for self awareness - Rational Emotive Therapy, Gestalt Approach, Transactional Analysis, Reality Therapy, Yoga Therapy, Meditation Techniques.

Unit: II - Emotions and their Expressions:

- Emotions and the Nature of it's expression
- Understand own pattern of communication.
- Choices made to express emotions - Modes used, Examine the need for change.

Unit: III - Creativity and Self

- The Functions of Brain.
- Creativity – Need and Development.

Unit IV- Life Style:

- Conscious life Style – Enhanced life skills, Communication, Decision Making, Empathy, Critical Thinking, Use of Time and Money.
- Building and Sustaining Bonds – Relational, Collegial and Personal Bonds.
- Self defeating behavior – Nature and Impact, Choices for Change.

Unit V: Values Attitudes and Professional Ethics:

- Values, attitudes – Their Role in Life.
- Value Conflict - its impact on Value clarification.
- Study of Professional Ethics.

Unit: VI – Stress / Burnout – Self help Methods

- Stress and Stressors - Nature and of Stress and Burnout.
- Integration – Eastern and Western Approaches.
- Yoga - a science and Meditation - a tool for integration.

Unit: VII – Spirituality and Growth

- Its Space and place in personal and professional life
- Enhancement of conscious behavior and application of continued awareness in day to day functioning.

SUGGESTED LITERATURE:

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|---|---|
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| 2. Bhattacharya, K. 1971 | The Indian Concept of Self, Bulletin Ramakrishna Mission Institute of Culture, 22(8), August 1971. 304 - 13. |
| 3. Burke, R, 1. 1982 | Personality, Self-Image and Situational Characteristics of Effective Helpers in Work Settings, The Journal of Psychology, Vol. 112,213. |
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Paper Code: SWHCP – 2.1

Title of the paper: SOCIAL POLICY, PLANNING AND SOCIAL LEGISLATION

Objectives

- Acquire knowledge on the concept of Social Policy and understand the provisions of Social Legislations.
- To study the existing Social Policies and Programs so as to enable themselves to analyze and implement them effectively.
- To understand the provisions of the social legislations and utilize them as a tool for empowerment of the vulnerable and marginalized sections of the society.

Unit: I – Introduction to Social Policy:

- Concept, Definitions, the Need and Importance of Social Policies.
- Evolution and Sources of Social Policies in India.
- Relationship between Social Policy and Social Development.
- Policy Formulation: Approaches to Social Policy – Unified, Integrated and Sectoral.
- The Process of Social Policy Formulation – The contributions of research, the role of interest groups, the problem of conflict of interest and its solution and role of professional social workers.

Unit: II - Sectoral Policies: Health, Education, Social Welfare, Women, Children Welfare of Backward Classes, Social Security, Housing, Youth, Population and Family Welfare, Weaker Sections, Environment and Ecology, Urban and Rural Development and Poverty Alliviation.

Unit: III – Policy and Planning:

- Concepts of Social and developmental planning.
- Scope of social planning.
- Linkage between social policy and planning.
- Planning as an instrument and source of policy.
- Role of Ideology.

Unit: IV – Introduction to Social Legislation

- The Concept and Definitions of Social Legislation.
- Its role as an instrument of Social Change.
- The Concept of Rights - Legal Rights, Civil Rights and under criminal procedure code, Equality before Law.

Unit: V - The Importance and their salient features of the following Social Legislations:

- The Dowry Prohibition Act – 1986.
- The Immoral Trafficking (Prevention) Act – 1956.
- The Schedule Caste and Schedule Tribes (Prevention of Atrocities) Act – 1989.
- Child Labour (Prohibition and Regulation Act – 1986.
- The Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act – 1995.
- Maintenance and Welfare of Parents and Senior Citizens Act – 2007.
- The Right to Information Act – 2005.
- Mahatma Gandhi National Rural Employment Guarantee Act – 2005.
- The Protection of Women from Domestic Violence Act – 2005.
- The National Food Security Act – 2014.
- Juvenile Justice (Care and Protection) Act – 2000.
- Child Marriage Act – 2006.
- Protection Of Children Against Sexual Offences – 2013.
- Right of Children to Free and Compulsory Education Act – 2010.

Unit: VI: Introduction to Legal Aid

- The Concept, Definitions and History of Legal Aid.
- The Need for Legal Aid Services.
- The Schemes and Programmes for Legal Aid Services.
- Legal Services Authorities – The National Legal Services Authority, State Legal Services Authority, District Legal Services Authority, Taluk Legal Services Committee.

Unit: VII – Public Interest Litigation

- History of Public Interest Litigation with special references to India.
- The Concept, Nature and Scope for Public Interest Litigation.
- The Issues and the problems associated with Public Interest Litigation.

SUGGESTED LITERATURE:

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| 2. Bhanti, R. 1993 | Social Policy and Development in Rajasthan, Udaipur: Himanshu Publications. |
| 3. Bulmer, M. et. al., 1989 | The Goals of Social Policy. London: Unwin Hyman. |
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Paper Code: SWHCP – 2.2

**Title of the paper: RESEARCH IN SOCIAL WORK AND APPLICATION OF
COMPUTERS AND STATISTICS**

OBJECTIVES

- Understand the need for scientific approach to human inquiry in comparison to the native or common sense approach and promote an understanding of the meaning, nature, scope and importance of social work research.
- Develop an understanding of statistical tools and learn to use these.
- Conceptualize and formulate a research project.
- Prepare tools for data collection, code and fill coding sheets.
- Conduct interviews including use of observation skills.
- Develop Research report writing/skills.
- Develop skills for graphical preservation like graphs, diagrams, charts and tables.
- To develop skills for the use of computers for social work research.
- Develop ability to library and documentation services for research and for literature survey.

Course Content

UNIT: I - Introduction to Social Work Research:

- Meaning, Definitions and objectives of Social Science Research.
- Meaning, Scope and the Importance of Research in Social Work.
- The Goals of Social Work Research.

UNIT: II - Research Design:

- Definitions and Importance.
- Types of Research Design – Exploratory, Descriptive, Experimental, Evaluative, Participatory and Action Research Design.

UNIT: III – Data and its Measurement:

- Sources and Types of Data – Primary and Secondary, Objective and Subjective, Qualitative and Quantitative. Methods and instruments of data collection.
- Tools for data collection – Observation, Interview Schedule, Questionnaire, Survey, Case Study.
- Sampling – Meaning, Types and Utility.
- Data processing and presentation – Coding of data, preparing a master chart, Graphical, Tabular, Analysis and Interpretation.

UNIT: IV – Research Report:

- Significance and steps in writing report.
- Precautions in writing research reports.

- Research Abstracts.
- Research Proposals.
- Research Report (Thesis) Writing.

UNIT: V – Computer Fundamentals

- Organization and working of computer.
- Basic Definitions – Hardware, Software, Programme, Flowchart.
- Application of computers in statistical analysis of data.
- Use of Statistical Package for Social Sciences.

UNIT: VI – Computer Network and Internet Issues

- Uses of Microsoft packages- Ms. Word, Ms. Excel, Ms. Powerpoint.
- Advantages of Networking and Internet – E-mail, Face book, Twitter and etc.,
- Principles of file transfer chat and remote log in multi-media services.

UNIT: VII – Introduction to Statistics

- Definition, Functions and Importance of Statistics in Social Work research.
- Proportions, Percentages and Ratios
- Measures of Central Tendency – Mean, Mode and Median.
- Measures of Dispersion - Range, Quartile Deviation, Mean Deviation, Standard Deviation, The index of qualitative variation.
- Measures of Association: Chi-square, Correlation Coefficient, 't' distribution; Analysis of Variance and 'F' distribution.

SUGGESTED LITERATURE:

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Paper Code: SWHCP – 2.3

Title of the Paper: COUNSELING: THEORY AND PRACTICE

Objectives:

1. Develop a holistic understanding of counseling as a tool for help.
2. Acquire knowledge of various approaches: their theoretical under-pinnings for goals values, processes and techniques.
3. Develop an understanding of the approaches of help and self-help available in own culture.
4. Develop skills of **applications real** life situations.
5. Develop ability to recognize and synthesize attitude and values that enhance investment of self in the counselors role.

UNIT: I- Introduction to Counselling:

- Meaning and Definition
- Characteristics
- Goals
- Elements
- Counseling situations – Preventive, Crisis, Facilitative and Developmental.
- Principles of Counselling

UNIT: II – Theories / Approaches of Counselling:

- Psycho Analytical Theory
- Client-centered Theory.
- Cognitive Theory
- Rational-emotive Therapy.
- Marital and Family Therapy.
- Transactional Analysis.
- Eclectic Approach.
- Indigenous Approaches: help and self-help (yoga, reflection. Act of Prayashchit).

UNIT: III – Counseling Techniques and Skills:

- **Counseling Techniques:** Initiating Contact, Intake, Rapport, Establishing Structure, Interaction, Attending Behaviour, Observation, Responding, Rating and its Interpretation.
- **Counseling Skills:** Attending & listening, Communication, Confrontation, Concreteness, Focusing, Summarizing, Reflection of the feeling, Self-disclosure leading, Strategies for classification and therapeutic behavior, Identification of supportive attitude and feelings.

UNIT: IV - The portrait of a counselor

- Personal characteristics / qualities of a counselor

- Professional characteristics of counselor
- Values / Ethics in counseling
- Checklist for counselor

UNIT: V – Client

- Client as a person, (Cleinnet system as a unit)
- Voluntary and Non-Voluntary
- Expectations.
- Behavior.
- Communication.

UNIT: VI - Counselling Process

- Stage – I: Problem Exploration and Clarification.
- Stage – II: Integrative Understanding – Dynamic Self-Understanding.
- Stage – III: Facilitation Action; Developing a New Perspective, Preferred Scenario.

UNIT: VII - Practice of counseling in different settings:

- Family.
- Industry.
- De-addiction Centers.
- Schools and Colleges.
- Counselling for Marital Problems.
- Counselling for HIV AIDS Victims.

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Paper Code: SWHCP 2.4

Title of the paper: SOCIAL WORK PRACTICE WITH VULNERABLE, MARGINALIZED AND UNDER PRIVILEGED SECTIONS OF THE SOCIETY

Objectives:

- To enable the students to understand the status, issues and problems associated with vulnerable, Marginalized and Under Privileged sections of the society.
- To review the legislations enacted for the welfare and empowerment of them.
- To motivate for the zeal among students for social work practice with Vulnerable, Marginalized and Under Privileged sections of the society.

Unit - I: The Concept, Definitions and Meaning of Vulnerability, Marginalization and Under Privileged.

- Socially Vulnerable, Marginalized and Under Privileged.
- Economic Vulnerable, Marginalized and Under Privileged.
- Cultural Vulnerability, Marginalization and Under Privileged.

Unit – II: Vulnerable, Marginalized and Under Privileged Population in India

- **Vulnerable:** Women, Children in Conflict with Law and difficult circumstances, People with Disability and Elderly.
- **Marginalized:** Ex-Prisoners, Migrants, Immigrants and Ethnic Minorities, Sexual Minorities, Sex Workers and People infected / affected with HIV/AIDS.
- **Under Privileged:** Schedule Caste, Schedule Tribes and Other Back Ward Communities.

Unit – III: The Problems and issues associated with Vulnerable Groups.

- **Women:** Health and Nutritional Issues, Dowry, Sex Determination, Domestic Violence, Sexual Harassment, Trafficking.
- **Children:** Health and Nutritional Issues, Child Labour, Child Trafficking, Children in Conflict with Law, Child Marriage.
- **People With Disability:** Discrimination and Exploitation.
- **Elderly:** Socio-Economic and Psychological discrimination and problems.

Unit – IV: Legislations for the Protection, Welfare and empowerment of Vulnerable Groups.

- **Women** – Dowry Prohibition Act-1986, The Pre-Natal Diagnostic Techniques (Regulation and Prevention of Misuse) Act-1996, Medical Termination of Pregnancy-1971, Protection of Women from Domestic Violence Act – 2005, The Sexual Harassment of Women at work Place (Prevention, Prohibition and Re-addressal) Act – 2013. National Commission for Women.
- **Children** – Child Labour (Prohibition and Regulation) Act – 1986, Juvenile Justice (Care and Protection) Act – 2000, Protection of Children Against Sexual Offenses Act - 2012, Right of

Children to Free and Compulsory Education Act – 2010. National Commission for Protection of Rights of Children.

- **People With Disability:** Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act – 1995.
- **Elderly** – Maintenance and Welfare of Parents and Senior Citizens Act - 2007.

Unit: V: The Problems and issues associated with Marginalized Groups.

- Ex-Prisoners: Social Stigma, Unemployment.
- Migrants: Health, Housing, Unemployment, Social Insecurity.
- Immigrants and Ethnic Minorities: Social Insecurity, Unemployment, Housing, Health
- Sexual Minorities and Sex Workers: Social stigma, Health issues, Sexual Abuse and Harassment, Non Identity.
- People infected / affected with HIV/AIDS: Social discrimination, Health issues.

Unit: VI - Legislations for the Protection, Welfare and empowerment of Marginalized Groups.

- Ex-Prisoners:
- Migrants: Inter-State Migrant Work Man (Regulation of Employment and Conditions of Service) Act 1979.
- Immigrants and Ethnic Minorities: National Commission for Minorities.
- Sexual Minorities and Sex Workers:
- People infected / affected with HIV/AIDS: Services by National Aids Control Organization.
- People affected by Disaster.

Unit: VII: The Problems and issues associated with Under Privileged.

- **Schedule Caste and Schedule Tribes** – Untouchability, Poverty, Landlessness, Educational backwardness, Indebtedness and Bonded Labour, Atrocities, Unemployment, Health and Nutritional Issues.
- **Other Back Ward Communities** - Poverty, Unemployment, Indebtedness, Educational backwardness, Health and Nutritional Issues.
- **Legislations for the Protection, Welfare and empowerment of Under Privileged** – The Schedule and the Schedule Tribes (Prevention of Atrocities) Act 1989, National Commission for Schedule Caste and Schedule Tribes, National Commission for Other Backward Classes.

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Paper Code: SWSCP – 2.5

Paper Title: COMMUNICATION FOR SOCIAL WORK PRACTICE

OBJECTIVES

1. To provide the required knowledge to understand the importance of communication for effective social work practice.
2. To inculcate communication skills among social work trainees.
3. To understand the importance and the role of media for effective communication.
4. To understand the need and importance of developmental communication.

Unit - I: Introduction to Communication:

- Definitions and Scope of communication.
- Elements of communication.
- 7 C's of communication – Consciousness, Consideration Clarity, Concrete, Courtesy, Correctness and Completeness.
- Barriers of communication.

Unit – II: Communication Types and Strategies:

- Interpersonal communication
- Intra-personal communication.
- Verbal & non-verbal communication.

Unit - III: Communication Skills:

- Effective speaking.
- Effective listening.
- Effective writing.

Unit - IV: Feedback:

- Characteristics of Feedback
- Types of Feedback.
- Improvement in Feedback.
- Developing effective Feedback.
- Loops of Feedback.

Unit – V: Electronic Media and Communication:

- Communication languages,
- Emails.
- Video conferencing systems
- Electronic newspaper
- Tele communication and its tools.
- Communication network.

Unit – VI: Development Communication:

- Nature and Characteristics.
- Techniques – Information Dissemination and education, behavior change, social marketing, social mobilization, media advocacy, communication for social change and community participation.

Unit – VII: Skill Development:

- **Visual Design:** Introduction to elements of design, Layout, Typography, use of Colour and Shape, Designing, Effective Posters and Logos for Campaigns.
- **Street Theatre:** Elements of Street Theatre, Script Writing and Choreography for Development, use of Puppets, Songs and Folklore.

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Paper Code: SWHCP – 3.1

Title of the paper: HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT

OBJECTIVES

- To provide an indepth knowledge on the process of Human Resource Development and Human Resource Management.
- To provide knowledge on Human Resource Development interventions.
- To inculcate the knowledge on Human Resource Planning.
- To equip the social work trainee for Human Resource Development and Management.

Course Content

UNIT - I: Introduction to Human Resource Development:

- Concept, Origin and the need for Human Resource Development.

- Approaches to Human Resource Development – Human Capital Approach, Social Psychology and Poverty Alleviation Approach.
- Human Resource Development and its Dimensions.
- Competency Mapping.

UNIT - II: Human Resource Development Interventions:

- Performance Measurement System – Fundamental Issues.
- Feedback Sessions.
- Organizational goal setting process – Key result area and Key performance Indicator.
- Career planning – Career Development, Reward System and Quality of Work Life.

UNIT - III: Talent Development:

- Concept and Importance.
- Training Need Analysis – Process of Training, Designing and evaluating training and development programmes, Use of Information technology.
- Types and methods of training: training within Industry – External: On the job and off the job.
- Training Methods: Lecture, Incident Process, Role Play, Structured and Unstructured discussion, in basket exercise, simulation, vestibule, training, management games, case study, programmed instruction, team development and sensitivity training; review of training programs.

UNIT - IV: Introduction to Human Resource Management:

- Concept, Scope, Philosophy and objectives.
- Organization Structure and Function – Line and staff relations of Human resource management.
- Human Resource management Model – Hierarchy, formal and informal structure, organization chart / reporting structure.

UNIT - V: Human Resource Planning:

- Concept and objectives.
- Human Resource Planning Process; Job analysis, Job description, Job specification, Job design, career planning and career paths; job rotation.

UNIT VI: Recruitment and Selection:

- Recruitment - Concept, Meaning and Objectives, Recruitment Process, Methods and Techniques and Recruitment policy.
- Selection - Concept, Meaning and Objectives. Selection Process, Induction, Placement, probation and confirmation.

UNIT - VII: Compensation Management:

- Factors influencing compensation plans and policies.
- Job Evaluation – Fixation of salary, Components of Salary.
- Pay for performance – Incentive Schemes, Principles and Types, Employees Stock Option Plan, compensation survey/ Review.

SUGGESTED LITERATURE:

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Dynamics of Personnel Management in
India, New Delhi: Tata McGraw-Hill Publishing Company.

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Issues in Personnel Management,
Jaipur: Printwell Publishers.
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and Industrial Relations, Himalaya
Publishing House.

Paper Code: SWHCP- 3.2

Title of the paper: ORGANIZATIONAL BEHAVIOUR AND ORGANIZATIONAL DEVELOPMENT

OBJECTIVES:

- To impart knowledge about individual, group and organizational dynamics and their consequences.
- To provide knowledge on Organization Behaviour and Organizational Development..
- To empower the trainee to handle Organizational conflict in an effective manner.
- To acquaint the students with the knowledge of theories and practices that govern human behavior at work,
- To help the learner understand the value and worthiness of human resources in an organization.

Course content

UNIT – I: Introduction to Organizational Behavior:

- Definition, Concept, Approaches and Scope, Historical Background of Organizational Behavior.
- Introduction to Enneagram, personality types according to Enneagram. Emotional Intelligence; Attitude, Values, Personality.
- Job Satisfaction - Employee Morale Meaning, influences and outcomes, Measuring job satisfaction.
- Assertiveness Training: Benefits of assertiveness, components of assertive behavior, measuring assertiveness, handling fear, handling anger, handling depression, developing assertive behavior skills, assertiveness on the Job, assertiveness in interpersonal relation.

UNIT – II: Transactional Analysis (TA),

- TA and self awareness, Winners and Losers, Structural Analysis, Life Positions, Transactions, Games and Strokes, Life scripts.
- TA applications in motivation, Leadership and Teamwork, TA in counseling.

UNIT – III: Motivation:

- Concept, theories and techniques of motivation.
- Role of reinforcement and punishment.
- Motivation and organization reward system, awards, employee empowerment and engagement.

UNIT – IV: Leadership and Group Dynamics

- Leadership: Meaning, roles, skills, styles, leadership theories, types of leadership, powerful persuasion strategies.
- Group dynamics: Concept, types of groups, dynamics of group formation, decision making in groups.

UNIT – V: Organizational Development:

- Concept, emerging approaches and techniques, Foundations of OD, Organizational Diagnosis.
- OD interventions – An overview, individual and interpersonal interventions, team/group interventions, comprehensive interventions, organizational transformation, success and failure of OD,
- Planned Organizational change, feedback and Organizational Development.

UNIT - VI: Organizational Conflict and Organizational Change:

- Organizational Conflict - Concepts, causes and types, conflict-resolution strategies.
- Organizational change - Concept, forces of change and resistance to change, managing organizational change and diversity, facilitating creative and divergent thinking, planned organizational change.

UNIT - VII: Stress and Burn Out:

- Concepts, causes, consequences and coping strategies.
- Managerial Ethics: Individual ethics, ethical dilemmas in management, Ethical practices of Indian Managers, Corporate ethics.

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Paper Code: SWHCP – 3.3

Title of the Paper: SOCIAL WORK INTERVENTION IN HEALTH CARE

Objectives:

1. To understand the concept and dimensions of health.
2. To understand the health care services at different levels.
3. To understand the changing perspective of health care.
4. To understand the process of social work intervention in Health Care.

Course Content:

Unit: I- Introduction to Health:

- Concept of Health - Physical, Social, Mental and Spiritual dimensions of health. Positive health
- Determinants of health
- Indicators of health.

Unit: II - Concept of Prevention:

- Psycho - Social and cultural factors in Health and Disease.
- Nutrition – Balanced diet, Adequate Diet, Under Nutrition and Malnutrition.
- Prevention - Hygiene, Public Health, Preventive Medicine, Community Health, Social Medicine, Community Medicine.
- Immunization
- Principles of Health Care.

Unit: III – Communicable and Non Communicable Disease:

- **Communicable** – Tuberculosis, Malaria, Dengue, Hepatitis – B, Sexual Transmitted Diseases, HIV/AIDS.
- **Non-Communicable** – Leprosy, Diabetes, Cancer, Paralysis, Mental Retardation and Mental Illness.

Unit: IV – Social Work Intervention in Health Care:

- Work with the patient, groups and community, family and collateral contacts, team work.
- School health programme.
- Hospitalization and Surgery.
- Health work in the community.
- Health Education and Mobilization of people for Health Care.

Unit : V – Rehabilitation:

- Concept, Definition and Principles.
- Therapies – Occupational, Recreational and Vocational therapy.

UNIT: VI – Family Life Education:

- Importance and Objectives.
- National Population Policy, Population Education and Family Planning.

Unit: VII – Health System in India:

- Centre, State, District and Local Level.
- National Health Policy.
- Organizations working for Health – WHO, UNICEF, UNDP, FAO, ILO, WORLD BANK.
- Role of Non-governmental Organization – Ford Foundation, CARE, International Committee of the Red Cross, Indian Red Cross Society.

References:

1. Bajpai, P. K. (Ed.) 1998 : Social Work Perspectives on Health, Jaipur, Rawat Publications.
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Paper Code: SWHCP – 3.4

Title of the paper: URBAN, RURAL AND TRIBAL COMMUNITY DEVELOPMENT

OBJECTIVES

- a. Develop an understanding of tribal and rural communities.
- b. Understand the characteristics and problems of tribal and rural communities.
- c. Acquire knowledge about the contribution of Governmental and Non- Governmental Organisations to tribal and rural development.
- d. Develop an understanding of the functions of Panchayath Raj Institutions with particular reference to Karnataka.
- e. Gain knowledge about the application of social work in tribal and rural development programmes.

UNIT: I – Introduction to Urban Community and its Development:

- Meaning, Definitions, Nature and Characteristics of Urban Community.

- Urban Power Structure – Analysis of economic, social and political factors influencing urban power structure.
- Urban Poverty – Socio-economic and cultural characteristics of Urban Slums, problems, survival and coping patterns of urban poor.
- Demographic characteristics of Urban India.

UNIT: II – Urban Poverty Alleviation Initiatives:

- Housing, Welfare, Credit and Employment, Food Security, Urban Transportation.
- Democratic Decentralization (Municipal Governance) - 74th Constitution Amendment.
- The role of Non-Governmental Organizations.

UNIT: III – Introduction to Rural Community and it's Development.

- Meaning, Definitions, Nature and Characteristics of Rural Community.
- Rural Power Structure – Analysis of economic, social and political factors influencing Rural power structure.
- Rural Poverty – Socio-economic and cultural characteristics, problems, survival and coping patterns of rural poor.

UNIT – IV – Rural Community Development and Poverty Alleviation Initiatives:

- Housing, Health, Employment, Education, Food Security.
- National Programmes for rural community development and poverty alleviation.
- The role of Non-Governmental Organizations.

UNIT: V – Introduction to Tribal Community and it's Development:

- Meaning, Definitions, Nature and Characteristics of Tribal Community.
- Power Structure – Analysis of economic, social and political factors influencing tribal power structure.
- Tribal Poverty – Socio-economic and cultural characteristics, problems, survival and coping patterns.

UNIT – IV – Tribal Welfare and Development:

- Constitutional Safeguards.
- Five Year Plans.
- Sub-Plans for Tribal Area.
- National Commission for Schedule Tribes

UNIT - VII: Panchayath Raj System and Development:

- Concept, role and functions of Panchayath Raj Institutions.
- Democratic Decentralization with special reference to 73rd Constitutional Amendment.
- NGO Initiatives for Rural and Tribal Communities.

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Paper Code: OEP-NSS

Title of the Paper: SOCIAL MOVEMENTS AND SOCIAL ACTION.

Objectives

- Understand the concepts and context of Social Movements and Social Action.
- Develop understanding and analyzing issues in a broader context in order to respond to critical Social realities.
- Developing a strong perspective and skill to engage themselves in struggles, protests and movements.
- Acquire Knowledge on the Concepts, Processes and Techniques of Social Advocacy.

Unit – I: Introduction to Social Movement and Social Action:

- Social Movement: Concept, Meaning and Definitions.
- Theories of Social Movement.
- Social Action: Concept, Meaning and Definitions.
- Theories of Social Action.
- Social Action as a method of Social Work.

Unit -II: Regional Disparities and Imbalance:

- A socio-economic and political analysis.

- Movements for area and regional development.
- Impact of Liberalization, Privatization and Globalization.

Unit –III: Social Movements:

- Social Movements in India - their Identity and Political assertion
- Religious and Sectarian Movements - Social Reforms Movements, Bhakti Movement, Peasant Movement, Dalit Movement, Women's Movement.
- Social Movements in Karnataka - their Identity and Political Assertion.
- Appiko Movement, Dalit Movement, Farmers Movement, Tribals Movement, Backward classes Movement.

Unit - IV: Social Action:

- Need for social action.
- Ideologies, approaches and strategies of social action.
- Models of social action.

Unit - V : Social Advocacy

- Meaning, concept and definitions of social advocacy.
- A tool for social change.
- Process of social advocacy.

Unit VI: Pre-Requisites for Social advocacy.

- Leadership, Campaign planning, Coalition and Network Building, Budget analysis, Communication, Media Advocacy, Public Interest litigation.

Unit VII: Approaches for Social Action and Social Movements:

- Vinobha Bhave - Sarvodaya,
- Mahatma Gandhi – Swadeshi and Independence Movement.
- Sundarlal Bahuguna – Environment Movement.
- Medha Patkar – Narmada Bachao Andolan.
- Rajendra Singh – Water Conservation.
- Dr. Sudarshan – Tribal Movement.
- Anna Hazare – Lokpal Movement against Corruption.

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Paper Code: SWHCP – 4.1

Title of the Paper: INDUSTRIAL RELATIONS AND LABOUR LEGISLATIONS

OBJECTIVES

- To provide an in-depth knowledge on Industrial relations.
- To review the salient features of labour legislations.
- To inculcate knowledge on employee welfare.
- To Understand the scope of social work practice in industry.

UNIT – I: Introduction to Industrial Relations.

- Concept, Definitions, Philosophy and Principles.
- Issues related to employees in organized and unorganized sector.
- Employee relations with special reference to occupation, safety, health, environment and education.

UNIT – II: Analysis of the Terms:

- Industry, Industrial Dispute, Industrial Discipline, Misconduct, Disciplinary Proceedings.
- Domestic Enquiry: Contents and Process, Principles of Natural Justice, Tribunal; Discharge/Dismissal.

UNIT - III: Employee welfare:

- Concept, meaning and objectives of employee welfare.
- Labour welfare officer – duties and functions, social work in industry.
- Trade Unions: trade unionism in India, history and growth, various trade unions in India, trade union policies, Role of trade unions in India.
- Employers Associations – objectives, structure and activities.

UNIT - IV: Labour Legislations:

- Concept, meaning and objectives.
- Salient features of the Labour legislations.
The workmen compensation Act -1923, The Trade unions Act -1926, The payment of Wages Act – 1936, The industrial Disputes Act – 1947, The Factories Act – 1948, The Employee State Insurance Act – 1948, The Minimum Wages Act – 1948, The Employee provident fund and miscellaneous provisions Act – 1952, The Employment Exchange (compulsory notification of vacancies) Act - 1959, The Shops and Commercial establishment Act – 1954, The maternity benefit Act – 1961.

UNIT – V: Collective Bargaining:

- Definitions, Characteristics, Critical Issues in Collective Bargaining.
- Theories of Collective Bargaining – Hick's Analysis of Wages setting under collective bargaining, conflict-choice model of negotiation, Behavioral Theory of Labour Negotiation.
- Levels of Collective Bargaining – Coverage and durations of agreement, administration of agreements, negotiating a contract.
- Negotiation process - effective negotiation, negotiation and collective bargaining, post negotiation.
- Administration of the agreement.

UNIT – VI: Employee Relation in knowledge based Industry:

- Concept of self managed teams.
- Changing employee / employer and trade union relationship.
- Current rules of Taxation of Salary.

UNIT – VII: Social Work Practice in Industry:

- Worker Participation in Management – Concept, Forms and Determinants of Workers Participation in Management.
- Counselling services.
- Employing the methods of social work.

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Paper Code: SWHCP – 4.2

Title of the Paper: MEDICAL AND PSYCHIATRIC SOCIAL WORK

Objectives:

- To give an wider understanding about the historical development and concept of Medical and psychiatric social work
- To give knowledge about the basic health and mental health problems and role of social workers in this field to enhance health and well-being.

Unit: I: Introduction to Medical Social Work

- Introduction: Meaning, Definition, Nature and scope of medical social work.
- Historical development or medical social work in India and abroad.

Unit: II: Health Work in the Community

- Identifying the existing health services- Government and Non-Government.
- Role of family in the management of health and disease.
- Importance of Doctor – Patient relationship.
- Use of volunteers in Health Care.

UNIT- III: Health Work in the Hospital Setting:

- Organization of Medical social work department, Functions and collaborations.
- Work with the patient.

- Work with Family.
- Work with Community
- Importance of team work.

UNIT- IV: Introduction to Psychiatric Social Work:

- Introduction: Meaning, Definition, Nature and scope of medical social work.
- Historical development of medical social work in India and abroad.

UNIT- V: Concept of Mental Health and Mental Illness

- Misconceptions about Mental Illness
- Classification of mental disorders.
- Impact of mental illness on the patient, family and community.
- Mental Retardation Causes and affects.
- Organization of psychiatric social work departments, functions and collaborations.

UNIT - VI: Care of Mentally Ill

- Day care centers, Night care centers, half-way-homes, sheltered workshops, occupational therapy units.
- Community Mental Health.

Unit - VII: Policies, Legislation and Programmes for general and mental health.

- National Health Policy 2002
- Mental Health Act – 1987
- National Mental Health Programme - 1983
- District Mental Health Programme -
- Organ Transplantation Act-1994

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Paper Code: SWHCP – 4.3

Title of the paper: SOCIAL WELFARE AND DEVELOPMENT ADMINISTRATION.

Objectives

- Acquire knowledge of Social Welfare Administration and the basic process of Registering, Managing and Administering Service Organization in the context of Social Work Profession.
- To familiarize the students on the current and changing scenario of NGOs in the National and International development.
- Acquire skills to participate in management and administrative process for service delivery.
- To Learn the Value Orientation, Strategies and Intervention carried out by NGOs for effective service delivery to the people.

UNIT – I: Introduction to Social Welfare and Development Administration.

- Social Welfare Administration – Meaning, Definition, Nature and Scope.
- Historical development.
- Social Welfare and Development Administration as a field of Social Work practice.
- Ministries and statutory bodies at central and state level concerned with social welfare and development administration.

UNIT – II: Principles and Functions of Social Welfare and Development Administration

- Planning.
- Staffing.
- Budgeting.
- Organizing.
- Office management.
- Supervision.
- Leadership.

- Communication.
- Public relation.

Unit – III: Establishment of Service Organizations:

- Need for welfare and developmental organizations.
- Registration of Organizations.
- Legislations related to the Establishment of Service Organizations and their salient features – Indian Societies Registration Act-1860, Karnataka Societies Registration Act – 1960, Indian Trust Act-1882, Income Tax Act, Foreign Contributions Regulations Act-1986.

Unit – IV: Organization Climate and Management Process.

- Creating a work oriented climate.
- Understanding authority, relationship and interpersonal relationships.
- Working with boards, committees, other staff.
- Working in professional teams.

UNIT – V: Policies, Programmes and Delivery of Services:

- Policies and practices for personnel in organizations.
- Volunteers, professional, para-professionals.
- Communication in organization- essential components, types, barriers.
- Decision making levels and methods.
- Services and their Delivery, types, programme delivery – eligibility criteria, management of programme and evaluation.

UNIT – VI: Programme Management

- Programme Management: maintenance of records.
- Documentation.
- Public relations.
- Impact analysis-qualitative and quantitative.

Unit – VII: Resource Mobilization and Management

- Resources – Non-financial, Natural, Physical, Human Capital resources, Social Capital resources and Financial Resources.
- Funding – International, National and Local.
- Fund raising strategies.
- Statutory Obligations.

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Paper code: SWSCP-4.4

Paper Title: REHABILITATION AND AFTER CARE SERVICES

OBJECTIVES:

- a. To understand the concept of handicap, rehabilitation and the scope for practice.
- b. To identify the specific client categories requiring the rehabilitation services, problem specificity and rehabilitation service interventions.
- c. To acquaint oneself with different rehabilitation settings, different therapeutic approaches to rehabilitation process.
- d. To acquire the social work skills adapted to facilitate the process of rehabilitation, the rights and legal provisions provided for differently abled people and assimilate the knowledge of social work practice to disability specific client service.

UNIT – I:

- Rehabilitation: Definition and scope for social work interventions.
- Definition of Impairment, Disability, Handicap.
- Causes of Handicap - heredity, acquired.

- Major illnesses - physical, neurological and psychiatric Stress, vulnerability, coping and competence to deal with handicaps.
- Need for comprehensive rehabilitation – psycho-social rehabilitation

UNIT – II:

- History, philosophy and principles of psycho-social rehabilitation.
- Specific problem areas – physical handicap - vision, hearing, orthopedic, speech and language difficulties, mental retardation and other.
- Neurological, psychiatric problems, disasters, alcohol and drug usage, terminal illnesses and any other.

UNIT – III:

Intervention in rehabilitation: Assessment, planning, intervention, evaluation, tools for assessment, follow-up services.

UNIT - IV:

- Rehabilitation Settings - Hospital based, day-care, night-care, quarter-way home, half- way-home, group home, hostels, long-stay homes, vocational guidance centre, sheltered workshop, occupational therapy centre, community based rehabilitation centre, home care, inclusive education and other.

UNIT – V:

Approaches: Therapeutic community, behavior modifications, transactional analysis and eclectic approach.

UNIT VI:

Practice of Social work methods in the process of rehabilitation: Case work, group work, community organisation, research, administration and social action.

UNIT – VII:

- Legal provisions for differently abled people – The Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act 1995, Rehabilitation Council of India: Formation, scope and functions, governmental policies and programmes, initiatives from the non- governmental sectors.
- International trends and national initiatives in the rehabilitation scenario.

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Paper Code: SWHCP-4.5

Title of the paper: PROJECT FORMULATION AND MANAGEMENT

OBJECTIVES

1. Acquire a theoretical frame of project preparation and its various stages in implementation.
2. To enable the students to understand the PRA techniques in formulating a project proposal and to impart skills in participatory project planning.
3. Develop a scientific research temperament in exploring the current trend emerging in the project preparation and implementation.

UNIT I: Project Formulation and Management:

- Concepts of project planning and project management.
- Importance of the subject for social workers.

UNIT II: Participatory Study and Problem Statement:

- Participatory study and assessment of the situation.
- Use of PRA techniques: Resource Mapping, Wealth Ranking, Transects, Informal Interviews, observation, problem identification, cause/effect analysis and problem statement.
- Specification of general and measurable objectives.

UNIT - III: Objective setting / choice of alternatives:

- **Specification of general and measurable objectives.**
- **Selecting and analyzing alternatives for achieving objectives.**

UNIT - IV: Operational Plan, Logical frameworks and other methods.

- Detailed operational plan: Activities / task / time duration; programming; GANTT chart. Preparation of budget: costing and financial.
- A summary of the purpose, objectives.
- The Project Proposed.
- Indicators, means of verification, assumption and indicators.

UNIT - V: Resource Mobilization, Finance Management:

- Drafting project proposal for fund raising, techniques of fund raising.
- Techniques of fund raising, accounting procedures, cost supervision efficiency.

UNIT - VI: Personal Management:

- Selection and training of project personnel, coordination, reporting, management of information system (MIS).

UNIT - VII: Project Monitoring and Evaluation:

- Monitoring: Concept of monitoring, monitoring plan.
- Monitoring process and result.
- Process documentation.
- Continuous review and assessment.

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