



UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

SYLLABUS DEL CORSO

Tirocinio

1920-3-E3901N055

Learning objectives

This course aims to:

- support and improve students' ability to connect theory and practice,
- encourage critical reflection on practical training,
- help students to increase their autonomy in performing the social worker's tasks, using the professional tools, focusing especially on the relationship with service users; the core of the 3rd year practical training,
- support students in developing awareness of strong emotions, and in managing them,
- offer innovative experiences designed to open new perspectives in best practices and in building up their professional identity,
- improve self-evaluation skills.

Contents

This course provides recalls to methods and techniques of social work, as well as ethics and deontological principles, useful to fully understand practical experiences.. It also supplies some legislative framework and social service organization models, with particular focus on specific policy areas The activity is mainly performed as group work based on discussions, exercises and role-play sessions.

Detailed program

1. Definition of normative references, planning and operational focuses of principal organisations in which social worker works,
2. The relevance of reception in social services,
3. Construction of a toolbox to support the work of Social Worker. Some examples include: a track for the gathering of qualitative and quantitative data useful for an analysis of the social situation, strategies for managing emotions, a track for drafting of social-welfare reports,
4. Role playing activities (team meeting and user interactions), and their review during lectures,
5. Application of some social service models to social service cases,
6. Continuous critical re-elaboration of the training experience,
7. Presentation of innovative experiences in classroom: seminar events with the involvement of operators / users of the services.

Prerequisites

- Having successfully completed their second year of practice training.
- Having acquired both theoretical and practical knowledge of the professional activities linked to the organisational dimension and to the activities of the local social work, provided as a study programme for the second year. This includes: understanding organizational and normative regulation of the service, knowing how to keep professional documentation, writing reports. It also required a good ability to observe the context, experience and capacity in first interviews with clients, knowledge of the network of services and ability to activate network relations,
- Basic knowledge of the methodology of the social work and of ethical and deontological principles,
- Competence in recognizing differences between contexts of the social worker's intervention,
- Knowledge of basic contents in law and research methodology.

Teaching methods

During the lectures, the students are strongly invited on active participation; the programme covers the following topics:

- ? hypothesis and solution about cases and situations related to the training experience,
- ? simulation techniques,
- ? cooperative production techniques,

? operational reproduction techniques (exercises - production of grids ...),

? Experiences.

The students actively contribute to the exposition and discussion of the subject, both with individual and cooperative contributions, using the traineeship experiences, the theoretical notions and the tools provided by the teachers.

Assessment methods

The learning is checked through:

- student participation in classroom activities,
- the evaluation of traineeship experience by a supervisor,
- a final report from the student,
- a final interview with the driving teacher.

The evaluation of the Trainee Guide course contributes, in weighted terms, to the vote on the subject of Methods and techniques of Social Service II.

Textbooks and Reading Materials

Allegri E., Il servizio sociale di comunità, Carocci Faber, Roma (2015)

Bertotti T. (a cura di), Il servizio sociale in Comune. Con la collaborazione di Giulia Ghezzi, Maggioli editore, (2016)

Campanini A. (diretto da) Nuovo Dizionario di Servizio Sociale, Carocci, Roma,(2013). Clarck C., Social Work Ethics, Palgrave Macmillan, New York, (2000)

Dellavalle M., Il Tirocinio nella formazione al servizio sociale: un modello di apprendimento dall'esperienza, Carocci Faber (2011)

Sanfelici M., I modelli del servizio sociale. Dalla teoria all'intervento, Carocci Faber, Roma (2017)

Sicora A. ,Errore e apprendimento nelle professioni di aiuto. Maggioli editore, (2010)
