

# **CSUSB School of Social Work BASW and MSW Practicum Education Manual**



**2025-2026**

## **Purpose**

This manual has been prepared to assist students, agencies, Practicum Instructors, and Faculty to understand the objectives, policies, and procedures governing the practicum education program for the Bachelor of Arts in Social Work (BASW) and Master of Social Work (MSW) programs at California State University, San Bernardino. It is designed to answer the most frequently asked questions about the BASW and MSW practicum programs, their policies, and procedures, and to clarify expectations, rights, and duties of all involved in a social work practicum education program.

The Content is anchored in best practices, guided by the National Association of Social Workers (NASW) Code of Ethics, Council on Social Work Education (CSWE) standards, and University and School of Social Work policies. Additionally, important contributions provided by past and current Department Chairs, Faculty Members, Practicum instructors (Agency Supervisor), Practicum Liaisons, BASW and MSW students have been gratefully incorporated.

**CSUSB School of Social Work**  
**Student Professional Practicum Education Commitment Form**

To all social work students: Please complete and electronically sign this form in the Intern Placement Tracking System (IPT).

I have read and understand:

Objectives of Practicum	Yes	No
Sequence of Practicum Class	Yes	No
Roles and Responsibilities of Practicum Staff	Yes	No
Roles and Responsibilities of Practicum Instructor	Yes	No
Roles and Responsibilities of Practicum Liaison	Yes	No
Roles and Responsibilities of Practicum Director and/or Practicum Coordinator	Yes	No
Expectations for Practicum and Seminar Performance	Yes	No
Learning Plan Agreement form	Yes	No
Outcome Evaluation	Yes	No
Grading Policies for Practicum Courses	Yes	No
Problem Solving Process	Yes	No

If you have marked "No" to any of these areas, please make an appointment with the Director of Practicum to clarify any confusion.

**This form should be completed and signed in IPT prior to entering Practicum.**

**Student Signature** \_\_\_\_\_

**Print Name** \_\_\_\_\_

**Date** \_\_\_\_\_

1.0 INTRODUCTION .....	5
1.1 School of Social Work Mission .....	5
1.2 Accreditation Standard 3.3—Field (Practicum) Education.....	6
2.0 ORGANIZATION OF THE BASW and MSW CURRICULUMS .....	10
2.1 Generalist Curriculum: BASW and MSW .....	10
2.2 Specialized Advanced Generalist: MSW .....	10
2.3 Stipend Programs .....	11
3.0 PRACTICUM PROGRAM OVERVIEW AND GOALS.....	11
3.1 The Role of Practicum Instruction in Social Work Education .....	11
3.2 Goals of Practicum .....	11
4.0 PRACTICUM EDUCATION ROLES AND RESPONSIBILITIES.....	12
4.1 Social Work Student: BASW and MSW.....	12
4.2 Director of Practicum Education .....	13
4.3 Program Coordinator and Practicum Coordinator.....	14
4.4 Practicum Education Sequence Committee.....	14
4.5 Practicum (Faculty) Liaison .....	14
4.6 Agency/Practicum Education Setting .....	14
4.7 Practicum Instructor.....	15
4.8 Preceptor .....	16
4.9 Non-MSW Supervisor .....	17
5.0 THE PRACTICUM EDUCATION PROGRAM PURPOSE AND STRUCTURE .....	17
5.1 Purpose .....	17
5.2 Structure .....	18
5.2.1 Placement Concurrent with Classes.....	18
5.2.2 Student Involvement in Placement Choice .....	18
5.2.3 Areas of Practice Experience.....	18
6.0 ADMINISTRATIVE POLICIES AND PROCEDURES.....	19
6.1 Orientation .....	19
6.2 Confidentiality and Privacy .....	19
6.3 Practicum Hours.....	20
6.31 Working within Scope of Practice .....	23
6.32 Attendance and Punctuality.....	23
6.33 Furloughs and Mandated Time Off .....	24
6.34 Holidays, Winter Intersession, and Spring Semester .....	24
6.35 Illness and Other Emergencies (Health and Mental Health).....	25
6.4 Insurance .....	26
6.5 Accommodations and Title IX .....	26

6.6 Criminal Background Checks (Live Scan).....	27
6.7 Immigration Status.....	28
6.8 Safety.....	28
6.9 Transporting Clients.....	29
6.10 Home Visits.....	29
6.11 Counseling.....	29
6.12 Social Media.....	30
6.13 Policy and Procedure for the Use of Employment Setting for Practicum.....	30
6.14 Policy on the Use of the Same Agency for Both Years of Practicum.....	31
6.15 Withdrawal from Practicum Education Course Enrollment.....	32
6.16 Student Request to Postpone or Quit a Practicum.....	32
6.17 Interruption of Practicum.....	33
6.18 Agency Dismissal of Students from Practicum Sites.....	33
6.19 Termination Initiated by Agency or Social Work Program due to Student Performance Concerns.....	33
6.20 Repeat Policy (Re: A Grade of No Credit (NC) in Practicum Education).....	34
6.21 Performance that May Result in a Student Review (Level 1 or Level 2).....	35
6.22 The Two Levels of Review.....	35
6.22.1 Level 1 Review.....	35
6.22.1.1 Level 1 Review Process - Specific to Practicum.....	36
6.22.2 Level 2 Review.....	36
6.23 Grievances and Appeals.....	37
7.0 PRACTICUM SELECTION PROCESS AND REQUIRED PRACTICUM COMPONENTS AND REQUIREMENTS.....	38
7.1 Generalist (BASW and Foundation MSW) Year Practicum Application and Interview Process.....	38
7.2 Advanced Generalist Year Practicum Application and Interview Process.....	41
7.3 Learning Plan Agreement.....	43
7.4 Process Recordings.....	44
7.5 Supervision.....	45
7.6 Integrative Practicum Seminar.....	45
7.7 Required Meetings.....	46
7.8 Evaluations of Practicum.....	46
7.9 Written Evaluations.....	47
7.9.1 Performance Evaluation.....	47
7.9.2 Fall Semester.....	48
7.9.3 Spring Semester (Final Evaluation).....	48
7.9.4 End of Year Evaluations.....	48
8.0 GRADE FOR PRACTICUM EDUCATION COURSE.....	49
9.0 PRACTICUM: PROCESS AND REQUIREMENTS.....	49

<i>10.0 PRACTICUM INSTRUCTOR CERTIFICATION TRAINING PROGRAM AND COMMUNICATION .....</i>	<i>52</i>
<i>10.1 Orientation Checklist for Social Work Interns and Practicum Instructors .....</i>	<i>52</i>
<i>10.2 Special Note to Agency Executives and Practicum Instructors .....</i>	<i>53</i>

## **1.0 INTRODUCTION**

Welcome to the California State University, San Bernardino (CSUSB), Bachelor of Arts in Social Work and Master of Social Work Practicum Education Program. This Practicum Education Manual has been developed to provide information and guidance to students, Practicum Instructors, program administrators and Faculty. The manual begins with a brief overview, as well as the purpose, structure, mission, and objectives of the program; including, but not limited to

- Required hours
- Criteria for admission to practicum education
- Placement Procedures
- Criteria for selection of practicum sites and instructors
- Expectations of students at the practicum sites and seminars
- Student Learning Agreements

The practicum education program supports the BASW and MSW Program goals and aligns with the Council on Social Work Education (CSWE) Accreditation Standards, including the nine social work competencies.

### **1.1 School of Social Work Mission**

CSUSB's School of Social Work program provides accessible, dynamic, and rigorous academic programs that prepare students with generalist (BASW, MSW) and specialized advanced generalist (MSW) professional values, knowledge, and practice skills to effectively enhance the well-being of the diverse populations and communities of our region, state, and world.

We are ACCESSIBLE... Attracting and retaining a student population reflective of the region's population and providing social work education opportunities to students in historically unserved and underserved areas through increasing accessibility.

We are DYNAMIC... Innovating and reflecting changes in the professional knowledge base, technology for practice and teaching, regional demographics and needs, and national and global trends that affect human well-being.

We are RIGOROUS... our students' education is purposeful, challenging, and demonstrated by comprehensive assessment of the values, knowledge, and practice competencies that they are expected to acquire during the program.

We are ENGAGING... Our students are educated and trained with a diverse lens, preparing them for practice with individuals and communities, in a regional, state, and global context.

1. We enhance social work educational opportunities for students within our region and in historically unserved and underserved areas through increasing accessibility and supporting program completion. A particular focus is engagement with first-generation students, those from the dynamically evolving ethnic communities in our region, and those in remote areas.
2. We continually update curriculum and teaching practices with current research and best practices reflective of the needs and trends of our region, nationally, and globally.
3. We offer and measure proficient acquisition of a competency-based, generalist and specialized advanced generalist level curriculum consistent with the needs of our area. The curriculum encompasses practice skills with individuals, families, groups, organizations, and communities, as well as policy advocacy.
4. We offer a curriculum that emphasizes practice aligned with the mission and values of the social work profession and addresses the needs of diverse, vulnerable, and unserved or underserved populations, particularly within our region.
5. We support Faculty in providing leadership to the profession and to the community with their research and expertise.

### **1.2 Accreditation Standard 3.3—Practicum Education**

The practicum education program goals and learning objectives incorporate the overall goals of the School of Social Work Program at CSUSB. Practicum, seminar, and events are structured to meet the Accreditation Standards of the Council on Social Work Education (CSWE, 2022), in particular; Standard 3.3, Practicum Education, and incorporates the nine Social Work Competencies. The program discusses how our practicum education program:

- 3.3.1 The practicum education program ensures generalist practice opportunities for all students to demonstrate the nine social work competencies (and any additional competencies added by the program) with all system levels: individuals, families, groups, organizations, and communities in practicum settings.
  - a. The program describes how its practicum education program ensures that generalist practice opportunities are provided to all students to demonstrate the nine social work competencies in practicum settings with all system levels:
    - i. individuals,
    - ii. families,
    - iii. groups,
    - iv. organizations, and
    - v. communities.
  - b. The program addresses all program options.
- 3.3.2 The practicum education program ensures specialized practice opportunities for all students to demonstrate the nine social work competencies (and any additional



competencies added by the program) with one or more relevant system levels in practicum settings for each area of specialized practice.

a. The program identifies the relevant system level(s) for each area of specialized practice.

b. For each area of specialized practice, the program describes how its practicum education program ensures that specialized practice opportunities are provided to students to demonstrate social work competencies within each area of specialized practice and practice settings with each identified system level.

c. The program addresses all program options.

3.3.3 The practicum education program provides a minimum of 400 hours of practicum education for baccalaureate programs and a minimum of 900 hours of practicum education for master's programs.

\*Note: CSUSB requires a minimum of 480 hours of practicum for the BASW program, 600 hours of practicum for MSW advanced standing students, and 1080 hours of practicum for 2- and 3-year MSW students.

a. The program describes how it ensures the accrual of a minimum of 400 hours of practicum education for baccalaureate programs or a minimum of 900 hours of practicum education for master's programs.

b. The program describes how its practicum hour requirement is articulated to students and practicum personnel.

c. The program addresses all program options.

3.3.4 The practicum education program has a process for identifying, approving, and engaging with practicum education settings. The practicum education program has a process for orienting and engaging with practicum instructors. The practicum education program has a process for evaluating practicum instructor and practicum education setting effectiveness.

a. The program describes the practicum education program's process for:

i. identifying, approving, and engaging with practicum program education settings.

ii. orienting and engaging with practicum instructors; and

iii. evaluating practicum instructor and practicum education setting effectiveness.

b. The program describes how these processes are articulated to students and practicum education personnel.

c. The program addresses all program options.

3.3.5 The practicum education program has a process for orienting students, placing

students, monitoring, and supporting student learning, implementing student safety protocols, and evaluating student learning congruent with the nine social work competencies (and any additional competencies added by the program).

- a. The program describes the practicum education program's process for:
  - i. orienting students;
  - ii. placing students;
  - iii. monitoring and supporting student learning;
  - iv. implementing student safety protocols; and
  - v. evaluating student learning congruent with the nine social work competencies (and any additional competencies added by the program).
- b. The program describes how these processes are articulated to students and practicum education personnel.
- c. The program addresses all program options.

3.3.6 The program ensures that all baccalaureate students receive practicum supervision from an individual who holds a baccalaureate or master's degree in social work from a CSWE accredited program and who has at least two years of post-social work degree practice experience in social work.

- a. The program describes its process for ensuring that practicum supervision is provided by an individual with the required degree and practice experience.
- b. The program describes its process for assigning a qualified practicum instructor to provide supervision when an individual with the required degree and practice experience is unavailable in the practicum setting.
- c. The program describes how these processes are articulated to students and practicum personnel.
- d. The program addresses all program options.

3.3.7 The program ensures that all master's students receive practicum supervision from an individual who holds a 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.

- a. The program describes its process for ensuring that practicum supervision is provided by an individual with the required degree and practice experience.
- b. The program describes its process for assigning a qualified practicum instructor to provide supervision when an individual with the required degree and practice experience is unavailable in the practicum setting.
- c. The program describes how these processes are articulated to students and

practicum personnel.

d. The program addresses all program options experience.

3.3.8 The program has a policy documenting whether it permits practicum placements in an organization in which the student is also employed. If permitted, student assignments and employee tasks may qualify as practicum hours when directly linked to the nine social work competencies (and any additional competencies added by the program) and level of practice (generalist or specialized). Practicum supervision may be provided by the same supervisor if practicum education supervision is distinct from employment supervision and the supervisor meets the requirements of Accreditation Standard 3.3.6. The policy documents how the program assists students with practicum education continuation or change in situations where a student becomes unemployed in an organization where practicum education has co-occurred with employment.

a. The program provides its policy related to practicum placements in an organization in which the student is also employed. If permitted, the program's policy includes:

- i. how the program ensures that student assignments are directly linked to the nine social work competencies (and any additional competencies added by the program) and level of practice (generalist or specialized);
- ii. how practicum education supervision is distinct from employment supervision time, even when provided by the same supervisor; and
- iii. how the program assists students with practicum education continuation or changes in situations where a student becomes unemployed in an organization where practicum education has co-occurred with employment.

b. The program describes how these policies are articulated to students and Practicum personnel.

c. The program addresses all program options.

The Practicum Education Program is the signature pedagogy for social work. Signature pedagogies are elements of instruction and socialization that teach future practitioners the fundamental dimensions of professional work in their discipline: to think, to perform, and to act intentionally, ethically, and with integrity.

The practicum setting is where students apply human rights principles from global and national social work ethical codes to advance social, racial, economic, and environmental justice. It fosters a learning environment where anti-racism, diversity, equity, and inclusion are valued. Practicum education is designed to integrate the theoretical and conceptual contributions of the explicit curriculum in the practicum setting. It is the signature pedagogy of social work education that the two interrelated components of curriculum—classroom and practicum—are of equal importance, and each contributes to the development of the requisite competencies of professional practice. Practicum education is systematically designed, supervised, coordinated, and evaluated based on criteria and measures of student acquisition and demonstration of the

nine social work competencies. Responding to the changing nature of the practice world and student demographics and characteristics, practicum education programs articulate how they maintain or enhance students' access to high-quality social work practicum experiences. Practicum education programs develop models to prepare students for contemporary and interprofessional social work practice, including the use of various forms of technology.

The program's practicum education director serves as an essential contributor to the curricular development, administration, and governance of practicum education. (CSWE, 2022)

Assessment is an integral component of competency-based education and continuous programmatic improvement. Assessment involves the systematic gathering of data that serve as evidence of student learning outcomes; anti-racism, diversity, equity, and inclusion (ADEI); and program outcomes through demonstration of the nine social work competencies at both the generalist and specialized levels of practice. (CSWE, 2022).

### **Competencies**

Competency 1: Demonstrate Ethical and Professional Behavior

Competency 2: Advance Human Rights and Social, Racial, Economic, and Environmental Justice

Competency 3: Engage Anti-Racism, Diversity, Equity, and Inclusion (ADEI) in Practice

Competency 4: Engage in Practice-Informed Research and Research-Informed Practice

Competency 5: Engage in Policy Practice

Competency 6: Engage with Individuals, Families, Groups, Organizations, and Communities

Competency 7: Assess Individuals, Families, Groups, Organizations, and Communities

Competency 8: Intervene with Individuals, Families, Groups, Organizations, and Communities

Competency 9: Evaluate Practice with Individuals, Families, Groups, Organizations, and Communities

## **2.0 ORGANIZATION OF THE BASW and MSW CURRICULUMS**

### **2.1 Generalist Curriculum: BASW and MSW**

*The Generalist curriculum is grounded in a liberal arts base and provides students with a common professional core that prepares them for the Advanced Generalist year of the program. Generalist courses cover the essential knowledge, values, ethics, processes, and skills of generalist social work practice and introduce students to current issues in a range of practice areas and settings and prepares them to make informed choices about specialized study in the Advanced Generalist year. Students complete 6 units of practicum in the Generalist year of the practicum: SW 4011 and 4012 in the BASW program and SW 6181 and 6182 in the MSW program.*

### **2.2 Specialized Advanced Generalist: MSW**

After building upon the generalist model in their Generalist year, students then focus on Specialized Advanced Generalist practice during their final year of study. Students choose a specialization to which they will apply their specialized advanced generalist micro and macro practice knowledge. Students take 6 units of practicum (SW 6183 and 6184) in the specialized advanced generalist year of practicum.

For further information on the curriculum, please refer to the BASW and MSW Student Handbooks.

## **2.3 Stipend Programs**

The School of Social Work at CSUSB has specialized stipend programs.

The Title IV-E program provides specialized, professional education and financial support to BASW and MSW students preparing for or continuing a career in public child welfare. Title IV-E refers to a regulation under the Social Security Act that pertains to the provisions of services for foster children. The Title IV-E Project Coordinator at CSUSB administers this program and is responsible for placing students receiving Title IV-E funds for their practicum. These placements must be completed in a public or private non-profit agency that serves children in foster care and/or children at risk of removal from their families because of abuse or neglect. More detailed information can be found on the School of Social Work website.

Public Behavioral Health (PBH) stipend program is funded by the California Office of Health Care Access and Information (HCAI) as part of a statewide behavioral health workforce development initiative. The School of Social Work administers this program and is responsible for placing students receiving PBH funds for their practicum. These placements must be completed in a public or private non-profit agency that is publicly funded and serves but is not limited to community-based behavioral health care clinics and agencies, inpatient psychiatric hospitals, schools/districts, SELPAs, colleges, inpatient and outpatient health care settings, AND child welfare, regional center, juvenile delinquency, court, and adult corrections units that offer publicly funded behavioral health care programs and services.

## **3.0 PRACTICUM PROGRAM OVERVIEW AND GOALS**

### **3.1 The Role of Practicum Instruction in Social Work Education**

Historically, social work educators have been among the early definers and defenders of experiential education. Practicum experience was seen not as the final phase of formal learning, but ongoing and concurrent with classroom instruction. Originally, universities provided supervision to students placed in agency settings. However, various practicum education models have been used, but the most widely used contemporary model is agency-based supervision. Today, practicum education programs through universities have become responsible for developing practicum education curriculum, selecting, and preparing Practicum Instructors, and developing techniques for students to integrate classroom learning with hands-on practicum learning experiences.

### **3.2 Goals of Practicum**

The practicum experience focuses on the multifaceted nature of the social work profession and the learning tools for professional social work education and practice. Through guided, experiential learning, it provides opportunities for application of theory, critical thinking, and professional development in the practicum setting.

In the Generalist (BASW and MSW) year of practicum, the focus is on learning and applying generalist practice skills and includes a broad range of assignments directed at helping the student develop competencies in engagement, assessment, planning, implementation, evaluation, termination, and follow-up at the micro, mezzo, and macro practice levels. The skills associated with the generalist model include preparing students for intervention, communication, analysis,

contracting with the client system, utilizing various roles, and stabilizing change.

In the Specialized Advanced Generalist year, the students are expected to demonstrate and apply social work practice knowledge, skills, principles, values, and ethics involving more complex situations at the micro, mezzo, and macro levels. Specialized advanced generalist social work practice is operationalized in terms of three roles:

- Change Agent
- Interprofessional / Interagency Social Work
- Social Work Leadership

Generalist (BASW and first year in the MSW practicums) and Advanced Generalist students (second year in MSW practicum) develop learning plans that are evaluated in practicum based on EPAS core competencies, which have been translated into behavioral indicators of competence in the Learning Plan Agreement.

Students are assigned a different practicum, separate learning plans, and outcome evaluations for their Generalist (BASW and MSW years) and Specialized Advanced Generalist years. The core competencies and overall performance of the student are evaluated by the Practicum Instructor each semester.

#### **4.0 PRACTICUM EDUCATION ROLES AND RESPONSIBILITIES**

##### **4.1 Social Work Student: BASW and MSW**

BASW and MSW students are adult learners with life experiences that are acknowledged and respected. The student as an adult learner is expected:

1. To take the initiative in examining the educational objectives and the learning assignments at the practicum site
2. Maintain professionalism which includes (in part):
  - ✓ Arriving and leaving their practicum according to schedule or notifying the Practicum Instructor of unforeseen circumstances  
NOTE: Wishing to take time off from practicum to study, for a vacation, retreat, test or write a paper are not unforeseen circumstances
  - ✓ Following agency and CSUSB School of Social Work policies and procedures, completing required forms and assignments competently and in a timely manner.
  - ✓ Dressing according to agency standards and expectations
  - ✓ Avoiding dual relationships with clients and/or staff
  - ✓ Demonstrating sufficient written and oral skills to effectively communicate information, ideas, and feelings
  - ✓ Demonstrating the requisite interpersonal skills to relate effectively to other students, Faculty, staff, clients, and practicum professionals and to fulfill the ethical obligations of the profession
  - ✓ Recognizing and coping with their own current and past life stressors using appropriate, adaptive coping strategies and formal services if necessary
3. To inform the Practicum Instructor, Faculty Liaison, and Director of Practicum Education, and/or Practicum Coordinator/Practicum Designee about ethical or practical concerns or matters that might jeopardize the quality of their learning experience, client well-being, and/or the viability or retention of the practicum or practicum personnel. For example, if a student has a family member (including ex-spouses/common-law partners or

stepchildren) being served by the Agency, the student should notify all involved of this potential conflict of interest.

4. To refrain from behavior that interferes with the learning and/or performance of other students and professionals or behave in a manner inconsistent with the NASW Code of Ethics, or the expectations of the School of Social Work, or CSUSB.
5. To use supervision effectively (e.g., actively seeking feedback on performance and preparing agenda items for meetings with their Practicum Instructor, and humbly and willingly accepting constructive criticism from their Practicum Instructor.
6. To engage actively in the evaluation process, seeking ongoing feedback from their Practicum Instructor and participating in the formal evaluation process. This includes completing all documentation required for evaluation timely, such as the time log and learn plan agreement self-assessment.
7. To prepare for weekly conferences with the Practicum Instructor, address any problems or dissatisfaction with the practicum experience and engage constructively in finding solutions, if possible. If the problems cannot be resolved, the student should contact their Practicum Faculty Liaison immediately.
8. Attend, participate in, and complete all required practicum education program activities, including practicum hours, seminar assignments, and events. *It is an expectation that students schedule vacation or non-emergency time off outside of academic and practicum hours. Vacations should not be scheduled during the Fall or Spring semesters. Please refer to the CSUSB School of Social Work Calendar for dates.*
9. Seek out resources to better understand cultural dynamics and methods of navigating human diversity, anti-racist, and anti-oppressive practices.
10. Be sure to meet weekly with their agency Practicum Instructor for a minimum of one hour of individual supervision.
11. Attend orientations, trainings, and other meetings that are arranged by the BASW and MSW Programs.
12. Attend monthly Integrative Seminars with their Practicum Faculty Liaison.
13. Practice within the NASW Code of Ethics, the student intern's scope of practice, and adhere to all pertinent legal and ethical requirements; including, but not limited to:
  - ✓ Reporting Laws
  - ✓ Professional
  - ✓ Ethical and professional boundaries.

#### **4.2 Director of Practicum Education**

The Director of Practicum Education is responsible for developing practicum curricula and administrating the practicum, including the maintenance of effective working relationships among agencies, students, Practicum Faculty Liaison, and Practicum Coordinators. The Director of Practicum Education ensures that there are sufficient, appropriate practicum settings to meet student needs and program standards. Further, the Director arranges for placement of students in practicum settings consistent with their interests and learning needs. The Director of Practicum Education works with the Program Coordinator of the stipend programs and the Practicum Coordinators for the Pathway Distance Education, Advanced Standing, Title IV-E, and BASW Programs. The Director of Practicum Education is ultimately responsible for the overall functioning of the practicum education department and resolving practicum education-related problems.

### **4.3 Practicum Coordinator**

The BASW and MSW, Pathway Distance Education, and Title IV-E programs, have Practicum Coordinators, who work directly with the Director of Practicum Education. They are responsible for the administration of the practicum including the maintenance of effective working relationships among agencies, students, and Practicum Faculty Liaisons, and for working with the Practicum Director in the development of practicum education course curricula. It is also their job to ensure that there are sufficient appropriate practicum settings to meet student needs and program standards, and for coordinating or facilitating the placement of students in practicum settings consistent with their interests and learning needs.

On occasion, Practicum Coordinators may also serve as the Practicum Faculty Liaison. When this dual role occurs, it is important to note that if the student has a concern with the Practicum Coordinator and does not believe they can resolve the issue directly with them, the student can reach out to the Director of Practicum Education for assistance.

### **4.4 Practicum Education Sequence Committee**

The Practicum Education Sequence Committee is a sub-committee of the School of Social Work Curriculum Committee. The School of Social Work Director appoints the Chair of the Practicum Education Sequence Committee and its Faculty members. This committee collaborates with the Director of Practicum Education on practicum education-related matters such as selection of sites, placement problems, and issues related to integration of classroom learning with practicum education. The Practicum Education Sequence Committee recommends curriculum policy changes to the Director of Practicum Education for submission to the Curriculum Committee. The committees meet each semester and at the call of the Director of the School of Social Work.

The practicum team also reaches out to community partners and attends community meetings throughout the academic year to gain input and recommendations for curriculum changes. This information is provided to the Practicum Sequence Committee.

### **4.5 Practicum (Faculty) Liaison**

The Practicum Faculty Liaison must hold an MSW from a CSWE-accredited program of social work. They are the full-time or adjunct faculty members who serve as an educational consultant to the Practicum Instructor (described in Section 4.7).

The Practicum Faculty Liaison approves the Learning Plan Agreement/Comprehensive Skills Evaluation for the student, holds regularly scheduled conferences with both the student and Practicum Instructor, leads the Integrative Seminar, evaluates the student's learning, and assigns a grade of credit/no credit. The Practicum Faculty Liaison meets with agencies via Zoom meetings or in-person, maintains ongoing communication with the Practicum Instructor, and participates in student and Practicum Instructor orientations, seminars, and other practicum meetings. The Practicum Faculty Liaison reports on student progress to the designated practicum coordinator and/or the Director of Practicum Education and coordinates individual student education issues between the School of Social Work and the practicum instruction agency.

### **4.6 Agency/Practicum Education Setting**

Students will only be placed in agencies that have been screened, approved by the Director of



Practicum Education, and a Learning Site Agreement has been signed and fully executed by the CSUSB Procurement Department. Agencies are approved based upon their ability to provide students with the learning opportunity to acquire practical professional experience through instruction and supervision activities reflective of the school's overall curriculum goals. The following criteria are used to assess the agency's capacity to provide appropriate practicums:

1. Acceptance of active and collaborative participation in professional education for social work. This is a basic requirement involving the acceptance of the NASW Code of Ethics, the School's mission, objectives, and program curriculum, as well as a readiness to invest time and resources into the social work education process.
2. Capacity to designate an agency professional to serve as Practicum Instructor (see Roles and Responsibilities section). Agency Practicum Instructors should assess their workload to ensure adequate time to meet student needs is feasible. Thus, agencies considering becoming a practicum site should assess their ability to assume the obligations involved and advantages derived from this venture very carefully.

Other expectations of agencies include:

1. A commitment to high educational standards as reflected by the Council on Social Work Education (CSWE).
2. The overall responsibility for the development of the agency's participation in this social work educational joint venture should rest with the agency's Executive Director or senior staff member.
3. Learning experiences with individuals, families, groups, agency administration, organizations, and communities (as indicated by the Learning Plan Agreement/Comprehensive Skills Evaluation) must be made available by the agency.
4. The agency is expected to ensure the availability of student progress records and evaluations to the School, to ensure professional progress and safeguards.
5. Physical facilities necessary to accommodate students will be provided by the agency. When possible, these will include desk space, telephone, and computer (if these are required to perform intern responsibilities), facilities for private interviewing, resources necessary for home visits, and compliance with the Americans with Disabilities Act.

#### **4.7 Practicum Instructor**

The Practicum Instructor is the student's supervisor at the placement site and assumes responsibility for the student's learning and practice experience. The Practicum Instructor provides ongoing feedback, supervises, teaches, and assesses student acquisition of knowledge, skills, and values. In collaboration with the student, the instructor is responsible for developing a student Learning Plan Agreement based upon the criteria established by the BASW and MSW Program. Practicum Instructors are selected based on the quality of their practicum instruction and commitment to educational standards of the BASW and MSW Program.

The Practicum Instructors *must have an MSW from a CSWE-accredited program*. In addition, CSUSB requires they have at least two years of post-MSW experience, six (6) months experience in the practicum setting and have completed (or plan to complete within one year of providing practicum instruction) the Practicum Instructor Certification training. If the training is not completed within a one-year extension, they will no longer be eligible to be a

practicum instructor.

To ensure the highest quality of practicum for our students, it is expected that the Practicum Instructors will:

1. Complete the required certification training that includes an orientation to the School's curriculum, policies, and procedures.
2. Develop a clear Learning Plan Agreement with the student concerning performance expectations. These expectations must be stated in terms of behavioral learning goals, methods of achievement, and standard of measurement through using the Learning Plan Agreement/Comprehensive Skills Evaluation.
3. Provide at least one hour a week for individual supervision with the student.
  - ✓ Group supervision alone **cannot** be substituted for individual supervision.
  - ✓ The Practicum Instructor of record holds administrative and clinical oversight of the student's work at the practicum. If the student is providing therapy, the student is working under the license of the social worker (Practicum Instructor) of record.
4. Provide feedback to the student concerning their performance in writing on an ongoing basis, including completing the end of semester student evaluation each semester. If the Practicum Instructor and/or Preceptor has any concerns about any aspect of the student's performance, professionalism, adherence to the NASW Code of Ethics, etc., the assigned Practicum Faculty Liaison should be notified immediately to discuss their concerns and assist in developing a plan of correction.
5. Make available or develop specific practice opportunities that will enable the student to fulfill the expectations of the Learning Plan Agreement(LPA).
6. Inform the student and Practicum Faculty Liaison about any unusual opportunities, conditions, or problems at the earliest possible convenience; evaluate student progress on an ongoing basis; and involve the student in the preparation of these evaluations.

Some CSUSB requirements may be waived in special circumstances. In such situations, close supervision of the Practicum Instructor must be provided by the Practicum Faculty Liaison, and the arrangement must have the advanced approval of the Practicum Admin (Director/Coordinator).

Occasionally, a CSUSB Faculty member is designated to provide Practicum Instruction for a student. This occurs when an agency does not have a Practicum Instructor who meets the university requirements or does not have an employee who meets the criteria available to provide the practicum instruction. In such a case, the CSUSB Practicum Faculty or a staff hired through grant funding, agrees to provide the social work perspective BUT the agency will RETAIN responsibility for supervision and oversight for all student activities and cases. The university has NO administrative authority in these cases.

#### **4.8 Preceptor**

While the Practicum Instructor holds primary responsibility for overseeing the student's instruction within the placement setting, a Preceptor may provide additional guidance and supervision. The Preceptor, an employee of the host agency, serves as a secondary source of support—often responsible for specific service assignments or day-to-day administrative oversight. It is strongly recommended that Preceptors complete the Practicum Instructor training to become familiar with best practices for working with students and to fully understand their responsibilities to both the student and the university.

The Preceptor may be an agency administrator or supervisor. In agencies where the Preceptor is in an administrative position (often a director or supervisor), they may oversee cases and activities assigned to the student and may monitor the student administratively in terms of agency policies and documentation. However, the Preceptor needs to have direct communication with the Practicum Instructor to determine case assignments, learning activities, and evaluate the student's progress to ensure assignments are appropriate to student learning and university requirements.

The Preceptor is considered enrichment to practicum education but **does not** substitute for a Practicum Instructor and the minimum one hour of individual weekly supervision/instruction. In agencies where a Preceptor is administratively overseeing cases and activities of a student, the Director of Practicum Education or designated Program Practicum Coordinator needs to be informed of the practicum structure and plan. It is recommended that the Preceptor attend the Practicum Instructor Certification training.

#### **4.9 Non-MSW Supervisor**

In those uncommon cases in which an agency meets all criteria for a placement agency except the presence of an 'on-site' MSW Practicum Instructor, the Director of Practicum Education may approve day-to-day supervision by a non-MSW supervisor. However, the agency must provide a qualified MSW Practicum Instructor, who meets weekly with the student for the regularly scheduled one-hour individual supervision to provide the social work perspective over their practicum education course; however, the non-MSW Supervisor will retain responsibility for the student's overall practicum experience and evaluation. In clinical settings, a clear line of responsibilities for clients' welfare is essential (e.g., during the student's absence or if malpractice is alleged). The Practicum Instructor must meet all criteria for the selection of Practicum Instructors.

In rare cases, a CSUSB Practicum Education Faculty is designated to provide Practicum Instruction for a student. In such a case, faculty will provide the social work perspective, BUT the agency REMAINS responsible for supervision and oversight for all student activities and cases. The university has NO administrative authority in these cases.

### **5.0 THE PRACTICUM EDUCATION PROGRAM PURPOSE AND STRUCTURE**

#### **5.1 Purpose**

Practicum Education plays a pivotal role in the BASW and MSW curriculums. It offers the opportunity to apply, refine, and integrate conceptual based knowledge acquired in the classroom with real life experiences in social agencies.

Practicum Education at the CSUSB School of Social Work consists of three components: 1) practicum, 2) seminar, and 3) events. Through these three components, students will be able to

demonstrate the knowledge and level of competence necessary to enter professional practice. The practicum education course experience and classroom should be mutually reinforced in all curricular areas: research, human behavior, social policy, and practice with individuals, groups, organizations, and community.

## **5.2 Structure**

### **5.2.1 Placement Concurrent with Classes**

There are two sequential practicum education courses that run concurrently with classes for the BASW program:

- ✓ SW 4181 & SW 4182

There are four sequential practicum education courses that run concurrently with classes for the MSW program:

- ✓ SW 6181 & SW 6182: Generalist Year
- ✓ SW 6183 & SW 6184: Specialized Advanced Generalist Year

Each student has one placement for Generalist year (BASW and MSW) and one placement for Specialized Advanced Generalist year. Practicum experiences are designed to build upon one another in developing a competent practitioner. They are also intended to give the student an opportunity to learn about more than one agency's organization and culture and therefore gain a more comprehensive perspective of social work practice.

### **5.2.2 Student Involvement in Placement Choice**

Generalist (BASW and MSW) Year practicums are assigned by the BASW and MSW Practicum Coordinators, Director of Practicum Education, the Title IV-E Practicum Coordinator, and the Pathway Practicum Coordinator. The student's interests, learning needs, and agency availability are taken into consideration, however the Generalist Model of Social Work Practice equips social work students with the requisite knowledge, skills, and values to work with individuals, families, groups, organizations, and communities. While we strive to place students within their area of interest, practice settings / populations, this cannot be guaranteed. A pre-placement interview between the students and one of the Practicum Coordinators begins the process of locating a practicum education course. Students who are receiving grant-funded support are limited to placements available for the specialization they have chosen. Refer to section 7.0 for further details on the placement process.

**\*\* Pathway Distance Education Students**, who are not in the Title IV-E grant funded program, have a requirement to submit four placement ideas in their local areas, if not within the San Bernardino, Riverside, Los Angeles, or Orange County, but are clearly instructed NOT to contact any agency, as students cannot seek or arrange their own placements.

### **5.2.3 Areas of Practice Experience**

Students are expected to complete practicum education course assignments in micro, mezzo, and macro areas of practice. The practicum education program ensures that generalist practice and specialized advanced generalist practice opportunities are provided to all students to demonstrate the nine social work competencies in practicum settings with all system levels:

- i. individuals,
  - ii. families,
  - iii. groups,
  - iv. organizations, and
  - v. communities.
- (CSWE, 2022)

## 6.0 ADMINISTRATIVE POLICIES AND PROCEDURES

### 6.1 Orientation

A mandatory practicum education orientation takes place annually prior to the beginning of practicum and the fall semester. The purpose of orientation is to review the practicum education program mission, policies and structure, documentation, competencies, and expected outcomes. It provides an overview of the various roles, responsibilities, and expectations of the student, Practicum Instructor, Practicum Faculty Liaison, Practicum Coordinators, and Director of Practicum Education. It provides an opportunity to discuss students' questions and concerns associated with the practicum education process with practicum Faculty members. Additionally, the students are oriented to the Intern Placement Tracking (IPT) online software (Alcea Software), which students, Practicum Instructors, and Practicum Faculty Liaison use to perform vital practicum tasks, including developing the Learning Plan Agreement, documenting semester evaluations, etc. Students cannot enter the practicum education course nor be placed in a practicum site if they do not complete the pre-practicum training and orientation modules and attend the Practicum Orientation, which means the student would not be able to complete the social work program.

Prior to attending the practicum education orientation and entering practicum, students must complete pre-practicum online modules that may include, but are not limited to: (1) Child Abuse and Mandated Reporting, (2) Adult Protective Services and Mandated Reporting, (3) Ethics and Boundaries (i.e., Ethics vs. Law, Confidentiality, Mandated Reporting, HIPAA (Health Insurance Portability and Accountability Act), Advertising Professional Services, Duty to Protect, Cultural Competence, Informed Consent, Multiple or Non-Sexual Dual Relationships and Sexual Relationships with Clients), (4) Safety in the practicum, and (5) Telehealth.

### 6.2 Confidentiality and Privacy

Students are required to adhere to the NASW Code of Ethics, as well as all agency policies regarding confidentiality and privacy. All practicum activities and related academic work—including class discussions and written assignments—must consistently safeguard the confidentiality and privacy of clients and classmates.

Students must read, understand, and agree to abide by all HIPAA laws and regulations. Students are expected to know the specific practices related to HIPAA at their assigned agency. Students who violate HIPAA will be referred to the Student Review Committee and risk immediate dismissal from the Social Work program. This includes utilizing HIPAA compliant devices or encryption per the agency policy in any communications (electronic, text, email, etc.).

Students should be aware of the impact and consequences of electronic media on possible breaches of confidentiality. Students should never have the phone numbers of clients in their personal cell phones or computers. If a student has a concern about a specific request to use a personal cell phone, they should immediately speak with the Practicum Instructor to determine

best practices and if the concern is not resolved, the student should contact their Practicum Faculty Liaison for consultation. Additionally, students must not disclose any information about clients on social media such as, but not limited to, Facebook, Twitter, Instagram, or all other social media platforms. Personal cell phones, laptop computers, etc. should be cleared by the agency prior to use. Students are responsible for following all agency policies regarding the use of personal devices.

When confidentiality cannot be maintained, the student must obtain written consent for release of confidential information appropriate to the agency's procedure on confidentiality.

At no time should a student transport client documents without the knowledge and approval of the Practicum Instructor to ensure agency policies are being followed and HIPAA/best practice guidelines are being followed. **If documents are transported, they are to be secured appropriately.**

### 6.3 Practicum Hours

Students are expected to be in their practicum a minimum of 240 hours per semester (16 hours per week), or 480 hours for the Generalist (BASW and MSW) placement year, and a minimum of 300 hours per semester (20 hours per week), or 600 hours for the Specialized Advanced Generalist placement year. Students are required to be in Practicum for the entire Semester, regardless of meeting the minimum hour requirement early.

- Students are not permitted to work extra hours during the semester with the intention to “bank” practicum hours to complete any semester before the official last day of practicum.
- Practicums’ start and end dates are listed on the School of Social Work Academic Calendar and are provided to students at the beginning of the academic year.
  - There are a few exceptions to this policy, primarily regarding school-based placements where the time schedule is client-driven for select agencies where the start date is later than the academic start date or in cases of approved reasonable accommodations through the Practicum Education Department in consultation with Services to Students with Disabilities (SSD). Students in such agencies are notified of the adjusted schedule prior to interviewing with the agency. The purpose of the limitations is to ensure that practicum education courses, including practicum, stay in sequence with practice classes.
  - ***Students are prohibited from interning at the practicum site over winter intersession when campus is closed. Please refer to the CSUSB School of Social Work Calendar for specific dates.***
  - *Students who intern at practicum site beyond the scheduled official last date of practicum per the School of social work calendar end date require prior approval.*
    - *For example, if the agency requires the student to continue in practicum past the end date due to client continuity of care with approval by the Practicum Faculty Liaison, practicum coordinator, and/or Director/Assistant Practicum Director.*
    - *Those hours that are approved to work past the official last date of practicum per the School of Social Work calendar end date require prior approval.*
      - *For example, if the agency requires the student to continue in practicum past the end date due to client continuity of care. These hours are listed on the next semester's time log.*
    - *Any Title IX plans that involved interning past official last date of practicum per the School of Social Work calendar end date will be addressed in the*

*Reasonable Accommodation section of this manual (6.5).*

At the completion of the MSW degree program, students will have accumulated a minimum of 1,080 hours of practicum experience. Advanced Standing students, who are in a one-year program, are required to complete 600 hours of practicum. Advanced Standing students have a BASW. If at any point during the academic year a student becomes concerned about practicum hours, the student should reach out to their assigned Practicum Faculty Liaison immediately to discuss the concern and work toward a solution.

Students are responsible for observing regular agency working hours and practicum schedule as arranged by the Practicum Instructor. Students **cannot be absent more than one practicum day per semester and are required to make up any hours lost through absence, tardiness, etc.** **Students who miss, or anticipate missing, more than one day, whether consecutive or not, regardless of the situation, are required to notify their Practicum Instructor and Practicum Faculty Liaison to discuss the situation prior to or at the time of the event.** The Practicum Faculty Liaison will consult with the assigned Practicum Coordinator or Practicum Director/Asst. Director if needed, if a student misses more than two days per semester. The agency should also keep a record of attendance to certify the completion of a specific number of practicum hours at the end of the semester. Students are required to electronically sign the time log form located in IPT (Intern Placement Tracking data system) at the end of each semester to receive credit. It is essential that students complete an accurate time log weekly. Given the time log is signed by the Practicum Instructor, the student's account of hours needs to match that of the Practicum Instructor's.

Practicum site hours are typically between 8:00 a.m. and 5:00 p.m. Some practicum sites may require some evening and/or weekend hours and students will be notified of the specific agency requirements prior or during the interview process; however, these are considered the exception and will require approval by the Practicum Coordinator and/or Practicum Director.

Changes to Hours

If your practicum site hours need to change, those changes need to be approved by your Practicum Faculty Liaison and Practicum Coordinator.

- Discuss the proposed change of hours with your Practicum Instructor (Agency) and gain approval for that change.
- Discuss proposed changes with your Practicum Faculty Liaison, then the Practicum Faculty Liaison will contact your assigned Practicum Coordinator for approval.
- If approved, the student will update the Learning Plan Agreement (LPA) with an approved change of hours/days of practicum.

All students, including the 3-year and Pathway Distance Education Programs, and students attending evening classes, may believe they can "adjust" their full-time jobs or attempt to "fit-in" their practicum hours; however, this creates great difficulty for both the students and the agencies and may not be feasible.

Prior to being accepted to the BASW or MSW program, ALL students signed a Statement of Understanding regarding the practicum hour requirement to successfully complete the program. The School stresses the importance of being available during typical work hours (8:00 a.m.- 5:00 p.m.); otherwise, the student will likely not secure a practicum due to the agency's hours of

operation and the Practicum Instructor's availability. Students must be available to participate in the daily operations of the agency, i.e., staff meetings, case conferences, and in-service training, etc.

Due to limited availability of alternative practicums, based on agency schedules, the Practicum Education Team cannot place students with alternative scheduling needs. Inability to meet the traditional 8:00 a.m.- 5:00 p.m. practicum education course schedule may result in an academic Leave of Absence or inability to continue in the program.

**Students may not begin their practicum before the start of the fall semester, during winter break, and must follow the academic calendar posted on the CSUSB website. The School of Social Work assumes no responsibility for any student who engages in practicum education course activities, outside the specified policies, and those time periods listed on the Learning Plan Agreement.** If a student is asked to begin practicum prior to the start date or remain after the start date of winter break specified in the CSUSB Social Work Academic Calendar, the student is **required** to contact and seek approval from the Director of Practicum Education and/or specific Practicum Coordinator. All modifications to practicum schedules require written approval by the Director of Practicum Education and/or specific Program Practicum Coordinator and need to be noted in the Learning Plan Agreement once approved.

Students are not permitted to work extra hours during the semester with the intention to "bank" practicum hours to complete any semester before the official last day of practicum. Practicums' start and end dates are listed on the School of Social Work Academic Calendar and are provided to students at the beginning of the academic year. There are a few exceptions to this policy, primarily regarding school-based placements where the time schedule is client-driven, for select agencies where the start date is later than the academic start date, or in cases of approved reasonable accommodations through the Practicum Education Department in consultation with Services to Students with Disabilities (SSD). Students in such agencies are notified of the adjusted schedule prior to interviewing with the agency. The purpose of the limitations is to ensure that practicum education courses, including practicum, stay in sequence with practice classes.

Seminars are NOT counted as practicum hours unless your practicum day and time is during the scheduled seminar time. Students accruing hours toward the PPSC (Pupil Personnel Services Credential) CANNOT count seminar hours toward the PPSC.

Students are **not** permitted to complete academic homework or employment work during practicum hours. Practicum hours are for the sole purpose of gaining practicum-focused practice education and experience. Logging practicum hours, while completing work other than agency specific assignments or documentation related to practicum, is unethical and can be considered falsifying hours. Process recordings are considered "practicum related," and can be completed during your practicum hours, with approval from the designated Practicum Instructor.

All students are expected to remain in the same practicum site for the entire academic year for which the assignment is made. Any student who discontinues their practicum assignment prior to the end of the academic year (or before all requirements are met) for any reason may be referred to the Student Review Committee for a Level 2 review and **may** be required to restart the entire practicum experience. This requirement applies regardless of whether academic credit has been received for any part of the practicum assignment that is being terminated.

No block placements (40 hours per week) are available, and no social work practicums are



currently available in the summer. Practicum typically does not extend into the summer months beyond the School's official last day of spring semester. However, if an agency wishes to retain their intern to continue work beyond this date, the student is no longer operating as a student intern of the CSUSB School of Social Work. Accordingly, the student is not covered by the University's malpractice policy beyond the official last day of practicum and may be required to secure their own private malpractice insurance or be covered by the agency's malpractice insurance policy.

We cannot emphasize strongly enough that leaving a placement early can have very serious consequences including a student being accused of client abandonment and abandoning the work site. It would result in the student being referred to the Student Review Committee for a level 2 disciplinary hearing and could result in the termination of the practicum by the agency. As students are required to complete practicum education as part of their Social Work Program, this can result in dismissal from the program or a requested leave of a year or more and delay of completing the program due to lack of practicum placement.

### **6.3.1 Working within Scope of Practice**

"Scope of practice" is defined as the activities that an individual student-intern is permitted to perform at their agency practicum site. Those activities should be based on appropriate education, training, and experience. Students should reach out to their Practicum Faculty Liaison with any questions regarding an intern's scope of practice at their practicum site. **The School of Social Work assumes no responsibility for any student who engages in activities, duties, and responsibilities not approved by their practicum and/or that are not listed on the Learning Plan Agreement.**

### **6.3.2 Attendance and Punctuality**

Students are responsible for observing regular agency working days and hours as arranged by the Practicum Instructor. Students are responsible for maintaining an accurate record of practicum hours in IPT. At the end of each semester both the student and Practicum Instructor sign the time log. Students may be required to complete an agency time sheet, but this does not replace the time log they are required to complete in IPT.

Attendance means students are arriving to practicum at the time specified in the Learning Plan Agreement (LPA) for the student's start time; and the student should be ready to begin practicum (i.e., ready to begin practicum means that ideally the student should arrive *before* the start of their practicum), and not leave until their entire practicum is completed. Any changes in practicum schedule are to be approved by the practicum instructor and faculty liaison prior to changes being made, and then the changes are to be updated in the Learning Plan Agreement immediately.

Practicum should be considered part of a career path and professional responsibility, not only a class. Attendance and punctuality reflect well (or poorly) on a professional and remember that you may one day need a letter of recommendation from your Practicum Instructor and/or Preceptor when you apply for a practicum/job at another agency. A pattern of attendance and/or punctuality may be noted on the Learning Plan Agreement and can result in lower scoring for the overall grade in practicum.

**Students who miss, or anticipate missing, more than one day, whether consecutive or not, regardless of the situation, are required to notify their Practicum Instructor and Practicum**

**Faculty Liaison to discuss the situation prior to or at the time of the event.** The Practicum Faculty Liaison will consult with the assigned Practicum Coordinator or Practicum Director/Asst. Director if needed, if a student misses more than two days per semester, and should consider a Level 1 meeting.

Any time missed from practicum, as well as any supervision and assignments, must be made up within 14 business days. If the student cannot make up the missed time within 14 business days, the practicum coordinator must be notified immediately. If the Practicum Coordinator is not notified within 14 days, the student will be scheduled for a Level 1 Student review meeting. *Please refer to the Student Handbook regarding our Policy on Course Absences.*

### **6.3.3 Furloughs, Mandated Time Off, or Agency Strike**

Some agencies mandate that their employees take furloughs from work or other time off, e.g., the day before or after a holiday. These are not regular holidays. Therefore, if the student's placement time is affected, such time needs to be made up. The Practicum Education Team will work with the student should this occur while placed at a practicum.

In the event of a strike at an agency, the practicum instructor and student must notify the practicum liaison, who will then coordinate with the practicum coordinator to develop an appropriate support plan.

### **6.3.4 Holidays, Winter Intersession, and Spring Semester**

**Holidays:** Students **CANNOT** count practicum hours when they occur on a holiday. Students can only count practicum hours when they attend practicum. For example, if your practicum day falls on a holiday where your agency is closed, you are required to make-up those hours. All holidays were taken into consideration when calculating the minimum number of hours students need to gain to pass the practicum course.

Students may observe religious holidays not observed by their practicum, but these are treated as absences to be made up by the student AND must be negotiated with the Practicum Instructor prior to the absence. If the practicum is on an adjusted schedule, the student is required to work with the agency to meet the needs and requirements of the clients.

*Please Note: School districts may operate on an adjusted schedule in terms of holidays and mid-semester breaks. Students placed at a school district were informed of possible adjusted schedules when being matched and were asked to discuss the practicum schedule during the interview. It is expected that students completing their practicum at a school district have agreed to follow their policy. At the beginning of the practicum, students should request the practicum calendar from the agency. Students will need to account for school-based practicum days off, as they do not count for practicum hours.*

#### **Winter Intersession:**

1. The CSUSB School of Social Work Calendar lists Winter Intersession dates. Please refer to the calendar for specific dates.
  - a. Please note: Some practicums will only allow students to take two weeks off during winter intersession to ensure their clients' continuity of care. It is important for students to discuss agency requirements during the initial interview and again during the beginning of the fall semester to determine requirements. **No student can be in practicum when campus is closed. Please refer to the CSUSB School of**

### Social Work Calendar.

2. The benefits of implementing a decreased winter intersession are two-fold: 1) continuity of care for agencies and clients is made a priority, and 2) it allows students at the end of the spring quarter to make up hours if needed due to unforeseen absences
3. For county-based programs or the Title IV-E program, employment-based practicums usually require students to resume full-time work status during any winter or spring break. Students in these situations are required to discuss their agency's policy about this matter prior to applying for and accepting the practicum opportunity.

### **Spring Break**

1. Please refer to the CSUSB School of Social Work Calendar for dates.
  - a. Please note that although the university encourages agencies to allow students spring break, this is at the discretion of the agency.
  - b. Please note: If you intern at a school district, you may be required to take time off during the school district spring break versus the CSUSB spring break. Students need to account for this time off and make up the hours or adjust spring break hours to the school district schedule. There is allocated time during the academic year to complete all required hours.
  - c. Employment-based practicums may not allow spring break off due to the agency policy.

### **6.3.5 Illness and Other Emergencies (Health and Mental Health)**

Students are expected to notify the Practicum Instructor **prior to the start of the practicum day** in the event of illness or any emergency that may cause absence or tardiness. Notification should be made by phone call or text message, depending on the Practicum Instructor's stated preference.

All missed hours must be made up **before the end of the semester**, unless special arrangements are made in coordination with both the Practicum Instructor and the Practicum Faculty Liaison. Special arrangements are reserved for unavoidable emergencies.

If an absence extends beyond **two days**, particularly late in the semester, a **Level 1 Support Meeting** will be required. In such cases, the plan for making up hours must be approved through agreement during a Level 1 Review Meeting, which includes the Practicum Coordinator.

**Absences that exceed more than one practicum day per semester, whether consecutive or not, regardless of the situation, are required to be reported to the Practicum Instructor and Practicum Faculty Liaison by the student.** The Practicum Instructor will report a student's absences that exceed two consecutive practicum days to the Practicum Faculty Liaison either via telephone or email. "No-shows" (absence without notifying Practicum Instructor/Preceptor) are unacceptable unless a medical emergency prevented the student from contacting their Practicum Instructor or Preceptor at least 4 hours prior to the expected start time for practicum. If no such emergency is responsible for a no-show, the student may be referred to the Student Review Committee (SRC) for a Level 2 hearing for unprofessional conduct.

Students may experience a variety of circumstances impeding their ability to continue with, or complete practicum. These can range from personal difficulties to extraordinary unforeseen circumstances. In these situations, students are encouraged to self-disclose anything that could impede their progress/completion of practicum, so that options can be discussed.

Students have an ethical responsibility (4.05) to "not allow their own personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties to interfere with their professional judgment and performance or to jeopardize the best interests of people for whom they have a professional responsibility." "Social workers whose personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties interfere with their professional judgment and performance should immediately seek consultation and take appropriate remedial action by seeking professional help, making adjustments in workload, terminating practice, or taking any other steps necessary to protect clients and others" (NASW, 2021).

In the event that a faculty (academic or practicum education) instructor, or agency staff become aware of a student in crisis, the necessary precautions will be taken immediately, which may include but not limited to contacting the CSUSB CARE team, county Crisis Response Team, and/or the police. The University is committed to the health and safety of students, faculty, and community. Therefore, it is the expectation that Practicum Instructors and/or agency representatives contact the Practicum Coordinator or Practicum Director/Assistant Director regarding any concerns regarding the health and safety of a student.

#### **6.4 Insurance**

CSUSB provides all social work student interns with malpractice insurance, which is charged to the student during fall semester registration. The exception to this may be when a student is interning at their place of employment, and malpractice insurance is covered by their agency. Students must be working in an official capacity as agreed between their Practicum Instructor, agency, and the CSUSB School of Social Work, and an affiliation agreement must be in place to be covered under this policy and only during the academic year. Professional liability insurance is effective when the student is registered as a student in the School of Social Work.

Students are responsible for acquiring and maintaining their own health, accident, and/or automobile insurance that the agency may require. CSUSB does not provide health and accident insurance for practicum participants and is not financially responsible for any medical bills incurred as a result of emergency or other medical treatments. It is highly recommended that students secure their own medical insurance prior to beginning practicum, such as Medi-Cal, if they do not already have access to health insurance through their employer, family, etc.

#### **6.5 Accommodations and Title IX**

##### Accommodations:

Students are responsible for requesting any reasonable accommodations for Practicum seminar class or their practicum site by enrolling in CSUSB's Services for Students with Disabilities and consulting with their designated Practicum Coordinator and/or Practicum Director at the time of the practicum interview. If an accommodation need is determined once the student has been placed with the agency, the student is highly encouraged to discuss their specific needs with the Practicum Faculty Liaison and/or Practicum Instructor at the agency. The determination of accommodation requests can include a review of whether the requested

accommodation is reasonable for the setting and/or agency and whether there are limits to the scope of accommodation. This will be determined by the CSUSB's Services for Students with Disabilities (SSD) in consultation with the School of Social Work Practicum Education Program. Accommodation in a practicum experience may be different from those approved in a classroom. Information regarding SSD can be found on the school website: <https://www.csusb.edu/ssd>

#### Title IX:

The California State University does not discriminate on basis of gender, which includes sex and gender identity, gender expression, and/or sexual orientation, in its education programs or activities. Title IX of the Education Amendments of 1972, and certain other federal and state laws, prohibit discrimination based on gender or sexual orientation in employment, as well as in all education programs and activities operated by the University (both on and off campus), including admissions. The CSUSB School of Social Work fully supports and abides by Title IX policies. The protection against discrimination on basis of gender or sexual orientation includes sexual harassment, sexual misconduct, gender-based dating and domestic violence and stalking.

The determination of accommodation requests can include a review of whether the requested accommodation is reasonable for the setting and/or agency and whether there are limits to the scope of accommodation. This will be determined by the CSUSB's Title IX Office, in consultation with the School of Social Work Practicum Education Program. Accommodation in a practicum setting may be different from that approved for a classroom.

### **6.6 Criminal Background Checks (Live Scan)**

Criminal background checks are commonly required as part of the onboarding process for students placed in many practicum settings. Any criminal record (infraction, charge, misdemeanor, or felony) may make a student ineligible for placement in certain agencies. Students are advised that a lack of disclosure about a criminal background during the agency interview process may result in a denial of placement at some agencies. It is strongly recommended that students with any degree of criminal background openly discuss their specific situation with their designated program Practicum Coordinator during their pre-placement meeting so they can get a better understanding of the potential challenges of placement, on a case-by-case basis

Students may be ineligible for placement, or terminated from an agency, if criminal background information comes to light without prior disclosure to them. The Practicum Director or the designated program Practicum Coordinator can provide insight to students regarding potential opportunities and barriers to securing a practicum site but cannot guarantee placement or choice of placement. Information disclosed will be used only for the purpose of determining appropriate practicum options. Please note: If a student cannot be placed, they will be unable to continue in the BASW or MSW program.

If a student is arrested or charged with a new offense or is convicted before commencing and/or while a student in the program, the student is required to disclose this information to the Director of the School of Social Work, Director of Practicum Education, designated Practicum Coordinator, and Academic Advisor within 48 hours of arrest, charge, or conviction. Students may be terminated from the program if an arrest or charge comes to light without immediate disclosure.

Failure to provide the required disclosures or notices will be deemed as deception and will be handled as a form of academic dishonesty in addition to any other violations.

Arrests, violations and/or convictions which violate University and/or School policies or standards could result in sanctions. Please see the NASW Code of Ethics, "4.04 Dishonesty, Fraud and Deception."

Students who are arrested, charged, or convicted before commencing and/or while enrolled as a student in the program are not permitted to return to practicum until further notice. The student will be referred to the Student Review Committee for an initial review of the situation. The student assumes the risk involved with disclosing information and thus may choose not to disclose information. However, if the student chooses not to disclose information, the Student Review Committee will be unable to determine a course of action based on the program guidelines and Code of Ethics.

If a student is charged with a new offense before commencing and/or while enrolled as a student in the program, the student will most likely be required to take a leave of absence until the case has been resolved and a decision has been made by a court of law. A student may be permitted to complete classroom coursework for that semester but will most likely be unable to continue in subsequent semesters until a resolution has been reached in their case because the nature of the program largely requires that core courses be taken concurrently with practicum. Once the outcome of the specific case or circumstance has been determined/resolved, it is the student's responsibility to inform the Director of the School of Social Work, Director of Practicum Education, BASW or MSW Practicum Coordinator, and Academic Advisor. At that time, the student will be referred to the Student Review Committee again to review the specific factors and their implications for the social work profession and the student's ability to return to the program and practicum.

## **6.7 Immigration Status**

The University does not check the immigration status of students. However, practicum sites may require documentation of a student's citizenship/resident status through a valid Social Security number and/or valid California driver's license, identification card, or visa. The School of Social Work Practicum Education Department cannot guarantee a student's placement if an agency requires such documentation. International students are required to be cleared by international studies and show proof of a valid visa that allows them to study full time in the United States prior to being admitted to the Social Work Program as this will impact a student's ability to participate in Practicum Education.

## **6.8 Safety**

Student safety is of utmost importance and concern at the practicum site. Students should make every effort to understand the safety protocols at their practicum by discussing them with their supervisor, support staff, completing training, and by reviewing agency handbooks. Practicum sites are required to provide safety training to students, it is the student's responsibility to assure they have been offered training, and if they have not been offered training to request it. If the practicum site does not have a safety training, nor are they offering to the student after attempted advocacy by the student, the student is to notify their Practicum Faculty Liaison (or the Practicum Coordinator in the Liaison's absence). (For further information on specific safety protocols, refer to the Student Practicum Education Orientation Modules).

During the admission process and prior to entering practicum, students are informed that their participation in practicum may be accompanied by certain risks. Risks include but are not limited

to 1) driving to and from the practicum site, or during practicum activities; 2) unpredictable or violent behavior of certain client populations served by the practicum site; and 3) exposure to infectious diseases, including tuberculosis or other airborne pathogens, hepatitis, HIV or other bloodborne pathogens.

All risks cannot be prevented, and some could result in bodily injury, up to and including death, and each student has agreed to assume these risks beyond the control and liability of the University, School, Faculty, and Staff. It is the student's responsibility to understand and follow the practicum's policies and procedures designed to identify and control risks, including safety and security procedures and blood borne pathogen policies, and to obtain any immunizations which the Practicum Site may recommend, or that the University requires. Students agree to follow CDC and CDPH guideline to reduce the risk of infections, and prior to beginning practicum they signed the acknowledgement of risk form related to the risks associated with practicum and that they are otherwise capable, with or without accommodation, to participate in the practicum.

## 6.9 Transporting Clients

Interns are **not** permitted to:

- ✓ Drive clients

Interns are permitted to:

- ✓ Be a passenger in the car while an employee drives a client.
- ✓ Drive an agency car independently after completing agency required training.
- ✓ Drive with an employee passenger, but not with a client passenger.

## 6.10 Home Visits

MSW interns may conduct home visits independently, without a social worker/preceptor present, provided all social worker safety and home visiting training has been completed at the agency practicum site and the Practicum Instructor has assessed that the case is appropriate.

***BASW interns are not permitted to conduct home visits independently.*** BASW interns may conduct home visits only when accompanied by an employee social worker.

## 6.11 Counseling

Working in the profession of social work can elicit strong emotional responses in students, given the severity of issues that some clients report. When dealing with a client issue that has become too difficult or overwhelming to them, students are encouraged to utilize the resources of the CSUSB Student Counseling Center (<https://www.csusb.edu/caps>) or consult a mental health professional in their health insurance network.

Students have an **ethical responsibility** (4.05) to "not allow their own personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties to interfere with their professional judgment and performance or to jeopardize the best interests of people for whom they have a professional responsibility." "Social workers whose personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties interfere with their professional judgment and performance should immediately seek consultation and take appropriate remedial action by seeking professional help, making adjustments in workload, terminating practice, or taking any other steps necessary to protect clients and others" (NASW,

2021).

### **6.12 Social Media**

Public social networks are not private. Even when open only to approved or invited members, users cannot be certain that privacy will be respected by various sites. If social work students choose to participate in such forums, they assume that anything posted can be seen, read, critiqued, and shared. Whatever is stated, posted, linked to, commented on, uploaded, subscribed to, etc., can be accessed and archived, posing potential harm to professional reputations and careers.

Social work students who use social media (e.g., Facebook, Twitter, Instagram, TikTok, Snapchat, YouTube, etc.) and other forms of electronic communication (e.g., blogs, etc.) must be mindful of how their communication may be perceived by clients, colleagues, Faculty, and others. Social work students are expected to make every effort to minimize sharing material which could be considered inappropriate for a professional social worker in training. Because of this, social work students are advised to manage security settings at their most private levels and avoid posting information/photos or using any language or references that could jeopardize their professional image or that of their classmates, colleagues, agency, School, or University.

Social work students are NOT to “friend”, engage, or continue with any clients on social media platforms. Students need to be aware of professional code of conduct regarding timeframes for interacting with clients post degree.

Students are asked to consider the amount of personal information posted on these sites and are strongly urged to block any client access to involvement in the students’ social networks. Client material should not be referred to in any form of electronic media, including any information that might lead to the identification of a client or compromise client confidentiality in any way. Additionally, students must critically evaluate any material that is posted regarding community agencies and professional relationships, as certain material could violate the standards set by the School of Social Work and/or the NASW Code of Ethics.

Social work students should consider that they will be representing the social work profession as well as CSUSB and the School of Social Work program while in the classroom, the university community, and the broader communities.

### **6.13 Policy and Procedure for the Use of Employment Setting for Practicum**

The goal of work is performance, while the goal of the practicum is student learning through the application of social work and other bases of knowledge. However, it is possible for a student to obtain a placement at the agency where they currently work provided that the educational experience is unique to their job responsibilities and includes substantial “new learning” in the areas of knowledge, values, and skills. The student’s regular work may not be considered a practicum unless the student submits the Employment-based Placement Application, and all requirements are met.

Approval of the use of an employment setting as a practicum is dependent upon the ability of the agency to safeguard the student’s learning needs. This normally means that a different supervisor in a different department/unit would supervise the practicum with different clients that are not a part of the student’s regular work assignments, and the work must be at the appropriate level for the degree they are pursuing (i.e., BASW/MSW Generalist level, or MSW Advanced Generalist



level).

Students requesting a practicum at a current job site must complete the **Employment-based Placement Application**, which can be found on the CSUSB School of Social Work website. The application describes the student's current work assignments and identifies how practicum activities will be significantly different from employment responsibilities.

At no time may the student's employment duties/work bleed into their practicum duties/work on their practicum days/hours. The Employment-based Placement Application will be reviewed, and a decision made by the Practicum Admin (Director/Coordinator). Criteria for consideration includes (but is not limited to):

1. There must be an MSW employed at the work site who is NOT the employment supervisor, who is willing and able to be a Practicum Instructor.
2. The Practicum Instructor must be an MSW and cannot have any authority over the student's employment status. The BASW and MSW Practicum Instructor must meet the qualifications required of all Practicum Instructors.
3. The practicum learning opportunities/tasks/assignments must differ from the employment tasks AND must be in accordance with both the general educational criteria of the School of Social Work and those appropriate to the student's chosen educational level/goals.
4. Employment-based practicum/job-related placements must be approved in writing by the agency and the Director of Practicum Education (or the designated proxy such as, Assistant Director or Title IV-E Project Coordinator.) Prior approval is required by the Director of Practicum Education or designee when there are any changes to the approved employment-based placement application and will require updated approval from all parties via email. *Employment-based/ job-related placement application is available on the CSUSB School of Social Work website: [Employment-based Application](#).*
5. The request for employment-based/job-related placement must be discussed prior to the Placement Interview with the Practicum Admin (Director/Coordinator) to allow for time to investigate it as a viable option. Documentation to support the request must be submitted at the Interview or within 14 business days of notifying your Practicum Coordinator of intention to complete an employment-based/job-related placement.

PLEASE NOTE: If the student is a county employee participating in the 20/20 program or approved for the Title IV-E program, there are specific requirements that need to be met to be considered for an employment-based placement and a 2-year placement at a county agency. The student's employment duties need to be different from each year of practicum. This is approved ahead of time, prior to the practicum beginning, through a formal interview and acceptance process. Please see CSUSB School of Social Work website for further details regarding these programs.

Any deviations at all to the above must be reviewed and approved by the Practicum Administrator (Director/Coordinator).

#### **6.14 Policy on the Use of the Same Agency for Both Years of Practicum**

Practicum experiences are designed to build upon one another in developing a competent

practitioner. A competent practitioner can demonstrate social work practice skills in both direct and indirect practice in a diversity of agency settings. To maximize learning students are placed in two different agencies. However, in limited circumstances, an exception to the “two-agency” rule may be approved. For example, if there are limited placement options in a geographical area, the agency is large and diverse and can provide two unique experiences and a different Practicum Instructor each year, an exception may be considered. Additionally, if the student is a county employee participating in the 20/20 program or Title IV-E program, there are specific requirements that need to be met to be considered for a 2-year placement at a county agency. An exception must be approved in advance by the Practicum Administrator (Director/Coordinator).

### **6.15 Withdrawal from Practicum Education Course Enrollment**

If the student withdraws from their practicum seminar or leaves their practicum without notification, they will not receive credit for hours previously completed because practicum education is based on a year-long, two-semester sequence with (in most cases) a year-long learning plan, and there is a limited number of agencies that will accept a student for less than a full academic year. Withdrawal from the practicum or seminar may require the student to repeat the entire year. Should an emergent situation develop requiring a student to withdraw from their practicum sequence at any time, the Practicum Faculty Liaison, Academic Advisor, and the Practicum Administrator (Director/Coordinator) should be notified at the earliest possible time and a written plan approved by the Director of Practicum and/or designated Practicum Coordinator developed to avoid (if possible) the necessity of repeating any part of the Practicum Education Sequence.

If, at any time, a student plans to exit their practicum, their clients' well-being should be the principal concern. The student should notify their Practicum Faculty Liaison (PL) or Practicum Coordinator in absence of PL immediately (within 24 hours) of the intention to exit their practicum. So, except in the most extreme emergencies, the proper termination processes should be followed, and the student should adhere to the agency's transfer of cases policy/procedures. All property of the agency should also be returned (keys, case records, etc.), and failure to abide by these guidelines could constitute a serious violation of professional ethics and lead to dismissal from the BASW or MSW program following a Level 2 Student Review Committee hearing in response to the breach.

### **6.16 Student Request to Postpone or Quit a Practicum**

A student who finds that they must defer enrollment in the practicum education sequence requirement of the BASW or MSW Program due to extenuating circumstances (e.g., illness, personal emergency, etc.) must discuss the issue(s) with the Practicum Director or designated Practicum Coordinator and their Academic Advisor and submit an electronic Request for a Leave of Absence (LOA), the information and instructions for which may be found here: [Leave of Absence Form](#).

The Request for a Leave of Absence must be specific and include:

- a. The name of the School of Social Work Graduate Coordinator, Dr. Carolyn McAllister, [cmcallis@csusb.edu](mailto:cmcallis@csusb.edu).
- b. A proposed curriculum plan for completing practicum and concurrent program requirements.
- c. The duration of the Leave of Absence; and
- d. Delineation by the student of their understanding of the impact that the delay will have on completing the BASW or MSW.

It is the student's responsibility to ensure that all LOA paperwork is completed, reviewed, approved, and submitted as instructed.

A student may not discontinue or withdraw from their practicum or seminar to avoid receiving an unsatisfactory grade for any portion of their practicum education experience. Any student who withdraws from the practicum or seminar and is not in good standing, e.g., grades or conduct, will not be allowed to re-enroll in a practicum education sequence.

The special circumstances necessitating the discontinuance of a practicum or seminar must be discussed with the Practicum Faculty Liaison, Practicum Admin (Director/Coordinator), and Academic Advisor. Prior to the student's re-entry into the practicum education sequence, a meeting will be held with the student, Practicum Admin (Director/Coordinator), Practicum Faculty Liaison, and Academic Advisor to determine readiness to re-enter a practicum or seminar, review audit requirements and to finalize any outstanding arrangements. The Practicum Director or designated Practicum Coordinator and Academic Advisor will propose the specifics and timing of re-entry into the practicum education sequence in consultation with the BASW Program Director or the MSW Graduate Coordinator.

#### **6.17 Interruption of Practicum**

Students who are employed should clearly explain to their employers that they are not available for "on call" work, or to respond to emergencies during practicum hours. Personal cell phones, pagers, text messages, and personal telephone calls should not interrupt students' work and attention at their practicum sites. Students should make alternate arrangements for others to contact you, e.g., during your coffee or lunch break, or after practicum hours, etc.

#### **6.18 Agency Dismissal of Students from Practicum Sites**

Agencies, with or without the consent of the CSUSB School of Social Work, may dismiss students for illegal, unprofessional, or unethical conduct or for any violation of that agency's expected intern conduct, or of its policies and/or procedures according to that agency's internal personnel regulations, or failing to comply with any part(s) of the NASW Code of Ethics. When a student is dismissed from an agency, a referral to the Student Review Committee (SRC) Level 2 will be initiated by the Practicum Faculty Liaison and the Academic Advisor will be notified. The SRC process will be followed as described in the Student Handbook.

Dismissal from a practicum for violation of an agency policy or procedure, for unprofessional conduct, and/or a violation of the NASW Code of Ethics can also constitute grounds for dismissal from the BASW or MSW program following the Level 2 Student Review Committee hearing. All social work students are responsible for knowing the NASW Code of Ethics and the information contained in the BASW or MSW Student Handbook and BASW/MSW Practicum Education Manual. Ignorance of any part of the Code, Handbook, or Manual is not an excuse for breaches of professionalism or professional ethics.

#### **6.19 Termination Initiated by Agency or Social Work Program due to Student Performance Concerns**

A supervisor, practicum instructor/coordinator, or administrator of the agency (practicum site) retains the right to terminate a student's placement because of significant behavioral

concerns. Additionally, the Director of Practicum Education may terminate a student's placement due to serious acts of omission or commission by the student in either the practicum seminar class or practicum. It is the expectation of the Practicum Education department that students are notified, counseled, and/or given the opportunity to learn and improve in the area of concern prior to termination. It is the Practicum Education departments expectation that these efforts will be documented in writing and provided to the student and Practicum Faculty Liaison (or Practicum Coordinator in the PL's absence) Reasons for termination include (but are not limited to):

- Ongoing inability to meet learning objectives (competencies) as outlined on the Student Learning Plan.
- Failing to follow mandated reporting requirements.
- Illegal drug use while at the practicum site, reporting to the practicum site under the influence of alcohol or legal or illegal substances, and/or failing an agency drug screening.
- Presenting a risk to and/or jeopardizing the safety or boundaries of clients, staff, or Faculty either intentionally (e.g., verbal abuse toward others; sexual impropriety; dual relationships, poor boundaries, etc.) or unintentionally (e.g., via carelessness, laziness, forgetfulness, etc.).
- Not maintaining consistent days and hours of attendance at the practicum site.
- Being unable to openly accept feedback, constructive criticism from their supervisor.
- Personal issues significantly impact a student's ability to meet agency, client, University and School expectations and obligations.
- Failure to report previous criminal convictions to their Practicum Education Faculty members.
- Violation(s) of the NASW Code of Ethics.
- Failing to attend seminar class.
- Verbal or physical threats to Faculty, staff, students, or others at CSUSB.
- Being charged with a legal offense as an accepted or current student.
- Repeated unprofessional or inadequate communication with peers, Faculty, and agency partners.

The Director of Practicum Education or designee will thoroughly review the reason(s) for termination and refer the matter to the Chair of the Student Review Committee for review and final disposition (Level 2). The Director of Practicum Education or Practicum Education Department representative will be present at all Student Review Committee meetings related to practicum education. (See Level 2 Review as outlined in the BASW or MSW Student Handbook).

#### **6.20 Repeat Policy (Re: A Grade of No Credit (NC) in Practicum Education)**

If a student receives a "no credit" (NC) for a practicum education course for any reason they will be referred to the Student Review Committee (SRC) for a Level 2 SRC hearing, to determine the student's status in the program. An NC grade is equivalent to a failure in a course. If a student is in danger of receiving a NC for a practicum education course for any reason they will be scheduled for a Level 1 Student Review meeting by their Practicum Liaison, Practicum Coordinator or Director/Assistant Director of Practicum Education to attempt to resolve the issue. If the Level 1 Student Review meeting does not resolve the practicum education concern, the student may be

referred to the Student Review Committee (SRC) for a Level 2 SRC hearing, to determine the student's status in the program. For example, the student does not complete their pre-practicum requirements or employment-based placement application packet and cannot be referred to or start practicum education for the academic year. This student may be scheduled for a Level 1 Review by the above a forementioned faculty/administrative staff as they are in danger of receiving a NC for practicum education as they do not have an approved or confirmed practicum placement for the upcoming academic year.

## **6.21 Performance that May Result in a Student Review (Level 1 or Level 2)**

Student reviews can occur under any of the following circumstances:

- Failure to complete the pre-practicum placement process including practicum application, pre-practicum meetings with the Director of Practicum Education or designated Practicum Coordinator, scheduling an interview with the practicum placement agency referral, and/or completing the pre-practicum orientation and training modules by the specified timeframe.
- A Practicum grade of "No Credit" requires a repeat of that semester of practicum and places the student on probationary status and may result in a meeting with the Student Review Committee to resolve the problem. The student needs to pass (practicum and seminar) in all subsequent practicum education courses. If students receive more than one "F" (or "No Credit" in Practicum), they may be dismissed from the program.
- Scholastic dishonesty, including cheating, lying, plagiarism, collusion, falsifying academic records, or any act designed to give unfair advantage to the student. (Students must adhere to University guidelines for expected behavior). For complete University policy and procedures, see California State University, San Bernardino Bulletin of Courses, Academic Regulations, Plagiarism and Cheating.
- Behavior judged to be in violation of the current NASW Code of Ethics.
- Behavior judged to be in violation of the Student Discipline Code (See CSUSB Bulletin of Courses).
- Any threat or attempt to harm oneself or someone else.
- Commission of a criminal act that is contrary to the social work profession.
- Consistent pattern of unprofessional behavior.
- Failure to meet any of the NASW Code of Ethics or legal standards, Practicum Education Department Policies, or School of Social Work Criteria for Evaluation of Academic Performance. In some of these circumstances, faculty, adjunct faculty, practicum coordinators, Director/Asst. Director of Practicum Education are required to contact other entities, such as the Police Department or the CSUSB Student Conduct Office.

## **6.22 The Two Levels of Review**

### **6.22.1 Level 1 Review**

Whenever a faculty member and Practicum Faculty Liaison or Practicum Instructor has concerns regarding a student's academic performance, or professional/ethical conduct in the classroom or

practicum, they shall meet with the student to resolve the concerns. If the issues are not resolved, the student's Academic Advisor should be contacted by the referring party to help address the concern and do further fact finding. If the issues are still not resolved, the referring party who initiated the Level 1 or the academic advisor will make a referral to the Chair of the Student Review committee for a Level 2 Review. If the concern is of a very serious nature, it may be necessary to go directly to a Level 2 Review.

#### **6.22.1.1 Level 1 Review Process - Specific to Practicum**

1. Whenever a Practicum Faculty Liaison or Practicum Coordinator/practicum director has concerns regarding a student's academic performance, pre-practicum placement/clearance to begin placement or professional/ethical conduct at practicum, they shall meet with the student to discuss the concerns and attempt to resolve them. This resolution meeting will be documented, and a copy of the meeting summary will be provided to the student, Practicum Faculty Liaison, assigned Practicum Coordinator, and academic advisor. The Practicum Faculty Liaison or Practicum Coordinator/practicum director who scheduled the resolution meeting may invite other interested parties such as, Practicum Instructor, etc. The student may also invite practicum instructor or academic advisor if they feel that support will assist in the resolution of the presenting issue or challenge.
2. If the issues are not resolved within a specified period given by the person responsible for scheduling the meeting to resolve the issue(s), the student's Academic Advisor will be contacted to meet with the student, Practicum Faculty Liaison, Practicum Coordinator, and/or practicum director to conduct further fact finding, and document it as a Level 1 review. At that time, a plan of correction agreement will be drafted to address specific performance or professional/ethical concerns. All parties will review and acknowledge the agreement either in writing or through email. A Level 1 written agreement will be developed to note the specific concerns as they relate to performance or professional/ethical behaviors in question.
3. If the issues are still not resolved, the faculty member, referring party (Practicum Faculty Liaison, practicum coordinator, project coordinator), or advisor will make a referral to the Chair of the Student Review committee for a Level 2 Review. If the concern is of a very serious nature, it may be necessary to go directly to a Level 2 Review and bypass a Level 1 meeting and contract.

#### **6.22.2 Level 2 Review**

A Level 2 Review involves the Student Review Committee (SRC) which is composed of the Chair of the Student Review committee, and at least two other Faculty members not parties to the problem, person making the referral, the student's advisor, as well as any other Faculty whose expertise is required (e.g., practicum education department and program staff) will attend.

Within five business days of receiving the referral, the SRC Chair will:

- Notify the student of the referral using the student's CSUSB email address.
- Provide the student with the referral form and supporting documentation.
- Inquire about the student's preferences for meeting dates and times.

The SRC Chair will schedule the SRC hearing to take place no sooner than two business days after the student has received the referral documentation, and no later than 10 days after the referral was made. The SRC will take into consideration the student's meeting preferences; however, it is the student's responsibility to respond to the notice for an SRC meeting, and to attend the meeting (in person, via phone, or via videoconferencing), even if the meeting cannot be scheduled during the student's preferred dates/times. Should the student fail to respond and/or attend, the SRC will meet

and will render a decision without the student's input. Should the student withdraw from the BASW or MSW program or from the University while under referral to the SRC, the SRC process will continue with or without the student's participation and a recording of the SRC's decision will be included into the student's file.

After the level 2 SRC hearing has occurred, the Chair of the Student Review committee will discuss the recommendations with the Dean's office for final review/approval, and then will inform the student of the decisions which can include one or more of the following actions:

- Permit the student to continue in the program with no conditions. In these situations, the concern has been addressed and no further action by the student or program is required.
- Establish formal conditions for the student's continuance in the program. A remediation plan will be developed in consultation with the student, the advisor, and the concerned Faculty member as needed. This plan shall:
  - a) specify the concerns of the faculty member in as much detail as possible.
  - b) indicate the actions to be undertaken by the student.
  - c) indicate the date by which the student must demonstrate the required level of knowledge, skill, behavior, or ethical conduct.
  - d) the plan may indicate the name of a mentor (may be the academic advisor if the student chooses) who will meet regularly with the student and report progress to the SRC (see below Role of the Mentor)
  - e) be signed by the Academic Advisor, and Faculty member (or referring party) who initiated the concern.
  - f) be reported on regularly by the mentor (see below)

The student will be given a copy of the plan and asked to sign it indicating they received a copy of the document. The student will also be informed, in writing, of the right to rebut the Plan or appeal the decision. All students who have been placed on a remedial plan are also automatically placed on academic probation. Plans and reports will be filed in the student's file and reported to Graduate Studies.

The SRC Chair shall, on or before the date specified in the plan for completion of the remediation, review the student's progress. One or two actions must be taken to resolve the concern:

1. The plan is met, and the concern is alleviated. This is communicated in writing to all those in the above paragraph, plus the Director of the School of Social Work and members of the SRC.
2. The concern is not alleviated. The SRC Chair shall make a recommendation, which may be that the student be dismissed from the program. In some situations, the SRC will recommend that the student no longer continue in the social work program. This decision will be forwarded to a meeting of the full Faculty and if confirmed by the full Faculty, is final at the School level. That decision will be communicated to the student in writing including information on the right to appeal through the university's academic grievance process (see CSUSB Bulletin of Courses).
  - At the time a student is dismissed from the program, they are dropped from classes and are no longer enrolled. This will be communicated to the Office of Graduate Studies and the University Office of the Registrar. This may require repayment of financial aid funds. If a student is dismissed from the BASW or MSW program, they are dismissed from the university as well.

## **6.23 Grievances and Appeals**

Practicum Education students have the same "Due Process" rights in practicum as in classroom courses regarding grades and CSUSB Social Work Programs decisions. These are described in the BASW and MSW Student Handbooks, the University Bulletin and other

university documents.

## **7.0 PRACTICUM SELECTION PROCESS AND REQUIRED PRACTICUM COMPONENTS AND REQUIREMENTS**

This section of the manual covers the process for selecting the student's practicum site and the required components of practicum education: 1) Pre-Practicum Training Modules and Orientation, 2) Seminar, 3) the Learning Plan Agreement/Comprehensive Skills Evaluation, 4) Process Recording, 5) Supervision and Evaluation. Participation in each of these required components is essential to achieving the goals of the practicum education program. Students should be familiar with all the required components of the practicum education process and plan to actively participate in each. The components of practicum education are intended to 1) provide orientation through the experience, 2) provide guidance in shaping the experience to the student and agency while meeting BASW or MSW program goals, and 4) provide the supervision and evaluation necessary for achieving and assessing desired behaviors consistent with the nine CSWE social work competencies.

### **7.1 Generalist (BASW and MSW) Year Practicum Application and Interview Process**

#### Application Process

1. Once a student has applied to and been accepted into the BASW or MSW program, the BASW and MSW Practicum Coordinator, Director of Practicum Education, Pathway Program Practicum Coordinator for the distance education students or Title IV-E Practicum Coordinator for child welfare stipend students will send an email to the student requesting an in-person or online practicum interview.
2. Students complete a Practicum Application online through the program's Intern Placement Tracking System (IPT). A delay in completing the application can cause the student to be in danger of not being placed in a practicum placement. It is of the utmost importance that students complete this application in a timely manner, as the practicum placement process is a competitive process and practicum placement sites are not guaranteed.
3. Based on students' interests, learning needs, agency resources, and in some cases personal circumstances, the Director of Practicum Education or designated Program Practicum Coordinator will meet with the students to discuss placement options and a one or two-year practicum plan depending on their level of study. The student will not progress to being referred for a practicum placement if they do not complete the practicum application and meet with the Director of Practicum or Program Coordinator to determine an appropriate referral. Consequently, failure to schedule a pre-practicum meeting with the above indicated faculty (Director of Practicum or Practicum Coordinator, jeopardizes the student receiving a referral for practicum placement interview with a prospective agency. As practicum is required in order to successfully complete the social work program. If a student does not complete their meeting for practicum placement referral, they will be referred to Student Review Committee (SRC) for a Level 1 Student Review meeting to determine their ability to continue in the social work program. This referral is at the discretion of the Director of Practicum Education or designated Program Practicum Coordinator. The referral process for SRC will be followed as indicated in 6.21 Performance that May Result in a Student Review.



- a. The Generalist (first) year practicum process is intended to expose students to areas of diverse practices/populations they have not been exposed to and/or have no experience. The goal is to build a generalist social work skill set in social work methods and antiracist and anti-oppressive practices on a micro, mezzo, and macro level.
  - b. The Advanced Generalist year of practicum is intended to be in a practice setting that aligns with the student's specialization, area of interest, and possible research interests. The goal is to build upon the generalist practicum experience and assist the students in developing more advanced social work skills, methods, and antiracist and anti-oppressive practices across diverse populations.
  - c. Note: Students who receive a stipend (Title IV-E) have these additional requirements to consider when being placed: Practicum is required to provide opportunities to work with clients and agencies that provide services to children, adults and families receiving Public Child Welfare system (PCW) services or at risk of entering the PCW.
4. After the Director of Practicum Education or designated Practicum Coordinator has met with the student, discussed placement options and a tentative one or two-year practicum plan (MSW only), and identified the placement site that best meets the student's needs, a formal referral for one proposed practicum agency is sent via email to the student by the Practicum Director or Practicum Coordinator. The goal of the one and two-year plan is to encourage the student to begin to think about short- and long-term career goals.

#### Student/Practicum Instructor Interview

The student is instructed on how to contact the agency and set up their interview. The purpose of the interview is to determine if the placement is acceptable to the student and if the student is acceptable to the prospective Practicum Instructor and any other interested agency official. The student is instructed to take their current resume to the interview (or asked to email it to the Practicum Instructor before the in-person or online interview) and to attempt to secure a practicum with an agency.

#### **Given the limited number of practicum placements and the recent expansion of new social work programs, agency availability has become significantly more limited and competitive.**

Therefore, if a student fails to follow through with scheduling their interview with an agency, they may receive a **Level 1 Student Review notice** to address concerns related to professionalism—specifically, failure to follow instructions and meet the expectation of providing a timely response to the referral. Students are expected to contact the agency within two business days of receiving the referral. The referral process for SRC will be followed as outlined in Section 6.21: Performance That May Result in a Student Review.

#### Placement Confirmation

If the placement is acceptable to all parties involved, confirmation of this is communicated and shared by the Director of Practicum Education or with the designated Practicum Coordinator, either through email or completion and submission of the Interview Confirmation Form to the Practicum Faculty. Once the placement is secured, the student will follow up with the Practicum Instructor no later than late June to discuss pre-practicum requirements (i.e., Live Scan criminal

background check, TB tests, physical exam, etc.).

### Second Interview

1. On rare occasions, a placement may not be acceptable to either the student or the Practicum Instructor. In this situation, the student will report back to the Director of Practicum Education and/or the designated Practicum Coordinator. Feedback from the previous interview will be discussed with the student, if available.
2. If necessary, the student will receive coaching on interviewing skills and/or be offered a mock interview prior to being referred for a second interview. However, being referred to a second interview will be based upon the Practicum Admin (Director/Coordinator) determining that the student has the necessary skills, temperament, maturation, and readiness to be successful in their practicum.
3. If the Practicum Admin (Director/Coordinator) reviews the attempts made to secure a placement and determines that the student is not ready or is inappropriate for practicum, the student will not be referred for a third interview.
4. While the School of Social Work attempts to secure appropriate practicums for all students, in accordance with the placement procedures listed above, it does not guarantee that all students will be successful in the placement interview.
5. Students who are denied a placement by two different agencies, who refuse to accept two agency offers, or who refuse an interview with an agency will be required to meet with the Practicum Admin (Director/Coordinator). The Practicum Admin (Director/Coordinator) has the option of referring the student to the Student Review Committee, or to indefinitely terminate the practicum privilege, due to being unsuccessful in securing a placement after completing two interviews. The BASW and MSW Student Handbooks, specifically the Student Review Process, will be followed in such cases. The criteria for assessing appropriateness for the social work profession include criteria including but not limited to BASW and MSW Student Handbooks):
  - Basic Abilities Necessary to Acquire Professional Skills
  - Emotional and Mental Abilities Necessary for Performance in the Program and Professional Practice
  - Professional Performance Skills Necessary for Work with Clients and Professional Practice
6. If the student's employment and/or other competing factors in their personal life impair or prevent them from securing a practicum, the process of pursuing placement will be suspended, and the student will be referred to the Director of Practicum Education and/or the SRC for review. The decision to suspend the practicum referral process is at the discretion of the Practicum Admin (Director/Coordinator), and/or the Student Review Committee. Further, the student will not be permitted to sign up for the practicum education course (SW6181).

Students are prohibited from independently contacting an agency for a placement. There are many variables involved in the placement process, about which a student may not be aware. To ensure that the learning needs of students are met, a formal process for selecting practicum sites from the approved site list has been developed. The process contains multiple steps to ensure that the placement sites have the expertise and capacity to properly train students and that the roles and

responsibilities of the partners in the Practicum Education process (University, agency, student) are clearly understood before students are placed in an agency

If a student is interested in an agency that is not currently an approved placement site, the student may discuss their interests with the Practicum Admin (Director/Coordinator) and provide them with agency information. However, the student is prohibited from contacting the agency directly. *Students should be aware that the contracting process is complex, and the contract may not be possible for many reasons, including but not limited to the agency not having appropriate MSW (2 years post-graduation) or LCSW staff to supervise or length of time of the contracting process. Further, students should be aware that the contract with the proposed agency may not be executed in time for the needed placement academic year.*

## **7.2 Advanced Generalist Year Practicum Application and Interview Process**

### Application Process

1. At the end of the Fall semester, returning students apply for a practicum using the Practicum Application Form, located in IPT. The student will not progress to being referred for a practicum placement if they do not complete the practicum application and meet with the Director of Practicum or Program Coordinator to determine an appropriate referral. Consequently, failure to schedule a pre-practicum meeting with the above indicated faculty (Director of Practicum or Practicum Coordinator, jeopardizes the student receiving a referral for practicum interview with a prospective agency. As practicum is required in order to successfully complete the social work program, If a student does not complete their meeting for practicum placement referral, they will be referred to Student Review Committee (SRC) for a Level 1 Student Review meeting to determine their ability to continue in the social work program. This referral is at the discretion of the Director of Practicum Education or designated Program Practicum Coordinator. The referral process for SRC will be followed as indicated in 6.21 Performance that May Result in a Student Review.
  - Advanced Standing students apply for a practicum once admitted to the program in the Spring prior to entering the Advanced Standing program in the Summer (Summer Bridge Course) using the Practicum Application Form, located in IPT. A delay in completing the application can cause the student to be in danger of not being placed in a practicum placement. It is of the utmost importance that students complete this application timely, as the placement process is a competitive process and placements are not guaranteed
2. Once the student completes the form and submits an updated resume, they must sign up for a practicum interview with the Director of Practicum Education, the BASW or MSW Practicum Coordinators, the Title IV-E Coordinator, or Pathways Distance Education Practicum Coordinator. Students should complete this process within 14 business days of the instructions being sent to the student. If the student does not complete the process in time, they are at risk of delaying placement and being placed for the academic year. If there is a delay and the student has been notified in writing about the lack of cooperation with the practicum placement process, the Director of Practicum Education or designated Practicum Coordinator may at their discretion refer the student to SRC for Level 1 Student Review (as mentioned in section 6.21).
3. The interview will provide the student with two agency referrals based upon the student's chosen specialization, with consideration given to the student's previous experience,

geographical accessibility, long range career goals, areas of special interest, and the availability of placements. Students will be referred to the agency via email.

#### Student/Practicum Instructor Interview

The student is instructed on how to contact the agency and set up the interview. The purpose of the interview is to determine if the placement is acceptable to the student and if the student is acceptable to the prospective Practicum Instructor and any other interested agency official. The student is instructed to take their current resume to the interview (or be asked to email it to the Practicum Instructor before the in-person or online interview) and to attempt to secure a practicum with an agency.

Given the limited number of practicums, and the recent additional new social work programs, agency availability has become much more limited and competitive. For this reason, it is of the utmost importance that students contact the agency to schedule an interview within 2 business days of receiving the referral.

#### Practicum Site Confirmation

If the placement is acceptable to all parties involved, confirmation of this is communicated and shared by the Director of Practicum Education or with the designated Practicum Coordinator, either through email or completion of the Interview Confirmation Form. If a student is accepted at both placements where they interview, they will decide which placement to accept. If the student is accepted at one of the two placements, they will accept the placement. Once placement is secured, the student will follow up with the Practicum Instructor no later than late June to discuss pre-practicum requirements (i.e., Live Scan background check, TB tests, physical exam, etc.).

#### Second Interview

1. On occasion, due to the competitive nature of advanced generalist placements, the student may not be accepted at one of their first two placement choices. In this situation, the student will report back to the Director of Practicum Education and/or the designated Practicum Coordinator. Feedback from the previous interview(s) will be discussed with the student.
2. If necessary, the student will receive coaching on how to perform in an interview and/or be offered a mock interview prior to being referred for a third interview. However, being referred to a third and possibly a fourth interview will be based upon the Practicum Admin (Director/Coordinator) determining that the student has the necessary skills, temperament, maturation, and readiness to be successful in their practicum.
3. If the Practicum Admin (Director/Coordinator) reviews the attempts made to secure a placement and determines that the student is not ready or inappropriate for practicum, the student will not be referred for a third or fourth interview.
4. While the School of Social Work attempts to secure appropriate practicums for all students, in accordance with the placement procedures listed above, it does not guarantee that all students will be successful in the placement interview.
5. Students who are denied a placement by three or four different agencies, who refuse to accept two agency offers, or who refuse an interview with an agency will be required to meet with the Practicum Admin (Director/Coordinator). The Practicum Admin

(Director/Coordinator) has the option of referring the student to the Student Review Committee, or to indefinitely terminate the practicum privilege, due to being unsuccessful in securing a placement after completing two to four interviews. The BASW and MSW Student Handbooks, specifically the Student Review Process, will be followed in such cases. The criteria for assessing appropriateness for the social work profession include criteria including but not limited to (BASW and MSW Student Handbooks):

- Basic Abilities Necessary to Acquire Professional Skills
- Emotional and Mental Abilities Necessary for Performance in the Program and Professional Practice
- Professional Performance Skills Necessary for Work with Clients and Professional Practice

6. If the student's employment, and/or other competing factors in their personal life, impair or prevent them from securing a practicum, the process of pursuing placement will be suspended, and the student will be referred to the Director of Practicum Education and/or the SRC for review. The decision to suspend the practicum referral process is at the discretion of the Practicum Admin (Director/Coordinator), and/or the Student Review Committee. Further, the student will not be permitted to sign up for the practicum education course (SW6083).

Note: Students who are participating in the Title IV-E Program engage in a structured interview process and are required to complete their Advanced year placement with a county public child welfare agency.

### **7.3 Learning Plan Agreement**

At the beginning of the academic year, the student, and the Practicum Instructor, in consultation with the Practicum Faculty Liaison, develop a learning plan structured by the Learning Plan Agreement/Comprehensive Evaluation of Skill form (LPA) through the electronic Intern Placement Tracking (IPT) Database program (IPT). The Director of Practicum Education, designated Practicum Coordinator and/or Practicum Faculty Liaison(s) will provide training on how to access and use the IPT during the pre-practicum modules held prior to the academic year.

The purpose of the agreement is to formalize the expectations for student learning (knowledge) and performance (skills) by developing learning opportunities that allow the student to demonstrate behaviors consistent with the nine CSWE social work competencies. Since students come to the BASW and MSW Programs with different needs and various levels of experience, the learning agreement should be reflective of an individual student's unique needs in addressing learning opportunities in practice within the framework of the overall program goals. The Practicum Instructor supervises the learning agreement development process and determines what is feasible given the resources of the agency. The learning plan agreement serves as a roadmap for the student learning as they work to achieve at least a minimal level of competency in the nine areas. The LPA also details the student's expected days in placement and hours of practicum. If there are changes to the students' schedule for placement including the days or hours, the LPA must be revised and signed by all parties.

Toward the end of each semester, the Practicum Instructor rates the extent to which the student's observable competency behaviors were achieved. Activities in the fall semester are expected to help the student begin mastering the competencies by the end of the spring semester.

## Learning Plan Agreement/Comprehensive Skills Evaluation Development

Procedure The following procedure is recommended beginning the first week of placement:

1. The student reviews the Learning Plan Agreement/Comprehensive Skills Assessment form.
2. The student discusses the agency mission statement, learning opportunities, expectations of the Practicum Instructor, Practicum Instructor's practicum plan, practicum objectives, expectations, and learning activities with the Practicum Instructor and, with the assistance of the Practicum Instructor, assesses their learning needs.
3. Together the student and Practicum Instructor document specific learning activities in the Learning Plan Agreement form and complete all sections of the learning plan at the beginning of the year to formulate the learning opportunities based on the agency mission, structure, client population, and policies.
4. The Practicum Instructor reviews, modifies the plan as appropriate, and discusses the modified plan with the student and Practicum Faculty Liaison. The student, Practicum Instructor, and Practicum Faculty Liaison signs the revised plan after all agree with it.
5. After student and Practicum Instructor complete the learning plan outline, they are then required to document the site-specific learning opportunities/activities intended to develop the student's skills which demonstrate behaviors reflective of each competency. ***There should be a minimum of three learning opportunities listed under each competency.***

### 7.4 Process Recordings

Process recordings (written and/or auditory) in conjunction with regular supervisory guidance are important tools in the learning process. The process recording is an educational tool that helps the student review, reflect, internalize, assess, critically analyze, and understand the client encounter, including the latent issues and feelings that contribute to that interaction, from micro, mezzo, and macro level perspectives. This affords the student the opportunity to explore and apply the conceptual knowledge from the classroom to social work practice.

A minimum of six process recordings are required per year (Seminars 2-7), however an agency may require additional process recordings. They are to be reviewed and signed by the Practicum Instructor and discussed during supervision. One process recording is to be submitted to the Practicum Faculty Liaison via Canvas in Seminars 2-7 and will be used by the Practicum Faculty Liaison as one indicator of the student's progress in applying knowledge gained in the classroom in the practicum.

Please refer to your seminar syllabus for the due date of your process recordings.

The format for the process recordings will be reviewed at the Pre- Practicum Orientation and/or will be covered in the Practicum Seminar.

## 7.5 Supervision

Regularly scheduled, individual, one-hour weekly conferences with the Practicum Instructor are a required feature of the practicum and a requirement of CSWE. Students should log one hour of supervision per week on their time log. This consultation is a mutually interactive process between the Practicum Instructor and the student and is used to assess the student's learning activities, including the integration and generalization of concepts from the classroom to applied practicum experiences, and to resolve problems.

Weekly supervision provides an opportunity for the Practicum Instructor to give ongoing feedback to the student. It informs the student about their performance of practicum goals, helps students identify their performance strengths and weaknesses, review process recordings, discuss case issues/dynamics, and evaluate their progress toward achieving the goals identified in the Learning Plan Agreement. Practicum Instructors may utilize process recordings, case histories, and presentations to explore case dynamics, client-student interaction, and systematic thinking. Additionally, the Practicum Instructor may request the student to seek consent from their client(s) to audiotape one or more sessions for review and analysis with the Practicum Instructor during their supervision hour, for the student's professional and personal growth.

**If there are any difficulties in maintaining regularly scheduled supervision, the student should immediately bring this matter to the attention of their Practicum Faculty Liaison. If a student fails to report the lack of weekly supervision for one hour with a 2-year post-graduation MSW or LCSW, the student could face consequences up to a referral to the SRC Level 2 Student Review and a suspended practicum placement.**

While other learning opportunities are encouraged, such as attending trainings, workshops, lectures, conferences, etc., these are not substitutes for the one hour of weekly individual or combination of individual and group supervision sessions.

## 7.6 Integrative Practicum Seminar

As an integral part of the 4181-4182 (BASW) 6181-6184 (MSW) sequences, all Generalist (BASW and MSW) year and Specialized Advanced Generalist (MSW) year students are required to attend their monthly practicum seminars online. The purpose of seminar is to provide a forum for discussion of students' practicum experiences, to synthesize and integrate theoretical and practical knowledge obtained from practicum and CSUSB coursework, and to link this material to CSWE core competencies.

### **Attendance:**

The practicum seminar is a part of the student's concurrent learning with their practicum and meets online via Zoom eight (8) times throughout the academic year. **Attendance is mandatory** and seminars are scheduled for two and a one-half hour each, which may count towards practicum hours if approved by the Practicum Instructor and if the seminar is held on a regularly scheduled practicum day. Any unavoidable absence should be discussed as soon as possible with your Practicum Faculty Liaison before the seminar. Students earn points for both attendance and meaningful participation. **Missing more than two seminar sessions will result in insufficient points to pass the course.** Should this occur, the student will not be permitted to continue in the BASW or MSW program that academic year, will be required to re-enroll in not only the seminar and practicum the following year, but also the social work practice courses the following

academic year because the BASW and MSW curriculums are sequential and concurrent in nature. The student may be required to repeat that entire academic year of seminar and practicum, as well as their social work practice course(s), depending on how well the student performed up until the time of the “no credit” determination, and pending a decision rendered by the Student Review Committee on this matter. Additionally, it should be noted that excessive and/or regular tardiness or leaving the seminars prematurely may constitute an absence from a seminar, and this determination is made by the student’s seminar instructor.

#### **Participation in Zoom Seminar:**

Participation credit for the Seminar is determined by several criteria, listed below. To receive full credit for Seminar attendance, you must attend and demonstrate the following:

- 1) Active involvement in Zoom synchronous class discussions (video and audio turned on for entire class period; audio should be muted when not speaking).
- 2) Arriving on time and ready to participate in class (video and audio on).
- 3) Demonstrating a commitment to a distraction-free class learning environment, which includes the following: private space, video on for entire class period, no personal cell use, no personal laptop or tablet use, laptop/tablet/cell use as it pertains to course material and course participation only, camera on, appropriate questions and attention to content and respect for Practicum Faculty Liaison and peers, as demonstrated by verbal and non-verbal communication.

***To obtain credit (Passing grade) for the Practicum Education Courses, students need to obtain a minimum of 73% in the BASW and 83% in the MSW practicum seminar course AND successfully complete the required practicum hours. Note: Points are given for attendance and participation. Please review the course syllabus for details.***

#### **7.7 Required Meetings**

Integration of information learned in the classroom with experiences learned in the practicum is a critical combination of professional learning and preparedness to competently enter the profession. The following meetings are required to facilitate the integration of material:

1. Practicum Education Orientation
2. Scheduled supervision (see Supervision section above)
3. Group meetings, training, staff/team meetings, and case conferences arranged by the Practicum Instructor
4. Periodic, usually once or twice each semester, online Zoom meetings with the Practicum Faculty Liaison, individually and/or in groups of students and Practicum Instructor
5. Seminar held online through My Coyote Zoom meetings.
6. Additional meetings arranged by the Practicum Department to discuss activities, common problems, or issues.
7. School events as listed on the CSUSB School of Social Work Master Calendar
  - Professional/Career Development Day (Virtual/optional for Title IV-E students)
  - Title IV-E Day (optional for non-Title IV-E students)
  - Southern California Schools of Social Work Consortium Job Fair (optional for graduating students)

#### **7.8 Evaluations of Practicum**



Ongoing evaluation of the student's progress is a function of the supervisory process. Any concerns about the student's progress by the Practicum Instructor should be brought to the attention of the student and Practicum Faculty Liaison as soon as possible, so corrective action (Level 1) can be initiated. Please review the Level 1 and Level 2 sections of this manual and the Student Handbook.

Written and verbal feedback will be sought from students and Practicum Instructors as to what was most helpful in the practicum education program and what changes they would recommend. Students and Practicum Instructors are encouraged to provide this feedback on an agency basis as well.

## **7.9 Written Evaluations**

Written evaluations of the student's progress are to be inserted in the "Practicum Instructor Narrative" section of the IPT Database, Learning Plan Agreement. The Practicum Faculty Liaison will document progress mid-semester to reflect outcome of the semester practicum visit. The following procedures are recommended:

- |        |  |
|--------|--|
| Step 1 | Prior to the due date, the student completes a self-assessment of themselves using the electronic Learning Plan Agreement /Comprehensive Skills Evaluation (LPA) located at the IPT website.   |
| Step 2 | The Practicum Instructor completes the same document, evaluating the student on all the competencies listed therein.   |
| Step 3 | The Student and Practicum Instructor review their completed LPA during a weekly supervision meeting, discuss ratings, and process any differences that may exist. The school requires that Practicum Instructors include "narratives" of their intern's progress to identify the student's strengths and areas needing improvement in more detail/specificity at the end of each semester. |
| Step 4 | The Practicum Instructor electronically saves and submits the LPA to the School via the IPT website.   |
| Step 5 | The Practicum Faculty Liaison is then responsible for reviewing the evaluation, electronically signing the LPA in IPT database, and posting the student grade as per university protocol.  |

The following scale is in the student's IPT online Learning Plan Agreement.

### **7.9.1 Performance Evaluation**

Please use the following Key in evaluating your students.

#### **EVALUATION KEY**

##### **Evaluation Key**

N/O (Not Observed) Student has not had the opportunity to demonstrate the knowledge, values, skills, and cognitive and affective processes related to the behavior.

1. (1-20% of time) Student shows little or no ability to perform

behavior(s)

2. (21-49% of time) Student sometimes effectively achieves the behavior(s)
3. (50-79% of time) Student usually able to effectively achieve behavior(s)
4. (80-95% of time) Student has frequent/very good achievement
5. (96-100% of time) Student has consistent/superior achievement

An email to the Practicum Faculty Liaison is required when a student shows little ability or an inability to perform at least 20% of listed behaviors at any time after Week 5 of the academic semester. This indicates a serious problem with the student mastering a basic skill level. Additionally, most first-year students are not expected to receive a score of '5' on their evaluation until spring semester. Such a level indicates mastery of a skill at the Generalist year level or at the Specialized Advanced Generalist year level.

### 7.9.2 Fall Semester

The expected levels of performance for a first semester student are levels **2** and **3**. There are likely to be *N/O (Not observed)* scores as well because much of the student's time will have been spent in orientations to the agency setting and observations of other professionals. Any N/O's given in fall semester will be addressed during the spring Practicum Faculty Liaison visit with the student and Practicum Instructor and a plan needs to be in place to address how the student will gain experience and be able to demonstrate an acceptable level of the competency behavior.

The Practicum Faculty Liaison will meet with the Practicum Instructor and the student early in the semester to review the Learning Plan Agreement and at least once every semester thereafter. In-between meetings, the Practicum Faculty Liaison will reach out via email monthly to check-in and is available to answer the Practicum Instructor's questions and discuss any issues of concern about the student. The Practicum Faculty Liaison should be contacted under the following circumstances

- The student continues to perform at level **1** on any specific behavioral measure.
- The student is performing at level **2** on more than 75% of the behavioral measures in any one of the core areas.

### 7.9.3 Spring Semester (Final Evaluation)

The expected levels of performance for a spring semester student at the BASW and MSW Generalist years are 3 and 4 and for MSW Advanced Generalist is **4** and **5**. The Practicum Faculty Liaison should be contacted under the following circumstances:

- A student is performing at level **1**, **2**, or **possibly a 3** on any specific behavioral measure.

### 7.9.4 End of Year Evaluations

The practicum education program is a collaborative effort between the agencies, Practicum Instructors, Practicum Faculty Liaisons, and the Practicum Admin (Director/Coordinator). To ensure that the overall program continues to function at the highest level, the following evaluations are required at the end of each practicum year.

1. Student Evaluation of the Practicum
2. Practicum Process Evaluation by Students

3. Student Evaluation of their Practicum Faculty Liaison/Academic Advisor
4. Evaluation of Practicum Education Administration by Practicum Instructors
5. Evaluation of Practicums by Practicum Faculty Liaison
6. Evaluation and Feedback Integrative Seminars

The forms for all student evaluations will be provided to each student through an electronic evaluation form provided by the School of Social Work at the end of the academic year.

All evaluations are considered confidential and are utilized for program and Faculty evaluation and development.

## **8.0 GRADE FOR PRACTICUM EDUCATION COURSE**

The student receives a grade of “credit” or “no credit” for the Practicum Education course. The Practicum Instructor will recommend credit or no credit in the IPT database at the end of semester evaluation. The Practicum Faculty Liaison will consider the Practicum Instructor’s recommendation, determine the student’s participation/performance in Seminar, and will electronically submit the grade in My Coyote. The Practicum Faculty Liaison/practicum seminar leader makes the determination of the grade for practicum education course based on these criteria:

1. Student’s performance and participation in practicum.
2. Student’s completion of required assignments in seminar.
3. Student receives a grade of 83% (MSW) or 73% (BASW) or better in the practicum education course.
4. Student’s performance in practicum as reflected in the written evaluation by the Practicum Instructor and any meetings with the Practicum Instructor, student, and Practicum Faculty Liaison/Seminar Leader.
5. Student’s attendance at all required practicum education events.

Please note: Students will not be assigned a practicum education grade until all assignments and/or forms are reviewed, completed, signed, and manually and/or electronically submitted. To receive credit for the practicum education course, students need to achieve at least an 83% (MSW) or 73% (BASW) in the practicum education course AND successfully complete practicum hours.

Failure to perform satisfactorily in **any** of these areas may result in a grade of **NO CREDIT**.

An occasional grade of “Incomplete” may be approved by the Practicum Seminar Instructor due to the student’s or Faculty Liaison member’s unexpected circumstances. The need for the “Incomplete” is discussed between the student, their Practicum Instructor, and Practicum Faculty Liaison. A student cannot receive an “Incomplete” if terminated from an agency. Students must be aware that an “incomplete” grade will most likely affect disbursement of financial aid for the following semester.

## **9.0 PRACTICUM: PROCESS AND REQUIREMENTS**

### *Selecting Practicum Settings*

Practicums are selected from social service agencies throughout the region, state, and nationally and are approved based on the quality of their professional practice and acceptance of collaborative participation in professional social work education and ability to provide the

experiences that are specified in the LPA. This basic requirement involves the acceptance of the NASW Code of Ethics and the program's mission, objective, and curriculum, as well as a readiness to invest in the social work education process and meet the minimum qualifications. The criteria for selecting agencies centers on the agency's ability to provide students the opportunity to acquire practical professional experience through instruction and supervised activities reflective of the School's overall curriculum goal. The following are used to assess the agency's capacity to provide appropriate practicums:

The following process is used to assess the agency's capacity to provide appropriate practicums:

#### 1. First Level Assessment

If a potential practicum site contacts any CSUSB Faculty or staff and if the practicum education program staff is interested in partnering with a specific site, initial contact is made via email or telephone. Once interest is established the following forms will be provided to begin the review process:

- Agency Application Form (must be completed and submitted)
- Practicum Instructor (PI) Information Form (Form must be completed & submitted by each potential PI)
- Practicum Education Contract Initiation Form (for review)

Interested agency representative is informed that once the PI Form and Agency Application Form have been completed and submitted via email, agency information will be reviewed by Practicum Coordinator, Designee, and/or Practicum Director and an onsite/virtual visit will be set up.

Minimum requirements for practicum site include:

- The Practicum Instructor holds an MSW from an accredited school of social work and has at least two years of post-MSW practice experience and at least six months' experience at the current practicum site.
- Agency Practicum Instructors should assess their workload to ensure adequate time to meet a student's learning needs. Thus, agencies considering becoming a practicum site should assess their ability to assume the obligations involved and advantages derived from the venture very carefully.

Once these forms are received, the review process continues with the Practicum Director/Practicum Coordinator and/or Designee:

- Practicum Director/Practicum Coordinator and/or Designee will review the submitted forms for appropriateness of agency.
- Practicum Director/Practicum Coordinator and/or Designee will review the submitted forms for appropriateness of Practicum Instructor(s), including PI Training criteria.
- Once reviewed and found to be suitable, Practicum Director/Practicum

Coordinator and/or Designee will set an appointment with the agency for a face-to-face or virtual site visit.

## 2. On- Site/Virtual Visit

An on-site or virtual visit will be completed by the Director of Practicum Education or Designee. The Director of Practicum Education or Designee will visit the agency or discuss and assess in a virtual meeting the agency's potential for BASW or MSW student placements, which will be performed through a discussion with agency staff and review of agency documents about the services it provides. Factors considered in the assessment include whether the agency has the capacity and potential for providing adequate setting experience, resources and learning opportunities appropriate to the BASW or MSW Program, supervision, and instruction to ensure a quality practicum experience, Practicum Instructors that meet the CSUSB School of Social Work criteria, and whether the school can respond to agency interests and needs in a reciprocal fashion.

Other expectations of practicum agencies include:

- A commitment to high educational standards as identified by the Council on Social Work Education.
- The overall responsibility for the development of the agency's participation in this social work educational joint venture should rest with the agency's Executive Director or senior staff member.
- Learning experiences with individuals, families, groups, organizations, and communities (as indicated by the Learning Plan Agreement/Comprehensive Skills Evaluation) must be made available by the agency to the student.
- The agency will be expected to ensure the availability of records prepared by the student for learning and evaluation at/by the School, subject to professional safeguards.
- Physical facilities necessary to accommodate students will be provided by the agency. When possible, these will include desk space, a meeting room for seminar instruction where indicated, facilities for private interviewing, tutorial instruction, resources necessary for home visits, provisions for essential clerical services, and compliance with the Americans with Disabilities Act.
- Practicum Instructors provide one hour of individual supervision weekly.

## 3. Approval

Upon completion of the practicum site visit, the Director of Practicum Education and/or Designee will discuss the outcome of the visit with the Practicum Education team. If the agency, Practicum Director, and Practicum Education Team agree that the agency is a strong fit for the BASW or MSW program, Practicum Director will initiate the Affiliation Agreement/Contract with CSUSB Contracts Office who will in turn initiate an Agreement/Contract with the agency. Once the Affiliation Agreement/Contract has been signed by all required parties, Practicum Director or Designee will add the Agency information to IPT (Intern Placement Tracking data system) and to the appropriate spreadsheet to indicate an active and approved practicum site. The agency will be notified

in writing of this approval by receipt of the University/Agency Agreement form signed by the University Contract Officer and by the Agency Director or Designated Agency Representative.

#### 4. Practicum Instructor Training Compliance Prior to Student Placement

Each Practicum Instructor must complete the required Practicum Instructor Certification Training as part of final approval of the agency in question (unless they have already been certified by an accredited Department or School of Social Work at another university within California). Practicum Instructors – and Practicum Preceptors – are however encouraged to occasionally attend Practicum Instructor trainings after being certified to receive updates about any policy and procedure changes that might have occurred within the School of Social Work and its Practicum Education Program, to meet new Practicum Faculty Members, etc.

### **10.0 PRACTICUM INSTRUCTOR CERTIFICATION TRAINING PROGRAM AND COMMUNICATION**

The certification training program is an eight-hour online asynchronous course designed to establish a uniform set of expectations for Practicum Instructors in the roles and responsibilities of the practicum site. The requirements are:

1. All agency social workers who serve as Practicum Instructors must be certified within one year of supervising any CSUSB social work student (BASW or MSW).
2. Certification is awarded upon the completion of the core training program (either with this School or another accredited graduate department/school of social work within California).
3. Practicum Instructors who have not taken the Practicum Instructor training within the past 5 years or have not worked with a CSUSB student within the past 5 year will be required to complete the Practicum Instructor Training again to ensure they are trained in the school's current curriculum, changes in the practicum education program, and overall trends in practicum instruction.
4. Training and certification by other social work programs at other universities meet this requirement (e.g., reciprocity is granted by most who are a member of the Southern California Practicum Director's Consortium so long as the curriculum is not materially different from that of CSUSB's).
5. Preceptors that play a major role in the training of graduate social work students should also complete Practicum Instructor training. Other agency officials with interests in graduate social work education are also welcome to attend the core training.
6. Continuing education units (CEU's) will be awarded to those individuals who complete the entire Practicum Instructor Training. CEU's will not be awarded for partial completion, however the individual may complete the remainder of the training at another School or School of Social Work the same year, or the following year at CSUSB or another CSWE- accredited social work programs provided that the make-up training does not overlap the already completed training session(s).

#### **10.1 Orientation Checklist for Social Work Interns and Practicum Instructors**

The Orientation Checklist is an important tool to ensure that the student receives a thorough orientation to agency, its mission statement, policies and procedures, safety protocols, expectations, as well as those of the Practicum Instructor. It also helps to add clarity and avoid misunderstandings between the interns, agency, Practicum Instructor, and Practicum Faculty Liaison. A conversation about this checklist during supervision and during the first few weeks of practicum can also reduce anxiety in the student intern. We ask that this checklist be reviewed by both student and Practicum Instructor in the Intern Placement Tracking system (IPT) during their first agency meeting with the student and Practicum Instructor and be electronically signed no later than the fifth week of practicum.

### **10.2 Special Note to Agency Executives and Practicum Instructors**

The faculty and administration of the School of Social Work and of the University are most appreciative of the invaluable contribution provided by our affiliated community organizations, agencies, and Practicum Instructors. Without the cooperation and collaboration of all concerned, a quality program of graduate Social Work Education would be impossible. Practicum Faculty Liaisons will communicate with each placement site on a regular basis to assist agencies and Practicum Instructors in any way needed via virtual meetings, written communication such as emails and the social work program manuals, and in-person when needed. The Director of Practicum Education is available to answer questions, participate in problem solving, and provide a range of administrative consultations to agency staff and Practicum Instructors.

If the School of Social Work can be of any assistance to agencies or Practicum Instructors, not only in the education and training of Social Workers, but in reaching agency goals or better serving clients, your calls and emails are welcomed.