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SECTION A: QUALIFICATION DETAILS

QUALIFICATION DEVELOPER (S)		Bosa Bosele Training College University Of Botswana												
TITLE	Diploma in Social Work										NCQF LEVEL	6		
FIELD	Health and Social Services		SUB-FIELD		Social Services					CREDIT VALUE	360			
New Qualification					√	Review of Existing Qualification								
SUB-FRAMEWORK		General Education			TVET				Higher Education		√			
QUALIFICATION TYPE	Certificate	I		II		III		IV		V		Diploma	√	Bachel or
	Bachelor Honours				Post Graduate Certificate						Post Graduate Diploma			
	Masters						Doctorate/ PhD							

RATIONALE AND PURPOSE OF THE QUALIFICATION

RATIONALE:

Social work is an academic and practice-based profession that enhances human well-being by helping people meet their needs and aspirations, with particular attention to the needs of the disadvantaged, dispossessed and the oppressed using the core mandates of promoting positive social change, social cohesion and social development, empowerment, and the liberation of people. Social work achieves this mission by applying scientific knowledge and skills, to enhance the functioning of individuals, families, and communities in their social environment. The knowledge and skills used by social workers consist primarily of theories and models from the social sciences, the humanities and indigenous knowledge and practice. Anchored on social justice and human rights, social workers intervene at the points where diversities of difference and systems of power, privilege, and deprivation (such as race/ethnicity, sexuality, age, religion, disability, lived experience), impact individuals, families and community adversely. Within this scope of social work concerns, the profession promotes, restores, maintains, and enhances the social functioning of individuals, families, groups,

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organizations, and communities, playing various roles such as referral, brokerage, advocacy, counselling, research, and educator.

Over the past four decades, society has increasingly become complex and, consequently, social problems such as poverty and unemployment, violence, crime and delinquency, mental health problems, substance abuse and chronic health conditions are emerging. In pre-modern times, people depended on the extended family and their closely-knit communities for social support, social security, protection, and sense of belonging to manage such problems. Increasingly, however, breakdowns of structures of containment have been observed, calling for professional competencies and new approaches to deal with them. The Department of Social work (UB) is charged with educating future social work professionals who can evaluate and intervene on multiple ecological levels relevant to the client system(s) being served.

The Diploma in Social Work is consistent with realizing the Botswana Vision 2036 of achieving “Prosperity for All” and is in line with Pillar 2 – Human and Social Development. The implementation is also consistent with the University of Botswana’s Strategy Priority 4(f), which puts particular emphasis on the establishment of new graduate programs where needed. National Development Plan 11 focuses on promoting “Inclusive growth for the realization of sustainable employment creation and poverty eradication.” The plan is aligned with the global, continental, regional initiatives such as the UN Sustainable Development Goals, African Union Agenda 2063, and the Revised SADC Regional Indicative Strategic Development Plan. Further, the DSW is aligned to the objectives of the Education and Training Sector Strategic Plan (2015-2020) whose mandate is the development of human capital, refocusing education and training towards the fulfilment of social and economic aspirations of the country. Other national policies and legislations implemented by social workers include the National Social Protection Framework (2018), Revised National Youth Policy (2010), The Children’s Act of 2009, Adoption Act of 1952, National Foster Care Guidelines of 2016.

Competent social workers need on-going learning to improve their knowledge, change attitudes and strengthen their skills and techniques in practice. The qualification is designed to provide knowledge in social work which will be reviewed and modified to suit the market and thereby enriching the academic and professional interface of the graduates. In the context of Botswana, the Diploma in Social Work (DSW) provides requisite knowledge and skills to address social problems across the country. The main strength of the DSW is that it is generic in nature and prepares competent and front-line social work professionals who are committed to the alleviation of poverty and oppression and promoting social justice. The qualification is predicated on methods, principles, values, and ethics that meet international standards. Students who graduate from the qualification will compete effectively on the international market scenes because they are able to practice with individuals and families (micro); social and treatment groups (Mezzo); and Communities (macro) demonstrating knowledge, competencies, and skills of problem analysis, social policy interventions, (and economic and social diversity).

The Vision (2036:9) states that despite Botswana being an upper middle-income country, poverty and other social ills are still significant especially amongst the vulnerable populations. The poverty is more severe in rural than urban areas since some rural households live on less than US \$1 per day, level of poverty and inequality remain too high. 19.3% live below Poverty Datum Line and 16% below Food Poverty Line. Around 20 percent of Botswana children under the age of 14 live in extreme poverty, higher than any other age group (Morapedi,

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2015). In addition, Botswana is experiencing one of the most severe HIV/AIDS epidemics in the world. The national HIV prevalence rate is estimated to be around 17.6 % for the general population and 24% for 15 years and above, (UNDP, 2019). The 2030 Agenda for Sustainable Development resolves to free humans from the tyranny of poverty and to heal and secure our planet. In support of this notion, National Development Plan 11 and Vision (2036) highlight that Botswana's central thrust is to transform to a high –income country by 2036 where the poor will be provided opportunities to have sustainable livelihoods. It is against this background that ETP seeks to address the status quo and introduce the Diploma in Social work will therefore help to empower and advocate for the well-being of marginalized and vulnerable communities.

Social Work, whose main phenomena include promoting social change, social justice, human dignity, ending discrimination, social injustice, oppression and poverty in society, empowerment, social cohesion and liberation of marginalized communities (Education and Training Sector Strategic Plan, 2015-2020). According to the Occupational Outlook Handbook, the Employment of social workers is projected to grow 12 per cent from 2014 to 2024, faster than the average for all occupations, Bureau of Labor Statistics 2019). Employment growth of Social Workers will be driven by increased demand for healthcare and social services due to the social ills in Botswana.

PURPOSE:

The purpose of this qualification is to produce graduates with advanced knowledge, skills, and competence to:

- Alleviate human distress and promote social justice.
- Serve diverse individuals, families, groups, organisations, and communities with a commitment to social justice and equality, diversity and cultural competence, multi-dimensional contextual practice, and transformative practice.
- Apply evidence-based social work practice and/or established practices that have proven to be effective both nationally and internationally.
- Systematically assess, analyse, process, and apply social work practice and the research outcomes in the country.


ENTRY REQUIREMENTS (including access and inclusion)


Minimum entry requirement for this qualification is a:


Certificate IV, NCQF level 4 (General Education or TVET) or equivalent

Recognition of Prior Learning (RPL):


There will be access through Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT) in accordance with the RPL and CAT National Policies.

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SECTION B QUALIFICATION SPECIFICATION	
GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
<p>1. Demonstrate advanced generalist practitioner knowledge in working with individuals, families, groups, organizations, and communities.</p> 	<p>1.1. Apply different social work interventions: (Casework Process, Group work, Community development, Social Policy and Social Research Methods.</p> <p>1.2. Demonstrate an understanding of basic theories in social work: Systems Ecological Framework, Cognitive Behavioural Therapy, Cultural and Spiritual Approaches etc.</p> <p>1.3. Collaborate effectively with caregivers and community members to ensure the functionality of individuals, families and groups.</p> <p>1.4. Mobilize internal and external resources to address the needs of clients.</p> <p>1.5. Demonstrate operational knowledge of social work methods of intervention.</p>
<p>2. Demonstrate advanced skills in working with diverse population groups.</p>	<p>2.1. Assess the urgency of clients' needs or presenting problems and attend to the crisis or emergency.</p> <p>2.2. Appraise risks of clients, rights, opportunities, and obligations associated with social services.</p> <p>2.3. Demonstrate proficiency in practice and performance of professional functions.</p> <p>2.4. Prevent inhumane or discriminatory practices against any person or group of persons.</p> <p>2.5. Live by the "Primum non-nocere" Hippocratic oath for social work</p> <p>2.6. Implement national policies on social protection for vulnerable and marginalized groups.</p>

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	2.7. Provide recommendations during the policy review of national policies on social protection.
3. Demonstrate mastery of social work and identify solutions to complex social problems.	3.1. Work to improve the employing agency's procedures and improve the efficiency and effectiveness of its service. 3.2. Ensure that all persons have access to the resources, services, and opportunities which they require 3.3. Support the formulation, development, enactment and implementation of social policies of concern to the profession
4. Apply social work practice knowledge and skills to address the needs of diverse population groups and assume responsibility for the outcome.	4.1. Base practice upon recognized knowledge relevant to social work. 4.2. Examine and keep current with emerging knowledge relevant to social work. 4.3. Promote and encourage respect for the diversity of cultures which constitutes the society where they work. 4.4. Utilize informal network systems for service delivery to vulnerable and high-risk populations.
5. Apply knowledge and skills in effective communication with individuals, families, organizations and communities.	5.1. Use practice methods appropriate to the professional tasks and roles. 5.2. Practice clear communication in speech, writing and use of ICT. 5.3. Develop a workable recording and notetaking system for effective record keeping.
6. Demonstrate knowledge and skills in formulating, implementing, and evaluating social policies and programmes.	6.1. Introduce E-governance and Evidence-based ICT policy. 6.2. Ensure awareness of stages of implementation/post-implementation as the foundation upon which policies are based. 3.6.3. demonstrate awareness of policy processes as they affect social policy and welfare programmes.

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<p>7. Demonstrate kindness and empathy for individuals, families and groups to make them feel as comfortable as possible.</p>	<p>7.1. Avoid behaviours that devalue or degrade others by using words, phrases or gestures that are in bad taste or known to offend.</p> <p>7.2. Modify habits that annoy clients, including fidgeting, scratching, chewing gum or tobacco, scowling or bitterness.</p> <p>7.3. Demonstrate seriousness in work with clients by not coming late, missing appointments or deadlines, incomplete or sloppy record keeping, and lack of preparation.</p>
<p>8. Apply social work practice knowledge, skills, and the values/ethics acquired in supervisory and consultation sessions/ briefing in working with a range of client systems.</p>	<p>8.1. Participate with others in creating new, modified, or improved services, resources, and opportunity systems that are more equitable, just, and responsive to consumers of service, and work with others to eliminate those systems that are unjust.</p> <p>8.2. Link people with systems that provide them with resources, services, and opportunities.</p> <p>8.3. Promote the effective and humane operations of the system that provide people with services, resources, and opportunities.</p>

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SECTION C	QUALIFICATION STRUCTURE				
COMPONENT	TITLE	Credits Per Relevant NCQF Level			Total (Per Subject/ Course/ Module/ Units)
		Level [5]	Level [6]	Level [7]	
FUNDAMENTAL COMPONENT <i>Subjects/ Courses/ Modules/Units</i>	Elementary Statistics	15			15
	Communication	15			15
	Basic Computing & Information Technology	15			15
	Sociology	15			15
	Psychology	15			15
CORE COMPONENT <i>Subjects/Courses/ Modules/Units</i>					
	Social Work Methods		45		45
	Social work, social welfare & Social services		45		45
	Social policy and administration		45		45
	Fields of Practice		30		30
	Field work education			45	45
	Human behaviour and the social environment		30		30


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	Child Development		15		15
	Public Administration		15		15
	Youth Development		15		15
ELECTIVE/ OPTIONAL COMPONENT Subjects/Courses/ Modules/Units	Not Applicable				

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SUMMARY OF CREDIT DISTRIBUTION FOR EACH COMPONENT PER NCQF LEVEL	
TOTAL CREDITS PER NCQF LEVEL	
NCQF Level	Credit Value
5	75
6	240
7	45
TOTAL CREDITS	360
Rules of Combination: (Please Indicate combinations for the different constituent components of the qualification)	
A learner must complete a total of 360 credits of taught course and fieldwork to be awarded the Diploma in Social Work.	

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ASSESSMENT ARRANGEMENTS

FORMATIVE ASSESSMENT (60%)

The contribution of formative assessment to the final grade shall be 60%.

SUMMATIVE ASSESSMENT (40%)

The contribution of summative assessment to the final grade shall be 40%.

Assessment shall be carried out by BQA registered and accredited Assessors.

MODERATION ARRANGEMENTS

Internal and external moderators to be engaged will be BQA accredited subject specialists in relevant fields with relevant industry experience and academic qualifications.

Both internal and external moderation shall be done in accordance with applicable policies and regulations.

RECOGNITION OF PRIOR LEARNING

There shall be provision for award of the qualification through Recognition of Prior Learning (RPL) in accordance with institutional Policies in line with the National RPL Policy.

CREDIT ACCUMULATION AND TRANSFER


Candidates may submit evidence of credits accumulated in related qualification in order to be credited for the qualification they are applying for. .

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Horizontal Articulation

Graduates of this qualification may consider pursuing related qualifications for purposes of multiskilling, retooling, etc.

- Diploma in Law
- Diploma in Early Childhood Development
- Diploma in Adult Education
- Diploma in Public Administration and Management
- Diploma in Community Development
- Diploma in Psychology

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Vertical Articulation

Graduates may progress to qualifications such as:

- Bachelor of Social work
- Bachelor's degree in Community Development / Development Studies
- Bachelor's Degree in a cognate area (Counselling, Adult Education, Psychology, Law, Bachelor of Education in Early Childhood Development, Public Administration and Public Policy, Political Science, etc.).
- Honours Degree in any cognate area (Counselling, Adult Education, Psychology, Law, Bachelor of Education in Early Childhood Development, Public Administration and Public Policy, Political Science, etc.).

Employment

Graduates will have requisite competencies and attribute to work as:

- Social Welfare Officer,
- Community Development Officer
- Social Worker, Clinical Social Worker
- Social Policy Practitioners
- Youth Officer
- Social Work Manager / Administrator
- Counsellors
- Programme Officers
- Community Health Officers

QUALIFICATION AWARD AND CERTIFICATION

Minimum standards of achievement for the award of the qualification


For a Candidate to achieve this qualification, they must have acquired a minimum of **360** credits. The Candidate should pass all the **FUNDAMENTAL** and **CORE** modules.

Certification

Upon completion of the qualification, the candidate will be awarded a **Diploma in Social Work**.

REGIONAL AND INTERNATIONAL COMPARABILITY

Diploma in Social Work Qualification was benchmarked with similar qualifications regionally and internationally. For regional and international comparability, **benchmarking information** was sourced from the internet and

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various platforms offering community development qualifications regionally and internationally. This qualification is offered in many parts of the world and at reputable institutions.

The qualification compares with similar qualifications internationally, and the SAQA (South African Qualifications Authority) standards for diploma qualification as well as the Association of South African Social Work Educational Institutions (ASASWEI). The assessment provided by social work professionals who have served as external examiners for universities in the region, including the University of Witwatersrand, University of Johannesburg, Northwest University, University of Mauritius, Makerere University, University of Lesotho and University of Malawi has been profound. Others also held key positions in international professional bodies for social work, including the IASSW and ASSWA. They have participated in exchange programmes with institutions such as Turku University (Finland); Jongkoping University (Sweden); Utah University (USA), and Johns Hopkins. The accumulated experience has helped enhance the quality of the Diploma in Social Work qualification. Graduate attributes consistent with the provisions of the International Federation of Social Work (IFSW), and the International Association of Schools of Social Work (IASSW) are incorporated.

A diploma in Social Work is worth 360 credits to develop competencies in social work practice with individuals, families, groups, communities, and organizations at varying levels of intervention.

Other Diploma qualifications offered in South Africa, at the UNISA, Nkumba and Kabale Universities in Uganda, the University of Leeds in the United Kingdom generally emphasize the development of competencies in methods of intervention, program design and evaluation, economic and social policy, market trends, community practice and supervision, labour market observatory, interpersonal communication, community mobilization, and advocacy. These are in line with the guideline provided by the International Association of Schools of Social Work (IASSW) and develop graduate attributes consistent with the International Federation of Social Work (IFSW). Although the qualifications examined generally follow similar structures and standards, there are differences, though not significant, in that it is tailored to address community and other societal challenges specific to Botswana.

This qualification generally compares well with similar qualifications international because the exit outcomes address the same scope and depth and are aligned to exit-level descriptors typical of this level and type of qualification within the region and beyond. Further to this, requisite competencies required for registration and accreditation with professional bodies such as International Association of Schools of Social Work, Botswana

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National Association of Social Work and Council of Social Work Education have been considered. What sets this qualification apart from the ones examined is that there is provision for the development of attributes such as Botho (humaneness) and Boipelego (self-reliance), which are critical for community resilience and mutual development. Furthermore, requisite competencies for the globalisation of social work practice have been factored into the graduate profile as prescribed by International Schools of Social Work.

REVIEW PERIOD

The qualification will be reviewed in five (5) years.