Prifysgol **Wrecsam**
Wrexham University

Module specification

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Module Code	SWK519
Module Title	Conflicts and Dilemmas
Level	5
Credit value	20
Faculty	Social and Life Sciences
HECoS Code	100503
Cost Code	GASW

Programmes in which module to be offered

Programme title	Is the module core or option for this programme?
BA(Hons) Social Work: Qualified Status	Core
BA(Hons) Social Welfare (exit/alternative award)	Core

Pre-requisites
None

Breakdown of module hours

Learning and teaching hours	30 hrs
Placement tutor support	0 hrs
Supervised learning e.g., practical classes, workshops	0 hrs
Project supervision (level 6 projects and dissertation modules only)	0 hrs
Total active learning and teaching hours	**30** hrs
Placement / work based learning	0 hrs
Guided independent study	170 hrs
Module duration (total hours)	200hrs

For office use only	
Initial approval date	16/08/23
With effect from date	01/09/23
Date and details of revision	
Version number	1

Module aims

This module aims to provide students with foundations for responding to the complexities of decision-making in practice which includes conflicts and / or dilemmas by enabling students:

- to apply social work values in the context by exploring the reasons why social workers encounter conflicts and dilemmas in practice.
- to develop an understanding of the different points of view that can exist between all those involved in social work
- to set a diverse and inclusive context for students' understanding of the causes of conflicts and dilemmas by listening to narratives from experts through experience
- to consolidate learning about potential responses to conflicts and dilemmas, using knowledge of ethical frameworks applied in practice
- to develop skills, knowledge, and values necessary for articulating evidence of a clear rationale for decision-making
- to reflect on decision-making processes in relation to conflicts and dilemmas

Module Learning Outcomes –

At the end of this module, students will be able to:

1	Provide an account of the reasons for the potential for conflicts and dilemmas in social work in relation to an area of study chosen from practice learning
2	Apply knowledge, skills, and values for managing and resolving conflicts and dilemmas in relation to an area of experience chosen from practice learning
3	Compare knowledge, skills, and values required to evidence of a clear rationale for decision-making processes in relation to conflicts and dilemmas

Assessment

Indicative Assessment Tasks:
(More details will be made available in the relevant academic year module handbook.)

A 15 minute individual presentation made to lecturer(s) and a registered social worker. An anonymised situation which highlights areas of conflicts and dilemmas, derived from practice experience, will be chosen as a case study. The student will present a rationale with clear evidence for their response to the scenario, summarising key learning points for future practice. (2,500 words equivalent, including presentation materials and handouts.)

Assessment number	Learning Outcomes to be met	Type of assessment	Weighting (%)
1	1, 2, 3	Presentation	100%

Derogations

- Two attempts only at assessment
- This module must achieve at least 40% pass mark and is not eligible for compensation.

Learning and Teaching Strategies

The modes of study will include lectures, presentations, case studies, self-directed learning, discussion, reflection on practice learning opportunities, and tutorials. The learning and teaching strategies will include input from Outside In representatives. There will be an opportunity for a formative assessment of the presentation task, through giving a shorter 'mock' presentation.

Indicative Syllabus Outline

Definitions of conflicts and dilemmas; conflicts and dilemmas in the context of discrimination, injustice, stereotyping, labelling, stigma; confidentiality and safe spaces; advocacy; boundaries; power dynamics in professional-individual / carer relationships; resources and eligibility criteria; ethical frameworks (deontology, Utilitarianism, traditional and radical social work values, virtue ethics); positive risk-taking; person-centred practice; anti-oppressive practice; personal and professional identities; cultural competence.

Indicative Bibliography:

Please note the essential reads and other indicative reading are subject to annual review and update.

Essential Reads

Doel, M. (2016), *Rights and Wrongs in Social Work.* London: Palgrave.

Hughes, M. (ed.) (2019), *A Guide to Statutory Social Work Interventions: the lived experience.* London: Red Globe Press.

Other indicative reading

Banks, S. (2021), *Ethics and Values in Social Work*. 5th ed. London: Red Globe Press.

Barnes, M. and Cotterell, P. (2012), *Critical Perspectives on User Involvement.* Bristol: Policy Press.

Dalrymple, J. and Boylan, J. (2013), *Effective Advocacy in Social Work*. London: Sage.

Dorling, D. (2015), *Injustice: Why Social Inequality Persists.* Revised ed. Bristol: Policy Press.

Littlechild, B. (2020), *Working with Conflict in Social Work Practice*. Maidenhead: Open University Pres.

Livingston, W., Redcliffe, J. and Quinn-Aziz, A. (2023), *Social Work in Wales.* Bristol: Policy Press.

McLaughlin, H., Beresford, P., Cameron, C., Casey, H. and Duffy, J. (eds.) (2021), *The Routledge Handbook of Service User Involvement in Human Services Research and Education*. Abingdon: Routledge.

Parrott, L. (2014), *Values and Ethics in Social Work Practice*. 3rd ed. London: Sage.

Employability – the University Skills Framework

Each module and programme is designed to cover core Graduate attributes with the aim that each Graduate will leave the University having achieved key employability skills as part of their study. The following attributes will be covered within this module either through the content or as part of the assessment. The programme is designed to cover all attributes and each module may cover different areas.

Core Attributes
Engaged
Enterprising
Creative
Ethical

Key Attitudes
Commitment
Curiosity
Resilience
Confidence
Adaptability

Practical Skillsets
Digital Fluency
Organisation
Leadership and Team working
Critical Thinking
Emotional Intelligence
Communication