

Justice Institute of British Columbia COURSE OUTLINE

Course Code: COUNS268
Course Title: Supporting Clients across Cultural Differences – Providing Relevant and Appropriate Services

Prerequisite Courses:

School: School of Community and Social Justice
Division/Academy/Centre: Centre for Counselling and Community Safety

Previous Course Code & Title:

Course First Offered: 2012

# of Credits:	1.0
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Course Description:

This 2 day course will build on intercultural theory and introduce basic intercultural counselling and support skills relevant to working with diverse populations. You will explore your role as a service provider and what you bring to the client support process. You will also examine factors that impact your service provision and interactions across cultural differences. You will be learning best practices necessary to appropriately and effectively support your clients and communities. This course is grounded in theory and will be experiential, self-reflective and participatory and taught within a social justice framework. This course is for anyone working across cultural difference, specifically those with basic counselling and/or support responsibilities.

Course Goal(s):

The goal of this course is that learners will be able to develop culturally relevant and appropriate ways to effectively work with New Canadians and other culturally different clients

Learning Outcomes:

Upon successful completion of this course, the learner will be able to:

1. Demonstrate an awareness of specific issues for Newcomers and Culturally different clients within counselling/service provision
2. Compare their knowledge of intercultural theory and how cultures differ
3. Analyze basic intercultural counselling theory
4. Interpret intercultural and counselling theory within a social justice framework
5. Examine themselves as practitioners and what they bring to the process
6. Apply skills and strategies to effectively work across cultural difference
7. Demonstrate intercultural skills and interventions

Course Topics/Content:

1. Intercultural studies, research and theory

2. Intercultural counselling research and theory
3. Social justice research and theory

Text and Resource Materials:

Required:

Recommended: COUNS168 Welcome to Canada Working Effectively with Newcomers

Course Level:

	First Year	x	Second Year		Third Year		Fourth Year
	Graduate		Other (describe):				

Equivalent Course(s) within the JIBC:

Class Delivery Methods:

Delivery Methods	Class Option A (Hours)	Class Option B (Hours)	Class Option C (Hours)	Class Option D (Hours)
Classroom/Lecture/Discussion	14.0			
Simulation/Lab/ Experiential	N/A			
Practicum/Fieldwork	N/A			
Online	N/A			
Correspondence	N/A			
Total Class Hours	14.0			

Comments on Delivery Methods:

While this course is embedded in a strong theoretical framework, it will be experiential and participatory, and consist of experiential exercises and activities, discussion and case examples. Participants are encouraged to bring and share specific examples from their own life and work experience.

Course Grading System:

	Letter Grades		Percentage	X	Pass/Fail
	Complete/Incomplete		Attendance Only		

Passing Grade:	Pass
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Evaluation Activities and Weighting:

Final Exam	%	Assignments	%	Project	%	Capstone Project	%
Midterm Exam	%	Portfolio	%	Participation	%	Other	%
Quizzes/Test	%	Simulations	%	Practicum	%	TOTAL	100%

Comments on Evaluation Activities and Weighing:

Active participation is expected. You must attend the full course to receive credit.

Other Course Guidelines, Procedures and Comments:

Instructional strategies will include: Small group work and discussion, experiential learning Exercises, short lectures, individual design work.

View official versions of related JIBC academic regulations and student policies in the *JIBC Calendar* on the following pages of the JIBC website:

Academic Regulations:

<http://www.jibc.ca/programs-courses/jibc-calendar/academic-regulations>

Student Academic Integrity Policy
Academic Progression Policy
Admissions Policy
Academic Appeals Policy
Evaluation Policy
Grading Policy

Student Policies:

<http://www.jibc.ca/programs-courses/jibc-calendar/student-policies>

Access Policy
Harassment Policy – Students
Student Records Policy
Student Code of Conduct Policy

JIBC Core Competencies

The JIBC promotes the development of core and specialized competencies in its programs. Graduates of our programs will demonstrate high levels of competence in the following areas:

Critical thinking

Identify and examine issues and ideas; analyze and evaluate options in a variety of fields with differing assumptions, contents and methods.

Problem solving

State problems clearly; effectively and efficiently evaluate alternative solutions; choose solutions that maximize positive and minimize negative outcomes.

Communication, oral and written

Demonstrate effective communication skills by selecting the appropriate style, language and form of communication suitable for different audiences and mediums.

Interpersonal relations

Know and manage oneself; recognize and acknowledge the needs and emotions of others including those with diverse backgrounds and capabilities.

Leadership

Inspire individuals and teams to reach their potential by embracing innovation through strategic thinking and shared responsibility.

Independent learning

Show initiative by acting independently in choosing effective, efficient and appropriate applied learning, research and problem solving strategies.

Inter-professional teamwork

Understand and work productively within and between groups, respect others' perspectives and provide constructive feedback with special attention to inter-professional relationships.

Information literacy

Recognize and analyze the extent and nature of an information need; efficiently locate and retrieve information; evaluate it and its sources critically, and use information effectively and ethically.