

**STANDARDS IN SOCIAL WORK TRAINING PROGRAMS –  
INTERNATIONAL EXPERIENCE AND TRAINING PRACTICES AT THE  
FACULTY OF SOCIAL WORK OF TRADE UNION UNIVERSITY**

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**ABSTRACT**

In many countries around the world, Social Work has been considered a professional profession with the large participation of social workers trained at doctoral, master's and bachelor's degrees for more than 100 years. Social workers work in vulnerable communities, working with other agencies to address emergencies. Many work in intensive care areas such as helping families navigate foster care systems, terminally ill patients dealing with diagnosis, or poor communities accessing resources. In Vietnam, social insurance has only been put into training for more than 10 years in universities, colleges and social insurance professions has only been recognized for nearly 8 years. However, in the great transformation of the process of globalization leading to economic decline, political crisis; the harsh challenges of nature such as epidemics, earthquakes, tsunamis, floods, poverty, violence, single families, separation .... Vietnam desperately needs more professional social workers to solve these problems. As the first bachelor's degree in social work at university level in the North, the Faculty of Social Engineering of Trade Union University has adhered to the framework of standard training programs in the world's social work training program, thereby guiding the mission and vision to meet high-quality human resources in the social work profession in Vietnam in the period of integration and development.

**Keywords:** training program, working standards, social work, University of TradeUnion

**1. Introduction**

Social work always has a solid ethical foundation that emphasizes the importance of building positive, professional relationships with service users as well as with professional colleagues. Social workers must be able to balance the tension between the rights and responsibilities of those who use the service and legitimate public requirements (for example, those related to child protection, criminal justice or mental health). They must also be able to understand meaning and be productive and responsive to people who have different cultures, beliefs or life experiences than them. In all these situations, they must recognize and dismiss any

personal prejudices they may have, and work according to accepted ethical principles and professional code of conduct. These principles say that social workers must:

- ✓ maintain and promote the dignity, safety, choice, privacy and potential of those who use the service and balance these with the needs of others for protection;
- ✓ treat everyone equally and value their differences and diversity;
- ✓ maintaining public confidence in social services provided by social workers

These guiding principles are also at the heart of social work standards, which detail what service users can expect. Graduates from social work programs will have the knowledge and skills they need to provide services that meet these requirements. Around the world, these principles are also included in the Scottish Social Service Council's Code of Practice published by the Scottish Social Service Council. This rule set standards for professional behavior and behavior that social workers must meet. All social workers must understand and follow the rule as a condition for them to work. [7]

Social workers work in complex social situations to protect individuals and groups and promote their well-being. Social workers need to be able to act effectively in these demanding circumstances and to achieve it, students in social security must learn to reflect and take responsibility for their actions. Because the nature, scope and purpose of social work services themselves are often fiercely debated, graduates must also be able to fully understand these debates and analyze, adapt, manage and drive change. Social work training programs must be designed to prepare qualified social workers to perform this work. [8]

Students participating in social insurance programs must understand that social work is an ethical activity in the sense that social workers make and track difficult decisions about human situations that benefit or directly harm an individual or group. They must be able to understand moral reasoning and make decisions in difficult moral situations, especially when there are conflicting moral obligations.

Practice is considered an essential element of a degree in social insurance. The development of students' skills and abilities in practice is based on the fact that practice is *the* basis for learning, and is *an* essential part of which students must complete in the social enterprise vocational training program. [9]

## **2. Training framework and social work practice standards from international experience**

Those who use the desired social insurance service can use them quickly and easily. Society increasingly requires more seamless, efficiently provided services. To achieve these requirements, the way social services are being provided is changing and will continue to change. Social workers will work closely with a range of other professional groups in health,

social care, criminal justice and education services. Social workers must know when they need to work together to provide better services. In order to be productive, as part of a multi-skill and multidisciplinary team, all the different professionals involved need to understand and appreciate the special contributions that each person can make to the task of providing the services that people desire. In order to provide smooth service, social workers need to be able to use modern information and communication technology to bring real benefits to service users and achieve greater efficiency in the organization. The requirements for them mean that they need specialized skills in the individual organization, workload management and dealing with conflict and stress. [5]

Social work services are designed for **people** and they are basically dependent **on** people. How to work with service users, caregivers, professional colleagues and volunteers, while working closely with them is at the heart of social training standards. New social work education programs prepare social workers to work in this challenging and changing environment. They are designed to improve services by creating social workers who meet the following standards:

- a) ability to work independently
- b) confidence in what they know and can do;
- c) Identify your professional identity
- d) flexible and adaptable;
- e) committed to continuous improvement;
- f) respond to change in a positive way; and
- g) capable of contributing to the development of the profession.

### **Professional framework**

Social Work Standards (SiSWE) guides the design of appropriate social work training programs for students and sets the criteria by which they will be assessed. They identify the core elements of these programs in terms of skills, abilities, knowledge, understanding, and ethical standards that new social workers with professional qualifications must show. [7]

Organizations that offer social work education can structure their courses to take into account their specific academic strengths or expertise as long as the program fully covers SiSWE's required academic results. This means that students can choose a program that best meets their interests, and at the same time, know that it will prepare them to enroll as social workers so that they can work in any environment after graduation.

### **Education Framework**

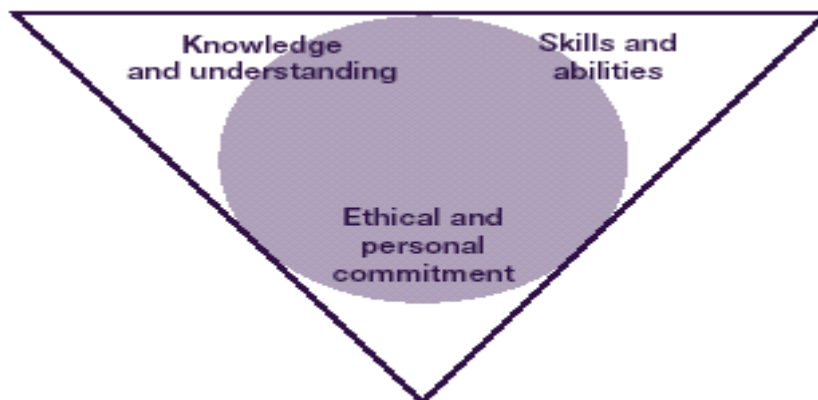
SiSWE is a result statement that sets out what social work students must know, understand and be able to do in order to get a professional social work certificate. They combine key elements in

the Higher Education Quality Assurance Agency's Benchmarking Statement, which takes into account both academic and practical elements of social work education programs. In doing so, in Scotland, they replace this Benchmark Statement. They also reflect the fact that practical experience is at the heart of the new degree and includes a wide range of learning experiences.

Some graduates or some other qualifications (e.g., Higher National Certificates) will "update" the new social work program if they can show that their previous studies allowed them to do so. Others with the first degree can choose to study for a post-university degree. Programme providers must let their organisations know that whatever qualifications they are offering, the programme meets the requirements of SiSWE, SSSC and the Scottish Qualifications Framework. [7]

### **Aspects of professional development**

Social work education programs should promote the following three main aspects of professional development



Placing these elements in a triangle emphasizes that they are fundamentally linked to each other, and one cannot survive without the other two. These three linking factors make up the professionalism of social workers. SiSWE's learning requirements will develop all three factors of professional development. They combine practical capacity and other nationally recognized requirements in social work training as well as the requirements of academic research. In doing so, they replace the six core competencies of the current Certificate of Social Work. (A Social Work degree will not be provided after a new degree is available.) [5], [7]

### **Professional skills**

All social work education programs help students develop the planning, analytics, teamwork, and professional communication skills they can use in other environments. When applying this level of education as a registration requirement, it is recognized that graduates of social work need these skills to be productive in complex and changing situations as well as other well-educated professionals. This is reflected in SiSWE's emphasis on self-criticism and the importance of logical thinking and evidence and information processing skills. SiSWE's third column defines these transferable skills in a general way and assumes that, using them, all graduates from social work training programs will be equipped to make a positive contribution to change and development in service delivery. [7], [8]

### **3. Orientation in professional social work training at Vietnam Trade Union University**

In 2003, the Faculty was established under VGCL Decision No. 2385 Vietnam General Confederation of Labor of December 9, 2003. The university is the first university in the North permitted by the Ministry of Education and Training to open social insurance and formal university training under the Decision No. 5239 on September 29, 2003 of the Minister of Education and Training. [4]

Since the university conducted the training under the credit system, the Faculty of Social Security has trained 17 courses, including 13 that have graduated from the formal system and have trained 4 classes both studying and working with more than 1600 bachelors of social insurance. Statistics show that after more than 15 years of training, nearly 80% of bachelors of social insurance trained at the University have worked in different units, agencies and organizations in society; In the course of training, the faculty of social work adheres to the standards in the framework of the international social work training program and the peculiarities related to the mission of the school. It is training staffs for Trade Union organizations and training high-quality human resources for socio-economic development[1]

From the practice of training and orientation in the development of social work at trade union universities, graduates of social insurance can achieve the following criteria:

#### ***1. Know how to promote the rights and well-being of individuals, families and communities***

Value each person as an individual, recognize their strength and abilities. Respect and promote human rights. Work in partnership with people to promote their well-being and achieve the best results, acknowledging them as experts in their own lives. Appreciate the importance of family and community systems and work with people to identify and exploit the assets of those systems. Recognize the differences between diverse communities and challenges in discrimination against people and their families and communities. Promote social justice, help address issues of

inequality and integration. Be aware and use responsibly the power and power of working with people, ensuring that interventions are always necessary, proportionate and in everyone's best interests.

**2. *Establish and maintain people's trust and confidence***

Open, honest, trustworthy and fair. Respect and maintain people's dignity and privacy. Maintain professional relationships with people and ensure that they understand the role of a social worker in their lives. Practice in ways that show empathy, perseverance, authority, confidence, and professional competence. Work with people to be fully involved in discussions and decision-making. Actively listen to understand people, use a variety of appropriate communication methods to build relationships. Processing information about sensitive people and processing confidential information in accordance with the provisions of law.

**3. *Responsible for the quality of practice decisions made***

Social Enterprise graduates work within the legal and ethical framework, using professional powers and judgment appropriately. Use information from a variety of sources, including monitoring, to provide assessment, risk analysis, and professional decision-making. Apply knowledge and skills to address the social care needs of individuals and families due to physical and mental health, disability, substance abuse, abuse or neglect, in order to improve quality of life and well-being. Recognize risk indicators of different forms of abuse and abandonment and their impact on people, their families, and their support networks. Recognize where there may be bias in decision-making and address issues arising from ethical dilemmas, conflicting information, or various professional decisions. Clarify where accountability lies for the work entrusted to you and fulfill it

Use assessment skills to respond quickly to dangerous situations and take any necessary protective action. Provide or assist people in accessing advice and services tailored to meet their needs, evidence-based, negotiate, and consult other professionals and organizations when required.

Assess the influence of cultural and social factors on people and the effects of loss, change and uncertainty in the development of rehabilitation. Identifying and responding to behavior may show resistance to change, conflict, or selective cooperation with services, and recognize when immediate action is needed.

**4. *Maintain continuous professional development***

Combine feedback from a variety of sources, including from people with practical experience in social work. Use supervision and feedback to seriously reflect and identify the learning needs of

students after graduating from social insurance. Well expressing subject knowledge about key aspects of social work practice and developing knowledge on current social issues and social policies impacting social work. Contribute to an open and creative learning culture in the workplace to discuss, reflect, and share best practice. Record the learning process on a regular basis and in accordance with the guidance of Social Work on the continued professional development.

**5. *Act safely, respectfully and with professional integrity***

Do not abuse, neglect, discriminate, exploit or harm anyone. Behave in a fair way when working with individuals, groups, and communities. Do not distort records or tolerate this by others. Request or receive any money, gifts or other material elements. Do not use technology, social media or other forms of electronic communication ... illegally, un ethically or in a way that makes the profession worse.

**4. Conclusion**

Social work is the fastest growing profession in the world as more and more governments and employers recognize the strong impact of social workers in the community. Lower crime rates, better health results, more people accessing work and education are the result of social work professionals supporting people to take on their own futures and realize their aspirations.

As a profession based on human rights, social work plays an essential role in all society, facilitating communities and people to raise their voices and protect their equal rights alongside all others. The strength of the social work profession lies in their ability to build a part engaged democracy, engage communities in their sustainable future, and protect human rights. Social workers need a set of skills based on knowledge, values and personal attributes. These cannot be fully developed only through a qualified course and professional development is necessary for social workers as they become experienced practitioners.

Along with rapid economic development, Viet Nam increasingly faces complex challenges related to social issues such as the consequences of climate change and natural disasters, epidemics, environmental pollution, juvenile crime, child violence.... In response to this situation, the Government has issued the social insurance development program for the period of 2021-2030 under Decision No. 112/QD-TTg of January 22, 2021. This is an important legal basis for promoting the development of social work in Vietnam in the coming time.

With educational philosophy: learn to know, learn to work, learn to live together, learn to assert yourself, learn to integrate, learn to create the future. Social work has become a central sector in the development orientation of trade union universities, providing high-quality human resources

to contribute to solving social problems, promoting progressive and sustainable social development.

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