



THE UNIVERSITY OF
MEMPHIS[®]
School of Social Work

FIELD MANUAL

BACHELOR OF ARTS IN

SOCIAL WORK

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Overview

This manual outlines the parameters of the BASW field education program and the policies and procedures pertaining to this important component of social work education. Readers should note that, while the manual outlines the structure of the field program and details the policies and procedures on which the program is founded, the manual periodically will be updated to reflect changes and developments in the BASW program. Students in the BASW program are encouraged to use this document in conjunction with the program's main Student Handbook.

Note About Interchangeable Terms

“Field”, “field placement”, “field practice”, “field practicum”, “placement”, and “internship” are all used to communicate the part of the curriculum in which MSW students are engaged as social work interns in agencies within the community.

“Director of Field Placement”, “Director of Graduate Field Placement”, “BASW Director of Field Placement”, “Field Director”, and “BASW Field Director” are all used to indicate the member of the social work faculty charged with overseeing the field component of the BASW curriculum.

Introduction

The Baccalaureate Social Work Program at the University of Memphis began in 1968. It was initially accredited in 1974 by the Council on Social Work Education (CSWE) and has enjoyed accredited status since that time. Early educational efforts focused on preparing baccalaureate level social workers for employment in public social service agencies, particularly the Tennessee Department of Human Services. Over the years, agencies and programs that employ entry-level professionals have expanded to include not only public agencies but also nonprofit and for--- profit agencies and programs. Hence, the School of Social Work has developed working relationships with a variety of public, quasi---public, and private agencies and programs that provide a variety of services to diverse client systems.

Mission and Purpose

Mission Statement of the University of Memphis

The University of Memphis is a doctoral degree---granting urban research university committed to excellence in undergraduate, graduate, and professional education; in the discovery and dissemination of knowledge; in service to the metropolitan community, the state, and the nation; and in preparation of a diverse student population for successful careers and meaningful participation in a global society. The University of Memphis remains committed to the education of a non-racially identifiable student body and promotes diversity and access without regard to race, gender, religion, national origin, age, disability, or veteran status.

Mission Statement of the College of Arts and Sciences

The College of Arts and Sciences offers a comprehensive liberal arts curriculum to equip its students in pursuing rich personal and professional lives. It is dedicated to providing educational opportunities that broaden student knowledge within the major areas of human study, in-depth understanding of at least one area of inquiry, and the skills and abilities necessary for a lifetime of learning, career success, and participatory citizenship.

Mission Statement of the School of Social Work

The School of Social Work seeks to be a leader in social work education by: preparing students with cutting-edge social work skills necessary to practice in complex settings; creating knowledge through research and engaged scholarship; reducing poverty, inequality, and social and economic injustice through evidence based practices; and addressing the needs of the Mid-South within a global perspective.

Mission Statement for the Bachelor of Arts in Social Work Degree Program

The baccalaureate social work program prepares students with the knowledge, values, and skills needed to work toward social and economic justice and human rights with diverse populations. Graduates of the

Bachelor of Arts (BA) in Social Work will utilize evidence-based generalist-level practices to enhance quality of life for all persons and communities. Graduates of the BA in Social Work are prepared to practice locally in the Mid-South and globally.

Purpose of the Social Work Profession

The social work profession receives its sanction from public and private auspices and is the primary profession in the development, provision, and evaluation of social services.

Professional social workers are leaders in a variety of organizational settings and service delivery systems within a global context. The profession of social work is based on the values of service, social and economic justice, the dignity and worth of the person, the importance of human relationships, and integrity and competence in practice. With these values as defining principles, the purposes of social work are:

1. To enhance human well-being and alleviate poverty, oppression, and other forms of social injustice;
2. To enhance the social functioning and interactions of individuals, families, groups, organizations, and communities by involving them in accomplishing goals, developing resources, and preventing and alleviating distress;
3. To formulate and implement social policies, services, and programs that meet basic human needs and support the development of human capacities;
4. To pursue policies, services, and resources through advocacy and social or political actions that promote social and economic justice;
5. To develop and use research, knowledge, and skills that advance social work practice;
6. To develop and apply practice in the context of diverse cultures.

Purpose of Social Work Education

Social work education is grounded in the profession's history, purposes, and philosophy, and is based on a body of knowledge, values, and skills. As an accredited program, the University of Memphis School of Social Work abides by the Council on Social Work Education (CSWE) Educational Policies and Accreditation Standards (EPAS). The CSWE EPAS' competency-based approach "rests on a shared view of the nature of competence in professional practice. Social work competence is the ability to integrate and apply social work knowledge, values, skills, and cognitive and affective processes to practice situations in a culturally responsive, purposeful, intentional, and professional manner to promote human and community well-being" (CSWE EPAS 2022, p.7). To that end, social work education is committed to developing student knowledge, values, and skills essential to competent social work practice, the importance of human relationships, the dignity and worth of all persons, and integrity throughout all aspects of professional practice.

Purpose of Field Placement

The undergraduate field social work program is designed to provide students with the opportunity to test, through practical experience, the knowledge and skills acquired in academic courses. The social work program at the University of Memphis focuses on multilevel interventions including those with micro systems (individual and couples), mezzo systems (families and groups), and macro systems (organizations, institutions, communities, regions, and nations). The program defines generalist social work practice as a comprehensive orientation to all client problems, and a comprehensive approach to the range of client systems. Generalist social work practitioners must be prepared to intervene in all the systems that are involved in clients' problems.

Field practicum is an important component of the social work degree program and is designed to help students integrate their academic learning to understand and develop good generalist skills for entering the profession of social work. A field practicum provides opportunities for the student to apply concepts and skills learned in the classroom in a real-world work setting and to build a work history of relevant experience that will assist the student in beginning her/his social work career.

Field practicum provides students with opportunities for supervised hands-on experience with client groups ranging in size from the individual to communities. These groups should include persons who differ from the students in as many ways as possible, with an emphasis on helping students learn to work with those who differ by race, ethnicity, and gender. Other groups represented in the agency clientele include those who differ by age; sexual orientation; mental, intellectual, or physical abilities; and/or socio-economic status. In working with these groups, the student is encouraged to learn to apply, and adhere to, the following social work values:

- a) Dignity of the individual.
- b) Confidentiality;
- c) Client self-determination;
- d) Non-judgmental attitude of worker;
- e) Identification with social work as a profession;
- f) Value of human diversity;
- g) Respect for colleagues;
- h) Objectivity in the professional relationship.

The field practicum experience provides an opportunity for the student to integrate theoretical knowledge in the areas of social welfare policy and services, research, human behavior and the social environment, and social work methods. It also involves the development of skills in applying this integrated knowledge in such a manner as to incorporate the values and ethics of the social work profession in the student's provision of service.

The field practicum is based on the understanding that the entry-level social work practitioner requires knowledge and skills that enable him/her to assess and intervene in ways that are ethical

and effective in helping transform systems that fail to sustain or promote the well-being of the client. Students in the practicum are expected to apply the professional foundation in ways that demonstrate a beginning understanding of social work values and ethics and their implications. They are expected to:

1. Articulate basic social work concepts, roles, processes, and methods for working with individuals, families, small groups, organizations, and communities within a generalist approach to practice.
2. Apply knowledge of the generalist approach and a systemic perspective of practice to problem-solving with systems of various sizes and diversity.
3. Demonstrate appropriate analytical and interactional skills in conducting each phase of a problem-solving process with clients, using an ecological systems framework for identifying problems and planning interventions at micro, mezzo, and macro levels as required.
4. Reflect use of social work values and ethics in work with client systems, colleagues, organizations, and others involved in the change efforts, particularly in maintaining confidentiality and rights to self-determination, and in respecting the uniqueness, worth, and dignity of individuals, and in accepting and respecting human diversity.
5. Demonstrate understanding, sensitivity, and respect for socio-cultural differences in working with gender differences, racial and ethnic minorities, persons of all socio-economic groups, and differences regarding sexual orientation.
6. Assume appropriate direct practitioner roles in contributing to the policy process for monitoring and improving the service delivery system in which they function.
7. Identify strengths and limitations in their knowledge, values, and skills from regular feedback of the field instructor, peers, and faculty liaison.
8. Develop competence in oral and in written communication.
9. Develop beginning skills in assessing the effectiveness of interventions with various systems.

Program Design

Course Requirements

Students admitted to the university and declared a social work major must complete SWRK 2010 and 2011 courses with a minimum grade of C- or better prior to submitting the program application. Acceptance into the undergraduate social work program is required for students seeking to enroll in more than twelve major credit hours. Matriculating students are admitted with a declared social work major and remain unless they are unable to meet the minimum program requirements.

In addition to program admission, any student entering a social work field placement must:

- Complete the pre-requisite coursework prior to starting an internship. See the foundation courses listed below.

- Consultation with the BA Field Director is required through academic advising.
- All students preparing to begin an internship should receive academic advisement by the BA Field Director during the preceding term. Students are asked to begin preparing for the internship during this meeting to ensure a timely start.

Social work foundation courses are required of all social work majors. These required courses are listed and grouped by content area below:

Content Areas:	Courses
Social Welfare Policy	<ul style="list-style-type: none"> • SWRK 2010 --- Social Work Profession and Practice. • SWRK 3010 --- Social Response to Human Need • SWRK 3920 --- Social Welfare Policies and Programs: Theory and Application
HUMAN BEHAVIOR & THE SOCIAL ENVIRONMENT	<ul style="list-style-type: none"> • SWRK 3902 --- Human Behavior and the Social Environment
Writing	<ul style="list-style-type: none"> • SWRK 2011 – Writing for Social Work
PRACTICE METHODS	<ul style="list-style-type: none"> • SWRK 3903 --- Practice with Individuals • SWRK 3904 --- Practice with Families and Groups • SWRK 3906 –Practice with Communities
RESEARCH	<ul style="list-style-type: none"> • SWRK 3930 --- Social Work Research I • SOCI 3311 – Social Statistics
FIELD INSTRUCTION	<ul style="list-style-type: none"> • SWRK 4830 Field Instruction I • SWRK 4831 Field Instruction II • SWRK 4840 Integrative Field Seminar I • SWRK 4841 Integrative Field Seminar II

Fees for Field Courses

In order to provide a seamless experience for our students to track their field placement internships, the University of Memphis School of Social Work uses Experiential Learning Cloud (ELC, formerly Tevera). **Students pay for ELC by their nonrefundable \$30 per credit hour lab fees associated**

with their field placement courses. Once a student has an ELC account, they receive lifetime access. This means that they will not only use it to track their field placement internships while they are in school, but ELC also allows for licensure supervision hours tracking post-graduation. The data housed in ELC never goes away, so students looking to verify their internship hours for licensure and/or jobs post-graduation will be able to do so independently. If a student already has an ELC account, they are still required to pay the lab fees associated with enrollment in field courses.

Academic Year Internship and Matriculation

The field practicum consists of two (2) separate courses: Field Instruction in Social Work I (SWRK 4830), and Field Instruction in Social Work II (SWRK 4831). Each course has its own set of objectives, values, and skills, with the second semester building on the first. Each course is evaluated by a letter grade. Commensurate with these courses, the student also is enrolled in two separate Integrative Field Seminars (SWRK 4840 and SWRK 4841) for which they receive letter grades separate from the ones they receive for the placements themselves. Students must take field courses and complete their field experience in consecutive semesters.

Prior Life and Work Experience

The University of Memphis School of Social Work does not grant social work course credit for life experience or previous work experience. This policy includes not granting credit for field for life experience or previous work experience.

In order to successfully complete the requirements for field placement and the concomitant seminars, students are required to:

1. Spend a minimum of 400 clock hours working in the assigned agency. While some students choose to complete this requirement in one semester of intensive placement (block placement), most spread the field practicum experience over two consecutive semesters;
2. Attend and participate in the concurrent field integrative seminar;
3. Establish a learning contract. All students in collaboration with their field instructor develop learning contracts that clarify their individualized learning goals and objectives. The learning contract should articulate how the student will demonstrate practice behaviors that reflect competencies identified by the Council on Social Work Education (CSWE). Students will meet with their field instructor and develop the learning contract within two weeks of beginning the internship. The learning contract will serve as a guideline for assessing knowledge and skill acquisition and is reviewed regularly by the student's faculty liaison, Director of Field Placement, and field instructor.
4. Keep a journal which reflects their reactions to issues raised in their work with clients, agency professionals, and peers, and summarizing weekly conferences with the field instructor.
5. Complete at least one written assessment and intervention plan that illustrates the integration of class and field learning.
6. Plan a means for evaluating an intervention with at least one client and

implement the design to the extent possible within the time and agency constraints.

7. Prepare and present a case presentation with respect to a client/situation with whom the student is working.
8. Complete a paper on the agency using a systems framework for looking at its structure and functioning within the service delivery system. The paper will address policy issues which impact on delivery of service and suggestions for change.
9. Develop and submit a social work portfolio.
10. Design a research project that measures the effectiveness of interventions used in the respective field agency.
11. Make a grade of C- or above (if the student is a social work major) to meet requirements for the degree. No exceptions are granted.

Grading and Retention

Students are evaluated at the end of the term. Educational objectives and performance criteria are the standards by which the field instructor evaluates the student's performance. Toward the end of the semester, the field instructor recommends a grade to the Director of Field Placement who is responsible for assigning the grade. If a student receives less than a "C-" in field, he/she cannot be certified as satisfactorily having completed requirements for the baccalaureate degree in social work.

Students must complete both semesters of field practicum with a grade of C- or higher to fulfill the requirements for the degree of Bachelor of Arts. If the student receives a grade below C- for either course, both courses must be repeated at a different field site. Likewise, a withdrawal (W) in either field practicum course will necessitate repeating both courses at a different field site. **Students that are forced to move to a second placement due to problems in field based on student field behavior will have a deduction in grade, earning no higher than a B- for the semester. Students must take note that this can impact the possibility of being accepted to graduate school.**

Students receive coordinated classroom or online instruction via Integrative Field Seminars (SWRK 4840 and SWRK 4841) which provide an opportunity for the student to integrate his/her field experience along with the experiences of other students who also are involved in practicum. These courses are co---requisite and must be completed at the same time the student is doing Field Instruction in Social Work (SWRK 4830 and SWRK 4831). Separate grades are given for the seminar based on the student's completion of class assignments.

In the event a student does not complete the course for a reason that was acceptable to the instructor, and "I" grade can be issued allowing one major term to complete their incomplete course assignments. This includes students who have not completed the requisite number of hours and assignments. This policy does not apply to graduating seniors. Students graduating during the term in which the "I" grade is issued must adhere to graduation deadlines. Students have three weeks after the commencement ceremony to have the final grade posted to the transcript.

Concentration Programs

Generalist Concentration

The School of Social Work offers a Generalist Concentration in which field students are eligible to begin field placement only after completing the all major course curriculum prior to beginning field. As an accredited program, the University of Memphis School of Social Work abides by the Council on Social Work Education (CSWE) Educational Policies and Accreditation Standards (EPAS). The CSWE EPAS' competency-based approach "rests on a shared view of the nature of competence in professional practice. Social work competence is the ability to integrate and apply social work knowledge, values, skills, and cognitive and affective processes to practice situations in a culturally responsive, purposeful, intentional, and professional manner to promote human and community well-being" (CSWE EPAS 2022, p.7).

Tennessee Department of Children's Services – Child Welfare

Concentration/Certification Program

The School of Social Work collaborates closely with the Tennessee Department of Children's Services (DCS) in offering a concentration program for students interested in working in the field of child welfare. Note that a certification is offered through the state in collaboration with the university. For eligibility and requirements, please review the state website, <https://www.tn.gov/dcs/about-us/employment-opportunities/certification-program.html>. If they have further questions and/or want to apply for this program, they should speak with their advisor and contact the school's liaison for this program, Professor Cherry Malone, at 901-678-3515.

Tennessee School Social Work Concentration/Licensure Program

The school social work concentration prepares students for licensure as a Licensed School Social Worker (LSSW) at the baccalaureate level and in the State of Tennessee. In addition to completing the required core social work courses, students must complete additional coursework and their field practice sequence in a school-based setting and complete Teacher Education Program (TEP) admissions for the LSSW credential. Students wishing to receive licensure in another state should check specific state requirements. For more information about this concentration/licensure, please contact Dr. Susan Elswick, at 901-678-1714.

Policies and Procedures

The student in field practice has a responsibility to perform in the same professional manner as an employed staff member and is expected to follow agency policies and abide by the rules and regulations of the agency as well as those of the School of Social Work. These responsibilities include:

1. Protecting the confidentiality of all information about clients;

2. Observing agency working hours;
3. Being at the agency when assigned to be so;
4. Being on time for the placement and punctual in completion of assignments;
5. Being available for client emergencies, if possible, even if these occur after regular hours.
6. Completing and submitting activity reports in a timely fashion;
7. Notifying the field instructor, in advance if possible, of unavoidable absences or tardiness;
8. Making up time for absences and tardiness;
9. Complete field placement over two consecutive semesters.

As a rule, students spend only the required number of hours per week in field practice and reserve the other time for classroom courses and study. Classroom work should not be done during field practice and, ordinarily, students should not be asked to fulfill field obligations during class time. A student who works overtime in field practice for client emergencies or special projects may arrange with the field instructor to take time off for necessary academic work. Some agencies prefer students spread the required field hours over more than two days per week to provide client coverage, and some students with part-time jobs or childcare responsibilities request some flexibility in scheduling for field practice. The School of Social Work has no objection to any arrangement that provides the necessary learning experiences, meets the requirement for hours of field practice, is satisfactory to the agency and student, and insures good service to clients. Students are entitled to holidays listed on the University of Memphis calendar which fall on field practice days and to holidays and hazardous weather closing observed by the agency. However, each student is responsible for making up these hours at some other time such that s/he completes the required number of hours for the placement.

Block Placement

Block placement is an option for students who choose to complete their field experience in one semester of intensive practicum. A student must have a cumulative GPA of 3.25 and the approval of the Director of Field Placement (to make sure there are no other concerns that would get in the way of the student successfully using this option for completing field). Block placements are also based on agency placement availability. Block placement options are only available during the spring and fall semesters.

Block placement is very demanding, and students do not do well in using this option unless they have a strong GPA and good time management skills, and do not have other concerns (e.g., jobs, family responsibilities) going on in their lives that would interfere with field and seminar. The consequence of not doing well in placement is that a student would have to begin his/her field practicum over at a different agency and, would be required to complete it over two semesters if he/she has shown an inability to manage the demands of block placement.

Optional Volunteer Hours

There are opportunities for students to obtain extra “volunteer” hours outside the field placement internship by participating in university-sponsored activities or community-based social work activities (ex. NASW’s Social Work Day on the Hill, Critical Conversations, Field Agency Fair, U of M research, professional conferences, online trainings, health fairs, advocacy, crisis hotline, etc.).

Students are allowed to accrue 25 volunteer hours per semester toward these university-sponsored activities and community-based social work-based opportunities. These activities must be documented separately from their field hours and are signed off on by their respective field director upon submission of proof of completion.

Communication

Email is the official communication of the University of Memphis, and therefore will be the official means of contact used for all School of Social Work correspondence. Much correspondence is conveyed to students via email so the account should be checked frequently.

Students are asked to ensure that the School office has a current e-mail address, mailing address, and telephone number. The success of this degree program depends partly on the School’s ability to foster ties to its students, alumni, and the larger community. Students needing to update their contact information should do so by every means necessary, both at the University level for official accounts as well as with their respective field director.

Holidays

Students are entitled to observe holidays listed on the University of Memphis calendar and to holidays and hazardous weather closings observed by the agency – even when these fall on field practice days. Students who observe certain cultural and/or religious holidays that fall outside of the University of Memphis holiday schedule must inform their Field Director and their agency field instructor prior to the holiday, if absence from field is needed. Regardless, the student remains responsible for making up these hours at some other time such that they complete the required number of hours for the placement. Students who wish to continue their internship over their holiday break(s) and/or in-between semesters must get permission from their respective Field Director as well as their agency field instructor.

Felony/Misdemeanor Convictions

Possible impact of a misdemeanor or felony record on students pursuing field placement: A misdemeanor or felony conviction may impact a student’s internship and employment prospects because many agencies and employers request criminal records of their prospective interns and hires. In addition, a conviction may impact one’s ability to secure liability insurance as an intern/professional as well as licensure upon graduation from an accredited social work program. Below are the identified practices of the NASW, liability companies, and the Tennessee Board of Social Workers:

NASW – A felony conviction does prevent a student from being able to apply and being accepted into the NASW.

Liability Insurance --- Will consider liability insurance for a student or professional with a felony/misdemeanor conviction on a case-by-case basis. They do not guarantee approval.

TN Board of Social Workers – A student with a conviction must provide a letter of explanation and a jurisdictional form (court form) that indicates the final disposition of the case. The board will review and consider each application on a case-by-case basis.

Privacy Rights of Students

The University complies fully with the Family Educational Rights and Privacy Act of 1974 (FERPA). This act is designed to protect the privacy of educational records, to establish the right of students to inspect and review their educational records, and to provide guidelines for the correction of inaccurate or misleading data through informal and formal hearings. Students also have the right to file complaints with the FERPA office concerning alleged failures by the institution to comply with the Act.

The provisions for the release of information about students and the rights of students and others to have access to The University of Memphis education records are published each semester in the Schedule of Classes. A copy of the Act and The University of Memphis Procedures pertaining to FERPA may be reviewed in the offices of the Registrar or University Counsel.

NASW Membership

All students enrolled in field education must obtain and maintain a membership with NASW for the duration of their field education experience. Student memberships are \$60 per year. Students must provide proof of membership to their respective field directors prior to beginning placement. MSW students who previously had a membership as a BSW student will need to call the 800-number at the bottom of the membership webpage and explain they are still a student, so a customer support representative can edit the account and give the correct membership rate.

Professional Liability Insurance

All students enrolled in field placement are responsible for procuring liability insurance (with a minimum coverage of \$1,000,000 per claim and \$5,000,000 aggregate) prior to the beginning of field placement and keeping coverage for the duration of their field education experience. Students have the option to purchase liability insurance through CPH Insurance or through Preferra, however,

coverage must be “student” coverage, and meet the minimum required coverage amounts described above. Coverage purchase prices vary between \$15-40 per year. The student must provide their respective field director with a copy of the full policy with declarations and certificate of coverage, verifying purchase of the insurance, prior to beginning placement. Students whose policy lapses while enrolled in field may not be credited internship hours accrued while the policy was lapsed—no exceptions. All students should maintain care in keeping their liability policy current and active in good standing while enrolled in social work field education.

Transportation

Students are responsible for their own transportation to and from the internship agency. If transportation is a problem, the student should communicate this to their respective field director. Students who have transportation issues should note that internship placements on/near campus are extremely limited. Students who drive must have a valid, current driver's license and automobile insurance applicable with state laws.

Due to liability concerns, students are not allowed to transport clients in their personal vehicles. Students are also not allowed to transport clients using agency-provided vehicles, as they are not covered for this activity under liability insurance.

Financial Remuneration

Some agencies may provide reimbursement for travel or other expenses in carrying out agency business or may offer a stipend or salary in exchange for the services the student provides. Arrangements regarding stipends and reimbursement of expenses are strictly between the agency and the student; neither the University of Memphis, nor the School of Social Work, has any standing in such arrangements.

Onboarding Costs

Some agencies require onboarding tasks such as vaccination verification, health tests (physical exam, fitness tests, TB tests, drug screening, receiving specific vaccinations, etc.), security checks (criminal background check, medical background check, etc.), trainings (CPR/AED or BLS training, etc.) and other required items. Medical placements especially can be expensive and lengthy to onboard prior to internship start. These onboarding tasks may fall on the student to pay for out of pocket. Students may be required to pay between \$300-500 for onboarding, depending on what is needed. The School of Social Work does not pay for nor reimburse students for these onboarding items. Some agencies may be able to reimburse students for their onboarding costs, but it needs to be discussed between the student and the agency during interview.

COVID-19

Students entering field education are strongly encouraged to receive the COVID-19 vaccination. Many of our agency partners require full COVID vaccination in addition to strict PPE

protocols. Placement options may be limited if the student chooses not to be vaccinated against COVID-19. Please discuss this with your field director for further details on placement options that do not require vaccination. Note that agencies reserve the right to change their policies surrounding COVID-19 vaccination/PPE at any time, without warning.

Disability Resources for Field Students

Students with disabilities are encouraged to notify Disability Resources for Students (DRS) for reasonable accommodations. Students must follow established university procedures for obtaining accommodations and services. Specific accommodations and services are determined on an individual basis and are based on documented functional limitations resulting from the disability.

Students with disabilities who are placed in field internships must note that the field directors, the MSW Program, and the School of Social Work have no control over whether DRS accommodations transfer into their internship placement. Students are strongly encouraged to discuss their learning needs with their field director prior to internship coordination and discuss their learning needs with the agency upon interview.

Professional Behavior

Students enrolled in the Bachelor of Arts in Social Work program must conduct themselves in a professional and ethical manner toward clients, students, faculty, and staff. Professional conduct is expected at all times. The School of Social Work, through its faculty and appropriate committees, reserves the discretionary right to recommend dismissal from the program of any student who fails to maintain appropriate personal conduct or professional standards and ethics. Any act that would constitute unethical practice, professional misconduct, or violations of the law (whether committed in college-related activities or not) may be ground for disciplinary action – up to and including dismissal from the program. The NASW Code of Ethics and The University of Memphis Student Code of Rights and Responsibilities serve as guidelines and standards for professional conduct both on-and off-campus.

In their role as social work educators, the members of the faculty of the School of Social Work are charged with a gate-keeping function in which they are responsible for assessing the professional “fit” of those who are seeking to join the profession – measured by the student’s skills and knowledge levels, but also by consistent ethical competence. Considering that charge, students should understand that if there is evidence of the student’s lack of professional preparedness and/or ethics, the School of Social Work may recommend the student be dismissed from the BA program. Such a lack could include, but is not limited to, the following examples:

1. **Falsification of client records or other agency documents** ... Falsification of client records during field placement can result in a student receiving a grade of “F” and can result in automatic termination from the field placement and/or program.
2. **Violation of confidentiality** ... From the first day of the BA Program, students are taught to understand the complexities of client confidentiality and the importance of respecting and protecting a client’s right to confidentiality, which is embedded in the NASW Code of Ethics. Students learn that they cannot discuss information about a client outside of the agency context and within professional parameters (supervision, case conferences, consultations,

other disciplines within the agency). Also, students cannot maintain personal contact with clients outside of the professional relationship and the context of agency guidelines. Violation of client confidentiality or developing a non--- professional relationship with clients can result in termination from the field placement and/or program.

3. **Physical/verbal abuse of clients, colleagues, supervisors, or other agency personnel** ... Physical/Verbal Abuse of clients, colleagues, supervisors, or other agency personnel during one's field placement at an agency can result in termination from the field placement and/or program.
4. **Evidence of being under the influence, possession, use or sale of illegal substances and/or alcohol during agency hours** can result in immediate termination from the field placement and/or program.
5. **Theft from Clients, agency personnel or agency sites** can result in immediate termination from the field placement and/or program.
6. **Violation of the NASW Code of Ethics** ... Violation of the professional standards set forth in the NASW Code of Ethics can result in immediate termination from the field placement and/or program.
7. **Field practicum attendance problems**--- Because of the importance of the field practicum experience, attendance is critical. Consistent lateness and failure to report to the agency at the times designated by the field instructor can result in the development of a remediation plan by the Director of Field Placement and field instructor. If the lateness and absences persist and remediation is not successful, the student can receive a grade of "F" in field practicum.

Should a student have reason to be absent from field practicum, the procedure below must be followed:

1. If a student is to be absent from field practicum for any period, she or he must inform the field instructor in person or via phone in advance and provide the reason for the absence. The student must discuss with the field instructor what will be required to make up for the absence.
2. If there is an emergency, the student must contact the field instructor as soon as possible to clarify the nature of the emergency. If the absence is for more than two days, the student must also inform the Director of Field Placement. If there is a medical reason, the student must provide a medical statement from a doctor to the field instructor.
3. If the field instructor is not notified of an absence, he/she may include this neglect in determining the student's mid---term or final evaluation.
4. If an absence is longer than a week, the student must contact the Director of Field Placement who will discuss the matter with the field instructor to determine next steps.
5. Continued absences or unauthorized departures can result in the development of a remediation plan by the Director of Field Placement and field instructor. If the absences and unauthorized departures persist, the student can receive a grade of "F" in field practicum.

Professional Boundaries

In their work with clients, students are reminded that they are to maintain professional boundaries at all times. This provision includes, but is not limited to:

- Refraining from engagement in any type of dual relationship with a client
- Refraining from giving clients a personal cell phone number; and/or
- Refraining from giving clients access to the student's social media sites.

Conflict of Interest

Students may encounter a conflict of interest at a field placement. Examples of scenarios that could create a potential conflict of interest include:

- Completing field placement at an agency that employs a student's friend or a member of a student's family.
- Completing a field placement at an agency that employs a student's current or prior therapist.
- Being assigned a case that involves a friend or a family member.

If a student becomes aware of a situation that creates a conflict of interest, he or she should immediately notify the field instructor and the Director of BA Field. The field instructor and field director will assist the student to address the situation to minimize the potential conflict.

Student Grievance Procedures for Field

Field instructors should contact the Director of Field Placement whenever issues with a student first arise and make every attempt to resolve these issues or difficulties. When an issue first surfaces that a student is experiencing difficulty, the following process should be followed:

1. Attempts should be made by the field instructor in collaboration with the Director of Field Placement and/or faculty liaison, and the student to resolve any difficulties or issues when they first arise.
2. Early intervention and development of a written remediation plan by the faculty liaison, Director of Field Placement, and field instructor is given high priority and importance. When an issue or difficulty with a student's field performance arises, the field instructor should discuss the difficulty with the student immediately and establish specific steps that must be taken by the student.
3. If the difficulty is not resolved based on the discussion between the field instructor and the student, the faculty liaison and/or the Director of Field Placement should be notified.
4. The faculty liaison and/or the Director of Field Placement will meet with the field instructor and the student individually or together to discuss the identified difficulties. It is the responsibility of the faculty liaison to keep the Director of Field Placement informed of all developments in such situations; in turn, the Director of Field Placement should inform the BA Program Coordinator and the Chair of the School of Social Work.

5. Following a meeting with the Director of Field Placement and/or the faculty liaison, field instructor, BA Program Coordinator, and student, a written remediation plan outlining

the performance issues to be addressed is developed. The plan must be signed by all involved. A copy of the remediation plan is given to the field instructor, the student, the Director of Field Placement, and the BA Program Coordinator. The remediation plan should provide a timeline regarding when improvement by the student is expected.

6. If goals and objectives in the plan are met, the student continues his/her work at the agency.
7. If goals and objectives in the plan are **not** met, the procedures below must be followed:
 - a. There will be a meeting called by the Director of Field Placement to include the student, the field instructor, BA Program Coordinator, and/or faculty liaison.
 - b. The field instructor and the student provide written statements to the Director of Field Placement detailing their perspectives of the deficient issues. The Director of Field Placement must receive this written statement no later than three days in advance of the scheduled meeting.
 - c. The Director of Field Placement provides the written statements of the field instructor and the student to members of the Committee. The field instructor will receive a copy of the student's written statement and the student will receive a copy of the field instructor's written statement in advance of the meeting.
 - i. At the meeting, the field instructor will verbally present his/her concerns to members of the Committee.
 - ii. The student will verbally present his/her concerns to members of the Committee.
 - iii. Following the verbal presentations by the field instructor and student, they will each be asked to leave the meeting.
 - iv. The Committee will make a decision regarding steps the student must take, including his/her retention in the program.
 - v. The Director of Field Placement and the BA Program Coordinator will verbally inform the student of the Committee's decision.
 - vi. The committee's decision also will be provided to the student in writing.

The academic affairs committee will review oral and written reports of the student's unethical behavior. The student will be given the opportunity to address the committee. The committee will deliberate and decide whether to recommend dismissal of the student. If a decision is made to recommend dismissal, the student will be given a letter explaining the rationale behind the

decision. The School of Social Work will then follow University policies and procedures for dismissal by referring the student's case to either the Associate Dean for Undergraduate Studies and Research in the College of Arts and Sciences or to the Student Judicial Affairs Committee, as indicated.

Students who wish to appeal a recommendation of dismissal must first write a letter of appeal to the BA Program Coordinator (or to the School of Social Work chair if the BA Program coordinator was included as part of the committee). If the dispute is not resolved to the student's satisfaction at this first level of appeal, the student can follow the grievance procedures of the Undergraduate School as outlined in the Undergraduate Catalog.

Ethical Conduct

Social work is a profession that is organized around the assumption that people have a right to the social services necessary for a good quality of life and that society has a corresponding responsibility to provide these services. In this capacity, social work is responsible for providing services designed to enhance the functioning of individuals, families, groups, and larger systems in relation to intra- and inter-personal factors, as well as to environmental components that impinge upon their lives. These services are based on the philosophy, the body of knowledge, and the methodologies for practice promoted by the social work profession.

Practice in social work addresses the person-in-situation with a clearly defined understanding of the interdependence between the individual and society. Students are encouraged to develop consistent patterns of respect for the commitment of the profession to serving populations-at-risk – e.g., consideration of issues related to race, gender, ethnicity, culture, age, class, religion, sexual orientation, and disability.

Although each client is a unique person with different life experiences, there also is acknowledgment that there are common human needs that must be addressed in social work practice. To this end, field placement students must demonstrate an ability to analyze, formulate, and advocate for social welfare policies that impact the client population(s) with whom they are working and to explore ways in which they can address the broader societal and global concerns that contribute to their clients' areas of need.

Students are taught to assess and intervene in the lives of their clients using the ethics and values that guide the profession. Prior to beginning field placement, students study and discuss the code of ethics of the National Association of Social Workers (NASW). In response to their study of the code, students are required to sign a form, indicating their willingness to adhere to the principles outlined in the code throughout their field practicum.

Students are encouraged to reflect on the values and ethics that have been taught within the classroom setting as these concerns now become an integral part of their practice in the field placement. Discussions are facilitated in the concomitant field seminar intended to help students to see the utility of the code of ethics and the importance of applying social work values and ethics to

casework situations.

Emphasis is given in the placement to issues of self-determination, the client's right to participate in the helping process, and to confidentiality. In looking at what techniques and policies hamper the client's self- determination, the social work student is encouraged to become an advocate for the client. Additionally, in his/her role as client advocate, the student works toward the protection of the client's individual rights, particularly the client's right to confidentiality. As part of this role, it is incumbent upon the social work student to inform the client of those times when confidentiality will not be maintained – e.g., when there is a serious suicide threat/attempt, when threats against others occur, or when legal requirements to report abuse of any nature are met.

Sexual Misconduct and Title IX

The University is committed to ensuring equality in education and eliminating any and all acts of sexual misconduct from its campus. Sexual misconduct includes sexual harassment, sexual assault, dating violence, domestic violence and stalking. If you or someone you know has been harassed or assaulted, you can make a report to the Office for Institutional Equity at oie@memphis.edu or 901.678.2713. Please note that if you make a report to a faculty member, they are required to report it. If you want to make a confidential report you can contact the University Counseling Center, 214 Wilder Tower, 901.678.2068.

Universal Safety Precautions

Social workers should routinely practice universal safety precautions in their work. Violence can and does occur in every economic, social, gender, and racial group. To avoid stereotyping particular groups of people and to promote safety, social workers should practice safety assessment and risk reduction with all clients and in all settings. A thorough understanding of the risk factors (individual/ clinical, environmental, and historical) associated with elevated risk for violence can inform safety assessments. Social workers should also be aware of the potential that their personal information on the Internet, particularly social networking sites, can be accessed by anyone. Universal safety precautions also include the establishment of safety plans as a matter of routine planning. The adoption of universal safety precautions should not preclude agencies from establishing particular safety precautions when social workers are asked to perform dangerous tasks. In those situations, agencies should establish specific policies (for example, law enforcement accompanies social workers when involuntarily removing a child from parents or an incapacitated adult from a home) to reduce the risk of harm to social workers. (Taken from NASW's *Guidelines for Social Worker Safety in the Workplace, 2013*).

Selection of the Practicum Agency and Supervision Requirements

Important Notes for Students Before Beginning

1. The School of Social Work cannot guarantee evening or weekend field placements. Students must have availability to complete their internship placement during normal business hours on weekdays.
2. Students should NOT contact agencies to solicit internship spots on their own (other than employment) prior to meeting with their respective field director for field coordination.
3. Assignment to placement remains solely the province of the student's respective field director. In some instances, students may need to be placed in an internship setting that does not align with their intended career goals (macro placement vs. clinical placement).

Criteria for Selection of the Practicum Agency

Social service, social welfare, and grassroots community agencies within the metropolitan area are utilized as sites for the field placements. The agencies cover such diverse human services as the following: child welfare, shelters, and counseling centers for victims of domestic violence or the homeless, court advocacy programs for victims of violence, milieu settings for individuals with severe and persistent mental illness or intellectual disabilities, hospital social work, substance abuse rehabilitation programs, hospice, youth outreach programs, community organization agencies, and adoption services programs.

If an agency staff member is to be the field instructor, the agency executive must be willing to limit his/her responsibilities to allow sufficient time to:

- a) Hold regular weekly conferences with each student.
- b) Be available in emergency situations.
- c) Have conferences with the faculty liaison at least once a semester.
- d) Attend meetings sponsored by the School of Social Work.
- e) Prepare the learning agreement as well as evaluations of the student's work.

For the student, the agency should provide suitable desks, telephones, supplies, reimbursement for travel or other expenses in conducting agency business, clerical services, and privacy for interviewing.

The criteria for selecting a field education agency includes, but is not limited to:

1. The agency/institution enters into a legal arrangement via the clinical affiliation agreement.
2. The agency/institution follows the guidelines of the Council on Social Work Education (CSWE) for BA programs.

3. The agency/institution is an organization that embraces and incorporates the values and ethics of the National Association of Social Workers (NASW).
4. The agency offers generalist social work practice across micro, mezzo, and macro systems providing direct services that are preventive, habilitative, or rehabilitative.
5. The agency/institution is legally established and provides services for children, youth, families, adults, elders, groups, communities, and/or organizations.
6. Clients from the agency are sufficiently diverse in terms of gender, race, ethnicity, age, culture, sexual orientation, and social class such as to ensure that students are exposed to issues that have an impact on a range of people and problems.
7. The agency/institution provides diverse learning opportunities from many staff members, but direct weekly supervision from BSW or MSW social workers.
8. The agency agrees to view work expectations and workloads for students differently from those of staff.
9. The agency/institution provides qualified MSW or BSW staff to serve as field instructors.
10. The agency/institution provides, as much as possible, facilities for the student's use (e.g., office space, office equipment).
11. The agency/institution observes policies with respect to non- discrimination of race, ethnic origin, sex, age, religion, disability, or sexual orientation.
12. The agency/institution allows the necessary time for the field instructor to adequately supervise students, meet with the faculty liaison and/or the Director of Field Placement, attend training, and prepare student evaluations as required.

Membership in a national standard---setting body appropriate to its function or licensing by the state is desirable. The agency must approve the arrangements for the practicum and the agency staff must be receptive to students and willing to cooperate with their program of learning. For students seeking field outside the Memphis/Jackson, TN area, please see the Global Field Protocol (Appendix A).

Criteria for Selection of Field Instructors

Anyone selected to serve as field instructor must hold a BSW with at least 3-5 years post degree social work experience, or an MSW with at least 1-2 years postgraduate social work experience. Those who indicate an interest in serving as field instructors are asked to complete an informational form to document academic credentials and professional background.

The program foresees rare situations in which an agency might not be able to provide student supervision by an instructor who holds a CSWE-accredited social work degree (e.g., a field instructor leaves the agency in the middle of the placement and is replaced by someone other than a social worker). In these cases, a member of the social work faculty, in close collaboration with the agency, will be asked to provide such supervision. These situations would be exceptions to standard practice.

Criteria for Acceptance and Placement of Students in Field Practice

The following criteria are used for accepting and placing students in field practicum positions:

1. Students are to make a formal written application for field placement, along with résumé, near the completion of their other social work courses as prescribed in the curriculum of the School of Social Work.
2. Along with submitting an application, the student must view the video, "A Day in the Life of a Social Worker," join the National Association of Social Workers (NASW) and purchase liability insurance (with minimum coverage of 1,000,000 / 5,000,000) and provide documentation of such coverage to the Director of Field Placement.
3. Individual meetings are held with the Director of Field Placement in order to give the student a forum to discuss issues and interests that might affect the placement to which the student is assigned. Students may indicate a preference for which placement they would prefer but, since many factors affect the assignment process, students are not guaranteed their choice of placement.
4. Upon assignment to an agency/institution by the Director of Field Placement, the student is to schedule an interview with the selected agency field instructor to discuss the potential placement and the specifics of that field assignment as these compared to the student's goals for placement.
5. Based on this interview, both the student and the agency representative must return forms confirming or declining acceptance of the placement to the Director of Field Placement.
6. If a student is denied a placement following an interview, a second agency referral is made, and the above process is repeated.
7. If a student is denied a placement by two field instructors following interviews, the student must meet with the Director of Field Placement to discuss reasons for the rejections. If the rejections are based on inappropriate attire, lack of professionalism, inability to articulate their stated goals or other challenges, the Director of Field Placement will meet with the student to discuss his/her readiness for the field and offer suggestions that may include the student postponing admission to field placement.
8. Students cannot solicit their own internship agency. All placements are coordinated by the Director of Field Placement.

Preparing for the Agency Interview

Prior to the agency interview, the student is encouraged to contact the Director of Field Placement regarding any issues or concerns related to the agency and/or interview process. The Director of Field Placement will engage the student in a discussion regarding the agency interview process.

The Interview

1. Students schedule the interview after receiving the potential field placement assignment packet from the Director of Field Placement via email. If the designated contact person cannot be reached, students find out that person's availability and call back accordingly. A student should also leave his/her name, a return telephone number, and the best time to be reached when leaving phone messages. Students are to indicate that they are a potential BA intern from the School of Social Work at the University of Memphis.
2. Once the appointment with the potential agency is confirmed, the placement interview should be conducted as a job interview, which requires a resume, appropriate professional attire, and behavior.
3. During the interview, students learn the educational requirements and opportunities available at the agency. The interview is a two-way process. Students must have clear goals and learning priorities and be prepared to ask specific questions about the learning experiences available, clients served, skills that can be developed, type of setting (structured vs. unstructured), methods of supervision, and supervisory expectations, etc.
4. Students must be prepared to answer questions about their background, educational and career goals, and why they are interested in the agency. At the interview, agency personnel assess students' level of interests and suitability for the learning experiences available at the agency. If there are clear reservations about the goodness of fit between the agency and the student, the field instructor informs the Director of Field Placement.
5. After placement acceptance by the agency, students should discuss scheduling (to include holidays) and requirements (orientation training, background check, medical exam, etc.) with the agency.
6. If there is an identified problem at the agency before the field internship begins, the student and/or field instructor should contact the Director of Field Placement immediately.

Agency Reassignment Process

1. If it appears that the agency assignment is not appropriate, students should discuss it with the Director of Field Placement to discuss reassignment to another agency.
2. After fieldwork has begun, students seeking approval to leave an agency assignment must first speak with the Director of Field Placement to determine the nature of the concerns.
3. A meeting with the student, Director of Field Placement, faculty liaison, and field instructor, if appropriate, will be held to discuss the concerns.
4. If it is determined that reassignment is appropriate, a reassignment plan is developed to outline next steps for the student.
5. Under no circumstances is the student to quit an internship assignment before consulting with the Director of Field Placement and faculty liaison.

Night and Weekend Placement

There are some approved sites that offer night and weekend hours. However, such agencies are few and under no circumstances will the educational objectives of the curriculum be compromised to allow students to secure non-traditional placements. Field and task instructors must be available to the student for appropriate supervision during night and weekend hours.

Use of Job as Practicum Site

Students currently employed in a social service agency/institution or human service organization may complete their field practicum in their current job only if specific conditions are met. Students may also obtain employment at their place of internship; in which case a Request to Use Employment as Field form needs to be filled out as soon as employment is offered. Approval of requests by the respective field director is required before the start of the practicum. Specific policies for using employment-based internship include, but are not limited to:

- Student completes the Request to Use Employment as Field application and returns it, with live/ink signatures to their respective field director as soon as possible prior to the start of the term in which they begin internship. Typically, this is at least one semester prior to the internship start.
- The employment agency must meet all requirements for service as a placement site (including, in the case of concentration year if that agency is suitable for the competencies specific to advanced practice). If a clinical affiliation agreement is not established prior to the start of the student's semester in which they require a field placement internship, for legal reasons, the student may NOT count hours until the clinical affiliation is in place and fully executed, regardless of whether the Request to Use Employment as Field application has been signed/approved by the field director. It is possible that the student's employment agency will not approve the clinical affiliation agreement. In this case, the student must abandon their plans to use their employment and be placed elsewhere at the discretion of their respective field director.
- Students are allowed to use their job as a field placement internship but can only do so for one of their placement experiences while enrolled in the field education program, including Advanced Standing students who used their employment as an undergraduate social work student at the University of Memphis. This policy does not apply if the student matriculates to a new role within that agency or moves to a new employment agency.
- Student field assignments and employment tasks can overlap but must have clear links to the nine CSWE competencies and their respective learning behaviors described in the student's learning plan for their respective program level. The field placement must be, and remain, the primary learning focus of the employment-based internship.
- Students must have a documented plan for if the student becomes unemployed (whether voluntarily or involuntarily) while using their employment-based internship as part of their Request application.
- The field instructor at the employment site must meet the usual requirements of field instruction. This means someone who holds a CSWE-accredited BASW degree with at least 5

year's full-time experience or a MSW degree with at least 2 years of full-time equivalent post-graduate experience in the field of social work. Except in rural areas, if no person at the agency meets the requirements of a field instructor by CSWE standards, then the student will not be allowed to use their employment as their field experience.

- The field instructor and employment supervisor of a student may be the same person. In such cases, supervision time for field education learning must be separate from supervision time for employment.
- Assignment to placement remains solely the province of the field director. Approval is NOT guaranteed.
- If approved, student must complete required employment-based field orientation prior to starting their employment-based internship.

Roles and Responsibilities in Field Practicum

Responsibilities of the School of Social Work

In the partnership between itself and the cooperating field agencies/institutions, the School of Social Work will execute the following responsibilities:

1. To design the curriculum, establish objectives, determine the "norm" of expected content of field instruction (including, but not limited to, assignments), and share these with those who provide field instruction;
2. To conduct workshops and periodic meetings for field instructors and/or students to ensure understanding of the material(s) and its use in a way that achieves the goals of the program and the particularized learning needs of the student;
3. To arrange meetings, seminars, and/or workshops for field instructors to orient, train, and coordinate class content and field practice. These times also serve to further the development of the teaching skills of the field instructors. Such sessions also are used to familiarize field instructors with current concepts and theories in social work;
4. To recruit and make decisions regarding the acceptance of field instruction agencies and the placement of students in these agencies;
5. To evaluate the field instruction agency/institution's commitment to, and ability to provide, a good generalist experience of the profession of social work;
6. To assign faculty liaisons to agencies (and their designated field instructors) who will provide the agencies with information about the student, keep abreast of the student's ongoing work within the agency, and assure that the evaluation process is in accordance with the established criteria;
7. To arrange practice seminars for students in order to better prepare them for entrance into practice, and hold ongoing meetings with special emphasis on the use of the overall educational experience in the field placement;
8. To provide faculty who act as advisors to students in relation to their adjustment and/or

difficulties with the field experience.

Responsibilities of the Director of Field Placement

The Director of Field Placement is responsible to the Director of the BA social work program and the Chair of the School of Social Work. This person has primary responsibility for the practicum component of the social work program which includes implementation of field processes and procedures, development of good field sites, and maintaining effective working relationships with placement sites, field instructors, faculty, and students. The responsibilities of this person are to:

1. Develop policies, procedures, and objectives of the field courses (SWRK 4830 and SWRK 4831), as well as the concomitant field seminar courses (SWRK 4840 and SWRK 4841);
2. Develop field placements – solicit appropriate agencies in the community that can provide a well-rounded generalist social work field experience for the student;
3. Work with the agency/institution administrators concerning the selection and approval of field instructors, and the maintenance of ongoing communication with agencies concerning the implementation of the field program;
4. Provide orientation and other opportunities for field instructors to become familiar with the overall curriculum of the School of Social Work, including trends and changes in course content, and to participate in the ongoing assessment and development of the overall field program;
5. Plan seminars and meetings of field instructors to develop the quality of teaching in the field and strengthen the performance of the field instructors as educators.
6. Arrange a meeting with interested student applicants to discuss the goals of the field practicum, the agencies/institutions available as placement sites, and policies and procedures for beginning placement;
7. Coordinate planning for the placement of students in agency/institution settings, and assign students to the designated field sites;
8. In collaboration with the BA Program Coordinator, assign a faculty liaison to work with the field instructor and student in relation to the student's fieldwork performance;
9. In cooperation with the field instructors, the faculty liaisons, BA Program Coordinator, and the Chair of the School of Social Work, evaluate the student's performance in the field and assign an appropriate grade for his/her completion of the field placement;
10. Provide an opportunity for students to evaluate their field experience, and in cooperation with the faculty liaisons, evaluate and assess the agencies that participate in the field instruction program;
11. In cooperation with the Chair of the School of Social Work and the faculty liaisons, develop, and revise as needed, the policies and procedures for field practicum. Similarly, maintain, and modify as necessary, the field manual.

Responsibilities of the Faculty Liaison

The faculty liaison serves as a consultant to field instructors and ensures the educational integrity

of the field experience for his/her respective students. The faculty liaison also serves as a mediator/problem solver when conflicts may arise between the agency and/or the field instructor and the student. The responsibilities for the faculty liaison are to:

1. Advise students regarding learning in field practice. This includes direct contact with the student during each semester to review progress and to evaluate the adequacy of the learning experience.
2. Relate the program of the School of Social Work to the administration, field instructors, and other significant staff of the agency/institution, and act as the liaison between the agency/institution and the School of Social Work;
3. Consult with the field instructor in relation to learning opportunities available to students, problems in the placement, and overall evaluation of the student's performance;
4. Make a minimum of one agency/institution visit per semester (additional visits may be warranted if a problem arises). The initial visit should be made by mid-semester to determine whether the student is performing at a satisfactory level.
5. Communicate with the field instructor during the course of the semester to serve as a mediator between the School of Social Work and the agency/institution regarding their respective needs, to monitor the student's performance, and to proactively solve problems that may arise.
6. In collaboration with the field instructor, assess the student's performance at mid-semester. If the student's performance is considered marginal during the semester, the liaison arranges a meeting with the student and the field instructor to discuss the situation and to help the student and instructor to use the teaching/learning experience more effectively. If the difficulty cannot be resolved, the liaison refers the matter to the Director of Field Placement.

Responsibilities of the Field Instructor

The major function in field instruction is teaching through practice. The field instructor provides the support and experience through which students can develop, evaluate, and demonstrate the degree of their integration of social work knowledge, principles, and methods. In doing so, the field instructor assumes primary responsibility for the student's education in the placement setting. This involves locating appropriate assignments which enable the student to achieve the program's educational objectives, sharing knowledge, providing regular feedback to students, writing formal evaluations, and enabling the student to evaluate self. The role of field instructor requires a basic commitment to the teaching role and commitment to development of the profession of social work.

In his/her role as educator, the field instructor:

1. Provides the School of Social Work with a current resume and completes and signs a field instructor information form relative to acting as an instructor for social work students;
2. Familiarizes him/herself with the educational philosophy of the School of Social Work and

with the content of the social work curriculum which the student already has taken or currently is taking. At times, the field instructor may be called upon to teach specific content material for students to accentuate or to demonstrate material covered in the classroom.

3. Attends, if new to the role, an orientation which helps the instructor become familiar with his/her responsibility in taking on this role, educational requirements of the field process, the design of the learning experience, what to do regarding early identification of problems, and the curriculum of the School of Social Work.
4. Attends training sessions at the university throughout the year. Field instructors who do not attend the orientation, or who habitually miss training sessions, may be asked to discontinue the responsibility of field instruction.
5. Conducts an orientation for the student(s) to help them adequately prepare for their field practice. This orientation includes, but is not limited to:
 - a. Policies and procedures of the agency/institution;
 - b. Composition of the community and the clientele served;
 - c. The role of the agency/institution in the community; its relation to the community resources most often used;
 - d. Societal factors that may impact the clientele of the agency/institution;
 - e. Content regarding cultural diversity and discrimination that may affect the agency/institution's clientele;
 - f. Responsibilities of the student to the client, as well as to the agency/institution;
 - g. Mutual roles of the field instructor and the student in the field setting;
 - h. The practical models most frequently employed for direct practice and measures used for evaluation of practice;
 - i. Codes of conduct, office rules – e.g., dress codes, punctuality, absenteeism, etc.
6. Arranges a schedule that makes time available to provide supervision for the student. This includes a weekly conference with each student of at least one (1) hour and sufficient time to prepare for supervision;
7. Negotiates and mutually develops a learning agreement with the student early in the course of the placement that guides the learning experience and serves as a point of reference for subsequent evaluations;
8. Reviews and signs off on the student's time logs;
9. Makes available the student's relevant materials and arranges time for conferences with the faculty liaison and/or the Director of Field Placement. In these meetings, the field instructor is prepared to discuss the student's progress, learning difficulties, and performance in the respective placement;
10. Consults with the faculty liaison regarding the student's performance in the placement, including problems that need attention;
11. Completes a final evaluation of the student's progress, recommends to the Director of Field

Placement a grade for the student's performance for the semester, and discusses this with the student.

Supervision is a "right" of the student as well as a "responsibility" of field instructors. It is important for the field instructor to be open and flexible in providing various types and models of supervision. Supervision focuses on students' needs and educational objectives as well as the agency's needs and objectives. Students should have the freedom to learn from mistakes, obtain continuous direction as needed, receive feedback, engage in discussions regarding educational goals and be given time for reading agency materials that pertain to the field placement.

All areas of student performance should be evaluated and discussed on a weekly basis. The learning agreement should always be referenced and reviewed during supervision. As part of the supervisory process, feedback should be given as immediately as possible and should be structured in such a way as to facilitate, rather than impede the educational process. Modeling a strengths-based approach to student performance is encouraged. Corrective feedback should be presented in a manner that can be assimilated by the student, and the student should have opportunities to demonstrate that this feedback has been utilized (i.e., performing the same task again). All persons involved in supervising or working with a student should be given an opportunity to provide feedback.

Evaluation

Evaluation is seen as an integral part of social work education and social work practice. The continual assessment and evaluation of one's own practice and awareness of one's use of self are basic to social work. Evaluation is a beginning place for a process that will continue throughout one's professional social work career. Comprehensive evaluation includes the following considerations:

1. Recognition of evaluation as a continuous process encouraging active (student) participation and input;
2. The student will have the opportunity to review and sign a copy of the evaluation.
3. When a student disagrees with any part of the evaluation, the student is expected to address concerns with the agency supervisor to resolve the matter;
4. If disagreement is still unresolved, the student is to put in writing his/her concerns which is submitted to the Director of Field Placement and placed into the student file;
5. All internship evaluations become part of the student's permanent record and become property of the School of Social Work;
6. Records are only open to students and faculty or staff in the BA program;

Responsibilities of the Student in Field Placement

The student is an adult learner preparing for a professional career. As such, s/he is expected to exhibit a serious commitment to the learning process, a capacity for self-evaluation, willingness to change one's ways of thinking, feeling, and acting, and an openness to respond to suggestions and directions offered by the professionals who are assisting in the field process.

Although students learn in different ways and at varying rates, all students are expected to take responsibility for their own learning. In addition, by accepting placement at an agency/institution, the student agrees to adhere to the mission of the agency/institution and to serve the clientele of the agency/institution in the most professional manner possible.

The following are student responsibilities deemed appropriate to field placement, and while not conclusive, are basic for conducting active participation in the learning process:

1. The student is considered an adult learner. In this context, s/he is to take responsibility for the learning process in which s/he is engaged. The field placement assignment is to be treated as though it were an employment experience – i.e., students should be there when assigned, be on time, dress appropriately, respect the agency/institution staff, mission, policies, and procedures, etc.
2. The required number of hours for a scheduled field day is 7-1/2 but can vary according to the schedule of the assigned agency/institution. In no instance should a student plan for less than four (4) hours at-a-time at the field site. The exceptions to this are illness of the student, or important personal matters, which require one to leave the site unexpectedly. Such absences should not happen regularly and should become matter for corrective action if this privilege is abused.
3. Appropriate use of field placement hours includes preparation done for contact with the client(s), process recording, summaries done for agency/institution purposes, staff conferences, supervisory sessions, other meetings that are part of the learning experience, travel time to and from client contacts, and work on related seminar assignments (particularly the case assessment / research project);
4. Students are to follow the calendar of the university regarding holidays, etc. However, it is vitally important that students coordinate any planned absences with the field instructor and prepare the client(s) sufficiently regarding these breaks. Students are allowed to serve in the placement during holidays and breaks in the academic schedule if they and the field instructor work out such an agreement.
5. Students are responsible for completing field in two consecutive semesters. As an intern, the student's primary responsibility is to promote the wellbeing of clients. Taking a semester break during the field practicum (for reasons that are foreseen) does not demonstrate good ethical practice or professional conduct to the client(s) and agency.
6. The student will participate with the field instructor and faculty liaison in the process of developing a learning agreement, as well as in evaluating his/her learning, performance,

and professional development. If s/he disagrees with the evaluation of the field instructor at the end of the semester, s/he has a right to attach a response to the evaluation.

7. The student is responsible for securing membership in the National Association of Social Workers (NASW). S/he also is responsible for becoming familiar with the NASW Code of Ethics and expected to act in a manner consistent with that code in the practicum. The student is asked to sign an agreement form early in the semester indicating his/her willingness to abide by the Code of Ethics. In addition, the student is asked to sign a Release of Liability and Hold Harmless Agreement form.
8. The student is responsible for procuring liability insurance (with minimum coverage of 1,000,000 / 5,000,000) prior to beginning the placement.
9. The student assumes responsibility for all commitments made with clients, colleagues, and other significant people in relation to service provision. The student must inform the instructor/supervisor when an emergency precludes the fulfillment of these commitments.
10. Within the student/instructor relationship, it is appropriate for the student to look to the field instructor for advancement of knowledge, skills, and techniques, and in the development of self-awareness. It is the student's responsibility to be prepared for all supervisory sessions, including submitting issues and concerns in writing prior to the meeting in order that the supervision time can be used maximally.
11. The student should freely communicate his/her educational needs and interests to the field instructor. This includes talking with the field instructor about too much or not enough work, interest in learning about and being involved in other services that the agency placement offers, and any or all areas of the field learning experience.
12. The student is to meet at least once-a-week with the field instructor to discuss his/her learning in the placement. This is to provide a forum in which s/he can discuss performance and professional growth issues, questions about the agency/institution's procedures, and questions regarding the site/clientele that is served.
13. The student is to communicate with the faculty liaison during the semester to keep him/her informed of progress in the field placement.
14. The student is to take the initiative, through the usual lines of communication, to protest the abuse of any person requesting or receiving services from a given agency/institution. Similarly, s/he is to act in a manner commensurate with the professional code of ethics if individuals or groups within the community abuse the rights of people seeking services and/or assistance.
15. The student is responsible for preparing clients appropriately for termination. S/he must have work assignments up to date before leaving the agency/institution and must inform the field instructor of these activities, as well as those matters that remain pending with respect to client service.
16. The student is to dress appropriately as a representative of the profession. This code of dress may differ from one agency to the next, from one task to another, or in some cases from that required of permanent staff within the agency/institution.
17. Using experiences from his/her respective placement, the student is to participate in the integrative field seminar. As part of the requirements for these courses, the student will be asked

to complete these assignments:

- a. Maintain a journal of his/her experiences.
- b. Maintain a log indicating the time the student participates in the placement and how that time is used in completing the practicum requirements.
- c. Demonstrate an ability to do insightful assessments and effective interventions.
- d. Complete and present to the concomitant seminar two case studies that demonstrates integration of academic principles into the delivery of services in the field.
- e. Complete a research project with respect to services provided.
- f. Complete a paper describing the agency and its services.
- g. Develop a professional portfolio.

All areas of student performance should be evaluated and discussed on a weekly basis. The learning agreement should always be referenced and reviewed during supervision. As part of the supervisory process, feedback should be given as immediately as possible and should be structured in such a way as to facilitate, rather than impede the educational process. Modeling a strengths-based approach to student performance is encouraged. Corrective feedback should be presented in a manner that can be assimilated by the student, and the student should have opportunities to demonstrate that this feedback has been utilized (i.e., performing the same task again). All persons involved in supervising or working with a student should be given an opportunity to provide feedback.

Bachelor of Arts in Social Work Program Guidelines for Conduct

Academic Conduct

Undergraduate students at the University of Memphis are expected to observe the regulations and policies that govern the behavior of students as members of this academic community.

These regulations and policies are published in the Student Handbook.

The University of Memphis Code of Student Rights and Responsibilities defines academic misconduct as all acts of cheating, plagiarism, forgery, and falsification.

The term “cheating” includes, but is not limited to:

- Using any unauthorized assistance in taking quizzes or tests;
- Using sources beyond those authorized by the instructor in writing papers, preparing

- reports, solving problems, or carrying out other assignments;
- Acquiring tests or other academic material before such material is revealed or distributed by the instructor;
- Misrepresenting papers, reports, assignments, or other materials as the product of a student's sole independent effort when this is not the case;
- Failing to abide by the instructions of the proctor concerning test-taking procedures;
- Influencing, or attempting to influence, any university employee to affect a student's grade or evaluation; and/or
- Any forgery, alteration, unauthorized possession, or misuse of university documents.

The term plagiarism includes but is not limited to the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full or clear acknowledgement. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials.

Academic misconduct also includes furnishing false information to a University official, faculty member, or office, or the forgery, alteration, or misuse of any University document, record, or instrument of identification. The Academic Discipline Committee, a standing University committee appointed by the President, addresses allegations of academic misconduct.

Appendix A

Field Education Protocol for Students Outside of the Memphis, TN and Jackson, TN Area

STUDENT RESPONSIBILITIES:

1. Student must meet with their respective field director as soon as possible upon official acceptance to discuss field placement and steps to finding an internship spot in your respective area. This may include completing a Field Application and a phone call or Zoom meeting with their field director.
STUDENTS ARE NOT ALLOWED TO CONTACT AGENCIES BEFORE THEY MEET WITH THEIR FIELD DIRECTOR.
2. Student should have a list of social service agencies in their local area that are of interest and submit those to the Field Director at least one semester before the student starts their field placement experience. Advanced Standing students must submit this immediately upon acceptance, even if they are part-time. • Field director will notify the student if there are any current clinical affiliations with agencies in the student's area. If those are of interest to the student, then the FIELD DIRECTOR will contact that agency and send a coordination email with contact information for setting up an interview.
3. Students will request interview(s) with that/those agencies **AFTER MEETING WITH THEIR FIELD DIRECTOR.** • See template email on page 3 of this document.
4. After interview, student will notify their field director of acceptance with an agency, AND send contact information for:
 - o Prospective field instructor (person who signs off on time logs, evaluations, and supervises them at the agency). • BA students: Field instructors need a BSW degree with 5+ years' experience (or an MSW with 2+ years' experience). • MSW students: Field instructors need an MSW with 2+ years' experience.
 - o Legal department/HR representative for the agency (to send the legal paperwork to).
5. If student interviewed with multiple agencies prior to being accepted (or were accepted to multiple agencies after interviewing), student is responsible for

notifying each of those agencies AND their field director. This can look like (but does not have to be identical to):

- “Yes, I accept your offer for internship with _____. Please let me know what needs to be done for onboarding and/or training prior to the start of the semester. If the agency does not have a current clinical affiliation agreement with the University of Memphis, my field director will be in communication with you soon.”
- “Thank you for offering to host me as an intern with _____. However, I have accepted another offer with a different agency. I appreciate your time, and hope to keep in touch.”

FIELD DIRECTOR RESPONSIBILITIES:

1. If there are active clinical affiliations with agencies in the student’s area, field director will send coordination email for student to set up an interview. If there are no active clinical affiliations, or student is not interested in the agency/agencies the University has affiliations with, student will proceed to “Student Responsibilities, Step 3” (above).
2. After student has been accepted at an agency, if the University of Memphis does not have a current clinical affiliation agreement with the agency, field director will contact that agency per the contact information sent by the student.
3. Agency contact(s) must participate in a Potential Agency Meeting with the field director (or Field Team) to begin the vetting process.
4. Agency contact will fill out the Qualtrics form in order to get a clinical affiliation started. Once the form is complete, field director will have admin create a blank CAA to send to agency.
5. Field Director will send Agency contact in legal/HR the Clinical Affiliation Agreement (formerly known as Memorandum of Understanding). a. Clinical Affiliation Agreement must be signed by appropriate Agency parties and returned promptly for completion by the UofM Procurement Office. b. Once Clinical Affiliation Agreement is approved by the UofM Procurement Office, Field Director will set up an account in Tevera for the Agency.
6. Field Director will send potential field instructor(s) forms to fill out as well. a. Field instructor must complete and return the forms promptly in order for the Field Director to set up an account in Tevera tied to the Agency. *If the student is currently employed by a social service agency, student is strongly encouraged

to fill out an Employment as Field form and notify their Field Director. Employer still must go through the vetting process if they are not currently in the Tevera database. Employment can only be used for one internship (MSW students are required to have two separate internships over the course of their degree, with the exception of Advanced Standing students).

Field Directors:

- **Undergraduate Field Director: Prof. Danielle Seemann** dswatson@memphis.edu
- **MSW Field Director (1st year MSW students): Prof. Cherry Malone**
ccmalone@memphis.edu
- **Asst. MSW Field Director (2nd year/Adv. Stg. MSW students): Prof. Maggie Landry**
malandry@memphis.edu