

Call for Proposals

Course Revision and Delivery: Professional Roles and Ethics

The Alberta Association of Immigrant Serving Agencies (AAISA) is an umbrella organization of immigrant and refugee serving agencies in Alberta addressing the needs of immigrants, the agencies that serve them, and the larger community that welcomes them. AAISA has been a leader in Settlement and Integration since 1980. Collectively, AAISA agencies provide services to over 100,000 newcomers annually, and employ over 1000 staff to provide these services. AAISA is committed to facilitating the recognition of settlement and integration work as a profession. To achieve this, AAISA manages a comprehensive training and certification program for staff of settlement agencies and professional development for other settlement professionals in Alberta.

Purpose of Contract

AAISA is seeking proposals for a Course Developer/Facilitator to revise and facilitate the **Professional Roles and Ethics** course for online delivery. This course is to be delivered as an online/blended learning course through AAISA's LMS and Adobe Connect online platforms, as well as, in-person during AAISA Biennial Settlement Conference. AAISA courses are developed according to the Settlement Practitioner Competency Framework describing a continuum of functions, knowledge and skills, representing best practices within the settlement sector.

Contract Value: Up to \$14,500.00

Course Objectives

Participants will become familiar with the functions of Service Provider Organizations (SPOs). They will consider the relationship between functions of SPOs and the functions of general community service providers. Experienced settlement practitioners and representatives of community service providers will act as resources to the class. The class will then look at the roles and responsibilities of settlement practitioners. Class participants will look at Guiding Principles for Settlement Practitioner Practice and consider their applicability to settlement work. Participants will then consider several relevant Codes of Ethics, and will look in depth at three ethical/practice issues: Personal / professional boundaries; Confidentiality and consent, Conflict of Interest.

Participants:

- Settlement Agency staff working with newcomer Canadians, particularly those who are relatively new to the sector or those who are in need of ongoing professional development.
- Other community social service professionals who include recent immigrants and refugees in their client base.

Focus Questions:

- What are the professional roles of settlement practitioners?
- What aspects of codes of ethics are applicable to settlement work?
- Why is certification significant? How were we treated within the professional community prior to certification?
- What are the key competencies for the different levels of AAISA certification? How does this shape the emerging professionalization of settlement workers?

- What is the ethical decision-making model and how can it guide the process of working with dilemmas in practice?

Skills: After completing this course, participants will be able to:

- Create a professional environment in the workplace
- Establish and maintain boundaries with clients
- Maintain professional boundaries
- Clarify, including the role of practitioner and the expectations of clients
- Recognize own limitations and make appropriate referrals
- Recognize own biases and develop competencies to objectively deal with clinical presentations of client situations
- Applying case management practices to enhance the engagement and relationship in a helping situation
- Make decisions and set priorities

Knowledge: After completing this course, participants will have an understanding of:

- The nature and limitations of the role of settlement worker
- The relationship between settlement work and the work of other community service providers
- The way in which codes of ethics govern social service professionals and para-professional's limitations of the professional role theories and principles of values clarification
- The relationship between the practitioner's values, Canadian culture, and client values, the impact of personal beliefs on practice dimensions of personal identity and cultural self-awareness dynamics of and responsibilities in practitioner/client relationship, limitations of the professional role
- The distinction between giving information and giving options to clients through principles of accessibility and equity

Online Course Development and Delivery

Course Revision: Online Learning

AAISA is currently adapting existing classroom courses for online delivery. It is expected that the proposal submitted in response to this call demonstrates a willingness to work with AAISA's Online Learning Coordinator to support the development of an online version of an existing classroom based course and to facilitate the delivery of the online course. The Course Developer is expected to act as Subject Matter Expert in the content area and have a strong background in the development and facilitation of adult learning in an online learning environment.

Development Timeframe

An online version of the Professional Roles and Ethics course will be developed by the Course Developer through consultation with AAISA's Online Learning Coordinator. The online course is expected to be delivered in **March 2018**. AAISA's Online Learning Coordinator will support the facilitation of the online course with available learning tools and technology, including the Learning Management System and Adobe Connect/Skype for Business. The online course will be delivered

over a three-week period and will be offered through the AAISA Learning Management System along with four Adobe Connect /Skype for Business online sessions.

Responsibilities of Course Developer(s):

- Carry out literature review and exploration of current best practices as well as revise existing course content to identify key areas of focus of the course, and current resources to align course with Settlement Practitioner Competency Framework and current context.
- Compile recommendations and submit proposed revisions to AAISA Team lead, Programs and Services and Online Learning Coordinator for feedback and discussion.
- Meet with Team lead, Programs and Services and Online Learning Coordinator to plan for the development of the online version of the course.
- Submit classroom pilot draft to AAISA Team lead, Programs and Services and Online Learning Coordinator for feedback and make revisions as required.
- Consult with Online Learning Coordinator for input and feedback
- Collaborate with Online Learning Coordinator to develop and design the structure of the online course and to create digital curriculum and learning resources for online delivery (electronic documents, ppts, audio, video and other multimedia resources)
- Attend a one hour orientation to AAISA's learning technology with the Online Learning Coordinator prior to the online session.
- Incorporate revisions to reflect feedback received from course participants, SPTA Committee, and facilitator (if applicable) after course delivery.
- Submit final draft of the online course content (electronically) to AAISA office.

Course Components:

- A brief description of the course and intended learning outcomes
- Demonstration of how learner outcomes align with the competencies in the framework
- Key tasks and activities, including the course assessment (course quizzes and assignments), main content and additional resources, discussion questions and announcements for the LMS
- Facilitator guide including notes to facilitators with instructions for delivery and materials required
- Digital learning resources for online delivery (electronic documents, PPTs, audio, video and other multimedia resources)
- Assessment of learning that can be completed by participants
- A case study and evaluation criteria that can be used for PLAR for certification purposes (more information will be provided)
- Notes to facilitators including instructions for delivery and materials required
- List of resources and references

Responsibilities of Facilitator(s)

- Attend a one hour orientation to AAISA's learning technology with the Online Learning Coordinator prior to facilitation of the online session.

- Facilitate the delivery of the online course through Adobe Connect and LMS (20 hours total available time)
 - 1 hour orientation with AAISA team
 - Minimum of 6 hours synchronous instruction through Adobe Connect
 - Log in 1 hour per day for 3 weeks (13 hours indirect instruction/online support for students including moderation and monitoring of discussion board and support for assignments)
 - 3 @ 1 hour summary per week to reflect on group learning
 - 1 hour debrief with AAISA PD Team
 - Provide feedback on course assignments

Face-to Face Course Development and Delivery

Responsibilities of Module Developer(s):

- Review the existing online course
- Compile recommendations and submit revisions for face-to-face delivery to AAISA Team Lead, Programs and Services and Online Learning Coordinator for feedback and discussion.
- Meet with AAISA Team Lead, Programs and Services and Online Learning Coordinator to plan for the development of the learning resources for the course
- Facilitate the delivery of the course in face-to-face environment to a group of settlement practitioners and other settlement professionals
- Incorporate revisions to reflect feedback received from the SPTA Committee Members, AAISA Coordinators, and module participants.
- Submit final course package and facilitator's guide to AAISA office.

Course Components:

- A brief description of the course, learning objectives and intended outcomes
- Demonstration of how learner outcomes align with the competencies in the framework
- Key tasks and activities, including formal and/or informal assessment of learnings to be completed during the course; discussion questions for the course
- A complete course package, including pre-reading materials, additional readings, digital learning resources for the course (electronic documents, PPTs, audio, video and other multimedia resources)
- Evaluation plan and outcomes measurement metrics for learning objectives
- Full course package
- List of resources and references used for the course

Responsibilities of Facilitator(s):

- Module Preparation:
 - Literature review & course revisions
 - Full course package development

- Facilitate the delivery of the face-to-face course
 - 15 hours of facilitation
 - Assessment and Administration
 - 1 hour debrief with AAISA PD Team

Deadline for submission of proposal: **4:00pm, Tuesday, November 21st, 2017**

Individual or collaborative proposals will be considered.

Criteria for the Evaluation of Proposals:

1. Academic credentials
2. Online curriculum development experience
3. Demonstrable experience with LMS systems such as D2L, Blackboard, Moodle, Microsoft 356, etc.
4. Facilitation/adult education experience
5. Knowledge of the role and ethical principles and standards of the Settlement Practitioners
6. Knowledge of immigrant settlement and integration sector
7. In your proposal please identify the following information;
 - Learning goals and outcomes
 - Key focus questions
 - Main areas of awareness and attitude
8. Fees

To submit a proposal, please send a letter of intent, curriculum vitae, and proposed fees to:

pd@aaisa.ca

Attention: Team Lead, Programs and Services

Re: Proposal for Course Revision and Delivery: Professional Roles and Ethics

Qualified applicants will be added to AAISA's network for notification of these future opportunities.