

# UNIVERSITY OF SWAZILAND



SUPPLEMENTARY EXAMINATION – JULY 2016

---

## BACHELOR OF SOCIAL WORK II

TITLE OF PAPER : SOCIAL WORK IN SCHOOLS  
COURSE NUMBER : SWK 230  
TIME ALLOWED : 3HOURS

### INSTRUCTIONS

1. This paper consists of 11 pages.
2. Question one is compulsory.
3. Answer any other 2 questions from section B

---

This paper should not be opened until permission has been given by the invigilator.

## SECTION A: Compulsory

1. The preparing skill of \_\_\_\_\_ allows you to grasp significant information prior to your first meeting:
  - A. Preparatory arranging
  - B. Preparatory exploring
  - C. Preparatory empathy
  - D. Preparatory reviewing
  
2. The preparing skill of \_\_\_\_\_ involves asking questions about a prospective client and the situation.
  - A. Preparatory reviewing
  - B. Preparatory exploring
  - C. Preparatory arranging
  - D. Preparatory empathy
  
3. Ensuring that a translator is available for a meeting with clients who do not speak English is an example of:
  - A. Preparatory arranging
  - B. Preparatory exploring
  - C. Preliminary planning and recording
  - D. Preparatory consulting
  
4. Asking a colleague or supervisor about the impact of traumatic brain injury of a prospective client is using the skill of:
  - A. Preparatory planning and recording
  - B. Preparatory exploring
  - C. Preliminary consulting
  - D. Centering
  
5. The preparing skill of \_\_\_\_\_ involves identifying how your own history of domestic violence might impact your interaction with this particular client:
  - A. Preparatory exploring
  - B. Centering
  - C. Preparatory self-exploration

D. Preparatory empathy

6. The beginning skills include:

- A. Effective use of body language
- B. Discussing policy and ethical factors
- C. Partializing
- D. All of the above

7. When introducing yourself to clients, it is important to do all of the following EXCEPT:

- A. Tell the client your name.
- B. Tell the client your profession or job title
- C. Reassure the client that you can solve their problems.
- D. Be sensitive to cultural factors in gauging level of formality.

8. As you seek introductions it is important to:

- A. Clearly establish that you are the person in charge.
- B. Ask the client to call you by your formal title.
- C. Treat the client informally to put him/her at ease.
- D. Ask if you are pronouncing the client's name correctly.

9. According to the text, \_\_\_\_\_ is a service in which social workers help people to clarify their own goals and roles.

- A. Resocialization
- B. Identity development
- C. Skill development
- D. Social control

10. Educational counseling, training activities, and transition facilitation activities are examples of:

- A. Skill development
- B. Identity development
- C. Resocialization
- D. Rehabilitation

11. \_\_\_\_\_ services often occur in psychiatric facilities and mental health agencies where people are pursuing more healthful and functional behavior patterns.
- A. Social control
  - B. Skill development
  - C. Socialization
  - D. Rehabilitation
12. Using this skill you clarify how the client can join you as an active and collaborative participant in the helping process.
- A. Orienting clients
  - B. Describing the initial purpose.
  - C. Describing ethical and policy factors
  - D. Seeking feedback
13. As a(n) \_\_\_\_\_, you coordinate delivery of several different services provided by personnel from one or more agencies or programs.
- A. Facilitator
  - B. Evaluator
  - C. Advocate
  - D. Case manager
14. As a(n) \_\_\_\_\_, you help to locate community resources and link people with them.
- A. Counselor
  - B. Broker
  - C. Evaluator
  - D. Facilitator
15. The skill most applicable to the exploration phase include which of the following?
- A. Describing policy and ethical factors
  - B. Orienting clients
  - C. Partializing
  - D. Describing the purpose of the meeting

16. Which of the following skills is applicable to the exploration phase?
- A. Going beyond what is said
  - B. Seeking clarification
  - C. Orienting clients
  - D. Both A and B
17. \_\_\_\_\_ In exploring psychological factors of the client situation, you might consider which of the following:
- A. Shelter/Housing
  - B. Perceptions
  - C. Health and physical ability
  - D. Family systems
18. A premature search for \_\_\_\_\_ may paradoxically leave clients feeling diminished rather than supported.
- A. issues
  - B. cognitions
  - C. strengths
  - D. the situation
19. Which of the following is a closed-ended question?
- A. What was it like being married?
  - B. What was your experience like?
  - C. How long have you lived at the group home?
  - D. What is the nature of your concern?
20. Which of the following is an open-ended question?
- A. Where do you work?
  - B. What happened after your divorce?
  - C. How long were you married?
  - D. How many pills did you take?

21. To avoid making the client feel as if he/she is being interrogated during the initial stages of the helping relationship, use the following:
- A. Closed-ended questions
  - B. Partialization
  - C. Active listening responses
  - D. Seeking clarification
22. Seeking clarification:
- A. Tends to encourage clients to explain a term or elaborate about the specific aspects of a thought, feeling, action, or situation
  - B. May be helpful in circumstances where the social worker and client are from different cultures
  - C. Suggests that a particular term or topic may be of some special relevance
  - D. All of the above
23. By \_\_\_\_\_, you demonstrate that you have heard and understood what the client is trying to convey.
- A. Seeking clarification
  - B. Asking open-ended questions
  - C. Reflecting content
  - D. Reflecting feelings
24. \_\_\_\_\_ is the most complete form of active listening.
- A. Reflecting feeling and meaning
  - B. Reflecting content
  - C. Seeking clarification
  - D. Reflecting feelings
25. The \_\_\_\_\_ skill helps you and clients maintain a sense of coherence by exploring smaller, more manageable units of information one at a time.
- A. Reflecting content
  - B. Partializing
  - C. Reflecting feeling and meaning

- D. Seeking clarification
26. When you demonstrate that you understand the client's view of identified problems or concern you are using the following skill?
- A. Reflecting content
  - B. Seeking clarification
  - C. Reflecting issues
  - D. Going beyond
27. The client's predictions about how to solve problems or achieve goals is referred to as :
- A. Explanatory hypotheses
  - B. Change-oriented hypotheses
  - C. Outcome hypotheses
  - D. Solution hypotheses
28. The awareness, knowledge, understanding, sensitivity, and skill needed to effectively conduct and complete professional activities with people of diverse cultural backgrounds and affiliations is known as:
- A. Multicultural practice
  - B. Cross-cultural practice
  - C. Social diversity
  - D. Cultural competence
29. In seeking inclusive cultural empathy social workers should do which of the following:
- A. Accept and value those who belong to different cultural groups.
  - B. Engage others in ways that convey respect for their cultures.
  - C. Learn something about others' cultures.
  - D. All of the above.
30. Karpman referred to a \_\_\_\_\_ when listing the roles or positions of persecutor, victim, and rescuer.
- A. Related character
  - B. Dramatic triangle
  - C. Pyramid of players

D. Causal relationship

31. Which of the following involves expressively demonstrating that you have understood what another person has said?

A. Cognizant communication

B. Active listening

C. Expressive hearing

D. Quintessential communication

32. Which of the following is NOT a common error social workers make in talking and listening?

A. Asking clients how they wish to be addressed

B. Focusing on themselves

C. Frequently interrupting with a comment or question

D. Interacting in a patronizing or condescending manner

33. Which of the following is a common error social workers make in talking and listening?

A. Providing referrals to supportive services.

B. Redirecting the discussion if the client begins to complain about the services he received at another agency.

C. Referring to all Hispanics as illegal aliens.

D. Offering clients a tissue if they begin to cry.

34. If a person favors auditory language, you will increase the probability of being understood and valued by them if you use words such as:

A. Feel, sense, and touch

B. Perceive, understand, comprehend

C. Soft, loud, noise

D. Fast, slow, moderate

35. If you use words such as *feel, sense and touch* with people who favor a(n) \_\_\_\_\_ language mode, you increase the probability of being understood and valued by them.

A. Tactile

B. Visual



- C. Auditory
  - D. Sensory
36. The general purpose of attending is to
- A. Ensure clients will return.
  - B. Encourage clients to express themselves as fully and freely as possible.
  - C. Set the stage for giving the client advice.
  - D. None of the above.
37. To communicate effectively in writing you should:
- A. Freely express your own reactions, ideas, or opinions.
  - B. Utilize short sentences and get to the point.
  - C. Gear your language to your audience.
  - D. Both B and C.
38. Ivey describes \_\_\_\_\_ as a form of listening that involves some talking.
- A. Observing
  - B. Encouraging
  - C. Remembering
  - D. Questioning
39. Active listening involves all of the following EXCEPT?
- A. Reflecting
  - B. Listening
  - C. Accepting
  - D. Inviting
40. Which of the following is NOT a common error social workers tend to make when first developing skill in active listening?
- A. Repeating what the client says verbatim
  - B. Responding to the client's emotions as well as his words
  - C. Repeatedly using the same lead-in phrases

D. Interrupting

[ 40 marks]

**SECTION B: ANSWER ANY TWO (2) QUESTIONS**

**EACH QUESTION CARRIES 30 Marks**

**QUESTION 1**

Case 1

Monty, is 16, doing form 2. He comes from a home with financial problems because of his father's alcoholism. His mother works hard, but the family doesn't have much money. Monty is the oldest child and often times he has to protect his mother and siblings from his father when he would come home drunk. There is a great deal of family violence. Monty had no outlet for his frustrations and would often lose his temper at school. He has been placed in special education to help him learn to deal with his violent behavior. Monty desperately wants to be involved in school activities such as football and doesn't want other students to know he was in special education..

- a) discuss critically how you would help Monty, adjust to his school environment.
- b) List ways in which school social workers assist in the assessment process
- c) How can you work with the social worker develop positive connections between home and school
- d) Discuss the effects on children of exposure to intimate partner violence.

**QUESTION 2**

Discuss critically how a school social worker would help a child with Attention Deficient Hypertension Disorder (ADHD) and his or her parents to learn how to allocate work and tasks so they are not overwhelmed.

**QUESTION 3**

“School social workers should answer all questions about a child in a way that gives useful information, but does not violate confidential information or the child's trust”. Examine this statement and support your views with concrete examples centering on ethical considerations.

**QUESTION 4**

“Students with attachment problems need the intervention of a school social worker. Social workers need to work with these children in a manner which reassures them”. Discuss this statement and support your views with relevant examples.

## QUESTION 5

### Case 2

Jimmy age 10 was a fifth grader. He cried in school everyday especially at the end of the school day. His older brother, who was in high school had been hit and killed by a car the previous year immediately after he had walked Jimmy home from school. Jimmy had been treated by a psychologist for depression and has been hospitalized in order to stabilize his medication for depression. However, he was continuing to work through his grief. When he met the school social worker once a week, the meeting was planned to take place at the end of the school day. The social worker gave Jimmy crayons and paper and asked Jimmy to express his thoughts on a "thought page". Sometimes he would just speak his feelings and the social worker would write them down. The social worker let Jimmy express his feelings freely and then discuss his reactions to those feelings. Jimmy used this time to express his grief and received support from the social worker. It took several months to ease his distress, but he reached a point where he could face the end of the school day without tears and painful memories of his brother.

- a) Why is a complete assessment include examination of strengths and resources of a child's family important?
- b) How can past coping patterns produce excellent information about how the child has been taught to deal with difficulties?
- c) How is a child whose endured abuse or neglect or whose experienced death of a close family member likely to react/ respond to new situations as a result of the previous trauma?