

Standards of Practice Survey Results

Thank you to all who participated in the Standards of Practice revision survey in April 2016.

Purpose of the Standards of Practice

The Standards of Practice reflect the baseline of competent, ethical, and safe practice. To the extent possible, standards are observable and measurable.

Registrant Survey of Component Descriptions

A survey was distributed to registrants of the College for the purpose of seeking feedback on the components and the descriptions of the components. Components are found to be common in all areas of practice and the standards will be categorized within the different components. The survey was distributed electronically to approximately 4600 registrants. There were a total of 602 survey responses which contained usable data. Staff and members of the reference group, under the direction of the Quality Assurance Committee, have reviewed the extensive survey results and have revised the component descriptions based on this feedback.

Survey Questions

For each of the proposed components, the following questions were asked:

Do you feel that this is an accurate description of **BLANK COMPONENT**? Yes ___ No ___

What, if anything, do you feel is missing from the description above?

What, if anything, do you feel should be removed from the description above?

What themes, if any, do you feel are missing from the list above?

General Summary

Overall, the responses indicate that the component descriptions accurately fit the component titles. Professional Integrity and Accountability scored the lowest agreement rating with 83%, while Professional Development scored the highest with 95%. The remaining component agreement ratings fall within this range.

Some respondents made grammatical corrections which were taken into consideration.

Many of the survey responses provided helpful suggestions for items which will be included in the development of the standard statements and indicators. However at this stage in the process the focus is on incorporating feedback relevant to the component descriptions. While considering the feedback, we seek to ensure that the descriptions are jargon-free and will be relevant now and in future years of practice.

Component titles

It was determined that the title 'Culturally Responsive Practice' was not consistent with the intended purpose of the component. The newly proposed title is **Culture and Diversity** which better reflects cultural, social and all forms of diversity within individuals, groups, communities and organizations. Additionally, survey responses were not supportive of the grammatical pluralization of knowledge and therefore the component title was changed to **Knowledge for Practice**.

Component descriptions

The changes to the component descriptions and titles reflect the commonalities found in the feedback.

The feedback is presented in the following format per component:

- previous title and description
- summarized feedback
- revised description (and title if relevant) based on the feedback

1) *Previous title and description:*

Culturally Responsive Practice

Registrants have a responsibility to take into account the cultural identities, customs, heritages and traditions of individuals, groups and communities with which they work to ensure the provision of services are responsive and relevant.

Summarized feedback:

Respondents said that culturally responsive practice should reflect all diverse groups. Respondents suggested this component should acknowledge the history of colonization within B.C. and the unique practice context. After further consultation with aboriginal communities, this concept may be expanded upon in the standards within this component.

Revised description:

Culture and Diversity

Registrants have a responsibility to use a respectful and informed approach to work with diverse individuals, families, groups and communities.

2) *Previous title and description:*

Professional Integrity and Accountability

Registrants are members of a recognized profession and academic discipline. A registered social worker is a title protected in law. Registrants demonstrate professional integrity and accountability in their conduct and practice through honesty and truthfulness consistent with the professions' ethical principles and values.

As representatives of the social work profession, registrants safeguard its reputation and are accountable to the professional regulator.

Summarized feedback:

The terms honesty and truthfulness in the original description were redundant and have therefore been removed. The standards within this component will capture the essence of how to be accountable and demonstrate professional integrity. The statement about title protection will be expanded upon within the preamble to the Standards of Practice.

Revised description:

Professional Integrity and Accountability

Registrants are members of a recognized profession and academic discipline. Registrants demonstrate professional integrity and accountability in their conduct and practice, consistent with the profession's ethical principles and values. As social workers, registrants are accountable to the BC College of Social Workers.

3) *Previous title and description:*

Ethical Practices

Registrants have an ethical responsibility to their clients, colleagues, and to broader society. Registrants are knowledgeable and responsible to the value base of their profession, have an obligation to conduct themselves ethically, and to engage in ethical practices.

Summarized feedback:

Survey respondents requested a definition of ethical practice. The standards will more fully define and inform ethical practice. Respondents also questioned the syntax of the second sentence. The revised description is therefore simplified and redundancies have been removed.

Revised description:

Ethical Practices

Registrants have a responsibility to clients, colleagues, society and the profession to engage in ethical social work practice.

4) *Previous title and description:*

Communication Skills

Registrants must demonstrate an ability to communicate, collaborate and engage effectively with a diverse and broad range of people and technologies within a professional context to ensure the delivery of responsible and accountable services.

Summarized feedback:

The respondents suggested this description was too vague and lacked clarity. There was also uncertainty around the term technology and a stated lack of acknowledgement of other forms of communication. The revised statement is therefore broadened so that it may apply to any and all forms of communication relevant to the area of practice.

Revised description:

Communication Skills

To ensure the delivery of responsible and accountable services, registrants demonstrate an ability to communicate, collaborate and engage effectively with a broad range of people.

5) *Previous title and description:*

Knowledges for Practice

Registrants demonstrate an understanding of contemporary knowledge for practice, the relevance of systems and structures, and the legislative and policy frameworks that apply to the professional context.

Summarized feedback:

Respondents did not agree with the use of the term contemporary and also suggested that the description lacked acknowledgment of historical knowledge.

Revised description:

Knowledge for Practice

Registrants demonstrate an understanding of historical, current and emerging knowledge for practice, the relevance of systems and structures and the legislative and policy frameworks that apply to the professional context.

6) *Previous title and description:*

Information Management

Registrants are responsible for the creation, maintenance and safe keeping of documentation and relevant information in order to ensure the effective delivery of services and to demonstrate accountability. Registrants are also responsible to keep abreast of developments in technologies and ensure the safe use of those technologies.

Summarized feedback:

Respondents suggested the explicit reference to privacy legislation in the description however this will be addressed in the standard statements. Specific titled legislation will not be named because laws change and the standards will ideally be relevant for years to come. Respondent comments also indicated that the description confused the use of the technology in practice and requirements for record keeping. Standards on the use of technology in practice will be incorporated throughout the components.

Revised description:

Information Management

Registrants are responsible for the creation, management and retention of relevant information to ensure effective practice and demonstrate accountability.

7) *Previous title and description:*

Professional Development

Registrants engage in ongoing professional development which maintains and enhances their capacity to practice safely, ethically and effectively.

Summarized feedback:

General commentary referenced the need for registrants to engage in evidence-based practices or best practices. Additionally, there were a few comments about recognizing the need to contribute to the field of social work, for example through mentoring those coming in to the profession or conducting research. Both of these ideas will be addressed in the standard statements. Overall, due to the high level of agreement (95%) with the existing description, a minor grammatical change was made however the overall content of the description was left unchanged.
