

1. Introduction

The University Diploma Course in Social Service was instituted at the Faculty of Sociology of the University of Trento in the academic year 1994/1995.

The purpose of the university diploma course in social service is to provide students with the training required for professional employment in the social services. The course teaches the skills necessary to attend to the needs of individuals and groups, or of the community, within the organized system of social resources; to promote and coordinate new resources, including voluntary work; to undertake the planning, organization and management of social services, and to help disseminate information on the social services and the rights of users.

For the purpose of the continuation of university-level studies, the Diploma Course is affiliated with the degree courses in sociology, political science (social policy or sociology honours), educational science (extra-scholastic honours).

A proportion of the examinations passed during the university diploma course in social service are recognized for attendance on the above degree courses.

2. Duration and organization of the course

The Diploma Course is of three-year duration and leads to qualification as a social worker. The compulsory subjects taught on the course divide into 11 modules of annual duration and 6 modules lasting one semester. There are 6 subsidiary subjects taught on semester-long courses.

Students are required to attend all courses (compulsory and subsidiary) for a total of hours amounting to at least two-thirds of the total duration of the course. Should they do not do so, they may not be admitted to the examinations relative to the course or courses for which they have not fulfilled the attendance requirement.

Internships

The internship is an integral part of the course. Each student must undertake at least two distinct internships, under the guidance of the teaching staff and with the coordination and supervision by social workers (tutors). The traineeship programme comprises at least 600 hours distributed across the three-year course. Attendance is compulsory for two-thirds of the traineeship scheduled for each academic year.

Traineeships are undertaken in social service organizations, or in services connected with social work and contracted to the University. These organizations furnish the Course with practitioners, usually social workers, who act as supervisors for the internship.

In the course of the year, the internship is supplemented by feedback sessions (weekly meetings intended to provide students with an opportunity to discuss and compare their experiences) and personal training seminars (weekly meetings intended to develop the skills and attitudes necessary for care work). Attendance on the feedback sessions and training seminars is compulsory for two-thirds of the hours scheduled for each year.

On conclusion of each internship the student must document his/her activities in the form of a written report. The traineeship examination consists in discussion of this report.

3. Study plan

The study plan for the university diploma course in social service is organized as follows:

1st year

Annual foundation courses(60 hours):

Introduction to public law
Social medicine
Methods and techniques of social service (I)
Principles and foundations of social service
Psychology of development

Semester foundation courses(30 hours):

Introduction to private law
Sociology
Theory of socialization processes

Semester subsidiary courses (30 hours):

Cultural anthropology
Sociology of ethnic relations, or
Economic and social history of the modern age

2nd year

annual foundation courses (60 hours):

Methods and techniques of social service (II)
Methodology and techniques of social research
Social policy

semester foundation courses (30 hours):

Criminal law
Social psychology

semester subsidiary courses (30 hours):

Sociology of the family
Sociology of organizations

English language test

3rd year

annual foundation courses (60 hours):

Methods and techniques of social service (III)
Organization of the social services
Sociology of deviance

semester foundation courses (30 hours):

Sociology of education

semester subsidiary courses (30 hours):

Law of penal institutions
Psychopathology

4. Diploma thesis

The diploma examination, conducted by an examination board constituted in accordance with the university regulations, consists in discussion of a dissertation taking the form of a compilation or a theoretical-applied discussion of a topic assigned at least six months previously.

In order to gain admission to the final diploma examination, the student must have successfully completed all the examinations contained in the study plan as well as the internship examination.

The administrative procedure for admission to the final examination is set out in the Regulations of the University Diploma Course available from the course secretary's office.

5. Academic calendar

The academic calendar for 1999/2000 is as follows:

27 September 1999	beginning of 60-hour courses, semester I
4 October 1999	beginning of annual courses
	beginning of 30-hour courses, semester I
18 December 1999	end of courses, semester I
7 January/26 February 2000	lectures suspended
28 February 2000	beginning of courses, semester II
13 May 2000	end of annual courses
20 May 2000	end of 30-hour courses, semester II
3 June 2000	end of 60-hour courses, semester II

Diploma Theses

15 March 2000
7 June 2000
11 October 2000

Diploma Course Councils

24 November 1999
19 January 2000
23 February 2000
22 March 2000
10 May 2000
23 June 2000
6 September 2000
4 October 2000

20 December 1999 – 6 January 2000

Christmas holidays

17-29 April 2000

Easter interval

Internship calendar

for the first and second year

Days of attendance at the services organization for internship

50 days of 7 hours each for a total of 350 hours (minimum compulsory attendance is 234 hours)

January	10-11	24-25	31		
February	1	7-8	14-15-16-17-18	21-22-23-24-25	28-29
March	6-7	13-14	20-21		27-28
April	3-4	10-11	17-18-19-20	26-27-28	
May	2	8-9	15-16	22-23	29-30

Personal training seminar

25 weekly meetings of 2 hours each for a total of 50 hours (minimum compulsory attendance is 32 hours)

Semester I from 4 October to 20 December 1999
During the lecture interval 12 January, 26 January and 9 February 2000
Semester II from 1 March to 2 June 2000

Preparation for first-year internship

8 weekly meetings of 2 hours each for a total of 16 hours

Semester I from 18 October to 20 December 1999

Preparation for second-year internship

3 weekly meetings of 2 hours each for a total of 6 hours

Semester I from 22 November to 20 December 1999

Feedback on internship

15 weekly meetings of 2 hours each for a total of 30 hours

During the lecture interval 12 January, 26 January and 9 February 2000

Semester II from 1 March to 2 June 2000

(For the purposes of the attendance requirement, the preparation for and feedback on the internship are counted jointly. Therefore the minimum attendance required is 30 hours for the first year and 24 hours for the second year).

LIST OF LECTURERS AND COURSES

First year

Cultural Anthropology, *Dr. Emanuela Renzetti*
Introduction Private Law, *Dr. Andrea Pradi*
Introduction to Public Law, *Dr. Anna Simonati*
Social Medicine, *Dr. Angelo Giovanazzi*
Methods and Techniques of Social Service (I), *a.s. Maria Luisa Ranieri*
Principles and Foundations of Social Service, *Dr. Bruno Bortoli*
Psychology of Development, *Dr. Barbara Ongari*
Sociology, *Prof. Gabriele Pollini*
Sociology of ethnic relations, *Dr. Marina Bianchi*
Economic and social history of the modern age, *Dr. Vincenzo Cali*
Theory of Socialization Processes, *Dr. Marta Losito*

Second year

Criminal Law, *Dr. Desiré Fondaroli*
Methods and Techniques of Social Service (II), *Dr. Fabio Folgheraiter*
Methodology and Technique of Social Research, *Dr. Pierangelo Peri*
Social Policy, *Dr. Luca Fazzi*
Social Psychology, *Dr. Stefano Castelli*
Sociology of the family, *Dr. Elena Schnabl*
Social of Organizations, *Dr. Antonio Strati*

3rd year

The Law of Penal Institutions, *Dr. Marco Sforzi*
Methods and Techniques of Social Service (III), *Dr. Dario Ianes*
The Organization of the Social Services, *Dr. Rino Fasol*
Psychopathology
Sociology of Deviance, *Dr. Bruno Bertelli*
Sociology of Education, *Dr. Francesca Sartori*

The President of the Diploma Course in Social Service is Prof. Gabriele Pollini

PART II

Course syllabuses

CULTURAL ANTHROPOLOGY

Dr. Emanuela Renzetti

The aims of the course are to present key topics and categories of analysis, to outline theoretical reflection on socio-cultural phenomena, and to indicate areas of research and theoretical debate for further exploration. The emphasis will be on conceptual distinctions and analytical models useful for those making their first approach to cultural anthropology. The works of the main authors will be given only brief treatment. After a brief introduction to the concepts and methods of the discipline, the course will conduct a rapid survey of the main currents of contemporary theory and research.

INTRODUCTION TO PRIVATE LAW

Dr. Andrea Pradi

The course seeks to provide the student with a general introduction to the essential rules, principles and concepts of private law. Given the purpose of the course, particular attention will be paid to family law and to the role of the social worker in the treatment of minors.

INTRODUCTION TO PUBLIC LAW

Dr. Anna Simonati

The aim of the course is to introduce the general notions of law and to furnish knowledge of the principal institutions of public law.

In order to combine teaching activity with the specific objectives of the diploma course, examined in particular are issues concerning local autonomies, the rules that regulate administrative procedure, fundamental freedoms, and the principles of social solidarity.

SOCIAL MEDICINE

Dr. Angelo Giovanazzi

The course seeks to provide knowledge useful for identification of the social causes of disease, to develop capacities in the devising of interdisciplinary social programmes designed to protect health defined as mental, physical and social well-

being, and to equip the social worker with the skills necessary to function as a bridge between the social services and the health services.

METHODS AND TECHNIQUES OF SOCIAL SERVICE (I)

a.s. Maria Luisa Ranieri

The aim of the first part of the course is to furnish basic concepts concerning the nature and aims of social work in general and the functions of the social worker in particular. The second part of the course seeks to impart the knowledge required to address social service action to the problem situations of individuals and households, with particular reference to local social services.

PRINCIPLES AND FOUNDATIONS OF SOCIAL SERVICE

Dr. Bruno Bortoli

The purpose of the course is to provide an outline of the history and theory of professional social service. An approach is used which takes joint account of the history and evolution of the profession and of the problems addressed by the social assistant in various legal and organizational contexts.

The first part of the course focuses on the evolution of the profession and on the value attitudes that today frame the action of the social worker. The second part of the course concentrates on the aspects of the history of welfare administration that have accompanied the growth of social security systems and the welfare state, as well as on the origins and development of the profession of social worker.

PSYCHOLOGY OF DEVELOPMENT

Dr. Barbara Ongari

The course presents the main interpretative models of human development and the various methodologies associated with them. Explanation of psychological development – the changes that take place over time in the behaviour and mental functions that define a person as a psycho-physical unit – are treated in unitary manner, although distinct consideration is made of the various domains of development.

The aim of the course is to furnish knowledge of theories concerning the cognitive, affective, linguistic and social development of the individual from birth to adolescence, but also taking account of the entire life-span.

SOCIOLOGY

Prof. Gabriele Pollini

The aim of the course is to teach the basic concepts required for analysis of social structures and processes with particular reference to some of the main areas of intervention of the social services.

SOCIOLOGY OF ETHNIC RELATIONS

Dr. Marina Bianchi

The course covers the concepts and tools used to observe personal and collective dynamics in inter-ethnic relations, to recognize prejudices, and to implement appropriate behaviour and action in both preventing and remedying racism.

ECONOMIC AND SOCIAL HISTORY OF THE MODERN AGE

Dr. Vincenzo Calì

The aim of the course is to furnish essential knowledge on the historical phenomena that have wrought the greatest changes in the social, economic and political conditions of the modern and contemporary peoples. It does not restrict itself to Eurocentric analysis but conducts comparative examination of current circumstances in other continents.

Particular attention will be paid to the evolution of the poverty in the under-classes of the developing countries, while health and welfare responses will also be discussed.

THEORY OF SOCIALIZATION PROCESSES

Dr. Marta Losito

The course reviews the main theories of socialization as a set of processes whereby individuals learn social roles in relation to the formation of the personality.

These theories are applied to the principal agents of socialization in contemporary society.

CRIMINAL LAW

Dr. Désirée Fondaroli

The aim of the course is to teach the key notions of criminal law and to impart specific knowledge of those aspects of the law relevant to the activity of a social worker.

The first part of the course discusses the general principles of criminal law, the general theory of crime, and topics of relevance to the more specific areas examined later in the course.

The second part deals with topics more directly connected with the professional activities of the social worker.

METHODS AND TECHNIQUES OF SOCIAL SERVICE (II)

Dr. Fabio Folgheraiter

The course examines the theories and tools of social service. Particular attention is paid to integrated methods of intervention in *individual* situations (personal and familial) with reference to the development of the relational skills required by counselling work and the methodology of networking and case management.

METHODOLOGY AND TECHNIQUE OF SOCIAL RESEARCH

Dr. Pierangelo Peri

The aim of the course is to present the conceptual and methodological tools required for accurate social research: from definition of the problem and working hypothesis to the selection of empirical indicators and survey instruments, to data gathering, automatic data processing and interpretation of the results.

Students must first have attended the seminar on basic computer skills which will be organized *ad hoc*.

SOCIAL POLICY

Dr. Luca Fazzi

The course divides into two parts. The first analyses the crisis of the welfare state and strategies to recast welfare policies in the European countries and Italy. The second specifically examines the issues of welfare mix and the duplication of welfare programmes.

SOCIAL PSYCHOLOGY

Dr. Stefano Castelli

The course deals with the main topics of social psychology, focusing on the skills deployed by social workers. As a consequence, theoretical aspects will be treated with reference to the concrete action of social work.

Particular attention will be paid to interpersonal and group processes, issues to do with communication, and techniques of continuous organizational improvement.

SOCIOLOGY OF THE FAMILY

Dr. Elena Schnabl

The course analyses the family as an organizational unit of everyday life, as an important arena of socio-cultural reproduction, and as a key component of social organization.

The aims of the course are to delineate the complex articulation of the field; to illustrate the main changes in the family in the modern and contemporary ages; and to identify important connections among the family, the world of work and the public sphere, and social policies.

Assessment takes the form of a written test and an oral interview.

SOCIOLOGY OF ORGANIZATIONS

Dr. Antonio Strati

Organizations are a pervasive phenomenon in contemporary society. Working in organizations entails knowledge of their operations, philosophies, structuring processes, formal systems, cultures and subcultures.

However, there is no generally accepted definition of organization in either sociology or the other social sciences, and the course examines the multifaceted nature of the phenomenon on the basis of the principal traditions of sociological inquiry.

THE LAW OF PENAL INSTITUTIONS

Dr. Marco Sforzi

The aim of the course is to furnish basic knowledge about the penal system and the administration of punishment and precautionary measures, with particular regard to the most relevant aspects of the work of the social assistant, like the provision of care for drug addicts and minors.

The first part of the course illustrates the general theory of punishment and the principal forms of penalty, also in relation to recent changes in the penal system and its proposed reform.

The second part examines the penalties envisaged for specific categories of offenders, and also judicial procedure in execution of criminal punishment.

METHODS AND TECHNIQUES OF SOCIAL SERVICE (III)

Dr. Dario Ianes

The course examines the methodologies of community social work (community care in particular), focusing on social work in support of the family and social work to activate networks of informal care resources in the community (voluntary workers, self help groups, etc.).

THE ORGANIZATION OF THE SOCIAL SERVICES

Dr. Rino Fasol

The course examines the organizational functioning of the welfare system, the aim being to enable the students to analyse the mechanisms regulating (a) the relations among the agencies and facilities of the social services system, and (b) the roles of and the relations among the actors involved. Examined in particular will be needs analysis, the definition of goals, the acquisition and allocation of resources, the production of services, access to services by citizens/users, the relations between

operators and users, the outputs and outcomes of the system, and assessment of the results in relation to needs and objectives.

PSYCHOPATHOLOGY

The course provides basic knowledge on the psychological origins of mental illness, with particular emphasis on those disorders most frequently encountered by social assistants in the course of their work. The lectures will be flanked by written exercises on the main topics covered.

SOCIOLOGY OF DEVIANCE

Dr. Bruno Bertelli

The course analyses deviant and criminal forms of behaviour with regard to the formal and informal mechanisms of social regulation, prevention and control. Examined in particular are:

- the main sociological theories of deviance, crime and social control;
- the social dynamics and features of certain major forms of deviant behaviour;
- the development of social policies to prevent and control deviance, with particular regard to the social services.

SOCIOLOGY OF EDUCATION

Dr. Francesca Sartori

The aim of the course is to introduce the student to the key concepts and the main theoretical approaches relative to educational and training processes, with especial reference to Italy. Particular attention will be paid to the inequality of educational opportunities and selection mechanisms in the Italian school system. Also examined will be a number of specific educational issues concerning individuals with physical and personal characteristics and requiring specific forms of intervention in terms of content and methodology.