



**CCPC GLOBAL™**

**Certifying Your Future**

Canadian Council of Professional Certification

# **CERTIFIED COMMUNITY SERVICE WORKER (CCSW)**

## **STANDARDS MANUAL**

[www.ccpcglobal.com](http://www.ccpcglobal.com)

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# CERTIFIED COMMUNITY SERVICE WORKER (CCSW) STANDARDS MANUAL

## Canadian Council of Professional Certification Statement of Purpose

The Canadian Council of Professional Certification (CCPC) provides recognition to those professionals whose occupational activities meet its relevant criteria. In this manner we endeavour to help and encourage the upgrading of standards within Canada and International professional communities.

### Introduction

The impact of physical and other disabilities on individuals, families and society has motivated many to commit themselves to train and assist those who seek help to recover.

These professional people realize that disability leads to a degenerate state, affecting the physical, social, spiritual and psychological condition of a person.

The Canadian Council of Professional Certification (CCPC) provides the opportunity for all competent workers in the field of community service work and related fields, to be certified and recognized as Community Service Workers and Supervisors. It has a Federal Charter to issue professional credentials to those who qualify in their respective field.

The **Certified Community Service Worker (CCSW)** certificate will be issued to those who apply and are approved by the CCPC Examining Board.

### Purpose of Certification

The Purpose of Certification for the **Certified Community Service Worker** is to recognize, by way of the certification process, those who have acquired an acceptable level of training, skills and effectiveness as a Service Worker.

The Council encourages everyone having the required qualifications to apply regardless of age, race, nationality, religion, sex, or disability.

### Our focus is:

- 1) To provide the avenue for qualified persons who have studied, worked and developed skills in the Community Service Work field to receive professional recognition.
- 2) To provide the public with confidence that Community Service Workers have attained an acceptable level of competency.
- 3) To provide Certified Workers with encouragement and opportunity for continual education and professional development.



### **Who May Be Certified?**

Any person may apply for credentials as a Certified Community Service Worker (CCSW). However, he or she must be able to meet the “Standards Criteria” set by the Examining Board of the Canadian Council of Professional Certification.

The application process provides the opportunity for the applicant to demonstrate adequate skill, knowledge and competence as a Community Service Worker.

### **Experience Required**

The Canadian Council of Professional Certification has set the following standards for the Experience part of the certification process.

Experience is defined as supervised work, paid or voluntary, working directly with the client. A 'client' is a person who has come to a Community Service Agency seeking assistance. This may include both direct and indirect experience in CCSW's Core Competencies.

Formal education or unsupervised work experience may NOT be substituted for the experience requirement. All experience must be documented.

The applicant must have the equivalent of **one year (2000 hours) full time work experience** inclusive of course work placement. Applicants will provide direct supervised counselling services to persons receiving support from a Community Service Organization. Field placement, volunteer, part-time or replacement hours may be acceptable providing it was under direct supervision.

On the application form, applicants must break out how they have attained their required hours. ie. (X # hours per week per job) x (X weeks per year) x (X # years)

### **Education Required**

The Canadian Council of Professional Certification has set the following standards for the Education part of the certification process.

Education is defined as formal classroom education in the Human Service Field. Education must be related to the base of knowledge and skills associated with the Community Service Workers Core Competencies. All education must be documented and the student must have achieved a 65% to 70% average (where applicable).

An applicant applying for certification must have a **minimum of 800 documented hours** of education. This education must cover all Core Competencies:

After a person has been certified, it is expected that they will continue to attend workshops, seminars and courses to keep abreast with new developments, and maintain a high standard of professional competence in the Human Service field.

On the application form, applicants must break out how they have attained their required hours.



## **Core Competencies**

There are a number of basic Core Competencies which are required. The CCPC expects that these Core Competencies will be the minimum requirements for certification.

### **1) Psychology**

A basic knowledge is required, which includes an introduction to Psychology, abnormal psychology and developmental psychology.

### **2) Sociology**

A basic knowledge is required in the study of development, structure, interaction and collective behaviour of organized groups of human beings.

### **3) Family Dynamics**

Knowledge and skill is required to work effectively with family members and others in order to support goals and address the impact of the client's issues on family and social groups.

### **4) Introduction to Social Work**

The applicant must have a clear understanding of a Code of Ethics and Professional Responsibilities in their relationships with clients, colleagues and external partners.

### **5) High Risk Populations**

The applicant must have a working knowledge of what constitutes a high-risk populations and how to address their issues.

### **6) Addictions / Mental Health**

The applicant must have a basic understanding of Addictions and Mental Health and how the two disciplines interact.

### **7) Counselling Interviewing Skills**

The applicant should have the knowledge and skill required to draw from counselling styles and techniques that are backed by an evidence base. It should include an understanding of human development and an understanding of a wide range of approaches, skills and practices relating to the field of social services.

### **8) Case Management**

Knowledge and skill is required to advocate on behalf of and guide the client through the barriers to service by coordinating and evaluating services available. This involves matching clients with the most appropriate available services.



9) **Group Facilitation**

Knowledge and skill is required to develop and implement research-informed models, methods and strategies when working in a group treatment setting. This requires understanding of how to manage group dynamics in order to motivate and engage participants in the group process.

10) **Life Skills Training**

While the applicant does not need to be a trained Life Skills Coach, knowledge and skill is required to move the client through the process of social orientation into the community.

11) **Report Writing**

The applicant must have basic skills in documentation and report writing so that client files will accurately reflect the dynamics of care.

12) **Team Work**

Knowledge and skill is required to work cooperatively with others as part of a team comprised of colleagues within the field of social service or allied professionals from other sectors.

13) **Self Care**

The applicant must demonstrate that they have set up and maintained a program of self-assessment, professional conduct (strengths and weakness) using ethical and legal standards. They must continue the process of professional growth and development by assessing their training needs and attaining the necessary education needs.



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## Code of Ethics

The Certified Community Service Worker will adhere to the following Code of Ethics.

1. Believe in the dignity and worth of all human beings, and pledge my service to the well being and betterment of all members of society.
2. Recognize everyone's right to humane treatment.
3. Promote and assist in the recovery and reintegration to society of everyone served, endeavouring to provide the highest quality of care.
4. Maintain a proper professional relationship with all persons served, assisting them to help themselves, and referring them promptly to other programs or individuals when in their best interest.
5. Adhere strictly to established precepts of confidentiality in all knowledge, records and materials concerning persons served – also in accordance with any current government regulations.
6. Ensure that all interpersonal transactions between myself and persons served are non-exploitive and essential to their good recovery.
7. Give due respect to the rights, views and positions of any other counsellors, referral agents and other related professionals.
8. Respect institutional/agency policies and procedures, and cooperate with any agency management with which I may be associated – consistent with recognized standards and procedures.
9. Contribute my ideas, knowledge and findings regarding treatment and recovery through appropriate channels.
10. Avoid claiming or implying any personal capabilities or professional qualifications beyond those I have actually attained – recognizing that competence gained in one field of activity must not be used improperly to imply competency in another.
11. Regularly evaluate my own strengths, limitation, biases or levels of effectiveness, always striving for self-improvement and seeking professional development by means of further education and training.



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## Professional References

Each application must be accompanied by two current references. All references are for the purpose of assisting the Examining Board of the Canadian Council of Professional Certification (CCPC) to make a fair and complete evaluation of the competency of the applicant.

All references are treated with **strict professional confidentiality**.

They should be addressed to the Canadian Council of Professional Certification and included with the application under confidential cover.

Letters of references should include the following information concerning the applicant:

1. How does the applicant demonstrate self-control?
2. How has the applicant demonstrated reliability?
3. Show how honesty is a part of the applicant's personal/professional conduct.
4. Give examples of the applicant's ability to work with others.
5. How informed is the applicant about the community service work field.
6. Comment on the communication skills of the applicant.
7. Comment on the applicant's ethical (professional) conduct.

The CCPC reserves the right to request additional information if required.

### **Supervisor Letter and Evaluation**

All applications must be accompanied by a completed Supervisor Evaluation (See page 13) and a letter from your current supervisor on employer letterhead. The letter should confirm your position title, length of time in position, and number of hours of work experience as outlined in the Experience section of the Manual.

### **Keep a Record of your Application**

It is recommended that you start a personal file for your records including: a copy of your complete application, copies of all past, current and future training undertaken including transcripts, diplomas, certificates; keep track of your hours associated with your education and work experience in relation to your certification. The CCPC does periodic checks in those certifications requiring annual education or work.



## **APPLICATION PROCESS**

It is important that you follow the instructions carefully and read the complete manual and application form first.

Certification for **CCSW** is authorized by the Canadian Council of Professional Certification. The professional designation **CCSW** can be affixed after your name following approval. The use of the CCPC Certified logo can be used on resumes or business cards.

### **Instructions for Certification (All forms are available via the web site)**

1. Please complete the application form including sections detailing how you have achieved the total number of required work hours in direct work placement (2000 hours) and required education hours (800 hours) in core competency areas.
2. Attach the following to your **completed** application:
  - \_\_\_ Your current resume
  - \_\_\_ Signed "Consent to Release Information" form
  - \_\_\_ Supervisor's Evaluation form in separate envelope
  - \_\_\_ Photocopies of your professional diploma or designation e.g. Diploma CSW or/and other certificates held
  - \_\_\_ Photocopies of specific education / training totalling 800 hours as indicated in the Education section of the manual and core competency areas. Please include transcripts, certificates, workshops, showing what has been completed to date.
  - \_\_\_ A letter from your supervisor, on employer letterhead, indicating length of time in current position and number of hours of work experience as outlined in the Experience section of the Manual
  - \_\_\_ Two current professional letters of reference in separate envelopes (Ensure they follow the format outlined on the professional reference page)
3. \_\_\_ Keep a personal file including: a copy of your complete application, copies of all past, current and future training undertaken including transcripts, diplomas, certificates; track hours associated with your education and work experience in relation to your certification.

#### **4. Application Fees / Keeping Your Certification In Good Standing**

The fee for certification must accompany your application. We accept cheque, money orders or payments by credit cards. All fees are listed on the Certification page on the [www.ccpcglobal.com](http://www.ccpcglobal.com) website. To keep your certification in good standing you must renew annually at your anniversary date. You will receive notification 30 days prior to this date from the CCPC Head Office in Toronto.

Payment is made directly to:

CCPC  
1 Edenmills Dr.  
Toronto, Ontario M1E 4L1 Canada

**Please note:** The procedure for approval or denial requires 4-6 weeks to process.



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Email: wco@ccpcglobal.com

**APPLICATION FORM**

<b>APPLYING FOR:</b>	___ CCSW	___ ACSW
<b>NAME</b>	Surname	First Name
<b>TELEPHONE</b>	Home	Business
<b>E-MAIL</b>	Home	Business
<b>HOME ADDRESS</b>	Street	City
	Province	Postal Code
<b>BUSINESS</b>	Name	
<b>ADDRESS</b>	Street	City
	Province	Postal Code

**FORMAL EDUCATION**

<i>State highest level obtained and year of graduation and any degrees/diplomas obtained.</i>		
<u>Year</u>	<u>Level</u>	<u>Institution</u>

**SPECIFIC EDUCATION**

List all education specific to CSW training including core competency areas; CCSW - 800 hours documented education // ACSW – 250 hours documented education		
Degree/Credential	Institution	Number of Hours
	<b>TOTAL</b>	



**WORK EXPERIENCE**

List all supervised work experience, voluntary or paid, dealing directly with clients.  
CCSW - 2000 hours // ACSW – 250 hours

Dates	Employer	Title	Job Description	Number of Hours
			<b>Total</b>	

Use separate sheet if necessary.

**RELATED DATA**

*Please provide data on any other position held or experience gained which is considered necessary to establish the grade of certification to which you are entitled. Examples are: Consulting, lecturing, Voluntary Offices held, Management, Technical or Scientific Papers printed or presented. (Add additional pages if required.)*


If you are currently enrolled in further education, please complete the following

Name of University, College or Institution	
Faculty/Department:	Web Site Address:
Course(s)	



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**Please initial:**

\_\_\_\_\_ Yes I have read and will adhere to the Code of Ethics

*Please indicate where you received training/education related to the following core competency areas:*

**Psychology** \_\_\_\_\_

**Sociology** \_\_\_\_\_

**Family Dynamics** \_\_\_\_\_

**Group Facilitation** \_\_\_\_\_

**Introduction to Social Work** \_\_\_\_\_

**High Risk Populations** \_\_\_\_\_

**Addictions / Mental Health** \_\_\_\_\_

**Counselling Interviewing Skills** \_\_\_\_\_

**Case Management** \_\_\_\_\_

**Group Facilitation** \_\_\_\_\_

**Life Skills Training** \_\_\_\_\_

**Report Writing** \_\_\_\_\_

**Team Work** \_\_\_\_\_

**Self Care** \_\_\_\_\_

Comments:

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

*Any information provided on this application is for use of the CCPC for certification purposes only. This application must be accompanied by the appropriate forms and registration fee. Please make cheque or money order payable to the CCPC. Do not send cash. Please advise us of a change of address.*

**To pay by Credit Card, complete the following:**

**Credit Card Type:** \_\_\_\_\_ Visa \_\_\_\_\_ Master Card \_\_\_\_\_ American Express

**Card #:** \_\_\_\_\_ **Expiry:** \_\_\_\_\_

**Name on Card:** \_\_\_\_\_ (Pls print)

**Authorizing Signature:** \_\_\_\_\_

*Any information provided on this application is for use of the Canadian Council of Professional*



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*Certification for certification purposes only.*

## Consent to Release Information

I give permission to Canadian Council of Professional Certification (CCPC) to request information from my present and past employers and any institution or agency with which I am, or have been, associated in a professional capacity.

I consent to the CCPC consulting with any person who may have information on my competence and ethical standards of behaviour.

I consent to CCPC inspecting any documents or records necessary, to determine my "acceptable standard" for certification.

I hereby release from any liability, all representatives of CCPC and all individuals and organizations who provide information to the CCPC, while acting in good faith, to determine my credentials and character.

I am aware that any false or misleading information deliberately given, will be considered a serious matter, and will be dealt with accordingly.

I understand that none of the information referred to herein constitutes "personal information" as defined under the *Personal Information Protection and Electronic Documents Act*.

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Applicant's Name (please print)

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Applicant's Signature

---

Date



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## CCSW / ACSW Supervisor's Evaluation Report

Applicant Name: \_\_\_\_\_

When a person applies for credentials as a CCSW or ACSW, we, the Examining Board of the CCPC, seek to determine their experience, character and knowledge by authentication from various sources.

As their Supervisor, we consider your comments very important because of your first hand observation of the applicant's skills, knowledge and ethical standard. Please provide us with the following information on the basis of your knowledge through supervised work.

<b><u>PSYCHOLOGY</u></b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Demonstrates a basic knowledge of psychology, abnormal psychology and developmental psychology. Comment:			
<b><u>SOCIOLOGY</u></b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Demonstrates a basic knowledge of social structures, interaction and collective behaviour of groups. Comments			
<b><u>FAMILY DYNAMICS</u></b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Demonstrates skill in working with family members and other related groups. Comments			
<b><u>INTRODUCTION TO SOCIAL WORK</u></b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Adheres to the established Code of Ethics and Professionalism that holds them accountable for their behaviour with clients, colleagues and external partners. Comments:			



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<b>HIGH RISK POPULATIONS</b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Has a working knowledge of high risk populations and how to address their issues. Comments			
<b>ADDICTIONS/MENTAL HEALTH</b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Has a basic understanding of both addictions and mental health issues and how they interact. Comments			
<b>COUNSELLING</b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Has the knowledge of effective interviewing techniques to gather relevant and complete information. Comment:			
Makes informed observations and recommendations Comment:			
<b>CASE MANAGEMENT</b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Demonstrates the ability to advocate on behalf of clients and guide them through the barriers to service by coordinating and evaluating services available. Comment:			
Matches clients with the most appropriate service. Comment:			
<b>GROUP FACILITATION</b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Understands models, methods and strategies of group facilitation. Comment:			



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Manages group dynamics in order to motivate and engage participants in the group process. Comments:			
<b>LIFE SKILLS TRAINING</b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Demonstrates knowledge and skill required to move the client through the process of social orientation into the community. Comment:			
<b>REPORT WRITING</b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Maintains accurate case records and files. Comment:			
<b>TEAM WORK</b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Works cooperatively with others as part of a team comprised of colleagues and allied professionals from other sectors. Comment			
<b>SELF-CARE</b> Provide written comments where possible	<b>POOR</b>	<b>ACCEPT- ABLE</b>	<b>OUT- STANDING</b>
Has established a program of self-assessment, of their strengths and weaknesses using ethical and legal standards. Comment			
Has an established plan for professional growth and development. Comment:			

\_\_\_\_\_  
Manager Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signed

\_\_\_\_\_  
Address

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Email

**Please return your report in a separate confidential envelope with the application**