

The Development of “Social Policy and Social Administration” Master Programme as an aim of YSU for Participating in “Master Courses in Public Health and Social Services” Tempus Project

Armenia has been participating in the Tempus programme since 1995. Since that period Tempus projects have been implemented through several phases. In 2007 Tempus 4 started in Armenia, which has the following objectives:

- To build up the capacity of higher education institutions in the Partner Countries
- To enhance quality and relevance of higher education in the Partner Countries
- To poster the development of human resources
- To promote reform and modernisation of higher education in the Partner Countries
- To enhance mutual understanding between peoples and cultures of the EU and Partner Countries.

So as we can see Tempus continues to support the transition and modernisation processes in higher education, closely following national higher education priorities.

In the frames of Tempus 4 programme many projects related to higher education system are being implemented in Armenia, one of which is “Master Programmes in Public Health and Social Services: 511303-Tempus-1-2010-1-UK-Tempus-JPCR”. Yerevan State University (The Chair of Social Work and Social Technologies) is involved in this project as a partner country univeristy. The aim of that project is to support PC universities to develop a range of customized, locally and regionally relevant, ECTS compliant, Master courses and programmes of study for public health and social services professionals.

As Partner Countries in the project are involved:

Armenia

Yerevan State Univeristy

Yerevan State Medical University

Moldova

Moldova State University

State Medical and Pharmaceutical University

Georgia

University of Georgia

Tbilisi State University after Ivane Javakhishvili

EU Countries

UK, University of Cumbria (Project Coordinator)

Sweden, Royal Technical University (Responsible for Partner Universities technical resources development)

Romania, Babes-Bolyai University (Responsible for the project quality assurance)

So the project brings together a multidisciplinary team from 3 EU and 6 PC universities providing a unique opportunity to develop innovative new courses and programmes.

As the purpose for participating in Tempus programme the Chair of Social Work and Social Technologies has announced the development of the new specialization in Social work master level. The aim of the new Master course is to prepare high qualified specialists in Social Policy and Social Administration.

So Yerevan State University is the FIRST in Armenia initiating the process of preparing the high qualified specialists in social policy and social administration.

The Description of “Social Policy and Social Administration” Master Programme

The Credit system is implemented at YSU since 2007-2008 academic year in all master programmes, and since 2008-2009 academic year in undergraduate programs as well. The shift to the new education system in HE was a result of requirements of Bologna process, and it aims to shift into student-centered education, when a student is in the center of education process with his/her individual educational needs, priorities and capacities, and it gives an opportunity to implement individual education programs and flexible styles and modes of learning.

At YSU each master student has *1800 hours* learning load annually, which is equal to *60 ECTS*. *1 ECTS* credit is equal to *30 full hours* (including in- and out of auditorium hours).

The length of academic year is 40 weeks, 32 of it are classes. The education process is split into 2 semesters – fall and spring semesters. Each semester consists of 16 weeks of classes. Student’s weekly learning load can be maximum 45 hours, which is equal to 1.5 academic ECTS.

In order to get Master degree at YSU students have to gather *120 ECTS* by the end of master program, and his/her average qualitative score should be *12.00*. Otherwise student should raise his/her advancement by means of repeating required number of courses in order to receive the diploma.

All students despite of their profession have to collect at least 6 ECTS in the framework of general education part and 48 ECTS in research part. The content structure of other ECTS (max 66) is defined through required and elective courses.

All courses, included in Master program, have a final assessment, and the assessment structure is:

The course is ended with 2 interim exams and 1 final exam. The format of those exams should be suggested by the organizing Department and approved by the Dean.

The score for certain course (education module) received at the end of semester is formed during the semester, including such components as:

- Participation (maximum 2)
- 2 interim exams (maximum 4 for each)
- Final exam (maximum 10).

The sum of those components composes the final score for each course.

The Master programme of “Social Policy and Social Administration” has to meet the same requirements and demands presented in YSU Charter.

Having the purpose of preparing specialists in social policy and social administration, students enrolled in “Social Policy and Social Administration” master programme study 4 group of subjects:

Required Professional Courses include the following courses: The History of Social Policy, Social Theories, Models of Social Management, Strategic Planning of Social Policy,

Social Risk Management, Social Welfare System of Armenia, Research Methods of Social Policy, Modern Armenian Social Policy, Social Policy and Social Work, Poverty and Social Inequality, Macropractice, European Social Policy, Psychology of Management, Programme Management.

Additional Required Courses: English Language, The Issues of the Philosophy of the Profession

General Courses: IT Technologies in the Professional Researches, The Modern Issues of the Profession.

Elective Courses:

Community Development/ The Theory of Development of Social State

Social Partnership/Social Right

Social Welfare in the 2 world/ European Punitive Policy.

Students of the new master course of “Social Policy and Social Administration” will have an opportunity to be enrolled in on-line course on “*Social Welfare Policy in US and the Second World*”, which is organized by *Yerevan State University and the University of Connecticut (US), School of Social Work*. The course also gives an opportunity for participating in students exchange programme. At the end of the course students will receive joint certificate of Yerevan State University and University of Connecticut which verifies their participation and successful finish of the course.

The Courses of “Social Policy and Social Administration” Master Programme

<i>Required Professional Courses</i>				
	Module	Lecturer	Semester	ECTS
1.	The History of Social Policy	Mira Antonyan	1	3
2.	Social Theories	Lusine Karapetyan	1	3
3.	Models of Social Management	Lusine Karamyan	1	3
4.	Strategic Planning of Social Policy	Vardan Gevorgyan	1	3
5.	Social Risk Management	Lusine Karapetyan	1	3
6.	Social Welfare System of Armenia	Razmik Martirosyan	1	3
7.	Research Methods of Social Policy	Artak Khachatryan	2	3
8.	Modern Armenian Social Policy	Marine Yarmaloyan	2	3

9.	Social Policy and Social Work	Yevgine Vardanyan	2	3
10	Poverty and Social Inequality	Juliana Melkumyan	2	3
11	Macropractice	Anna Voskanyan	3	3
12	European Social Policy	Mira Antonyan	3	3
13	Psychology of Management	Anahit Sahakyan	3	3
14	Programme Management	Anna Voskanyan	3	3

<i>Additional Required Courses</i>				
	Module	Lecturer	Semester	ECTS
	English Language	-	1	0
	The Issues of the Philosophy of the Profession	-	1	0

<i>General Courses</i>				
	Module	Lecturer	Semester	ECTS
1	IT Technologies in the Professional Researches	-	1	3
2	The Modern Issues of the Profession.	Nune Geghamyan	1	3

<i>Elective Courses</i>				
	Module	Lecturer	Semester	ECTS
1.	Community Organization/ Social State Development Theory	Karamyan/ Melkumyan	2	3
2.	Social Partnership/Social Right	Antonyan/ Yarmaloyan	2	3
3	Social welfare in the countries of the	Yarmaloyan/	3	3

	second world/ European Punitive Policy	Khachatryan		
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The Syllabuses of Professional Courses of “Social Policy and Social Administration” Master Programme

The History of Social Policy

1st semester, 2 academic hours weekly, 3 ECTS

The goal of the course is to:

Introduce students to the main stages of the development of social policy in Armenia and abroad, the patterns/regularities and crises, as well scientific-theoretical and ideological values, economic and legal, political and institutional basis which contributed to the formation of social policy.

Learning Outcomes

At the end of the course the student will gain the following knowledge & skills:

To understand the meaning of the “social policy” concept

To know the main stages of social policy development

To understand the basis and development of social policy

To be able to analyze and bring out the links between the modern social policy systems and approaches with the previous historical periods

Bring into comparison the approaches applied in different stages of social policy with the Armenia reality

Develop the mapping of social policy picture

Analyze the causes of current social policy core problems.

Content of the Course:

Theme 1. The origins of social policy in the history of Europe and the world

Theme 2. Poverty in England and prevention measures: preconditions of law on poverty

Theme 3. The evolution stages of social welfare policy in the US

Theme 4. Modern Welfare Revolution in the US

Theme 5. Social policy core crises and reforms

Theme 6. Theory development on welfare

Theme 7. Typology of welfare states in Europe

Theme 8. Social welfare initiatives and social services reforms

Theme 9-10. Welfare and social policy in Armenia: from ancient times to our days

Theme 11. RA social policy in transformational stage: current situation

Assessment methods and criteria

Out of 2 envisaged current examinations, first is launched in written form and the second – in the form of oral presentation. The maximum score for each examination is 4.

Final exam

The final exam is oral: 10 score maximum. Questionnaire includes 3 questions: each correspondingly 3 & 3.4 scores.

Social Theories

1st semester, 2 academic hours weekly, 3 ECTS

The goal of the course is to:

Develop critical thinking skills in analyzing and comparing social theories. These theories assist students in understanding persistent social conditions and problems that are particularly relevant in social work practice.

Learning Outcomes

At the end of the course the student will gain the following knowledge & skills:

- summarize and characterize the nature of social work theory and its relationship to other social sciences and the humanities;
- understand the importance of theoretical logic to social work in contradistinction to the importance of social issues research and empirical findings;
- demonstrate their ability to think professionally by integrating several selected classical perspectives in the analysis of a contemporary social issue.

Content of the Course:

Theme 1. The nature of Social Work theories. **Theme 2.** Systems theory. **Theme 3.** Conflict theories. **Theme 4.** Theories of Empowerment. **Theme 5.** Theories of Assimilation, Acculturation, Bicultural socialization and Ethnic Minority Identity. **Theme 6.** Psychodynamic theory. **Theme 7.** Theories of Life Span Development. **Theme 8.** Symbolic Interaction. **Theme 9.** Phenomenology, Social Constructionism, and Hermeneutics. **Theme 10.** Behaviorism, Social Learning and Exchange theory. **Theme 11.** Transpersonal theory

Assessment methods and criteria

Out of 2 envisaged current examinations, first is launched in written form, & the second – in the form of oral presentation. The maximum score for each examination is 4.

Final exam

The final exam is oral: 10 score maximum. Questionnaire includes 3 questions: each correspondingly 3 & 3.4 scores.

Models of social management

1st semester, 2 academic hours weekly, 3 ECTS

The aim of this course is the development of master students' basic competencies regarding the management in social sphere. The course gives knowledge about main three models of social management and the peculiarities of managing organizations in social sphere. The course units, such as “organizational structures and organizational behavior in social services”, “management of social projects”, “decision making in social sphere”, “types of organizations in social sphere”, help to develop students' ability to analyze the organizations of social sphere, develop a range of skills in the leadership of social services.

Learning outcomes

By the end of the course students have to:

- demonstrate deeper understanding of social management and its levels/functions,
- differentiate 3 main models of social management,

- be able to explain the peculiarities of social sphere organizations, particularly the management of integrated services and interorganizational systems;
- be able to deal with ethical dilemmas in social agencies,
- differentiate organizational structures in organizations of social sphere,
- develop organizational and leadership skills for organizing interdisciplinary cooperation,
- develop professional skills for decision making process in state, private and non-governmental social agencies.

Topics

Topic 1: Social management: goals, objectives and main functions. **Topic 2:** Subordination as a model of social management. **Topic 3:** Coordination as a model of social management. **Topic 4:** Reordination as a model of social management. **Topic 5:** Levels of decision making process in social agencies. **Topic 6:** Managing interorganizational/integrated systems. **Topic 7:** Organizational structures of social agencies. **Topic 8:** Psychological and sociological approaches to social relations in an organization. **Topic 9:** Main paradigms in institutional management in the frame of human services. **Topic 10:** Leadership as an effective instrument for motivating and inspiring staff members

Assessment

Students will have 2 interim exams (max 4 scores for each) and 1 final verbal exam. The first interim exam is based on written test results, and the other one, which is verbal interim exam, is based on students' personal social projects results. The final exam provides maximum 10 scores.

The final grading will consist of 4 parts.

Strategic Planning of Social Policy

The goal of the course is to:

Give the students ideas about strategic management in general and about strategic planning (programming) of the policy, conducted in the sector of Social Protection of RA population, and also establish practical skills for strategic programming, directed to the solution of main problems of the sector.

Learning outcomes

1. Have **theoretical knowledge** of peculiarities of strategic management as the most important level of public management, of theory, history and methodology of strategic planning, of types of strategic programs, and also of strategic programs operating in public regulation of RA Social Protection sector.

2. Acquire the following **professional practical skills:**

- Experience in analyzing the general public policy and also the one, conducted in various subsectors of Social Protection sector;
- Experience of comprehensive analysis of main problems of various subsectors of Social Protection sector;
- Experience in analyzing the legal-legislative framework of public regulation of Social Protection sector;
- Experience in analyzing the structural-functional peculiarities of institutions operating in Social Protection sector;

Experience in developing of strategic programs of policy, conducted at different levels and in different subsectors of Social Protection sector, etc.

Brief content of the course:

The peculiarities of RA public management system and of the State as the most important subject of public management process (2 hours);

The strategic planning as the most important part of public management process, historical-theoretical approaches to strategic planning (2 hours);

The essence and main objectives of “Social Policy” (2 hours);

The structure and main problems of Social Protection of RA population as an object of strategic planning (2 hours);

The role of strategic management of the sector in the provision of social security of the State (2 hours);

The main directions of the policy, conducted in RA Social Protection sector, the main effective strategic programs aimed at solving of main problems of various subsectors (2 hours);

The methodology and technique of strategic planning and strategic analysis (2 hours).

The program-targeting approach of strategic planning (programming) in public management processes (4 hours);

The types of strategic programs. Targeting programs as the most important tool of the strategic planning (2 hours);

The peculiarities of monitoring and evaluation of the effectiveness of strategic management programs (2 hours).

Assessment methods and criteria:

One of the two midterm examinations is conducted based on the assessment of student’s written work and the other of oral presentation, with maximum 4 marks for each.

Final examination

The final examination is an oral examination with maximum 10 marks. The question paper consists of 3 questions with accordingly 3, 3, 4 marks.

Social Risk Management

1st semester, 2 academic hours weekly, 3 ECTS

The aim of the subject

Social Risk Management Course covers the key terms, concepts, principles, models, phases, tools and techniques used in social risk management and provides students with universally applicable social risk management knowledge and skills.

The expected results

At the end of course students can.

- Identify and assess social risks and analyse factors
- Know social risk skills, models, tools and techniques
- Design the strategic plan for the management of Social Risks

Course Content:

Theme 1. Social Risk Management terms, concepts, principles. **Theme 2.** Types of social risks. **Theme 3.** The measures specifics of social risk. **Theme 4.** The consequences of social risks. **Theme 5.** The strategic planning of Social risk control. **Theme 6.** The mechanisms of

social risk management. **Theme 7.** The participants of social risk management process. **Theme 8.** Social risk management process. **Theme 9.** Social protection as a social risk management process **Theme 10.** Social risk management factors.

Student knowledge assessing system.

For assessing knowledge and professional skills acquired by students during studying this subject, students will pass final exam. Before the final exam they will also have to pass 2 interim exams, one of which will be oral and based on their presentations and the next one in the written form. The maximum value of the interim exams will be 4 and for the final exam 10.

Social Welfare System of Armenia

1st Semester, 2 Academic hours weekly, 3 ECTS

The purpose of the subject:

The purpose of the subject is to study the social welfare system of Armenia and to understand the peculiarities of its organization and implementation. The aim of the subject is also to justify the necessity of developing a new system of social welfare and to research the reforms which take place in current system. The students will also have an opportunity to study the legal bases of Armenian social welfare system and the social programs which are implemented in the frames of that system.

The expected results:

After the successful finish of the subject it is expected that:
students will have knowledge and information on Armenian social welfare system,
they will know what kind of reforms are taking place in that system
what social programs are being implemented in the frames of the system.

The topics of the subject:

Topic 1.Introduction of the aims and purposes of the subject.**Topic 2.**Social welfare system of Armenia and its local and international legal bases. **Topic 3.** Social support system in Armenia. **Topic 4.**Charity and humanitarian aid. **Topic 5.**Poverty and poverty family benefits in Armenia.**Topic 6.**Social Insurance and social mandatory contributions in Armenia.**Topic 7.**Pension provision system in Armenia and current reforms of that system.**Topic 8.**The social welfare system for people with special needs. **Topic 9.**The social problems of families, women, and children in Armenia and the methods of their resolution in the frames of social welfare system.

Student knowledge assessing system.

For assessing knowledge and professional skills acquired by students during studying this subject, students will pass final exam. Before the final exam they will also have to pass 2 interim exams, one of which will be oral and the next one in the written form. The maximum value of the interim exams will be 4 and for the final exam 10.

Research Methods of Social Policy

2nd Semester, 2 Academic hours weekly, 3 ECTS

The goal of the course is to introduce the students social policy research methods.

Learning Outcomes:

After the successful finish of the subject it is expected that:
students will know how to apply research methods for studying social policy

will be able to define causable and determinative relations in analysing social policy
will be able to analyze social policy.

Course Content:

Theme 1. Statistical meaning and determining optimal level. **Theme 2.** Alternative methods and criterias of predicting. **Theme 3.** Defining and denying determinations. **Theme 4.** Methods of analysing social policy. **Theme 5.** Goal-oriented prediction. **Theme 6.** Discovering optimal choice in social policy analysis. **Theme 7.** Analysis of deductive modeling.

Assessment methods and criteria

One of 2 interim exams is written, the second is oral based on the presentation of written material with 4 points max.

Final examination

Final examination has 10 points max based on examination ticket which contains 3 questions with 3, 3 and 4 points each question.

Modern Armenian Social Policy

2nd semester, 2 academic hours weekly, 3 ECTS

The Aim of the Course

The course provides an opportunity for the students to study the concept, ideological base, main principles and approaches, priorities of modern Armenian social policy, to analyze modern social policy implemented in different spheres.

Learning Outcomes

At the successful conclusion of the course students will be able to:

Know the concept of modern Armenian social policy.

Understand the components, priorities of modern Armenian social policy.

Work successfully as a specialist who can analyze the concrete sphere of modern Armenian social policy.

Content of the Course:

Theme 1: The concept of modern Armenian social policy. **Theme 2:** European social charter as an ideological base of modern Armenian social policy. **Theme 3:** Social transfers as an important component of modern Armenian social policy. **Theme 4:** Modern Armenian social policy implemented in the health sphere. **Theme 5:** Modern Armenian social policy implemented in the education sphere. **Theme 6:** Modern Armenian social policy implemented in the social protection sphere. **Theme 7:** Modern Armenian social policy implemented toward disabled. **Theme 8:** Modern Armenian social policy implemented toward elderly. **Theme 9:** Modern Armenian social policy directed to the family. **Theme 10:** Modern Armenian social policy directed to the youth.

Student knowledge assessing system.

For assessing knowledge and professional skills acquired by students during studying this subject, students will pass final exam. Before the final exam they will also have to pass 2 interim exams, one of which will be oral and the next one in the written form. The maximum value of the interim exams will be 4 and for the final exam 10.

Social Policy and Social Work

2 nd semester, 2 academic hours weekly, 3 ECTS

The Aim of the Course:

The course aims to study the logical and causal connections between social policy and social work. The course will give the students an opportunity for being aware of the social policy models which exists in contemporary world and the main characteristics and peculiarities of social work services organization and delivery in those countries. The course will also help the students to acquire knowledge of the mutual influence between social policy and social work.

Learning Outcomes:

By the end of the course the students who were enrolled in the course should:

Be able to present the main relations, differences and similarities social policy and social work.

Have knowledge on how social policy and social work are related with the social protection system of population

Acquire knowledge of social policy and welfare state models and describe what peculiarities has social work in the frames of each model.

Understand how social policy impact on social work services planning and delivery processes and on the outcomes of those services.

Be able to analyze the mechanisms of social work for impacting on contemporary social policy and making some changes in policy designing and implementing processes.

Have knowledge on political social work and be able to implement the professional functions which social workers have in the frames of political social work.

Analyze the connections and relations of social work and social policy in different countries

Compare political and ideological bases of social policy development and realization processes in different countries and the features and peculiarities of social work profession in those countries.

Give the description of how the globalization influence the social policy and social work in national levels.

Course content:

Theme 1. Social Work and Social Policy: The main characteristics, connections and differences. **Theme 2.** The Relations of Social Policy and Social Work with the Social Protection System of Population. **Theme 3.** The Welfare State and Social Policy: The models of welfare state and Social Policy and the characteristics of social work in each model. **Theme 4.** International Social Work Practice and Social Policy in different countries. Social Work and Social Policy in Globalized Postmodern World. **Theme 5** Organizing, Delivering and Financing Social Services: The Social Policy Influence on those Processes. **Theme 6.** Social Work's Influence on Social Policy development and realization: Political Social Work.

Student knowledge assessing system.

For assessing knowledge and professional skills acquired by students during studying this subject, students will pass final exam. Before the final exam they will also have to pass 2 interim exams, one of which will be oral based on their presentations and the next one in the

written form based on their reports. The maximum value of the interim exams will be 4 and for the final exam 10.

Poverty and Social Inequity

2nd semester, 2 academic hours weekly, 3 ECTS

The Aim of the Course:

Students will be introduced to the sociological and political theories interpreting the concepts of poverty and social inequality, the definitions of poverty, the poverty measurement approaches and poverty reduction strategies in the context of social policy.

Learning Outcomes:

By the end of the course students will become familiar with different concepts of poverty and inequality (ies). They will also be able to analyze and develop poverty reduction strategies.

Course content:

Theme 1. Social justice and social equality. **Theme 2.** Social stratification theory by P.Sorokin. **Theme 3.** Marx's class theory. **Theme 4.** The consequences of social inequality. **Theme 5.** Concept of absolute poverty. **Theme 6.** Concept of relative poverty. **Theme 7.** Concept of subjective poverty. **Theme 8.** Culture of poverty. **Theme 9.** The features of poverty in transforming society. **Theme 10.** Empiric laws of consumption. **Theme 11.** Poverty reduction strategies.

Macropractice

3rd semester, 2 academic hours weekly, 3 ECTS

The Aim of the Course:

The goal of the course is introduce to students the social work practice on macro level, give them knowledge and skills of intervention on macro level.

Learning Outcomes:

In the end of the course student will have:

Knowledge and skills

Will understand the definition of macro practice

Will understand the implementation of social work on macro level

Will obtain knowledge and skills to intervene on macro level of social work

Will obtain knowledge and skills of methods of social work macro practice

Will obtain knowledge of theories and approaches of social work macro practice

Course content:

Theme 1. The definition, goals and features of social work macropractice. **Theme 2.** The theoretical approaches of social work macro practice and the features of their development. **Theme 3.** The principles of macro practice, the organisation of macro programs and the knowledge and skills necessary to social worker. **Theme 4.** The macro structures of society: institutions, organizations, community and state. **Theme 5.** The technologies of macro intervention, the role of social work in the reforms of social policy. **Theme 6.** The technologies of macro intervention: legislative initiative: definition, features, process. **Theme 7.** The technologies of macro intervention: PR technologies, social advertising and fund raising. **Theme 8.** The technologies of macro intervention: lobbying: definition, features, goals

and mechanisms of implementation. **Theme 9.** The technologies of macro intervention: community reforms: definition, goals and mechanisms.

Assessment methods and criteria

One of 2 interim exams is written, the second is oral based on the presentation of written material with 4 points max.

Final examination

Final examination has 10 points max based on examination ticket which contains 3 questions with 3, 3 and 4 points each question.

European Social Policy

1st semester, 2 academic hours weekly, 3 ECTS

The goal of the course is to:

Introduce students to current developments, patterns/regularities and peculiarities of social policy in European countries.

Learning Outcomes:

At the end of the course the student will gain the following knowledge & skills:

To know core clauses of European social policy

To understand peculiarities of European social policy development stages

To be able to analyze and bring out the links between the European modern social policy systems & approaches with the previous historical periods

To be able to bring out the patterns/regularities of the European social policy current developments

Bring into comparison the current approaches of social policy applied in European countries with the Armenia reality

Develop the mapping of social policy picture

Analyze the causes of current social policy core problems in European countries

Course Content:

Theme 1. The origins of social policy in the European history; **Theme 2.** Experience of England to prevent poverty: current developments; **Theme 3.** Social welfare states in Europe: from past to present; **Theme 4** Modern welfare models in European countries; **Theme 5.** Current crisis causes and consequences of social welfare; **Theme 6.** Typology basis and peculiarities of European welfare states; **Theme 7.** Social welfare in the context of social work current developments in European countries; **Theme 8.** Welfare Anglo-Saxon model; **Theme 9.** Scandinavian model of welfare; **Theme 10.** Welfare index: actual approaches .

Assessment methods and criteria

Out of 2 envisaged current examinations, first is launched in written form, and the second – in the form of oral presentation. The maximum score for each examination is 4.

Final exam

The final exam is oral: 10 score maximum. Questionnaire includes 3 questions: each correspondingly 3 and 3.4 scores.

Psychology of Management

3rd semester, 2 academic hours weekly, 3 ECTS

The Aim of the Course:

The aim of the course is to introduce the students the essentials of the management of psychology and the features and peculiarities of the management system.

Learning Outcomes:

By the end of the course the students who were enrolled in the course should.

Know the features and peculiarities of the management system.

Acquire necessary skills for interpersonal communications.

Apply the affecting equivalent methods in both formal and non-formal groups.

Course Content:

Theme 1. The subject and the objectives of the Management of Psychology. **Theme 2.** The social-psychological theories of management. **Theme 3.** The psychological analysis of professional activity. **Theme 4.** The psychogram and profессиogram. **Theme 5.** The groups and classification of the groups. **Theme 6.** The peculiarities of management in formal and non-formal groups. **Theme 7.** The characteristics of interpersonal communication in management system. **Theme 8.** The styles of management: The leader. **Theme 9.** Impacting methods.

Assessment methods and criteria

Out of 2 envisaged current examinations, first is launched in written form, & the second – in the form of oral presentation. The maximum score for each examination is 4.

Final exam

The final exam is oral: 10 score maximum. Questionnaire includes 3 questions: each correspondingly 3 & 3.4 scores

*Programme Management**3rd semester, 2 academic hours weekly, 3 ECTS***The Aim of the Course:**

The goal of the course is to introduce to the students the concepts and processes of program management, give them knowledge and skills of organisation, implementation and management of programs.

Learning Outcomes:

In the end of the course student will have:

Knowledge and skills

- Multi-aspect knowledge of organisation of programs and creation of their vision and concepts
- Knowledge of presentation of the goal of programs
- Knowledge of planning the methods and approaches of program
- Knowledge of theoretical and practical approaches of program analysis
- Knowledge of correct organisation, implementation and resource management of program
- Knowledge and skills of control and management of the results of programs

Course Content:

Theme 1. Program definition, types of programs. **Theme 2.** The program organisation: needs and vision of program. **Theme 3.** The goals and tasks of the program. **Theme 4.** The program analysis in the context of evaluation of environment of the program. Program

planning, SWOT analysis and resource management. **Theme 5.** The process of program implementation. Recruitment of staff of the program, human resource management. **Theme 6.** Formal working documents: goal and implementation. **Theme 7.** Program monitoring definition, types and implementation. **Theme 8.** Program evaluation definition, types and implementation. The end of program and summary..

Assessment methods and criteria

One of 2 interim exams is written, the second is oral based on the presentation of written material with 4 points max.

Final examination

Final examination has 10 points max based on examination ticket which contains 3 questions with 3, 3 and 4 points per each question.

Elective Courses:

Community organization

(2nd semester, 2 academic hours weekly, 3 ECTS; elective)

The aim of this course is the development of master students' basic competencies in community organization (CO). The course gives knowledge about the main goals and objectives of CO as a macropractice in social work, basic techniques and methods of CO, the ways of measuring an awareness raising in the community, as well as having power/influence on it, and the characteristics of an effective community organizer.

Learning outcomes

By the end of the course students have to:

- demonstrate deeper understanding of CO and its main techniques,
- differentiate CO from other ways of intervention in social work macropractice,
- be able to specify the characteristics of an effective community organizer;
- be able to deal with ethical dilemmas in CO,
- have mapping, negotiating and discussing skills,
- assess community needs and develop an intervention plan,
- measure the factors influencing the community's "life scenario".

Topics

Topic 1: The peculiarities of community organization in social work macropractice. **Topic 2:** The history and modern requirements in community organization. **Topic 3:** The basic professional skills and techniques in community organization. **Topic 4:** The main principles in community organization. **Topic 5:** The characteristics of an effective community organizer. **Topic 6:** The process of "making stars" in community organization. **Topic 7:** An empowerment in community organization. **Topic 8:** The term "power" and its types: community as the distributor of power. **Topic 9:** Community organization's perspectives in RA.

Assessment

Students will have 2 interim exams (max 4 scores for each) and 1 final verbal exam. The first interim exam is based on written research projects, and the other one, which is verbal interim exam, is based on students' presentations. The final exam provides maximum 10 scores.

The final grading will consist of 4 parts.

Social State Development Theory

2nd semester, 2 academic hours weekly, 3 ECTS

The goal of the subject is

To introduce the students the concept of Social State and the history of Social State development, to discuss the problems and perspectives of Social State Development in Armenia.

Learning Outcomes:

By the end of the course students will:

know what is Social State,

be aware of the principles and functions of Social State.

be able to spread the basic values of Social State,

be able to differentiate the programs and other instruments of Social Policy that promote and/or hinder the realization of social goals.

be able to analyse the level of social development of different state systems,

be able to evaluate the integrity of different social institutes in the context of Social State.

Course Content:

Topic 1: State theory development. **Topic 2:** The development of State social functions. **Topic 3:** Social state in the context of modern politics. **Topic 4:** The entity of social State. **Topic 5:** The historic forms of Social State. **Topic 6:** The functional system of Social State. **Topic 7:** The social rights. **Topic 8:** The role of civic society in the process of Social State development. **Topic 9:** Social policy as the Social State development Factor. **Topic 10:** The basic social institutes in the context of Social State.

Assessment methods and criteria

For assessing knowledge and professional skills acquired by students during studying this subject, students will pass final exam. Before the final exam they will also have to pass 2 interim exams, one of which will be oral and the next one in the written form. The maximum value of the interim exams will be 4 and for the final exam 10.

Final examination

Final examination has 10 points max based on examination ticket which contains 3 questions with 3, 3 and 4 points per each question.

Social Right

3rd semester, 2 academic hours weekly, 3 ECTS

The Aim of the Course

The aim of the course is to acquaint students with social right, its principles, functions and norms, the types of social right's norms, forms of realization of social right, the main stages of implementation of social right's norms, the connection between international social right's norms, social right and social legislation.

Educational Outcomes

At the successful conclusion of the course students will be able to:

Know the essence of social right, its principles, functions, forms of realization, norms of social right.

Understand the peculiarities of implementation of social right's norms, the connection between social right and social legislation.

Analyze the main legal acts concerning to the distinct spheres of social work in the RA and present opinions about their structure and content.

Content of the Course

Theme 1: The essence of social right. **Theme 2:** Social right in the system of social norms. **Theme 3:** The principles and functions of social right. **Theme 4:** The norms of social right's, the types of social right's norms. **Theme 5:** The forms of realization of social right, the peculiarities of implementation of social right's norms. **Theme 6:** The system of social right and the system of social legislation. **Theme 7:** The general description of socio-legal rights. **Theme 8:** The norms of international social right.

Assessment methods and criteria

One of 2 interim exams is written, the second is oral based on the presentation of written material with 4 points max.

Final examination

Final examination has 10 points max based on examination ticket which contains 3 questions with 3, 3 and 4 points per each question.

Social Welfare in the Countries of the Second World

3rd semester, 2 academic hours weekly, 3 ECTS

The Aim of the Course

The aim of the course is to acquaint students with the essence of social welfare policy, the approaches interpreting social welfare policy, the analytical structure of social welfare policy, its components, and Mao Zedong's "Three Worlds" concept.

Learning Outcomes

At the successful conclusion of the course students will be able to:

Know "social welfare", "social welfare policy" concepts,

Understand the main approaches interpreting social welfare policy,

Interpret "Three Worlds" concept,

Analyze the main social problems existing in the countries of the first, second and third world and problem solving approaches.

Content of the Course

Theme 1: Introduction. **Theme 2:** The approaches interpreting social welfare policy. **Theme 3:** The classification of world's countries based on different criteria. **Theme 4:** Social welfare and social progress in the countries of the first, second and third world. **Theme 5:** The role of international organizations in the process of social welfare provision. **Theme 6:** A framework for social welfare policy analysis. **Theme 7:** The bases of social allocations. **Theme 8:** The nature of social provisions. **Theme 9:** The design of the delivery system of social welfare services. **Theme 10:** The system of financing of social welfare services.

Assessment methods and criteria

One of 2 interim exams is written, the second is oral based on the presentation of written material with 4 points max.

Final examination

Final examination has 10 points max based on examination ticket which contains 3 questions with 3, 3 and 4 points per each question.

The Academic Staff of “Social Policy and Social Administration” Master Programme

In the academic staff of master course of “Social Policy and Social Administration”, which was open in Social Work Master level are enrolled both the skilled lecturers from the Chair of Social Work and Social Technologies and high qualified specialists from armenian social sphere.

The more detailed information on the lecturers who teach in the master course of “Social Policy and Social Administration” you can find bellow.



Artak Khachatryan

Associate Professor at YSU, Chair of Social Work and Social Technologies

PhD Degree in Philosophy

Head of the Chair of Social Work and Social Technologies.

Artak Khachatryan has a reach teaching experience and he was standing on the begining of the development of the system of social work education in Armenia.

With his active participation were developed the BA and MA Programs at YSU, Distance learning system in social work. Since 1993 Mr. Khachatryan participates in trainings and requalification of social workers in Armenia as a trainer. Mr. Khachatryan is the author and co-author of many publications `books, articles,manuals. He has his contribution in investing the culture of social work profession in penitential system of Armenia.

Mr. Khachatryan has always participated and still participates in the reforms of social protection system of Armenia and in developing social work in that system.

Mira Antonyan

Associate Professor at YSU, Chair of Social Work and Social Technologies

PhD Degree in Sociology

Head of “Social Policy and Social Administration” master course.



Mira Antonyan has a perennial experience in teaching. She works at Yerevan State University as a lecturer since 1996. She has also a teaching practice in European and other countries universities (Bern University of Applied Sciences, ANAS-France ,Paris University, Georgian Association of Social Workers and Georgian State University).

Since 2005 Mira Antonyan is the executive director at FAR Children's Support Centre Foundation. She is also enrolled in different national and international projects as an expert. Particularly since 2011 Mira Antonyan is a project manager in Development of Joint Package of Social Services and Structural-Functional Model for Provision of Complex (Integrated) Social Services, in the Field of Social Protection of Republic of Armenia's Population consultant services, WB. She is also a national expert in child rights protection programmes, in a projects studing child trafficking in Armenia and also in projects directed to Foster care system development in Armenia.

Mira Antonyan participates in many programmes as a trainer. Among those programmes can be mentioned the trainings for community social workers, public and civil servants, trainings for workers of forensic system of Armenia and for workers of the Child Rights Protection Units of Armenia.

Mira Antonyan is the president of "Harmonic Society" Social Workers Armenian Association.

Mrs. Antonyan is the author of many educational handbooks and scientific articles.

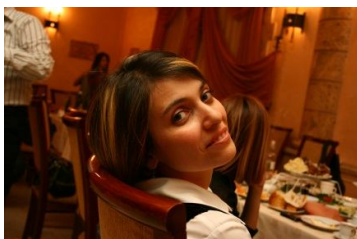
Anahit Sahakyan



*Associate Professor at YSU, Chair of Social Work and Social Technologies
Phd Degree in Psychology
The Head's Deputy of the Faculty of Sociology.*

Anahit Sahakyan works at Yerevan State University since 1992, so she has a perennial experience in teaching. She is also enrolled in different projects as an expert and as a trainer. Particularly, Anahit Sahakyan is a trainer in a project for social sphere specialists organized by the National Institute of Labour and Social Researches. She is also a trainer of the civil servants training project organized by Postgraduate Additional Education Department of YSU. Anahit Sahakyan is an expert of "Reducing Violence Against Children in Armenia" project conducted by World Vision Armenia and a coordinator of the Consulting Center for Pregnant Women . She also collaborates with differnet NGO-s in Armenia, particularly she is a counsellor of "Zangakatun" NGO and FAR Children's Support Centre Foundation.

Yuliana Melkumyan



The Lecturer at the Chair of Social Work and Social Technologies.

Yuliana Melkumyan has participated in the Education program of German Fachhochschule Frankfurt-am-Main, Department of Social Work in 1997 and 1998 (Tempus-Tacic Project). Based on the educational experience and help of the German Institution (and especially professor Beate Finis Siegler) the course "Economics of Social Work" was developed and is taught at YSU Social Work Department by Yuliana Melkumyan since 1998. Later the courses "Sociological Essentials of Social Work", "Social Gerontology", "Sociology of Poverty", "History of Social work", "Social Services", "Social Policy", "Poverty and Social Inequality" and some other courses were developed by her. "Poverty and Social Inequality" was

developed in the frame of “Master Programmes in Public Health and Social Services: 511303-Tempus-1-2010-1-UK-Tempus-JPCR ” project.

Yuliana Melkumyan is also enrolled in many projects as a an expert and a researcher, which are related to alternative punishment system development in Armenia, professional educational issues, inclusive education and middle class development.

Mrs. Melkumyan is the author of many scientific works and articles.

Anna Voskanyan



The Lecturer at the Chair of Social Work and Social Technologies.

Anna Voskanyan has a perennial experience in teaching. She is one of the first social workers in Armenia who started to teach the course of social work methods. She is also one of the first social workers who implemented the teaching of models of social work in Armenia. A. Voskanyan is an author of many academic articles and manuals in the field of social work with elder people, children, families, women and youth. She is also the founder of the academic cooperation of public administration and social work in the context of macro practice. Anna Voskanyan has a huge experience in work with NGOs and governmental structures, and their cooperation (in different fields such as women, elderly and children policy). Moreover she is the author and initiator of different legislative changes and initiatives. Anna Voskanyan has official Gratitude from the State of Republic of Armenia (given by the Ministry of Labour and Social Affairs) for the essential input in development of social work and social policy in Armenia.

Anna Voskanyan is the chairman of «Zangakatoun» Charity NGO. She is also the founder and chairman of “Lusadardz” Union of Christian Social Workers in Armenia.

Main interests of Anna Voskanyan in Social Work and Social Policy:

- Social Work Methods
- Social Work Models
- Social Work with Elderly
- Social Work with Women
- Family social work
- Social wok with Children.

Lusine Karapetyan



The Lecturer at the Chair of Social Work and Social Technologies.

Lusine Karapetyan has Master degree in social work.

She works as a lecturer at the Chair of Social Work and Social Technologies at YSU since 2006. Lusine Karapetyan has participated in many professional trainings both in Armenia and abroad (Ireland, England).

The main fields of professional interests of Mrs Karapetyan are: Social Technologies, Mental Health, Public Health, Social planning and Risk management. Lusine Karapetyan also teaches social work to the students of distance learning laboratory of Armenia.

Mrs. Karapetyan is also the author of many scientific articles which are related to internet addiction, women reproductive health problems in Armenia and school social services.

Lusine Karamyan

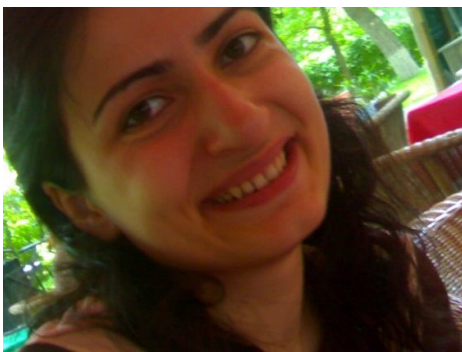


*The Lecturer at the Chair of Social Work and Social Technologies
Master of Social Sciences*

Lusine Karamyan has about 8 years' experience in teaching social work, and during those years she had her contribution in social work education with her publications and other proceeding. She used to teach such basic courses as social work in health field (including HIV/AIDS area), social work with communities, the models of social management. By means of teaching and supervising professional practice, as well as final papers and master theses Mrs. Karamyan has her contribution and participation in the preparation of qualified human resources in social work. Apart from teaching at the universities, she had a rich experience of training, particularly in providing trainings for social workers in the practice, generally for those ones who work as social workers, but do not have a diploma in social work.

The main fields of professional interest of Mrs. Karamyan are Human Rights and social work, Social work in Health sphere, Social management and leadership.

Marine Yarmaloyan



The Lecturer at the Chair of Social Work and Social Technologies.

Marine Yarmaloyan has a Master Degree in Social Work. She is also a PhD student at the Chair of Applied Sociology since 2011.

Marine works as a lecturer at the Chair of Social work and Social Technologies since 2007. She also worked as a social worker at Day Center of the Mental Health Foundation of the RA between 2007 and 2008.

Marine conducts the on-line course between the students of Yerevan State University and School of Social Work, Connecticut, USA.

Her professional interests are: Social policy and social protection, mental health, human rights.

Mrs. Yarmaloyan is the author of 4 scientific articles, which are related to foster care development in USA and UK, adoption, causes of marital conflicts and the peculiarities and procedures for organizing distance learning in higher education system.

Nune Geghamyan



*Assistant at the Chair of Social work and Social technologies
PhD in Economy.*

Nune Geghamyan works at Yerevan State University since 2005. She is the co-founder of “Harmonic Society” Social Workers Armenian Association.

Nune Geghamyan had participated in many international conferences and seminars, which were held in Russian Federation, Ireland and Greece.

The fields of Nune Geghamyans professional interests are: social policy and modern issues of the social work profession.

Mrs. Geghamyan is the author of scientific works and articles.

Razmik Martirosyan

The Lecturer at the Chair of Social Work and Social Technologies.

Mr. Razmik Martirosyan has a perennial experience in teaching. He works at the Foundation of Social Investments of RA as a deputy of the executive director. Mr. Martirosyan is also an expert of International Labour Organization in Armenia.

Since 1999 to 2003 Razmik Martirosyan was the minister of Social Security of RA. During that period he has organized the reforms of the social security system in Armenia. While being the deputy of National Assembly of RA Mr. Martirosyan has participated in the development of social security legislation of Republic of Armenia.

Razmik Martirosyan is the author of scientific articles.

Vardan Gevorgyan



*Lecturer at the Chair of Social Work and Social Technologies
of Yerevan State University*

Vardan Gevorgyan is a researcher-analyst and an expert of the Social Protection sector.

Particularly, since 2006 he is involved in “Social Protection Administration Project” of RA Ministry of Labor and Social Issues and World Bank as an expert on Social Protection & Monitoring and Evaluation issues. Mr. Gevorgyan is also the General Co-Chair of the “Yerevan Academy” International Association of Social Scholars” NGO.

As an expert-researcher, Mr. Gevorgyan for 20 years has been studying the main problems of a number of fields of Social Protection of population, and also the issues on developing a policy directed to the solution of those problems. He had a great contribution in the development of legal acts directed to the Public Regulation of the sectors solving the main problems of migrants, family and children, the elderly and other socially vulnerable groups in the RA, as well as in the development of program documents of the policy and also in drafting and introduction of institutional systems for provision of social services. Based on the structural-functional model developed by Mr. Gevorgyan, community day-care centers

for social care and social-psychological rehabilitation of children of vulnerable groups have been established particularly in Ajapnyak administrative district of Yerevan and in the town of Gyumri.

Presently, Mr. Vardan Gevorgyan is actively engaged in the introduction of Complex (Integrated) Social Services system in Armenia and of the institute of social worker in the system of Social Protection of population, and also in the development of professional unified criteria for social work, in the development and introduction of the unified system of Evaluation and Monitoring of the efficiency of social services delivered to population.



Yevgine Vardanyan

The Lecturer at the Chair of Social Work and Social Technologies

Yevgine Vardanyan has Master Degree in Social Work. She works at YSU since 2007. Yevgine Vardanyan is also a PhD Student at the Chair of Social Work and Social Technologies. Since 2010 Yevgine Vardanyan works as a project administrator presenting YSU at the Tempus project of “Master Programmes in Public Health and Social Services: 511303-Tempus-1-2010-1-UK-Tempus-JPCR”.

The subjects that she teaches are : “Social Work with Offenders”, “Social Control and Deviciency”, “Social Work in Juridical System”, “Social Policy and Social Work”.

The fields of her professional interests are: “Social Work in Juridical System”, “Civil Society and Self-Governence”, “the Role of Local Authorities Units in the Social Protection System of Population.

Mrs. Varanyan is the author of several scientific articles, which have been published not only in national scientific journals but also in international journals.

Teaching Methods

The newest technologies are now widely involved in educational processes. Higher education is not an exception. Today it is very hard to imagine the process of preparing qualified specialists in any sphere without technical saturation of teaching and learning processes.

Tempus programme has always paid close attention for applying the newest technologies in higher education system. It can be proved by the fact that one of the objectives of Tempus programme is to build up the capacity of higher education institutions in the Partner Universities, also developing technical resources.

The same objective have to meet the PC universities of the “Master Programmes in Public Health and Social Services: 511303-Tempus-1-2010-1-UK-Tempus-JPCR” project. It is expected that with the assistance of Tempus programme the PC universities will develop resource-centers parallel with developing new master programmes in Public Health and Social Services. It is expected that those centers will be equipped with the necessary technical resources and will give an opportunity to organize teaching and learning processes in the technically equipped auditorium.

The administration of YSU has already provided the space for resources center, which has been repaired and furnished for serving to the students and lecturers of “Social Policy and Social Administration” Master course. The administrative staff of the Chair of Social work and Social Technologies plans to finish the development of resource center in the nearest period, which will give an excellent opportunity to the students and lecturers of “Social Policy and Social Administration” master course to organize the teaching and learning processes by applying the newest technologies so widely used in higher education system.