

RELEVANCE OF CERTIFICATE COURSES IN ENGLISH IN ENHANCING EMPLOYABILITY WITH SPECIAL REFERENCE TO SOCIAL WORK STUDENTS

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Abstract - There is a strong correlation between proficiency in English language and gaining employment. With the world becoming a global village, English language has become increasingly important in all the sectors of trade and commerce. English Language is equally important for the students of social work to gain employment in various NGO's and other social work related fields. This paper deals with various kinds of skills in English required by a student of social work, and various job opportunities for them in various organisations.

Keywords: Writing skills, Listening skills, Employability, NGO's

I. INTRODUCTION

There is a strong correlation between proficiency in English language and gaining employment. With the world becoming a global village, English language has become increasingly important in all the sectors of trade and commerce. English Language is equally important for the students of social work to gain employment in various NGO's and other social work related fields. Social workers need to get a full insight into the problems at the individual level, community level and society level. While dealing with various cases they need to develop Observation skills and Listening skills to understand the gravity of the situation. It plays a vital role in dealing with case work. Students ought to be trained at avoiding the trap of indulging in selective listening or listening with a prejudiced mind. Later, all this information needs to be properly documented which can be later presented to various social bodies. Listening skills is one of the four skills in English, hence, in certificate courses in English a special focus can be given on Listening skills.

Listening is a basic casework tool. Active, attentive listening is purposeful. The purpose is to understand the speaker's words and feelings as accurately as possible, for which mental concentration is necessary. The listener has to pay attention to what is said, what is not said, and what is suggested. Listening, therefore, becomes a consciously performed activity for the social worker. It is also an aspect for the practice of the principle of acceptance. There are some common obstacles to active listening, knowledge of which, is necessary for one who wants to train himself/herself as an effective listener.

While working at the grass root level, the need for communicating in English is not required. But the work done at the grass root level needs to be documented to be submitted or presented to various NGO's for funding or submitting the report. Therefore writing skills becomes important for the students of social work.

Following are some of the funding agencies which a social work student ought to be aware of:

Child Relief and You (CRY)

This NGO works for children and addresses critical needs of the children. It does so in association with parents, anganwadi works, communities, and other bodies. Students who work in the child welfare department need to write true and authentic report in correct English of the work done by them at the grass root level for children. It needs to be submitted to this organisation, which will contribute in making various policies for children.

World Vision: this is another organisation which works at the national and international level and gives funds to various social work projects.

There are other funding agencies too like UNICEF, Child Line India Foundation; Various corporate offices etc. which offer monetary support to various NGO's and other social work bodies working for grievance redressal in society. Students need to write various kinds of reports for such organisations. Therefore, efficient writing skills become imperative in such a situation.

II. WRITING SKILLS

Writing is an important skill which every student of social work ought to master. Social workers engage in a wide range of written reports and documents. They need to write a letter or draft other official correspondence at various steps of their work. Prominent among them are:

- Report of a Case Study
- Report of visit to various NGO's
- Report of a Study Tour to various departments and organisations working for a social cause.
- Field Work Reports and Journals
- Preparing a Project Proposal
- Writing an Appeal for Fund Raising to an established department.
- Documentation of other events and programmes.

Organising certificate courses in improving writing skills designed especially for social work students will enable them to work effectively with various NGOs. The various types of reports mentioned above ought to be dealt with in depth.

Institutional norms about writing vary considerably and so in order to maximize your effectiveness in your written communication, you should take note of formal requirements and expectations in relation to writing style, language and structure within your practice contexts. In some institutional contexts, written communication is formalized through, for example, the use of standardized formats such as structured case records and action plans and through set roles and specialized language. Formalization of written communication is more likely to be the case where a social worker's written communication is shared with colleagues or team members, or where it can be expected to be subjected to external professional scrutiny

Special courses can be designed for students to equip them with various institutional norms prevalent in different departments and organisations. They ought to know the official requirements of various organisations.

A special session ought to be devoted to develop a specialized vocabulary which can be used by social work students while preparing written documents for case work. It is important to teach them

- whether to record in the first person or the third person,
- what level of details ought to go in the written document
- what different formats to write for different reports.

Same formats cannot be used for all kinds of reports. For example, preparing document for a case work requires a whole different level of sensitivity. Based on an accurate and authentic report, decisions regarding the method of social work intervention are determined. Various courses on writing skills can be designed for students to enhance their writing skills. Hence, it is important at the college level and at the university level to design more and more such courses for students which will increase the chances of employability of students.

III. REFERENCE

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