



Content Outlines and KSAs

Social Work Licensing Examinations

What are KSAs?

A KSA is a “Knowledge, Skills, and Abilities” statement. These statements describe the discrete knowledge components that may be tested in each part of the examination, and are the basis for individual test questions.

ASWB Examination program

Knowledge, Skills and Abilities

Bachelors Examination

I. HUMAN DEVELOPMENT, DIVERSITY, AND BEHAVIOR IN THE ENVIRONMENT 27%

I.A. MODELS OF HUMAN GROWTH AND DEVELOPMENT

This section of the exam may include questions on the following topics:

- Typical and atypical physical growth and development
- Typical and atypical cognitive growth and development
- Typical and atypical social growth, development, and the socialization process
- Typical and atypical emotional growth and development
- Typical and atypical sexual growth and development
- Spiritual growth and development
- Child behavior and development
- Adolescent behavior and development
- Young adult behavior and development
- Middle adult behavior and development
- Older adult behavior and development
- The impact of physical, mental, and cognitive impairment on human development
- The interplay of biological, psychological, social, and spiritual factors
- Attachment and bonding
- Basic human needs

I.B. MODELS OF HUMAN BEHAVIOR IN THE SOCIAL ENVIRONMENT

This section of the exam may include questions on the following topics:

- Strengths-based and resilience theories
- Defense mechanisms and human behavior
- The psychosocial model
- Group theories
- Family theories and dynamics
- A. Systems and ecological perspectives
 - Social change and community development theories
 - The influence of social context on behavior
 - Role theories
 - Gender roles

I.C. DIVERSITY

This section of the exam may include questions on the following topics:

- The interaction of culture, race, and/or ethnicity with behaviors, attitudes, and identity
- The interaction of sexual orientation and/or gender with behaviors, attitudes, and identity
- The interaction of age and/or disability with behaviors, attitudes, and identity
- The interaction of spirituality and religion with behaviors, attitudes, and identity
- The interaction of socio-economic status with behaviors, attitudes, and identity
- The dynamics and effects of stereotypes and discrimination
- The relationship of diversity and communication styles

I.D. EFFECTS OF THE ENVIRONMENT ON CLIENT SYSTEM BEHAVIOR

This section of the exam may include questions on the following topics:

- The impact of the physical environment on client systems
- The impact of the political environment on policy-making and client systems
- The impact of the social environment on client systems
- The impact of the cultural environment on client systems

II. ASSESSMENT

28%

II.A.SOCIAL HISTORY AND COLLATERAL DATA

This section of the exam may include questions on the following topics:

- Obtaining a biological, psychological, social, and spiritual history
- Obtaining and evaluating collateral information
- Types of information available from employment, medical, psychological, psychiatric, and educational records
- The components of a sexual history
- The components of a family history

II.B.PROBLEM IDENTIFICATION

This section of the exam may include questions on the following topics:

- The process used in problem formulation
- The methods of involving the client system in identifying the problem
- The process of identifying the client system needs
- The process of referring the client for additional evaluations (e.g. medical, psychological, educational, etc.)

II.C.ASSESSMENT OF CLIENT SYSTEM'S STRENGTHS AND CHALLENGES

This section of the exam may include questions on the following topics:

- Use of assessment instruments in practice
- Assessing the client system's communication skills
- Assessing the client system's strengths, resources, and challenges
- Assessing the client system's ability and motivation to engage in the intervention process
- Assessing the client system's coping abilities
- Assessing the client's needed level of care (e.g. supportive services, residential placement, continuum of care, etc.)
- Assessing group functioning
- Assessing community functioning
- Assessing functioning of organizations

II.D.ASSESSMENT OF ADDICTIVE BEHAVIORS

This section of the exam may include questions on the following topics:

- Differentiating the use of, abuse of, and dependency on substances
- The effects of addiction on the client
- The effects of addiction on the family system and other relationships
- The indicators of addictions to gambling, sex, food, media, etc.
- The co-occurrence of addiction and other disorders

II.E.ASSESSMENT OF MENTAL AND BEHAVIORAL DISORDERS

This section of the exam may include questions on the following topics:

- The symptoms of mental and emotional illness across the lifespan

- The symptoms of neurologic and organic conditions
- The indicators of behavioral dysfunction
- Prescription medications and other substances

II.F.DYNAMICS AND INDICATORS OF ABUSE AND NEGLECT

This section of the exam may include questions on the following topics:

- The indicators, dynamics, and impact of sexual abuse across the lifespan
- The indicators, dynamics, and impact of emotional abuse and neglect across the lifespan
- The indicators, dynamics, and impact of physical abuse and neglect across the lifespan
- The indicators, dynamics, and impact of intimate partner violence
- The indicators, dynamics, and impact of other forms of exploitation across the lifespan (e.g. financial, immigration status, sexual trafficking, etc.)

III. DIRECT AND INDIRECT PRACTICE

26%

III.A.INDICATORS AND EFFECTS OF CRISIS AND CHANGE

This section of the exam may include questions on the following topics:

- The dynamics and effects of life stage and life-cycle crises
- The impact of physical and mental illness
- Dynamics and effects of trauma
- Dynamics and effects of loss, separation, and grief
- The impact of care giving on families
- Indicators of and response to client danger to self and others
- Stages of crises

III.B.INTERVENTION PROCESSES AND TECHNIQUES

This section of the exam may include questions on the following topics:

- Building and maintaining a helping relationship
- Developing, evaluating and establishing a measurable intervention plan
- The techniques used to engage and motivate client systems
- Working with involuntary client systems
- Contracting with client systems
- Clarifying the roles and responsibilities of the client system
- Termination and follow-up in social work practice
- The effect of caseload management on client systems
- The crisis intervention approach
- Cognitive and/or behavioral interventions
- Strengths-based and empowerment practice
- Problem-solving approaches
- Techniques used to teach skills to client systems (e.g. role play, modeling, etc.)
- Providing education and information to client systems (e.g. parenting, psychosocial aspects of health and illness, etc.)
- Teaching coping strategies to client systems (e.g. assertiveness, conflict resolution, stress management, etc.)
- Group work approaches
- Family practice approaches
- Community practice approaches
- Social policy development and analysis
- Advocating for micro-, mezzo-, and macro-client systems

III.B.INTERVENTION PROCESSES AND TECHNIQUES (continued)

- Intervening with organizations (e.g. organizational policy development, hierarchy, formal and informal power structures, etc.)

III.C.MATCHING INTERVENTION WITH CLIENT SYSTEM NEEDS

This section of the exam may include questions on the following topics:

- Determining which individual, family, group, or combined modality meets the needs of client systems
- Determining which community or organizational approach meets the needs of client systems
- The effect of the client system's abilities on the selection of an intervention (e.g. literacy, employability, developmental level, cognitive ability, physical ability, etc.)
- The effect of the client system's culture on the selection of an intervention
- The effect of the client system's life stage on the selection of an intervention
- Providing case management services
- Referring client systems for services
- Determining the client's eligibility for services

III.D.USE OF COLLABORATIVE RELATIONSHIPS

This section of the exam may include questions on the following topics:

- Scope of practice and basic terminology of professions other than social work
- The use of consultation and case conferences
- Interdisciplinary and intradisciplinary team approaches
- Establishing, maintaining, and utilizing formal and informal service networks or community resources and supports

III.E.DOCUMENTATION

This section of the exam may include questions on the following topics:

- The use of objective and subjective data in written assessments and case notes
- Writing and maintaining client records (e.g. client progress notes, etc.)
- Developing reports for external organizations (e.g. the courts, etc.)
- Developing administrative reports (e.g. grant reports, outcomes and evaluations, program proposals, accreditation reports, etc.)
- Recording and monitoring assessments and service plans
- Obtaining and recording service-related forms (e.g. informed consent for services, consent for release of information, advanced directives, Do Not Resuscitate (DNR) etc.)
- Legal and ethical issues regarding documentation

III.F.INTERVIEWING

This section of the exam may include questions on the following topics:

- Obtaining information relevant to a given situation
- The use of verbal and nonverbal communication techniques
- Identifying the underlying meaning of communication
- The use of active listening and observation
- Interviewing techniques (e.g. supporting, clarifying, confronting, validating, feedback, reflecting, etc.)

III.F.INTERVIEWING (continued)

- Eliciting sensitive information (e.g. substance abuse, sexual abuse, etc.)
- Interviewing clients with communication barriers (e.g. language differences, use of interpreters, etc.)

- Using bias-free language in interviewing
- Responding to clients' resistant behaviors

III.G.EVIDENCE-BASED PRACTICE

This section of the exam may include questions on the following topics:

- Evaluation of one's own practice (e.g. single-subject designs, goal-attainment scaling, task-achievement scaling, use of scales and instruments, etc.)
- Critiquing relevant research and statistical data (i.e. understanding basic research design and methods)
- Selecting interventions based on research
- Using data to inform and influence organizational and social policy
- The use of program evaluation (e.g. needs assessment, formative and summative, cost-effectiveness, cost-benefit analysis, outcomes assessment, etc.)

IV. PROFESSIONAL RELATIONSHIPS, VALUES, AND ETHICS

19%

IV.A.ETHICAL RESPONSIBILITY TO THE CLIENT SYSTEM AND PROFESSION

This section of the exam may include questions on the following topics:

- Ethical issues and boundaries in the social worker - client relationship (e.g. dual relationships, power differences, conflicts of interest, etc.)
- The influence of the social worker's own values on the social worker-client system relationship
- Ethical and legal issues regarding termination
- Identification and resolution of ethical dilemmas
- Ethical and legal issues regarding mandatory reporting (e.g. abuse, threat of harm, impaired professionals, etc.)
- Professional values and ethics (e.g. competence, social justice, integrity, worth of the individual, etc.)

IV.B.CONFIDENTIALITY

This section of the exam may include questions on the following topics:

- Legal and ethical issues regarding confidentiality
- The secure use of client records, including electronic information
- Legal and ethical issues regarding confidentiality and the competency of the client
- Legal and ethical issues regarding confidentiality and minors

IV.C.CLIENT'S RIGHT TO SELF-DETERMINATION

This section of the exam may include questions on the following topics:

- Protecting and enhancing client system self-determination
- The client's right to refuse services (e.g. medication, medical treatment, counseling, placement, etc.)
- Minors and self-determination (e.g. emancipation, age of consent, permanency planning etc.)
- Competence and self-determination (e.g. financial decisions, treatment decisions, etc.)
- Balancing self-determination and client risk (e.g. suicidal, homicidal, grave danger, etc.)

IV.D.PROFESSIONAL USE OF SELF

This section of the exam may include questions on the following topics:

- The use of empathy in the social worker – client relationship
- The concepts of transference and countertransference

- The use of acceptance in the social worker – client relationship
- The appropriate use of self-disclosure
- Understanding and managing burnout, secondary trauma, and compassion fatigue

IV.E.METHODS OF PROFESSIONAL DEVELOPMENT

This section of the exam may include questions on the following topics:

- Transference and countertransference within supervisory relationships
- Supervisee's role in supervision (e.g. identifying learning needs, self-assessment, prioritizing, etc.)
- The use of ongoing professional development to improve practice and stay current (e.g. in-service training, licensing requirements, reviews of literature, workshops, etc.)
- Differential use of consultation, peer support, and supervision

Masters Examination

I. HUMAN DEVELOPMENT, DIVERSITY, AND BEHAVIOR IN THE ENVIRONMENT 28%

I.A. THEORIES AND MODELS

This section of the exam may include questions on the following topics:

- Developmental theories
- Systems theories
- Family theories
- Group theories
- Psychodynamic theories
- Behavioral, cognitive, and learning theories
- Community development theories
- Person in environment
- Addiction theories and concepts
- Communication theories
- Defense mechanisms
- Normal and abnormal behavior
- Indicators of normal physical growth and development
- Adult development
- Effects of life crises
- Impact of stress, trauma, and violence
- Emotional development
- Sexual development
- Aging processes
- Family life cycle
- Family dynamics and functioning
- Cognitive development
- Social development
- Child development
- Basic human needs
- Adolescent development
- Human genetics
- Gender roles
- Impact of environment on individuals
- Impact of physical, mental, and cognitive disabilities on human development
- Interplay of biological, psychological, and social factors
- Effects of family dynamics on individuals
- Dynamics of grief and loss
- Impact of economic changes on client systems
- Effects of body image on self and relationships
- Cultural, racial, and ethnic identity development
- Strengths perspective

I.B. ABUSE AND NEGLECT

This section of the exam may include questions on the following topics:

- Abuse and neglect concepts
- Indicators and dynamics of sexual abuse
- Indicators and dynamics of psychological abuse and neglect
- Indicators and dynamics of physical abuse and neglect

I.B. ABUSE AND NEGLECT (continued)

- Characteristics of abuse perpetrators
- Indicators and dynamics of exploitation

I.C. DIVERSITY, SOCIAL/ECONOMIC JUSTICE, AND OPPRESSION

This section of the exam may include questions on the following topics:

- Influence of culture, race, and/or ethnicity on behaviors and attitudes
- Influence of sexual orientation and/or gender identity on behavior and attitudes
- Influence of disability on behaviors and attitudes
- Effects of differences in values
- Impact of cultural heritage on self-image
- Impact of spirituality and/or religious beliefs on behaviors and attitudes
- Effects of discrimination
- Systemic (institutionalized) discrimination
- Professional commitment to promoting justice
- Impact of social institutions on society
- Impact of diversity in styles of communicating
- Influence of age on behaviors and attitudes

II. ASSESSMENT AND INTERVENTION PLANNING

24%

II.A. BIOPSYCHOSOCIAL HISTORY AND COLLATERAL DATA

This section of the exam may include questions on the following topics:

- Psychopharmacology
- Components of a biopsychosocial history
- Components of a sexual history
- Common prescription medications
- Components of a family history
- Basic medical terminology
- Symptoms of mental and emotional illness
- Symptoms of neurologic and organic processes
- Indicators of sexual dysfunction
- Indicators of psychosocial stress
- Indicators of traumatic stress and violence
- Indicators of substance abuse and other addictions

II.B. USE OF ASSESSMENT METHODS AND TECHNIQUES

This section of the exam may include questions on the following topics:

- Use of collateral sources to obtain relevant information
- Methods used to evaluate collateral information
- Process used in problem identification
- Methods used to assess the client's communication skills
- Use of observation
- Methods of involving clients in identifying problems
- Indicators of client's strengths and challenges
- Use of assessment/diagnostic instruments in practice
- Methods used to organize information
- Current Diagnostic and Statistical Manual diagnostic framework and criteria
- Components and function of the mental status examination
- Process of social work assessment/diagnosis
- Methods used in assessing ego strengths

II.B.USE OF ASSESSMENT METHODS AND TECHNIQUES (continued)

- Methods used to assess community strengths and challenges
- Methods used in risk assessment
- Indicators of client danger to self and others
- Indicators of motivation and resistance
- Methods used to identify service needs of clients
- Use of interviewing techniques
- Process of assessing the client's needed level of care

II.C.INTERVENTION PLANNING

This section of the exam may include questions on the following topics:

- Factors used in determining the client's readiness/ability to participate in services
- Criteria used in selecting intervention modalities
- Components of an intervention or service plan
- Human development considerations in the creation of an intervention plan
- Methods used to develop an intervention plan
- Techniques used to establish measurable intervention or service plans
- Methods used to involve clients in intervention planning
- Methods for planning interventions with groups
- Methods for planning interventions with organizations and communities
- Cultural considerations in the creation of an intervention plan

III. DIRECT AND INDIRECT PRACTICE

21%

III.A.DIRECT/MICRO

- This section of the exam may include questions on the following topics:
- Client advocacy
- Empowerment process
- Methods used in working with involuntary clients
- Psychosocial approach
- Components of the problem-solving process
- Crisis intervention approach
- Task centered practice
- Short-term interventions
- Methods used to provide educational services to clients
- Methods of conflict resolution
- Use of case management
- Techniques used to evaluate a client's progress
- Use of contracting and goal-setting with client systems
- Use of timing in intervention
- Phases of intervention
- Indicators of client readiness for termination
- Techniques used for follow-up in social work practice
- Use of active listening skills
- Techniques used to motivate clients
- Techniques used to teach skills to clients
- Use and effects of out-of-home placement
- Methods used to develop behavioral objectives
- Client self-monitoring techniques
- Technique of role play

III.A.DIRECT/MICRO (continued)

- Assertiveness training
- Role modeling techniques
- Limit setting
- Methods used to develop learning objectives with clients
- Models of intervention with families
- Couples intervention/treatment approaches
- Interventions with groups
- Techniques for working with individuals within the group context
- Use of expertise from other disciplines
- Approaches used in consultation
- Processes of interdisciplinary collaboration
- Methods used to coordinate services among service providers
- Multidisciplinary team approach
- Case recording and record-keeping
- Methods used to facilitate communication
- Verbal and nonverbal communication techniques
- Techniques that explore underlying meanings of communication
- Methods used to obtain/provide feedback
- Methods used to interpret and communicate policies and procedures
- Methods used to clarify the benefits and limitations of resources with clients
- Use of case recording for practice evaluation or supervision
- Use of single-subject designs in practice
- Evaluation of practice
- Interpreting and applying research findings to practice
- Process used to refer clients for services
- Use of cognitive behavioral techniques
- Culturally competent social work practice

III.B.INDIRECT/MACRO

This section of the exam may include questions on the following topics:

- Applying concepts of organizational theories
- Impact of social welfare legislation on social work practice
- Methods used to establish service networks or community resources
- Techniques for mobilizing community participation
- Techniques of social planning methods
- Techniques of social policy analysis
- Techniques to influence social policy
- Techniques of working with large groups
- Use of networking
- Approaches to culturally competent practice with organizations and communities
- Advocacy with communities and organizations
- Impact of agency policy and function on service delivery

IV. PROFESSIONAL RELATIONSHIPS, VALUES, AND ETHICS

27%

IV.A. PROFESSIONAL VALUES AND ETHICAL ISSUES

This section of the exam may include questions on the following topics:

- Professional values and ethics
- Client self-determination
- Intrinsic worth and value of the individual
- Client's right to refuse service
- Ethical issues regarding termination
- Bioethical issues
- Identification and resolution of ethical dilemmas
- Applying ethics to practice issues
- Responsibility to seek supervision
- Use of professional development to improve practice
- Professional boundaries

IV.B. CONFIDENTIALITY

This section of the exam may include questions on the following topics:

- Legal and ethical issues regarding confidentiality, including electronic communication
- Use of client records
- Ethical and legal issues regarding mandatory reporting
- Obtaining informed consent

IV.C. SOCIAL WORKER ROLES AND RELATIONSHIPS

This section of the exam may include questions on the following topics:

- Social worker-client relationship patterns
- Concept of empathy
- Process of engagement in social work practice
- Concept of a helping relationship
- Principles of relationship building
- Professional objectivity in the social worker-client relationship
- Concepts of transference and countertransference
- Use of the social worker-client relationship as an intervention tool
- Social worker-client relationships in work with communities and organizations
- Social worker-client relationships in work with small groups
- Methods used to clarify roles of the social worker
- Social worker's roles in the problem-solving process
- Client's roles in the problem-solving process
- Influence of the social worker's values on the social worker-client relationship
- Dual relationships
- Influence of cultural diversity on the social worker-client relationship

Advanced Generalist Examination

I. HUMAN DEVELOPMENT, DIVERSITY & BEHAVIOR IN THE ENVIRONMENT 18%

I.A. MODELS OF HUMAN GROWTH AND DEVELOPMENT THROUGH THE LIFESPAN

This section of the exam may include questions on the following topics:

- Theories of human growth and development through the lifespan
- The psychosocial model
- Ego psychology
- Feminist theory
- Psychodynamic theory
- Personality theory
- Family systems theory
- Psychoanalytic theory
- Systems theory
- Addiction theories
- Conflict theory
- The indicators of normal physical growth and development through the lifespan
- The impact of physical, mental, and cognitive disabilities on human development through the lifespan
- The normal life crises
- Emotional development
- Normal sexual development
- Gerontology
- The concept of attachment and bonding
- Basic human needs
- The adult learning process
- Human genetics

I.B. MODELS OF FUNCTIONING OF VARIOUS SYSTEMS

This section of the exam may include questions on the following topics:

- The effects of family dynamics on individuals
- Family life cycle
- Abnormal and normal functioning in traditional and nontraditional families
- Models of organizational development
- Models of group development
- Models of community development
- Models of couples development

I.C. EFFECTS OF THE ENVIRONMENT ON SYSTEMS' BEHAVIOR

This section of the exam may include questions on the following topics:

- Normal and abnormal behavior
- The socialization process
- The interplay of biological, psychological, and social factors
- Social development
- The impact of environment on individuals
- The indicators of psychosocial stress
- The impact of economic status
- The effects of social role on self-image
- The impact of poverty on individuals, families, organizations and communities

I.C. EFFECTS OF THE ENVIRONMENT ON SYSTEMS' BEHAVIOR (continued)

- The effects of social role on relationships
- The effects of addictive behavior on relationships
- The effects of defense mechanisms on relationships
- The dynamics of work relationships
- The dynamics of domestic and other violence in relationships
- Theories of crisis intervention

I.D. DIVERSITY, DISCRIMINATION, AND STEREOTYPES

This section of the exam may include questions on the following topics:

- The influence of culture, race, religion/spirituality, and/or ethnicity on behaviors and attitudes
- The influence of sexual orientation, gender and/or gender identification on behaviors and attitudes
- The influence of age and/or disability on behaviors and attitudes
- The effects of discrimination based on culture, race, religion/spirituality and/or ethnicity
- The effects of discrimination based on sexual orientation, gender and/or gender identification
- The effects of discrimination based on age and/or disability
- The relationship between self-image and cultural heritage
- The different and similar characteristics of cultural, racial, religious, and/or ethnic groups
- The different and similar characteristics related to sexual orientation, gender and/or gender identification
- The different and similar characteristics of age groups and types of disability
- Stereotypes
- The impact of diversity in styles of communicating

II. MICRO ASSESSMENT AND PLANNING

22%

II.A. USE OF ASSESSMENT INSTRUMENTS AND METHODS

This section of the exam may include questions on the following topics:

- Psychological and educational tests and measurement
- The use of assessment/diagnosis instruments in practice
- The components and function of the mental status examination
- The process used in problem formulation
- The methods of involving the client and/or systems in identifying the problem
- The principles and techniques of interviewing
- The methods used to assess the client's communication skills
- The methods used to assess motivation and resistance
- The methods used to assess needed level of care

II.B. USE OF SOCIAL HISTORY

This section of the exam may include questions on the following topics:

- The components of a biopsychosocial history
- The types of information available from employment, medical, psychological, and school records
- The methods used to collect and evaluate collateral information
- The methods used to obtain information relevant to a given situation
- The components of a sexual history

II.B.USE OF SOCIAL HISTORY (continued)

- The components of a marital history
- The components of a family history
- Basic medical terminology
- The exploration of spiritual/religious beliefs and practices

II.C.IMPACT OF LIFE STRESSORS ON SYSTEMS

This section of the exam may include questions on the following topics:

- The effects of life stressors on families
- The effects of stressors on behavior
- The impact of physical and mental illness on family dynamics
- The dynamics of loss, separation, and grief
- The impact of aging parents on adult children
- The factors of child development
- The psychological responses to illness and disability
- The effects of addictions on individuals, families, organizations, and communities
- The impact of economic changes on individuals, families, organizations and communities
- The effects of physical, sexual, and psychological abuse on individuals, families, organizations and communities
- The impact of life cycle changes on systems
- The effects of life crises on individuals
- The effects of life crises on the family
- The impact on clients of out-of-home displacement (e.g. hospitalization, jail, foster care, natural disaster, etc.)
- The impact of defense mechanisms on behavior

II.D.INTERVENTION PLANNING

This section of the exam may include questions on the following topics:

- Criteria used in selecting intervention/treatment modalities
- The components of and methods used to develop an intervention/treatment or service plan
- The effect of the client's developmental level on the creation of an intervention/treatment plan
- Permanency planning
- Methods used to develop measurable objectives to assess client change
- The client's role in the intervention process
- The methods used to develop behavioral objectives
- The methods used to formulate a timeframe for interventions
- The methods used to identify learning needs for clients

II.E.ASSESSMENT OF STRENGTHS AND CHALLENGES

This section of the exam may include questions on the following topics:

- The methods used to assess clients' strengths and challenges
- The factors used in determining the client's ability to use intervention/treatment
- The methods used in assessing ego strengths
- The indicators of motivation and resistance

II.F.IDENTIFICATION OF COMMON INDICATORS OF RISKS AND DISORDERS

This section of the exam may include questions on the following topics:

- The effects of body image on self-image
- The indicators of somatization

- The indicators of malingering
- Use of the current Diagnostic and Statistical Manual of the American Psychiatric Association
- Psychopathology
- The symptoms of mental and emotional illness
- The symptoms of neurologic and organic processes
- The symptoms of substance abuse and other addictions
- The indicators of sexual dysfunction
- The dynamics and indicators of neglect and physical, psychological, and sexual abuse
- The characteristics of perpetrators of abuse and neglect
- The indicators of client danger to self and others
- The methods used to assess the client's communication skills
- The use of observation to assess client interactions
- The ways in which the client's behavior with a social worker is representative of his/her relationship patterns
- Common psychotropic and non-psychotropic prescriptions and over the counter medications and their side effects

III. MICRO PRACTICE AND SOCIAL WORK RELATIONSHIPS

18%

III.A.APPLICATION OF THEORIES, METHODS, AND PROCESSES TO MICRO SYSTEMS

This section of the exam may include questions on the following topics:

- The problem-solving model
- The crisis intervention/treatment approach
- Task centered practice
- Behavioral approaches
- The selection of theoretical approaches to meet client need
- Psychotherapies
- Short-term interventions/treatments
- Client advocacy
- The methods used in working with the unmotivated or involuntary client
- Case management
- The use of permanency planning as an intervention/treatment method
- The phases of intervention/treatment
- The indicators of client readiness for termination
- The methods of conflict resolution
- Small group theories
- Other intervention/treatment strategies

III.B.MICRO INTERVENTION TECHNIQUES

This section of the exam may include questions on the following topics:

- The use of partializing, supporting, focusing, clarifying, confronting, interpreting, and reflecting
- The techniques used to motivate clients

III.B.MICRO INTERVENTION TECHNIQUES (continued)

- The techniques used to develop contracts with clients
- The techniques used to clarify the responsibilities of the client
- The use of goal-setting
- The techniques used to teach skills to clients
- The differential use of intervention/treatment techniques

- Client self-monitoring techniques
- The use of timing in intervention/treatment
- The technique of role play
- Role-modeling techniques
- The techniques used for follow-up
- Stress management techniques
- Limit setting
- The process used to refer clients for services
- The approaches to family therapy
- Use of clients' strengths
- Couples intervention/treatment approaches
- Group dynamics
- The approaches to social group work
- The approaches to group psychotherapy
- The differential use of group process
- The techniques for developing and maintaining group cohesion
- The process of co-therapy
- The concept of congruence in communication
- The methods used in summarizing communication
- Verbal and nonverbal communication techniques
- Techniques that elicit the underlying meaning of communication
- The methods used to obtain and provide feedback

III.C.DYNAMICS OF THE SOCIAL WORKER-CLIENT RELATIONSHIP

This section of the exam may include questions on the following topics:

- The process of engagement in social work practice
- The social worker's role in the change process
- The concept of empathy
- The concept of a helping relationship
- The use of acceptance
- The methods used to clarify the role of the social worker
- The principles of relationship building
- Professional objectivity in the social worker/client relationship
- The concept of transference and countertransference
- The components of the social worker/client relationship
- The use of the social worker/client relationship as an intervention/treatment tool
- The effect of the client's developmental level on the social worker/client relationship
- The influence of the social worker's own values on the social worker/client relationship
- The dynamics of power and transparency in the helping relationship
- The dynamics of diversity in the helping relationship
- The dynamics of domestic and other violence in the helping relationship

III.D.APPLICATION OF EVIDENCE-BASED PRACTICES

This section of the exam may include questions on the following topics:

- The techniques used to evaluate a client's progress
- Techniques used to measure the effectiveness of the social work intervention
- Utilization of research results in practice
- Applying evidence-based practices to current programs

IV. MACRO PRACTICE

18%

IV.A. RESEARCH METHODS AND DESIGN

This section of the exam may include questions on the following topics:

- The methods of data collection
- The difference between quantitative and qualitative data
- Data analysis procedures
- The methods used to evaluate research instruments
- The methods used to assess reliability and validity in social work research
- Social work research designs
- Appropriate uses of statistical data
- Research ethics (e.g. institutional review boards, use of human subjects, informed consent)

IV.B. PROGRAM EVALUATION AND OUTCOMES

This section of the exam may include questions on the following topics:

- The methods used to evaluate agency programs
- Assessment/diagnosis instruments used to evaluate social work practice
- The effects of program evaluation findings on services
- Accreditation and program reviews
- Determination of appropriate evaluation tools

IV.C. RECORDKEEPING AND REPORTING

This section of the exam may include questions on the following topics:

- Written communication skills
- Case recording and record keeping
- The use of appropriate documentation and correspondence in service delivery
- The management of agency/practice records

IV.D. PROGRAM DEVELOPMENT AND SERVICE DELIVERY SYSTEMS

This section of the exam may include questions on the following topics:

- The types of service delivery programs/systems
- The methods used to clarify the benefits and limitations of resources
- The methods used to interpret and communicate policies and procedures
- The development of programs and services to meet community needs
- The methods used to establish service networks or community resources
- The effects of agency policies, regulation, and function on service delivery
- The methods of conducting a needs assessment
- Establishing program objectives and outcomes

IV.E. INTERDISCIPLINARY COLLABORATION

This section of the exam may include questions on the following topics:

- Elements of a case presentation
- The range or expertise of professions other than social work

IV.E. INTERDISCIPLINARY COLLABORATION (continued)

- The use of collaterals to obtain relevant information
- The approaches used in consultation
- The use of networking
- The process for interdisciplinary collaboration
- The methods used to coordinate services between service providers or agencies
- The multidisciplinary team approach
- The use of informal and formal power structures

- The use of advocacy among agencies and disciplines

IV.F.POLICY ANALYSIS AND ADVOCACY

This section of the exam may include questions on the following topics:

- Interpreting legislation to clients
- The impact of social welfare legislation on social work practice
- Social policy processes and analysis
- Legislative advocacy
- The methods of advocacy for policy and/or procedural change
- The methods of advocacy for resources to meet client needs
- The methods of advocacy for policies and services sensitive to ethnic and cultural differences
- The methods of advocacy for policies to eliminate discriminatory practices
- The policy implications of research findings

IV.G.THEORIES AND METHODS OF SOCIAL CHANGE

This section of the exam may include questions on the following topics:

- Primary, secondary, and tertiary prevention strategies
- The concept of citizen participation
- Community organization and development methods
- Community resources
- Community outreach and advocacy
- Social planning methods
- The impact of social institutions on society
- The theories of social change

IV.H.ADMINISTRATION AND MANAGEMENT

This section of the exam may include questions on the following topics:

- The impact of agency policy and procedures on social work practice
- Leadership and management techniques
- Time management approaches
- Formal and informal organizational structure
- The elements of caseload management
- The use of delegation as a technique
- The methods used to plan and assign work for staff
- The concepts of authority and responsibility
- The models for interpreting agency policies and procedures to staff
- The components of a collegial and positive work environment
- Fiscal management techniques
- The budgetary process
- Governance structures

IV.H.ADMINISTRATION AND MANAGEMENT (continued)

- The methods used for strategic planning
- Employee recruitment, training, retention, performance appraisal, evaluation and discipline

IV.I.SUPERVISION AND CONSULTATION

This section of the exam may include questions on the following topics:

- The stages of professional development
- The educational components, techniques, and methods of supervision
- The models of group supervision

- The models of peer supervision and consultation
- The methods used to identify learning needs and develop learning objectives for supervisees
- Transference and countertransference within supervisory relationships
- The social worker's responsibility to seek and receive appropriate supervision
- Student/supervisee characteristics and suitability for the profession
- The use of case recording/documentation for practice evaluation or supervision

IV.J.RISK MANAGEMENT

This section of the exam may include questions on the following topics:

- Systems of internal controls that minimize risk for clients, workers and the agency
- The methods to create, implement and evaluate policies and procedures that minimize risk for clients, workers and the agency
- The social worker's responsibility to respond to client and/or community concerns
- The policy implications of risk management
- Methods to manage critical incidents including debriefing for clients and staff

V. PROFESSIONAL VALUES AND ETHICS

24%

V.A.VALUES, BOUNDARIES, AND ETHICS

This section of the exam may include questions on the following topics:

- The effects of differences in values influenced by culture, political beliefs, race, ethnicity, gender, age, disability, sexual orientation, gender identity and religion/spirituality
- Intrinsic worth and value of the individual
- Professional boundary issues
- Dual relationships
- Identification and resolution of ethical dilemmas
- Ethical and legal issues
- Medical issues
- Ethical issues in supervision and management

V.B.CONFIDENTIALITY

This section of the exam may include questions on the following topics:

- Legal and ethical issues regarding confidentiality, including electronic information
- The use of client records
- Ethical and legal issues regarding mandatory reporting of abuse
- The process of obtaining informed consent

V.C.SELF-DETERMINATION

This section of the exam may include questions on the following topics:

- The circumstances under which clients have the right to refuse service
- Individual, group, organization and community self-determination
- The limitations of self-determination
- Clients' rights and grievance procedures

V.D.PROFESSIONAL RESPONSIBILITIES FOR ETHICAL PRACTICE

This section of the exam may include questions on the following topics:

- The social worker's ethical responsibility as a professional
- The social worker's ethical responsibility to broader society

- The social worker's ethical responsibility to the social work profession
- The social worker's ethical responsibility in practice settings
- The social worker's ethical responsibility to colleagues

Clinical Examination

I. HUMAN DEVELOPMENT, DIVERSITY AND BEHAVIOR IN THE ENVIRONMENT 31%

I.A. HUMAN DEVELOPMENT IN THE LIFE CYCLE

This section of the exam may include questions on the following topics:

- The theories of human growth and development
- Personality theories
- The process of social development
- The indicators of normal physical growth and development
- The impact of physical, mental, and cognitive disabilities on human development
- Adult development
- The interplay of biological, psychological, and social factors
- Emotional, cognitive, and spiritual development
- Normal sexual development
- Gerontology
- The concept of attachment and bonding
- Child development
- Basic human needs
- Adolescent development
- Self-image throughout the life cycle
- Human genetics
- Dynamics of loss, separation, and grief
- The impact of aging parents on adult children
- The biopsychological responses to illness and disability
- Family life cycle
- Parenting skills and capacities
- Impact of trauma

I.B. HUMAN BEHAVIOR IN THE ENVIRONMENT

This section of the exam may include questions on the following topics:

- The Person in Environment (PIE) theory
- Theories of human behavior
- Psychological defense mechanisms
- Normal and abnormal behavior
- The effects of social context on behavior
- The effects of family dynamics on individuals
- Dysfunctional family dynamics
- The impact of physical illness on family dynamics
- The dynamics of sexual abuse
- The dynamics of psychological abuse and neglect
- The dynamics of physical abuse and neglect
- The impact of mental illness on family dynamics
- The characteristics of perpetrators of abuse
- The effects of abuse and neglect on victims
- The effects of life events and crises on the family
- The effects of life events and crises on individuals
- The effects of trauma on behavior
- The effects of trauma on self-image

I.C. EFFECTS OF DIVERSITY

- This section of the exam may include questions on the following topics:
- Differences in culture, race, and ethnicity
- The influences of culture, race, and/or ethnicity
- The impact of culture, race, and/or ethnicity on self-image
- The effects of discrimination based on culture, race, and/or ethnicity
- Differences in sexual orientation and/or gender
- The influences of sexual orientation and/or gender
- The impact of sexual orientation and/or gender on self-image
- The effects of discrimination based on sexual orientation and/or gender
- Differences in age and/or disability factors and characteristics
- The influences of age and/or disability
- The impact of age and/or disability on self-image
- The effects of discrimination based on age and/or disability
- The impact of diversity on styles of communicating
- The effects of spirituality

I.D. ADDICTIONS

This section of the exam may include questions on the following topics:

- Substance abuse and/or dependence
- The effects of substance abuse and/or dependence on relationships
- The effects of substance abuse and/or dependence
- Addiction theories
- The effects of drugs and alcohol on behavior
- Other addictions
- The effects of other addictions on behavior and relationships

II. ASSESSMENT, DIAGNOSIS AND TREATMENT PLANNING

26%

II.A. INFORMATION GATHERING

This section of the exam may include questions on the following topics:

- The principles and techniques of interviewing
- The components of a biopsychosocial assessment
- The use of collaterals to obtain relevant information
- The use of standardized instruments in practice

II.B. ASSESSMENT AND DIAGNOSIS

This section of the exam may include questions on the following topics:

- The factors and processes used in problem formulation
- The methods used to assess the client's communication skills
- The use of observation
- The methods of involving a client in identifying the presenting problem
- The methods used to assess a client's strengths and weaknesses
- The indicators of motivation and resistance
- The factors used in determining the client's ability to use intervention/treatment
- Psychopathology
- The indicators of biopsychosocial stress
- The components and function of the mental status exam
- Medications

II.B.ASSESSMENT AND DIAGNOSIS (continued)

- The process of social work assessment/diagnosis
- The methods used in assessing clients' ego strengths
- The current Diagnostic and Statistical Manual of the American Psychiatric Association
- Basic medical terminology
- The biopsychosocial factors related to mental health
- Co-occurring disorders and conditions
- The indicators of sexual abuse
- The indicators of physical abuse and neglect
- The indicators of psychological abuse and neglect
- Risk factors for dangerousness to self and others
- Risk factors related to suicide
- The methods used to assess needed level of care (e.g. geriatrics, other special needs, foster or group care)
- The methods used to assess trauma

II.C.TREATMENT PLANNING

This section of the exam may include questions on the following topics:

- The criteria used in selecting intervention/treatment modalities
- The components of intervention, treatment, or service plans
- The methods used to match interventions to client problems
- The methods used to develop an intervention/treatment plan
- Discharge, aftercare, and follow-up planning
- The use of measurable objectives in intervention, treatment, or service plans
- The difference between objective and subjective data
- The application of research to practice
- The methods used to formulate a timeframe for interventions

III. PSYCHOTHERAPY, CLINICAL INTERVENTIONS AND CASE MANAGEMENT

25%

III.A.THERAPEUTIC RELATIONSHIP

This section of the exam may include questions on the following topics:

- The concept of feedback
- The concept of congruence in communication
- The methods used in summarizing communication
- The methods used to facilitate communication
- Verbal and nonverbal communication techniques
- The methods for feedback
- The concept of empathy
- How the client's behavior with a social worker is representative of his/her relationship patterns
- The concept of acceptance
- The principles of relationship building
- Professional objectivity in the social worker-client relationship
- The social worker-client relationship
- Methods to clarify the role of the social worker
- Techniques to clarify client responsibilities
- Concepts of transference and counter-transference
- The social worker-client relationship in facilitating treatment

III.B.THE INTERVENTION PROCESS

This section of the exam may include questions on the following topics:

- Biopsychosocial models
- The problem-solving model
- Crisis intervention/treatment approaches
- Cognitive approaches
- Psychodynamic approaches
- Task-centered approaches
- Behavioral approaches
- The types of social work interventions/treatments
- Psychotherapies
- Solution-focused and brief interventions
- Recognition of functional roles in family dynamics
- Approaches used in working with traumatized clients
- Methods of conflict resolution
- Empowerment strategies in interventions
- Prevention strategies
- The use of objectives to guide the intervention process
- The techniques used to evaluate a client's progress
- The phases of intervention/treatment
- The indicators of client readiness for termination
- Partializing techniques
- Supportive techniques
- Motivational approaches
- Contracting with clients
- Approaches for engaging involuntary/mandated clients
- The use of goal-setting
- Various intervention/treatment strategies
- The techniques to teach coping and other skills to clients
- The use of out-of-home placement as an intervention/treatment method
- Client self-monitoring techniques
- Techniques for stress management
- Techniques for anger management
- Techniques for harm reduction
- Permanency planning
- Models of family life education in social work practice
- Models of family-centered social work practice
- The approaches to family therapy
- Couples intervention/treatment approaches
- The approaches to social group work
- The approaches to group psychotherapy
- Differential use of group process
- The techniques for managing group process and maintaining group functioning
- Differential use of therapeutic techniques
- Integrative case management
- The indicators of client readiness to change

III.C.MANAGEMENT OF CASES

This section of the exam may include questions on the following topics:

- Case recording for practice evaluation or supervision
- Methods for performance appraisal and evaluation
- The effects policies, procedures, regulations, and laws have on practice
- Client education about service/benefit policies
- The effects of agency functioning on service delivery
- The concept of client advocacy
- The impact of social welfare legislation
- Documentation and the management of practice records
- Written communication skills for a variety of professional responsibilities

III.D.CONSULTATION AND INTERDISCIPLINARY COLLABORATION

This section of the exam may include questions on the following topics:

- Models of peer supervision
- The expertise of other professions
- Consultation approaches
- Interdisciplinary collaboration
- Multidisciplinary team approaches
- Elements of a case presentation
- Elements of client reports
- Client referral for services
- Coordination of client services
- Methods of networking

IV. PROFESSIONAL ETHICS AND VALUES

18%

IV.A.ETHICAL ISSUES

This section of the exam may include questions on the following topics:

- The principles and processes of informed consent
- Professional boundary issues
- Dual relationships
- Identification and resolution of ethical dilemmas
- Ethical and legal issues

IV.B.CONFIDENTIALITY AND ITS LIMITS

This section of the exam may include questions on the following topics:

- Legal and ethical issues regarding confidentiality, including electronic information
- Ethical and legal issues regarding mandatory reporting of abuse

IV.C.VALUE ISSUES

This section of the exam may include questions on the following topics:

- The influence of the social worker's own values and beliefs on the social worker-client relationship
- The effects of culture, race, and ethnicity on values
- Professional values and ethics
- Client self-determination
- Stages of professional development
- The influence of the social worker's own values and beliefs on interdisciplinary collaboration
- Respect for client values and beliefs