



**ZIMBABWE EZEKIEL GUTI UNIVERSITY**

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**FACULTY OF HERITAGE, HUMANITIES, SOCIETAL ADVANCEMENT**

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**DEPARTMENT OF HUMANITIES AND SOCIAL SCIENCES**

**EXAMINATION PAPER**

**COURSE CODE** : BSSW 212  
**COURSE TITLE** : Introduction to Social Work with Individuals and Families  
**EXAMINER** : MR F. Takavarasha  
**DURATION** : 3 HOURS  
**DATE** : .....

257/05 24 SEP 2025

**INSTRUCTIONS TO CANDIDATES:**

- 1 This paper contains one section.
2. Answer any **THREE** questions.
3. Each question carries equal marks.
4. Start each question on a new page of your answer sheet.

**Question 1**

Demonstrate the roles of a social worker at each stage of the casework process

**Question 2**

Narrate the contributions of the Charity Organisation Society (UK) to the development of social work

**Question 3**

The most important tool in social casework is communication. Discuss this statement with aid of examples

**Question 4**

Utilising examples, examine the **FOUR** ethical dilemmas that a social worker may encounter during assessment and how these can be resolved

**Question 5**

With the aid of practical examples, illustrate the importance of social work principles in relationship building

END

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