

**PJSC "Higher Education Institution "INTERREGIONAL ACADEMY  
OF PERSONNEL MANAGEMENT"**



***SYLLABUS OF THE ACADEMIC DISCIPLINE  
«ORGANIZATION OF PSYCHOLOGICAL SERVICES ACTIVITIES»***

Specialty: **C4 Psychology**

Educational level: **first (bachelor's) level**

Educational program: **Psychology**

## General information about the academic discipline

Name of the academic discipline	Organization of psychological services
Code and name of specialty	C4 Psychology
Level of higher education	First (bachelor's) level of higher education
Discipline status	selective
Number of credits and hours	3 credits/90 hours Lectures: 20 hours Practical classes: 14 hours Independent work: 56 hours
Term of study of the discipline	7th semester
Language of instruction	Ukrainian
Type of final control	Credit
Discipline page on the website	

## General information about the teacher. Contact information

Academic degree	
Academic title	
Position	
Disciplines taught by the NPP	
Areas of scientific research	
Links to identifier registries for scientists	
Teacher contact information:	
Email:	
Contact phone number	
Teacher's portfolio on the department's website	

**Course abstract.** The course "Organization of Psychological Services" is aimed at forming in higher education applicants a holistic understanding of psychological service as a special form of professional activity of a psychologist in various areas of social practice, as well as at developing theoretical and practical readiness for the organization, coordination and implementation of psychological assistance at the institutional level. The discipline reveals the scientific, methodological, regulatory, legal and organizational foundations of the activities of psychological services, their place in the system of psychological support of education, healthcare, the social sphere, organizations and management. Considerable attention is paid to the analysis of the structure, functions and areas of work of psychological services, planning of the professional activity of a psychologist, the features of interaction with the administration, specialists in related fields and clients, as well as the requirements for professional competence, ethical responsibility and quality of psychological services. The course is focused on the formation of the professional thinking of the future psychologist, the ability to effectively organize psychological work, make managerial and professional decisions taking into account social, legal and humanistic principles.

**Subject of study of the academic discipline:** patterns, principles and mechanisms of organizing the activities of psychological services; regulatory and legal foundations of the functioning of the psychological service; directions, forms and methods of professional activity of a practical psychologist; features of organizing psychological assistance in the educational, social, medical, organizational and managerial and advisory spheres; requirements for the professional activity of a psychologist and for the documentation of the work of the psychological service.

**Course objective:** consists in forming in students a system of theoretical knowledge and practical skills regarding the organization of the activities of psychological services in various areas of social practice, developing the ability to plan, implement and evaluate the professional activities of a psychologist in compliance with scientific standards, regulatory and legal requirements and professional ethics.

**Objectives of the academic discipline:**

1. To familiarize students with the theoretical, methodological and regulatory principles of psychological services.
2. Formation of ideas about the main directions, functions and forms of work of psychological services in various social institutions.
3. Development of skills in organizing, planning, and coordinating the professional activities of a psychologist.
4. Mastering the skills of analyzing the effectiveness of the work of the psychological service and maintaining professional documentation.
5. Fostering a responsible, ethically balanced and legally aware attitude towards the professional activities of a psychologist in the system of psychological services

**Prerequisites of the academic discipline.** The study of the course "Organization of the Activities of Psychological Services" is based on the knowledge acquired by students during the study of the disciplines "general psychology", "personality psychology", "social psychology", "age psychology", "psychodiagnostics", "fundamentals of psychological counseling", "fundamentals of clinical psychology"

**Postrequisites of the academic discipline.** The knowledge and practical skills developed within the course are the basis for further study of applied and specialized psychological disciplines, in particular, social, clinical and managerial psychology, as well as for professional activities in the field of practical psychology, psychological counseling, personnel management, social work and the development of psychological services. The course contributes to increasing the level of professional competence of future psychologists and their readiness for effective and responsible work in the system of psychological support of various sectors of society.

Software competencies:

<b>General competencies</b>	GC4. The ability to learn and master modern knowledge. GC5. The ability to be critical and self-critical. GC6. Ability to make informed decisions. GC7. The ability to generate new ideas (creativity). GC8. Interpersonal skills. GC9. Ability to work in a team.
<b>Special competencies</b>	SC1. Ability to operate with the categorical and conceptual apparatus of psychology SC6. Ability to independently plan, organize and conduct psychological research. SC7. Ability to analyze and systematize the results obtained, formulate reasoned conclusions and recommendations. SC8. Ability to organize and provide psychological assistance (individual and group). SC9. Ability to carry out educational and psycho-prophylactic workactivity according to request. SC10. Ability to adhere to professional ethics. SC11. The ability for personal and professional self-improvement, learning and self-development. SC14. The ability to understand the patterns of interaction between individuals, social groups, and communities.
<b>Learning outcomes</b>	PLO9 To propose their own ways of solving psychological tasks and problems in the process of professional activity, to make and justify their

	<p>own decisions regarding their solution.</p> <p>PLO10 Formulate opinions logically and in an accessible manner, discuss, defend one's own position, modify statements in accordance with the cultural characteristics of the interlocutor.</p> <p>PLO11 Develop and implement a plan for the consultative process, taking into account the specifics of the request and the individual characteristics of the client, and ensure the effectiveness of one's own actions.</p> <p>PR12 Develop and implement a program of psycho-prophylactic and educational actions, psychological assistance measures in the form of lectures, conversations, round tables, games, trainings, etc., in accordance with the requirements of the customer.</p> <p>PLO13 Interact, communicate, be understandable, and be tolerant of people with other cultural or gender-age differences.</p> <p>PLO14 Effectively perform various roles in a team in the process of solving professional tasks, including demonstrating leadership qualities.</p> <p>PLO15 Be responsible for professional self-improvement, training and self-development</p> <p>PLO18 Take effective measures to preserve health (one's own and those around them) and, if necessary, determine the content of a request for supervision.</p> <p>PLO20 Present and justify determinism and hypotheses regarding the emergence and development of socio-psychological phenomena.</p>
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### Content of the academic discipline

No.	Topic name				Number of hours, of which:				
		Lectures	Practical classes	Independent work	Teaching methods/assessment methods				
1 semester									
<b>Content module 1. Theoretical aspects, social and legal conditions for the development of psychological services</b>									
Topic 1	Psychological service: history of development. Areas of activity of a practical psychologist	2	1	6	<p>Teaching methods: lectures with elements of problem-based presentation, analysis of historical sources, work with regulatory documents, discussions on modern challenges of psychological practice, independent work of students with scientific texts and cases from the professional activities of a psychologist.</p> <p>Evaluation methods: oral interview, testing, writing essays and abstracts, final examination.</p>				
Topic 2	Organization of the activities of the psychological service in the system of the Armed Forces of Ukraine.	2	2	6	<p>Teaching methods: lectures, analysis of real and simulated situations, consideration of the regulatory framework of the Armed Forces of Ukraine,</p>				

						discussion of the specifics of psychological support for military personnel. Use of role-playing games, training exercises. Evaluation methods: testing, analysis of situational tasks, oral answers, performance of practical work aimed at checking the readiness of future specialists for professional activity.
Topic 3	Organization of psychological services in the healthcare system	2	1	6		Teaching methods: Lectures, seminars, clinical case studies, interdisciplinary discussions. Study of ethical principles, psychodiagnostic and consultative methods. Evaluation methods: tests, oral interview, analysis of practical situations, preparation of written papers.
Topic 4	Organization of the activities of the psychological service in the internal affairs bodies (OMS)	2	2	4		Teaching methods: lectures, analysis of work situations, business, role-playing games. Evaluation methods: testing, solving practical problems, interviews, final control.
Topic 5	Organization of the activities of the psychological service of the education and science system of Ukraine. Peculiarities of the activities of a psychologist in institutions of general secondary education	2	1	6		Teaching methods: lectures, seminars, analysis of pedagogical situations, study of regulatory documents regulating the work of a psychologist in an educational institution. Interactive methods, including trainings and group discussions. Evaluation methods: testing, preparation of reports, presentations, case analysis, final control measures.
<b>Content module 2. Features of organizing psychological services in various areas of activity</b>						
Topic 6	Psychological service of industrial enterprises and organizations	2	1	6		Teaching methods: Lectures, analysis of production situations, consideration of cases in organizational psychology and personnel management. Project work, group discussions. Evaluation methods: testing, project defense, performance of analytical tasks, final control.
Topic 7	Socio-psychological service in the system of social services for youth	2	2	6		Teaching methods: lectures, seminars, analysis of social cases, discussion of practical experience of working with

					youth. Interactive methods, independent work. Evaluation methods: testing, oral answers, preparation of written papers, analysis of practical situations.
Topic 8	Areas of work of Social Service Centers	2	1	4	Teaching methods: lectures, analysis of regulatory documents, practical examples of working with different categories of the population. Evaluation methods: tressays, essays, oral examination, final examination
Topic 9	Socio-pedagogical work with children with special needs	2	2	6	Teaching methods: combination of theoretical knowledge and practical methods, case analysis, training sessions, discussion of inclusive practices. Evaluation methods: testing, completing practical tasks, analyzing situations, preparing written papers.
Topic 10	Methods of political-psychological research	2	1	6	Teaching methods: lectures, analysis of scientific research, work with empirical data, discussion of results. Independent work, development of analytical thinking. Evaluation methods: testing, preparation of analytical reports, presentations, final control.
Modular test work					
<b>Total:</b>		<b>20</b>	<b>14</b>	<b>56</b>	
<b>Form of control: credit</b>					

### **Technical equipment and/or software**

The educational process uses classrooms, a library, a multimedia projector and a computer for conducting lectures and seminars with presentation elements. Studying individual topics and completing practical tasks requires access to information from the World Wide Web, which is provided by a free Wi-Fi network.4.

### **Forms and methods of control**

Monitoring the progress of students is divided into current and final (semester).

Current control is carried out during practical, laboratory and seminar classes, the purpose of which is to systematically check the understanding and assimilation of theoretical educational material, the ability to use theoretical knowledge when performing practical tasks, etc. The possibilities of current control are extremely wide: motivation for learning, stimulation of educational and cognitive activity, differentiated approach to learning, individualization of learning, etc.

Forms of student participation in the educational process that are subject to ongoing control:

- speech on the main issue;
- oral report;

- addition, question to the person answering;
- systematic work in seminar classes, activity during discussion of issues;
- participation in discussions, interactive forms of organizing classes;
- analysis of legislation and monographic literature;
- written assignments (tests, quizzes, creative works, essays, etc.);
- preparation of theses, abstracts of educational or scientific texts;
- independent study of topics.

Monitoring the progress of students is divided into current and final.

Methods of current control: oral control (survey, conversation, report, message, etc.); written control (test work, essay, presentation of material on a given topic in writing, etc.); combined control; presentation of independent work; observation as a control method; test control; problem situations.

### **Evaluation system and requirements**

Table of distribution of points received by higher education applicants\*

Topics	Current knowledge control										Modular test work	Credit	Total points
	Topic 1	Topic 2	Topic 3	Topic 4	Topic 5	Topic 6	Topic 7	Topic 8	Topic 9	Topic 10			
Work in a seminar class	3	3	3	3	3	3	3	3	3	3	20	20	100
Independent work	3	3	3	3	3	3	3	3	3	3			

\*The table contains information about the maximum points for each type of academic work of a higher education applicant.

When assessing the mastery of each topic for current educational activities, the student is given grades taking into account the approved assessment criteria for the relevant discipline.

The criteria for assessing the learning outcomes of students and the distribution of points they receive are regulated by the Regulations on the Assessment of Academic Achievements of Students of Higher Education at PJSC "Higher Education Institution "MAUP".

Module control is carried out in the last lesson of the module in written form, in the form of testing.

Evaluation criteria for the module test in the academic discipline "Organization of Psychological Services":

When evaluating a module test, the volume and correctness of the tasks are taken into account:

- The grade "excellent" (A) is given for the correct completion of all tasks (or more than 90% of all tasks);
- A "good" (B) grade is given for completing 80% of all tasks;
- A grade of "good" (C) is given for completing 70% of all tasks;
- a grade of "satisfactory" (D) is given for the correct completion of 60% of the proposed tasks;
- The grade "satisfactory" (E) is given if more than 50% of the proposed tasks are completed correctly;
- An "unsatisfactory" (FX) grade is given if less than 50% of the tasks are completed.

Failure to appear for a module test - 0 points.

The above scores are converted into rating points as follows:

- "A" – 18–20 points;
- "B" – 16–17 points;
- "C" – 14–15 points;
- "D" – 12–13 points.
- "E" – 10–11 points;
- "FX" - less than 10 points.

The final semester assessment in the discipline "Organization of Psychological Services" is a mandatory form of assessing student learning outcomes. It is conducted within the time frame specified in the curriculum and covers the scope of material specified in the course program.

The final assessment is carried out in the form of a test. A student who has completed all the required work is allowed to take the semester assessment.

The final grade is based on the student's performance during the semester. The student's grade consists of points accumulated from the results of the current assessment and incentive points.

Students who have completed all required assignments and received a score of 60 points or higher receive a grade corresponding to the grade received without additional testing.

For students who have completed all the required tasks but received a score below 60 points, as well as for those who wish to improve their score (result), the teacher conducts a final work in the form of a test during the last scheduled lesson in the discipline in the academic semester.

**Evaluation of additional (individual) types of educational activities.** Evaluation of additional (individual) types of educational activities. Additional (individual) types of educational activities include the participation of applicants in scientific conferences, scientific circles of applicants and problem groups, preparation of publications, participation in All-Ukrainian Olympiads and competitions and International competitions, etc. in excess of the tasks established by the relevant work program of the academic discipline.

By decision of the department, students who participated in research work and performed certain types of additional (individual) educational activities may be awarded incentive (bonus) points for a specific educational component.

#### **Assessment of independent work**

The total number of points received by a student for completing independent work is one of the components of academic success in the discipline. Independent work on each topic, in accordance with the course program, is evaluated in the range from 0 to 3 points using standardized and generalized knowledge assessment criteria.

#### **Scale for evaluating the performance of independent work (individual tasks)**

Maximum possible assessment of independent work (individual tasks)	Execution level			
	Perfectly	Good	Satisfactorily	Unsatisfactorily
3	3	2	1	0

Forms of assessment include: ongoing assessment of practical work; ongoing assessment of knowledge acquisition based on oral responses, reports, presentations and other forms of participation during practical (seminar) classes; individual or group projects requiring the development of practical skills and competencies (optional format); solving situational tasks; preparing summaries of independently studied topics; testing or written exams; preparing draft articles, conference abstracts and other publications; other forms that ensure comprehensive

mastery of the curriculum and contribute to the gradual development of skills for effective independent professional (practical, scientific and theoretical) activity at a high level.

To assess the learning outcomes of a higher education applicant during the semester, a 100-point, national and ECTS assessment scale is used.

**Final assessment scale: national and ECTS**

Total points for all types of learning activities	ECT8 assessment	National scale assessment	
		for exam, course project (work), practice	for credit
90 – 100	AND	perfectly	Enrolled
82-89	IN	good	
75-81	WITH		
68-74	D	satisfactorily	
60-67	THERE		
35-59	FX	unsatisfactory with the possibility of reassembly	not accepted with the possibility of retaking
0-34	F	unsatisfactory with mandatory re-study of the discipline	not passed with mandatory re-study of the discipline

**Course policy**

To successfully complete the course "Organization of Psychological Services", the student must:

- regularly attend lectures and practical classes;
- to work systematically, systematically and actively in lectures and practical classes;
- to make up for missed classes or unsatisfactory grades received in classes;
- to fully perform the tasks that the teacher requires to prepare, their quality is appropriate;
- perform control and other independent work;
- adhere to the norms of academic conduct and ethics.

The course "Organization of Psychological Services" involves mastering and adhering to the principles of ethics and academic integrity, in particular, focusing on preventing plagiarism in any of its manifestations: all works, reports, essays, abstracts and presentations must be original and authorial, not overloaded with quotations, and must be accompanied by references to primary sources. Violations of academic integrity are considered to be: academic plagiarism, self-plagiarism, fabrication, falsification, copying, deception, bribery, and biased evaluation.

The assessment of the student is focused on receiving points for activity in seminar classes, completing tasks for independent work, as well as completing tasks that are capable of developing practical skills and abilities for which, at the teacher's decision, additional (bonus) points may be awarded (participation in round tables, scientific conferences, olympiads and scientific competitions among students).

**Recommended sources of information:**

**Main sources:**

1. Babeliuk O. V., Hotsuliak N. E. Psychological service of rescue units: teaching-methodical manual. Kamianets-Podilskyi: Ruta Printing House, 2021. 204 p. URL: <http://elar.kpnu.edu.ua/xmlui/bitstream/handle/123456789/6016/Babeliuk-OV-Hotsuliak-N.Ie.-Psykhohichna-sluzhba-riatuvalnykh-pidrozdiliv.pdf?sequence=1>

2. Hotsuliak N. E. Psychological Service / Psychological Service: teaching manual. Kamianets-Podilskyi: Kamianets-Podilskyi National University named after Ivan Ogienko, 2023. 138 p. URL: <http://elar.kpnu.edu.ua/xmlui/bitstream/handle/123456789/7623/Hotsuliak-N.-%20PsychologicalService-2023.pdf?sequence=3&isAllowed=y> 3.

3. Legka L. M., Semencha L. G. Organization of the activity of psychological services: Textbook. Lviv: "Novyi Svit – 2000", 2020. 372 p.

4. Organization of the activity of the psychological service: teaching-methodical manual / Ministry of Education and Science of Ukraine, Uman State Pedagogical University named after Pavlo Tychyna; edited by O. A. Dudnik. Uman: Vizavi, 2023. 267 p. URL: <https://dspace.udpu.edu.ua/bitstream/123456789/17232/1/%D0%BF%D0%BE%D1%81%D1%96%D0%B1%D0%BD%D0%BD%D0%BA%D0%20%D0%20%D0%9E%D0%94%D0%9F%D0%A12023.pdf>

5. The system of work of psychological services and the methodology of work of a practical psychologist: lecture notes / compiled by P. I. Sakhno. Sumy: Sumy State University, 2023. 159 p.

URL: [https://ppst.sumdu.edu.ua/images/pdf/Systema\\_roboto\\_psychol\\_slugb\\_Sakhno.pdf](https://ppst.sumdu.edu.ua/images/pdf/Systema_roboto_psychol_slugb_Sakhno.pdf) 4

#### **Additional:**

6. Dudnik O.A. Organization of psychologist's activities in distance learning conditions. Psychology: modern methods and innovations in the experience of practical application: collection of materials of the All-Ukrainian scientific and practical Internet conference with international participation. Uman, 2021. pp. 50-55. URL: <https://dspace.udpu.edu.ua/handle/123456789/12139>

7. Magdysyuk, L. I., Demchuk, V. B., Pavlova, B. V. Modern approaches to the prevention of deviant behavior in the activities of the psychological service // Scientific Bulletin of Mukachevo State University. Series "Pedagogy and Psychology". 2021. Vol. 7, No. 2. P. 9 – 17. doi: 10.52534/msu-pp.7(1). 2021. P. 9-17. URL: <https://evnuir.vnu.edu.ua/bitstream/123456789/20853/1/Scientific.pdf>

8. Medvedev V. S., Kudermina O. I., Gorbenko D. A. Psychological service of law enforcement agencies of Ukraine: teaching manual. Kyiv: National Acad. of Internal Affairs, 2022. 188 p. URL: <https://elar.naiau.kiev.ua/bitstreams/338a9822-c67d-410c-aeab-d39194748f8c/download>

9. Panok V. G. Activities of the Psychological Service and the Ukrainian Scientific and Methodological Center of Practical Psychology and Social Work in Wartime: Results, Problems, Priorities. Bulletin of the National Academy of Pedagogical Sciences of Ukraine. 2022. Vol. 4, No. 2. Pp. 1–8. URL: <https://doi.org/10.37472/v.naes.2022.4205>

10. Panok V. G. Concept of reforming the psychological service in the education system of Ukraine for the period until 2030. Bulletin of the National Academy of Pedagogical Sciences of Ukraine. 2023. Vol. 5, No. 2. Pp. 1–10. URL: <https://doi.org/10.37472/v.naes.2023.5204>

11. PV Organization of the activities of the psychological service URL: [https://psy.kpi.ua/wp-content/uploads/2025/03/PV\\_Organizatsiia\\_diialnosti\\_psykholohichnoi\\_sluzhby\\_ochna\\_forma OPP\\_24.pdf](https://psy.kpi.ua/wp-content/uploads/2025/03/PV_Organizatsiia_diialnosti_psykholohichnoi_sluzhby_ochna_forma OPP_24.pdf)

12. Romanovska D. D. Psychological assistance in educational institutions during the war: requests, methods, algorithms of actions. Scientific Bulletin of the Uzhhorod National University. Series: Psychology. 2022. No. 1. P. 148–152. URL: <https://doi.org/10.32782/psyvisnyk/2022.1.28>

13. Sakharova K. O. Prospects for the development of psychological services in educational institutions. Dnipro Scientific Journal of Public Administration, Psychology, and Law. 2021. No. 2. P. 76 – 81. URL: <https://doi.org/10.51547/ppp.dp.ua/2021.2.13>

14. Formation of a safe educational space in an educational institution in the activities of psychological service workers: methodical manual / V. V. Baydyk et al. / scientific editors N. V. Luchenko, I. I. Tkachuk. Kyiv: UNMC Practical Psychology and Social Work, 2023. 111 p. URL: <https://lib.iitta.gov.ua/id/eprint/738709/1/%D0%9F%D0%BE%D1%81%D1%96%D0%B1%D0%2023.pdf>

15. Flyarkovska O., Zayets S., Melnychuk V. Organization of the activity of the psychological service in secondary education institutions: international experience and domestic

realities under martial law. Problems of Education. 2023. No. 2. P. 199–2013. URL: <https://doi.org/10.52256/2710-3986.2-99.2023.13>

16. Kharchenko A. A. The activities of the psychological service in the work of charitable and public organizations. Social Pedagogy: Theory and Practice. 2024. No. 2. P. 93–99. URL: <https://doi.org/10.12958/1817-3764-2024-2-93-99>

#### **Internet information resources**

17. [www.nbuv.gov.ua](http://www.nbuv.gov.ua)– Vernadsky National Library of Ukraine.
18. <http://upsihologa.com.ua/> – portal of professional psychologists of Ukraine “At the psychologist”
19. Library of psychological literature: <http://psylib.kiev.ua>
20. Ukrainian electronic library of textbooks. URL: <http://pidruchniki.com.ua/>
21. State Scientific and Pedagogical Library of Ukraine named after V.O. Sukhomlynsky <http://naps.gov.ua/ua/structure/> institutions/d
22. Ukrainian Scientific and Methodological Center of Practical Psychology and Social Work <http://psyua.com.ua/>
23. Institute of Psychology named after G.S. Kostyuk of the National Academy of Pedagogical Sciences of Ukraine <http://inpsy.naps.gov.ua/>
24. Psychology online (materials for psychologists) <http://psychology-online.net/>
25. Ukrainian educational platform Prometheus <https://prometheus.org.ua/courses-catalog/>
26. Educational Hub – EduHub.in.ua <https://eduhub.in.ua>
27. Psychological Journal of Pavlo Tychyna Uman State Pedagogical University <http://psyj.udpu.edu.ua/index>
28. On the Military Chaplaincy Service: Law of Ukraine. URL: <https://zakon.rada.gov.ua/laws/show/1915-20#Text>
29. On approval of the Procedure for organizing the system of psychological support for police officers, employees of the National Police of Ukraine and cadets (students) of higher education institutions with specific training conditions that train police officers: Order of the Ministry of Internal Affairs of 06.02.2019 No. 88. URL: <https://zakon.rada.gov.ua/laws/show/z0348-19#n15>
30. On approval of the Regulations on psychological support in the National Guard of Ukraine: Order of the Ministry of Internal Affairs of 08.12.2016 No. 1285. URL: <https://zakon.rada.gov.ua/laws/show/z008017#Text>
31. On approval of the Procedure for psychological support in the State Emergency Service of Ukraine: Order of the Ministry of Internal Affairs of 08/31/2017 No. 747. URL: <https://zakon.rada.gov.ua/laws/show/z1390-17#Text>
32. On approval of the Procedure for psychological support in the State Border Guard Service of Ukraine: Order of the Ministry of Internal Affairs of March 9, 2021 No. 179. URL: <https://zakon.rada.gov.ua/laws/show/z0533-21#Text>
33. Documents regulating the psychological support of the Armed Forces of Ukraine. URL: <https://www.mil.gov.ua/diyalnist/soczialnij-zaxist-ta-adaptacziyavijskovosluzhbovcziv/psihologichna-pidgotovka-u-zsu/>