



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

Approved:  
Name of the department  
Minute No. \_ \_ dated " \_ " 2025

Head of the department

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(signature)  
(full name)

**SYLLABUS**  
of the academic discipline  
**«ORGANIZATION OF THE PSYCHOLOGICAL SERVICES»**

specialty: C4 Psychology

educational level: second (master's) level

study program:            «Psychology»

## **General information about the academic discipline**

Name of the academic discipline	Organisation of the psychological service
Code(s) and name(s)	C4 Psychology
Specialty(s)	Psychology
Level of higher education	second (master's) level of higher education
Status of the discipline	compulsory
Number of credits and hours	4 credits/ 120 hours Lectures: 20 hours Seminars/practical classes: 26 hours Independent work: 74 hours
Terms of study of the discipline	1
Language of instruction	Ukrainian
Type of final control	Exam

## **General information about the instructor. Contact information.**

Full name of the instructor	
Academic degree	
Position	
Areas of scientific research	
Links to the registers of identifiers for scientists	
<b>Contact information</b>	
E-mail:	
Department phone	
Teacher's portfolio on the Institute's website	

**Course abstract.** One of the important areas of professional training of social psychologists is the study of the discipline “Organization of the psychological services”.

**The subject of study** of the discipline: psychological services systems that deal with typical mental health issues in various areas of life.

**The purpose of the course** is to reveal the role and regularities of the activities of psychological services.

**The objectives** of the academic discipline: to help students master the knowledge that reflects the place and role of practical psychology in the system of psychological sciences; to understand the main approaches to the organization and activities of psychological services, to take into account its specifics in various social spheres; to acquire skills and abilities for the effective implementation of the main types of professional activities of a practicing psychologist, taking into account the basic principles of interaction between a practical psychologist and a client.

In order to deeply assimilate knowledge and consolidate it in practice, the program provides for seminar and practical classes. Control over the effectiveness of studying the course is carried out by completing test tasks and coursework.

Studying the recommended literature for seminar and practical classes will help to expand and deepen students' knowledge of the course “Organization of the psychological service”.

**Prerequisites of the academic discipline:** general, age and pedagogical psychology, personality psychology, social psychology, labor psychology, legal aspects of practical activities by psychologists, etc.

### **Program competencies and learning outcomes:**

<b>General Competencies (GC)</b>	GC1. Ability to apply knowledge in practical situations. GC4. Ability to identify, pose and solve problems. GC6. Ability to act on the basis of ethical considerations (motives).
<b>Specific (Professional) Competencies (SC)</b>	SC5. Ability to organize and implement educational and awareness-raising activities for different categories of the population in the field of psychology. SC7. Ability to make professional decisions in complex and unpredictable conditions, adapt to new situations in professional activity. SC10. Ability to organize and implement educational and awareness-raising activities for different categories of the population in the field of psychology. SC13. Ability to apply psychological and rehabilitation approaches in working with the population in accordance with the best domestic and foreign practices.

	SC14. Ability to implement coaching programmes and psychological technologies in professional activities.
	<p style="text-align: center;"><b>Program learning outcomes</b></p>
<b>Program outcomes</b>	<p>PLO1 Search for, process and analyse professionally important knowledge from various sources using modern information and communication technologies.</p> <p>PLO5 Develop psychological intervention programmes (training, psychotherapy, counselling, etc.), implement them in individual and group work, and evaluate their quality.</p> <p>PLO7 Present research results in written and oral form in an accessible and reasoned manner, participate in professional discussions.</p> <p>PLO8 Assess the degree of complexity of tasks and make decisions about seeking help or further training.</p> <p>PLO9 Resolve ethical dilemmas based on the norms of the law, ethical principles and universal human values.</p> <p>PLO13 Organise and conduct rehabilitation measures for the psychological protection of citizens in crisis situations.</p> <p>PLO14 Ensure the functioning of psychological services that provide assistance to the population, design new forms of psychological interaction between specialists and the population.</p> <p>PLO15 Apply in-depth knowledge of crisis psychology to provide psychological support and effectively work with stressful conditions of individuals from different segments of the population during wartime and post-war periods.</p>

### Content of the academic discipline:

№	Topic name	Number of hours, of which:			
		Lec tur es	Prac tical class es	Ind epe nden t wor k	Teaching methods/assessment methods
<b>1st semester</b>					<b>Teaching methods:</b>
<b>Content module I.</b>	Topic 1. Psychological service. Basic concepts and history of the development of	2	2	4	verbal (teaching lecture; conversation; educational discussion); inductive method; deductive method;

	psychological service.				translational method; analytical; synthetic; practical; explanatory-illustrative; reproductive; problem-based presentation method; partially-search; research; interactive methods (situation analysis; discussions, debates, polemics; dialogue, synthesis of thoughts; brainstorming; skills development; situational modeling, processing of discussion questions); modeling of professional activity; innovative teaching methods (competence; project-research); case method.
Topic 2.	The personality of the psychologist as an employee of the psychological service.	2	2	6	
Topic 3.	General provisions on the activities of the psychological service in the education system in Ukraine.	2	2	8	
Topic 4.	Activities of the psychological service in the education system of Ukraine.	2	2	8	
Topic 5.	Features of the organisation of the psychological service in various educational institutions.	2	3	8	
Modular test work					
<b>Content module II.</b>					
Topic 6.	Activities of the psychological service in the social sphere.	2	3	8	
Topic 7.	Features of the organisation of the psychological service in various social spheres.	2	3	8	
Topic 8.	Psychological services in healthcare.	2	3	8	
Topic 9.	Psychological support in the Armed Forces of Ukraine and law enforcement agencies.	2	3	8	
Topic 10.	Organisation of psychological work in commercial companies.	2	3	8	
Modular test work					
<b>Total :</b>		<b>20</b>	<b>26</b>	<b>74</b>	
<b>Form of control: exam</b>					

**Technical equipment and/or software** – official website of MAUP:

<http://maup.com.ua> 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 Internet, which is provided by a free Wi-Fi network.

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

Control of the success of students is divided into ongoing and final (semester).

Ongoing control is carried out during practical (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 ongoing control are extremely wide: motivation for learning, stimulation of educational and cognitive activity, a differentiated approach to learning, individualization of learning, etc.

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

- oral report;
- additions, questions to the person answering;
- systematic work in seminar classes, activity during the discussion of issues;
- participation in discussions, interactive forms of organizing classes;
- analysis of legislation and monographic literature;
- written tasks (tests, tests, creative works, essays, etc.);
- preparation of theses, summaries of educational or scientific texts;
- independent study of topics;
- control of the success of students is divided into ongoing and final.

**Methods of ongoing 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.

**Grading system and requirements.**  
**Table of distribution of points received by students**

Topics	Ongoing knowledge control										Modular tests	Exam	Total points
	To pic 1	To pic 2	To pic 3	To pic 4	To pic 5	To pi c 6	To pi c 7	To pi c 8	To pi c 9	To pi c 10			
Work in a seminar session	2	2	2	2	2	2	2	2	2	2	20	40	100
Independent work	2	2	2	2	2	2	2	2	2	2			

The table contains information about the maximum points for each type of academic work of a student.

When assessing the mastery of each topic for the current educational activity, the student is given marks 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 at PJSC "HEI "MAUP".

**Modular control.** Modular control work on the academic discipline "Organisation of the psychological service" is carried out in written form, in the form of testing, namely, closed-form tests: test-alternative, test-correspondence.

Criteria for evaluating the modular test work in the academic discipline "Organisation of the psychological service":

When evaluating the modular test work, the volume and correctness of the completed 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);
- the grade "good" (B) is given for the completion of 80% of all tasks;
- the grade "good" (C) is given for the completion of 70% of all tasks;
- the grade "satisfactory" (D) is given if 60% of the proposed tasks are completed correctly;
- the grade "satisfactory" (E) is given if more than 50% of the proposed tasks are completed correctly;
- the grade "unsatisfactory" (FX) is given if less than 50% of the tasks are completed.

Absence from the modular test work - 0 points.

The above grades are transformed 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 control in the academic discipline «Organisation of the psychological service» is a mandatory form of assessing the learning outcomes of a student. It is carried out within the time limits established by the educational process schedule and in the volume of educational material determined by the syllabus of the academic discipline.

The final control is carried out in the form of an exam. The student is admitted to the final control provided that he/she performed all types of work outlined in the syllabus.

The final (semester) grade of the discipline for which the exam is provided is formed from two components: the results (grade) of the ongoing control; exam grade.

The maximum number of points for the ongoing control is 60, for the examination is 40.

The minimum amount by which the exam is considered as passed is 25 points.

The grade for the ongoing control is formed as the sum of rating points received by the student during the seminars/practical classes and incentive (if provided) points.

After evaluating the student's answers on the exam, the professor summarizes the points received for the ongoing control measures and points for the exam to obtain the final grade for the course.

#### Scale for the assessment of exam tasks

Scale	Total points	Criteria
Excellent level	30–40	The task is completed with high quality; the student has achieved the maximum score in the assessment of theoretical knowledge.
Good level	20–29	The task is completed with high quality and a sufficiently high proportion of correct answers.
Satisfactory level	10–19	The task is completed with an average number of correct answers; the student has demonstrated theoretical knowledge with significant errors.
Unsatisfactory level	0–9	The task is not completed; the student has demonstrated theoretical knowledge with major errors.

**Assessment of additional (individual) types of educational activities.**  
 Additional (individual) types of educational activities include the participation of applicants in scientific conferences, scientific societies and problem groups, preparation

of publications, etc. in excess of the tasks established by the relevant syllabus of the academic discipline.

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

Incentive points are not normative and are not included in the table of distribution of points received by students and the main scale of the assessment system.

One event can be the basis for setting incentive points only for one most relevant educational component.

The total number of points scored by students for completing tasks for independent work is one of the components of the academic performance in the academic discipline. Independent work on each topic according to the work program of the academic discipline is evaluated in the range from 0 to 2 points using standardized generalized knowledge assessment criteria.

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

The maximum possible assessment of independent work (individual tasks)	Execution level			
	Excellent	Good	Satisfactory	Unsatisfactory
2	2	1.5	1	0

Forms of control: ongoing control based on the performance of practical work; ongoing control of knowledge acquisition based on the assessment of oral answers to questions, messages, reports, etc. (in practical (seminar) classes); individual or collective project that requires the formation of practical skills and abilities of students (selective form); solving situational tasks; a summary made on the topic studied independently; testing, performing a written test; draft articles, speech abstracts and other publications, other forms that contribute to the full assimilation of the educational program and the consistent development of skills for effective independent professional (practical and scientific and theoretical) activity at a high level.

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

### Summary assessment scale: national and ECTS

Total points for all types of learning activities	ECTS assessment	National scale assessment for exam, course project (work), practice	
		National scale assessment for exam, course project (work), practice	For pass/fail (credit)
90 – 100	A	excellent	pass
82 – 89	B	good	
75 – 81	C		
68 – 74	D	satisfactory	
60 – 67	E		
35 – 59	FX	unsatisfactory with the possibility of retaking	fail unsatisfactory with the possibility of retaking
0 – 34	F	unsatisfactory with mandatory re-study of the discipline	fail unsatisfactory with mandatory re-study of the discipline

### Course Policy.

- regularly attend lectures and practical classes;
- work systematically and actively in lectures and practical classes;
- catch-up on missed classes;
- perform the tasks required by the syllabus in full and with appropriate quality;
- perform control and other independent work;
- adhere to the norms of academic behaviour and ethics.

The course "Organisation of the psychological service" involves mastering and adhering to the principles of ethics and academic integrity, in particular, orientation on preventing plagiarism in any of its manifestations: all works, reports, essays, abstracts and presentations must be original and author's, not overloaded with quotes, which must be accompanied by references to primary sources. Violations of academic integrity are considered: academic plagiarism, self-plagiarism, fabrication, falsification, copying, deception, bribery, 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

can develop practical skills and abilities, for which additional (bonus) points can be awarded (participation in round tables, scientific conferences, scientific competitions among students).

### **Methodological support of the academic discipline**

Teaching and methodological materials that provide support for the discipline: lecture notes, methodological recommendations for conducting practical (seminar) classes and methodological recommendations for independent work of higher education students in the academic discipline " Organisation of the psychological service".

### **Recommended sources of information.**

#### **Main (basic):**

1. Organisation of psychological services: teaching and methodological guide / compiled by O. A. Dudnik. Uman: Vizavi, 2023. 267 p. URL:

<https://dspace.udpu.edu.ua/bitstream/123456789/17232/1/%D0%BF%D0%BE%D%81%D1%96%D0%B1%D0%BD%D0%B8%D0%BA%20%20%D0%9E%D0%94%D0%9F%D0%A12023.pdf>

2. Hotsulyak, N. E. Psychological Service: textbook. Kamianets-Podilskyi: Ivan Ohienko Kamianets-Podilskyi National University, 2023.138 p. URL:

<http://elar.kpnu.edu.ua/xmlui/bitstream/handle/123456789/7623/Hotsuliak-N.-%20PsychologicalService-2023.pdf?sequence=3&isAllowed=y>

3. The system of psychological services and methods of practical psychology: lecture notes/ compiled by P. I. Sakhno. Sumy: Sumy State University, 2023. 159 p.

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

Balbuza O.M. Isotherapy in the activities of a practical psychologist of an educational institution. Odesa: KZVO OANO, 2022. 97 p.

4. Balbuza O.M. The influence of war events on the psychological state of children of primary school age. Pedagogical science and education in the modern dimension: problems and prospects: Materials of the IV All-Ukrainian scientific and practical conference. (May 20, 2022/ed. by V.V. Yagodnikova. Odesa: publisher Bukayev V.V., 2022. P.166-168.

5. Dudkevych T.V. Theory and practice of developmental and correctional work of a psychologist. K.: KNT, 2019. 266 p.

6. Kobylchenko V. Practical psychologist in a preschool educational institution: tasks and content of psychological activity / V. Kobylchenko. Special child: education and upbringing. Issue. No. 1. 2020. P. 7–20.

7. Panok, V. G. Practical psychology: theoretical and methodological principles of development: monograph / V. G. Panok; National Acad. of Pedagogical Sciences of Ukraine; Ukrainian Scientific-Methodological Center for Practical Psychology and

Social Work; All-Ukrainian Assoc. practicing psychologists. Chernivtsi: Tekhnodruk, 2019. 486 p.

8. Khorina, O. I. Reflexive foundations of socio-psychological support of modernization processes in education: method. rec. / O. I. Khorina; National Academy of Sciences of Ukraine, Institute of Social and Political Psychology. Kropyvnytskyi: Imeks-LTD, 2018. 48 p.

### **Additional**

1. Balbuza O.M. Current state of development of the psychological service of the Armed Forces of Ukraine. Methodology and technology of modern philosophical cognition: collection of materials of the VI International scientific conference of students, young scientists and scholars dedicated to the 30th anniversary of the creation of the Department of Philosophy, Sociology and Management of Socio-Cultural Activities and the 205th anniversary of Ushynsky University (Odesa, May 20-21, 2022). Odesa: Ushynsky University, 2022. P.30-32. <http://dspace.pdpu.edu.ua/handle/123456789/15453>

2. Balbuza O.M. The use of non-traditional drawing techniques for children with special educational needs. South Ukrainian Scientific Studies: Materials of the IV All-Ukrainian Scientific and Practical Conference of Students and Young Scientists with International Participation, (Odesa, December 15, 2021). Odesa, 2022. P. 103-106.

<http://dspace.pdpu.edu.ua/jspui/bitstream/123456789/15220/1/Naukovi%20studii%202022.pdf#page=103>

3. Balbuza O.M. Emotional burnout of parents raising children with special educational needs. Pedagogical science and education in the modern dimension: problems and prospects: Materials of the III All-Ukrainian Scientific and Practical Conf. May 14, 2021 / general editor V.V. Yagodnikova publisher Bukaev V.V., 2021. pp. 289-293.

4. Conscious and unconscious in group interaction: monograph / [P. P. Gornostay]; scientific editor P.P. Gornostay; National Acad. of Ped. Sciences of Ukraine, Inst. of Social and Political Psychology. Kropyvnytskyi: Imeks-LTD, 2018. 244 p.

5. Tytarenko, T.M. Psychological health of the individual: self-help tools in conditions of prolonged traumatization: monograph / T. M. Tytarenko; National Acad. of Ped. Sciences of Ukraine, Inst. of Social and Political Psychology. Psychology. Kropyvnytskyi: Imeks-LTD, 2018. 160 p.