1. INTRODUCTION
This guideline was compiled to assist social work students in the preparation of assignments and research reports and to be a practical guideline for in-text and bibliographic references. It is intended as a direct and straightforward guideline, and is divided into two parts, namely:

- a guideline setting out the general requirements for preparing assignments and research reports; and
- part containing practical examples for the arrangement and layout of citing, in-text references, and a reference list/bibliographic references. (A reference list contains only those sources you actually referred to in your assignment. A bibliography contains all those books, articles, website, and so on, you cite in your assignment and also those ones you consulted but didn't actually cite in your assignment.)

This document contains a number of rules and specifications to be followed in preparing assignments and research reports, and a wide variety of examples of citing, in-text references and bibliographic references. However, it is only a guideline to deal with the matters at hand. The main goal of this guideline is to create consistency in the preparation of assignments and referencing style across all four levels. Students are therefore advised to build on the basic principles and examples contained in this document, and to be consistent in its application. Students are also invited to seek more guidance from their lecturers, as they will be penalised during assessment if guidelines are not followed.

2. IMPORTANT ASPECTS IN THE PRESENTATION OF AN ASSIGNMENT
- Your language must be as simple as possible, since unnecessary pompous language or excessive use of adjectives is unsuitable.

- Sentences and paragraphs should be as short as possible. Start a new paragraph with the introduction of each thought.

- Don’t assume that the reader knows about the topic you are writing about. Write as if the reader knows nothing about the subject.

- Don't begin a sentence with a number e.g. “95% of students are lazy”. It should read “Ninety-five percent of students are lazy”. Numbers less than ten should be written out (e.g. five and not 5), otherwise figures can be used e.g. “The number of malnourished children rose from 375 to 387 in November 1992.”

- All sources listed in the reference list must have in-text references, and all in-text citations must be linked to specific items in the reference list/bibliography.

- It must be ensured that the spelling of authors’ names and the dates of publication in in-text references correspond exactly with the spelling of authors’ names and the dates of publication in the bibliography.
• In compiling an assignment or research report, the author should be consistent regarding the format and technical lay-out of the document, as well as in the method of presenting the in-text references and the reference list.

• All addendums/annexures/appendices must be inserted after the bibliography, and must be listed in the table of contents. All addendums/annexures/appendices attached must be referred to in the text.

• After completing an assignment, students are advised to read it through, thoroughly and critically, as if it was written by someone else, and ensure that it is clearly understandable to a reader. Correct mistakes where necessary before submitting the paper.

• A new paragraph must not start with a quotation or reference. It is always preceded by an introductory sentence.

• In assignments and research reports, quotations/references cannot stand on their own, and are used only to support statements/arguments made by the researcher.

• Acronyms and abbreviations are preferably always written out in full. If acronyms and abbreviations are used in the text, they should be written out in full the first time, with the acronym or abbreviation in brackets: Example: Non-Governmental Organisations (NGOs). After this, you must use only the use NGOs.

• If necessary, acronyms and abbreviations are listed separately in a glossary after the table of contents.

• Use a good dictionary to avoid spelling mistakes. Computer spell-checks are useful, but are not always correct.

• Remember that one can only write with conviction on a subject that one knows thoroughly. First study the subject thoroughly, so that the assignment can be presented logically.

• Do not present your assignment in a haphazard fashion. Thorough planning is essential.

• Use punctuation correctly, so that your lecturer can follow your thoughts. Punctuation is a vital substitute for spoken language.

• Remember to leave spacing’s between words, after full stops, commas, and so on. Do not submit or prints out a document if there are red and green markups on your electronic document; correct them beforehand.

• If you are using brackets in a sentence, insert the full stop after you have closed the brackets: Example: Confidentiality will be discussed and consent forms will be signed (see Annexure D, page 205).
3. TECHNICAL PRESENTATION OF AN ASSIGNMENT

3.1 Numbering of pages
- The title page is not numbered.
- Table of contents page is numbered (i).
- The introduction of the assignment starts on page 1. The rest of the pages are numbered consecutively.

3.2 Title
The following information must appear on the title page:
- the title of the assignment;
- the name of the lecturer;
- the name of the module as well as the module code;
- the name and student number of the student;
- Due date for the assignment.

Example of a title page:

<table>
<thead>
<tr>
<th>TITLE OF ASSIGNMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Your name and surname
Your student number
Degree
Module and module code
Department

Lecturer: Submission date of the report:

3.3 Table of contents
The table of contents is written on page (i). The main headings or chapters as well as sub-headings and sub-sections of the assignment must appear in the table of contents with the page numbers on which these headings appear. All headings and sub-headings listed in the table of contents must correspond exactly with those in the text. For simplicity, it is recommended that the decimal system be used for numbering of headings and sub-headings.

The purpose of the table of contents is to give the reader a schematic overview of the theme, a summary of the aspects covered by the assignment, and the sequence in which they appear. It enables the lecturer to evaluate the logical structure of the content.

3.4 Tables and Figures
If tables are used they must be numbered and titled, and set apart from the text. If presented in graphic form, they must also be titled ‘Figure’ and numbered (e.g.
Figure 1: Demographic details of participants or Table 2: Ages of the participants. Sources for all table and graph material should be given below the table or graph.

3.5 Format and layout
- One-and-a-half spacing is used between lines, New Times Roman, 12.
- The text under the headings must be 'justified'
- It is advised that written text in tables and the bibliography not be justified, but that their text is aligned to the left.
- **Check the numbering system for accuracy, font size, and punctuation.** A numbering system comprising of points up to the third decimal figure (1.1.1.1) and thereafter the alphabet in lower case letters (a,b,c) is used. Use of Roman numerals (i.ii.iii.) is avoided. In the text bullets are used in preference to numerals.

3.6 The contents of an assignment
The following aspects must be included:

3.6.1 *Introduction*: The problem and the objectives of the assignment are set out in the introduction. A good introduction is brief, indicates the main arguments, and focuses directly on the objectives. The approach followed must be indicated, such as interviews, literature study, and so on.

3.6.2 *Body*: The body is the core section of the assignment. Here the main arguments are discussed and reasons given for the arguments. The main points are organised and arranged in paragraphs. A good paragraph deals with only one main point or subject at a time.

The presentation must be systematic and not disorganised. A systematic presentation has all related facts grouped under headings, which indicate similar points. Every sub-section must consist of at least an introductory sentence, a brief body, and a concluding sentence which provides a logical link to the following subsections. In this way, each subsection forms a complete unit.

3.6.3 *Conclusion/summary*: Conclude the assignment with a few sentences which briefly summarise the assignment. Refer back to the original problem statement and objectives of the assignment, and say whether the objectives have been achieved.

3.6.4 *Style of writing*: It is not acceptable to use any form of personal pronouns (‘I’, ‘you’ ‘we’) or abbreviations in the assignment. It is preferable that an impersonal, passive style of writing in the present tense is used (e.g. ‘one’, ‘the researcher’, it is done).

4. REFERENCES/CITATIONS IN THE TEXT
The source of every piece of information, whether used directly or indirectly, must be given in the assignment. Failure to do so makes one guilty of the illegal act of plagiarism (stealing someone else's work). This information in the text must be supported by a complete bibliography/reference list at the end of the assignment. All
items, whether they are books, journal articles, internet sites, Acts and so on, must be listed alphabetically according to the author’s surname. Do not number your references in the bibliography/list of references. Any source of information, whether cited directly or indirectly, must be indicated in the assignment/research report. Failure to do so boils down to plagiarism again. The respected method of referencing approved by the Department of Social Work is the Harvard method, and in some instances the Shorter Harvard method of referencing. How to reference according to this method will be explained in the next section of this document and some examples given.

According to the Harvard method, a reference is made as follows:
- name of the author of the quoted source;
- the year of publication;
- the applicable page number(s) in round brackets;
- a colon between the year of publication and the page number;
- a full stop after the closing bracket.
- **Example:** Creswell (2011:123).

**Examples of how to do in-text referencing according to the Harvard method:**
- When the author’s name forms part of the sentence, it must be acknowledged as follows: **Example:** In Potgieter (1997:21) this matter is discussed.

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Note the way in which the reference is set out: Surname of author, space; bracket; no space; date of publication of quoted source; no space; colon; no space; page number of quotation; no space; bracket.
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- When the author’s name appears at the end of a sentence, the reference is as follows: **Example:** Prepositions used with the verb ‘infatuated’ are ‘with’ and ‘by’ (Wood, 1999:309).

- **When two authors collaborated on a resource**, always use the surnames of both authors in all citations. Join the two names by an ampersand (&). **Example:** Denzin & Lincoln (1998:3) state that ... qualitative researcher... employ a wide range of interconnected methods... (Denzin & Lincoln, 1998:3).

- **When a work has three and more authors**, use the surnames of all the authors in the first citation, for example: Tutty, Rothery & Grinnell (1996:6) postulate that...

  In later citations, include only the surname of the first author followed by **et al.**, (which means ‘and the others’) **for example:** Tutty et al. (1996:6) state that this is a difficult choice (Tutty et al., 1996:6).

- When the reference you are using has been referenced in the text, you state the original author of the reference, and where you took it from (cited in). This is called a secondary source. **For example:** suppose you consulted Creswell (2009:155), who refers to Tesch (1980), and you did not actually read Tesch (1980) yourself, then you can indicate it as follows: Tesch (as cited in Creswell,
1994:155) proposes eight steps to aid the process of qualitative data analysis.

Note that in the reference list, you will include the reference for Creswell (1994), but not for Tesch (1980).

- **Referencing of Acts:** References of Acts in the text are followed by the title of the Act, its number and the date of its promulgation. **Examples:** According to the Domestic Violence Act of South Africa (Act No. 116 of 1998), sexual abuse means...
  Sexual Abuse is defined as follows: “any conduct that” ... (Domestic Violence Act of South Africa. Act No.116 of 1998).

- **Referencing of newspaper or magazine articles:** References to newspaper articles where the author’s name is known, are made as for a magazine article. If the author’s name is unknown, the newspaper’s name and date of publication are used. **Example:** … (The Sunday Times, 2013. 15 January: 4).

- **Referencing of conferences:** **Example:** The International Conference on Attempted Suicide (2003:4) indicated that suicide is third largest cause of deaths amongst adolescents (International Conference of Attempted Suicide, 2003:4).

- **Referencing of dictionaries/encyclopedias:** **Example:** The New Dictionary of English (2006:1458) defines precipitate as: causing an event or situation...

- **Referencing of committee proceedings, Commission findings and Reports:** In these instances, the short title of the committee is used together with the date and page number of the report. **Example:** (De Wet Committee, 2010:30).

- **Referencing of theses, dissertations and treatises:** The same as for source by one author.

- **Referencing of interviews:** Include the date, his/her official title and the name of his/her organisation. **Example:** According to Mr. PJ Brown, Managing Director of Pegasus Properties (Personal communication, May 2, 1999).

- **Referencing of journals:** The different formats of in-text references from journal and periodical articles, and their listing in the bibliography consist of the following: Author(s). Year of publication: Page number. **Example:** “Parents experienced a variety of feelings consequent to the coming-out of their gay/lesbian child” (Alpaslan, Johnston & Goliath, 2009:27).

5. **INTERNET SOURCES:**

The format for the referencing of in-text references and reference sources from the internet discussed here, comprises some general notes regarding the internet and using its reference sources in research, followed by the format for the referencing of in-text references and the listing of reference sources for internet documents, journals and periodical articles, government publications, dictionaries and encyclopaedias, conference proceedings and papers read at a conference, and e-
mails. It should be noted that apart from reference sources only to be found on the internet, many published reference sources are also to be found on the internet. The format of in-text references from the internet and the listing of their sources in the bibliography differ from their printed duplicates, and should be indicated as such in terms of the guidelines and examples below.

The increasing importance of the internet as a general source of references should be noted, but also that it is a significant source of references in academic studies and research. The way in which in-text references from the internet and the listing of sources from the internet in the bibliography are presented, is very similar to that used in the case of printed sources. As with other references, references to internet sources in research reports also have in-text references and bibliographic references. The following differences should, however, be noted:

- **Author:** The name of the author of the writing consulted in the reference is included as for a book or an article in a journal. If the name of the author is not known, the title of the piece of writing is used as for an article in a journal where the author’s name is unknown. To establish the responsible author it may help to check if it is an individual’s home page, a subdivision of an institution or an institution’s page, by looking at the address (uniform resource locator, or URL).

  - **Date of publication:** The date of publication is often absent. The year in which the site was created, or the date on which the site was last updated, can be used. If this cannot be found, the copyright date preceded by a "c" (for example c2010) can be used. If no year of publication is available, the abbreviation “n.d.” or "s.a." can be inserted in square brackets (see 3.5.3). The date on which the Web page was viewed, downloaded or published is not used here (this is provided at the end)

- **Page numbers:** There are seldom page numbers as pages are scrolled, therefore usually no page numbers will be recorded.

- **Title:** The title of the piece of writing consulted is indicated as for a book.

- **Format:** The format of the source consulted is included in the bibliographic reference by placing it in square brackets after the title of the item: [Online, Listserv. Discussion group. E-mail to: etc.].

- **Organisation responsible for the site:** As a book has a publisher, the "publisher" of an internet site is the organisation that maintains the site and takes responsibility for the information on the site. As there seldom is a publisher, the Web address (URL) replaces the place of publication and the name of the publisher.

- **Internet address:** In order to find the same page consulted on the internet, the URL must be included in the particulars of the source as listed in the in the bibliography. The URL is not included in the in-text reference. As far as possible, refer to the specific web page consulted and not to the entire website. Meticulous attention should be paid to spelling, use of capital letters, punctuation and
spacing in internet addresses, as one mistake may prevent access to the source. Do not use a full stop after the URL, since a full stop has a particular meaning in computer programming language. URL’s can be very long, but the rule is to provide the address of a particular page cited from, even if it is very long. Begin with the word "From:" and if necessary start the URL on a new line. At a line ending, a URL can be split only after a forward slash, full stop or hyphen.

- **Date of access**: Addresses on the internet may change and information may be added or withdrawn at any time. Therefore, apart from including the address visited, also include the exact date (day, month, and year) when it was accessed and viewed. Indicate the date on which the site was consulted in brackets: (accessed 6 April 2011).

It is essential to print a hard copy of the internet source and to keep it, should they be required at a later stage. This will ensure that factual information related to references cannot be contested at afterwards. This could also be used to ensure correct recording of the sources in the bibliography. Keeping hard copies of sources is also required because web pages are updated on a regular basis, with the information on it being adapted and changed from time to time. Web pages are also removed, their addresses changed, may only be available for a short time certain information may only be available to paying subscribers. Therefore the information referred to on the internet is considered less reliable than in the case of printed (more permanent) sources. It is advisable that the original sources on which the information on the internet is based should also be consulted.

### 5.1 Internet documents: In text referencing

The format for in-text references and the listing of their resources in the bibliography, for information obtained from the internet, includes the following:

- **Internet document with a known author**: Example: (Stevenson, 2005)

- **Internet document with an unknown author, use the Programme, Station/Channel. Year**: Example: Personalising one’s details is emphasized (The art of personalisation. 2005).

- **Internet document with corporate author, use author(s). Year**: Example: Stylusinc (2007).

### 6. THE USE OF QUOTATIONS IN THE TEXT

Quotations must not be used too often. When one uses too many quotations in the text, it may seem that the student does not understand the work or cannot put information into his/her own words. If the use of a quotation is unavoidable, the following guidelines should be used:

- when a quotation is used, it must be placed between quotation marks “ “ and the source indicated. **Example**: Miller and Jackson (1995:396) define the concept
emotional abuse as follows: "Emotional abuse is a broader category of words and actions ..." (Miller & Jackson, 2005:396).

- the spelling and punctuation of the quoted piece must be exactly the same as in the original text.

- where portions of a quotation are left out, this is indicated by a dotted line consisting of only three dots: ...

- where, for purposes of clarity, words are put in which are not in the original text, these should be shown by means of a square bracket. Example: "As nurse [general, psychiatric, community] and midwife."

- when a quotation is made within a quotation, it is indicated by single quotation marks. Example: "Smith says ‘it is rubbish’ and..."

Note that single inverted commas are also used when a concept or term is referred to and/or defined. Example: The term ‘burnout’ is defined as ...

7. BIBLIOGRAPHY/LIST OF REFERENCES
The references in the text must be supported by a complete bibliography/list of references at the end of the assignment or research report. The bibliography/reference list forms part of the assignment or research report, and is put on a separate page at the end of the assignment/research report.

All sources used in the text are listed alphabetically, according to the author's surname. If more than one work by the same author is used, these are listed by date of publication, earlier ones first.

Do not number the items.

Entries for books should contain the following information:
- The author's surname, followed by a comma, and the initial(s), each initial followed by a full stop.
- The date of publication, full stops.
- The title of the book, underlined, full stop. (Only the first letter of the first word in the title is written with a capital letter).
- The place (city or town) of publication, not where it was printed, followed by a colon.
- The name of the publishers, followed by a full stop.

Note the format:
surname of author; comma; space; author's initial(s) (capital(s)); no space; full stop


A periodical (scientific journal article). A periodical/ scientific journal article is identified according to its author/s. The title of the article then follows, followed by the name of the magazine (underlined), the volume and number and the pages on which the article appears. Example: Lambert, J. & Wehrle, B.R. 1993. Keeping students successful. Journal of Nursing Education, 11(7): 81-89.

Two or more publications of the same author in a particular year: If you wish to refer to two or more publications by the same author in a particular year, you differentiate between them by adding the letters a., b., etc, after the year. Example: National League for Nursing. 1991a. Concepts and components of effective management. New York: Aspen or National League for Nursing. 1991b. Utilization of the clinical laboratory for effective management. New York: Aspen.


Newspaper articles where the author is unknown:Example: Heartbreak


Personal/telephone interviews: Example: Brown, P.J. Community developer,
Drakenstein Municipality. 2010. Personal interview. 27 March, Wellington.

- **Radio or television programme:** Example: Agenda. 1993. (TV1) 23Nov:1


  - The abbreviation “n.d.” indicates that no date of publication could be established (the abbreviation "s.a." for *sine anno* (“without year”) may also be used here).


- **Acts:** Title and number of act. Year of publication. See country. Year of publication. **Example:** Children’s Act (Act No 38) of 2005, see South Africa, 2006.

8. LIST OF REFERENCES:


