



Australian Government

CHCSET001 Work with forced migrants

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages. Significant changes to performance criteria New evidence requirements for assessment including volume and frequency requirements Significant changes to knowledge evidence

Application

This unit describes the skills and knowledge required to work with, and for, refugees within an ethical, social, political and economic context.

This unit applies to work within an agency, directly or indirectly, involved with the provision of services to forced migrants, people with *Refugee or special humanitarian visas*, those granted refugee status in Australia, business and skilled migrants whose prime motivation for leaving their country was to escape violence and/or persecution, and the immediate family members of anyone from the aforementioned groups.

Workers will have limited responsibilities and work within established guidelines to develop, monitor and provide support and services in a range of areas, including but not limited to, settlement, accommodation, counselling, financial advice, family services, youth work, income support, education, health care and crisis intervention.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1. Develop a professional rapport with people who are forced migrants

1.1 Consider cultural sensitivities in communication techniques and adapt style and language to accommodate different cultural values and practices

1.2 Identify how one's own ethnicity, religion, class and gender will affect interactions with clients and modify

ELEMENT	PERFORMANCE CRITERIA
	approach appropriately 1.3 Identify the communication needs of clients who are newly arrived, traumatised and confused and modify approach appropriately 1.4 Identify where an interpreter is needed and work to ensure that appropriate interpreter services are accessed
2. Plan settlement services	2.1 Identify current issues which may impact on own work or organisation 2.2 Collect, discuss and use the views of key stakeholders and representatives from relevant target groups when determining service requirements 2.3 Develop and maintain links with workers with complementary roles in the provision of settlement services 2.4 Evaluate issues in relation to a person's culture, family background and interest and modify plan appropriately 2.5 Identifying specific needs of individuals and determine learning program requirements 2.6 Document and agree plan with client and other relevant service providers or stakeholders
3. Address issues associated with people who are forced migrants	3.1 Provide support to clients using a collaborative approach 3.2 Discuss and provide information regarding the range of services available in Australia and the importance of using these services 3.3 Take into account the culture, religion, gender and experiences of the person in all actions and decisions 3.4 Recognise trauma and refer to appropriate personnel or services 3.5 Support clients to deal with loss and grief 3.6 Support clients to deal with discrimination from both the mainstream community and from other ethnic groups 3.7 Support client to make appropriate links both within their own community and within the broader Australian community

ELEMENT**PERFORMANCE CRITERIA**

- 3.8 Refer clients to other service providers as required
4. Monitor and review support
- 4.1 Obtain ongoing feedback from clients in relation to service and support
 - 4.2 Evaluate progress in relation to service provision plan
 - 4.3 Monitor stress and emotions of self and colleagues and implement strategies to maintain wellbeing
 - 4.4 Identify opportunities for improved service provision and modify approach

Foundation Skills

The Foundation Skills describe those required skills (employability skills, language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

Assessment Requirements for CHCSET001 Work with forced migrants

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Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- developed, delivered and monitored the delivery of a settlement plan for 3 groups of forced migrants

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations (national, state/territory, local) relevant to settlement services and how these are applied in organisations and individual practice:
 - privacy, confidentiality and disclosure
 - mandatory reporting
 - conflict of interest and maintaining professional boundaries
 - discrimination
 - access and equity
- drivers and issues associated with migration and forced migration, including:
 - what migration is and what forms it takes
 - causes and impacts of forced migration
 - knowledge of the international protection regime
 - Australia's response to forced migration

- immigration processes, including how and why people selected to come to Australia
- meaning of various visa subclasses
- the profile of the current humanitarian program entrants, their experience and the impact of this on their settlement needs
- settlement process, practices and policies in Australia, including:
 - current and historical context of work in this sector
 - social, political and economic context in which the sector operates
 - what is settlement: current theories, phases and indicators
 - practical and emotional settlement needs of new migrants
 - services available to new migrants and how these services can be accessed
 - settlement plans and how they are developed
 - government service principles
- service delivery frameworks
- refugee experience and recognising effects of grief, loss, stress, torture and trauma
- post traumatic stress disorder
- the impact of migration on the family and the impact of change roles within the family
- the importance of identity, including recognising the significance of giving clients a chance to define themselves according to either their ethnicity or their current circumstances
- availability of resources and assistance within, and external to, the organisation, including relevant referral networks and how to access their services
- strategies for the worker to maintain their own well being and to support the well being of colleagues and clients
- international and Australian perspectives on gender, class, culture and religion

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, as well as, using suitable facilities, equipment and resources.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

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