



Australian Government

CHCSET002 Undertake bicultural work with forced migrants in Australia

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

Application

This unit describes the skills and knowledge required of settlement workers from diverse cultural backgrounds to work with forced migrants within an Australian context.

This unit applies to work in an agency directly or indirectly involved with the provision of services to recently arrived migrants and refugees.

Workers will have limited responsibilities and work within established guidelines to 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. Work within the Australian context

1.1 Identify and follow Australian management processes, cultural protocols, organisation procedures and legislative requirements

1.2 Identify and analyse differences between Australian processes and own cultural process

1.3 Identify differences in relation to working as a person from a culturally diverse background within mainstream

ELEMENT**PERFORMANCE CRITERIA**

Australia society

1.4 Adjust approaches in light of new information and protocols

2. Operate within the workplace

2.1 Identify organisation goals and priorities

2.2 Identify own role and responsibilities and confirm in accordance with organisation procedures

2.3 Prioritise competing demands to achieve organisation's goals and objectives

2.4 Identify and use professional networks to build and develop relationships

2.5 Identify factors and contingencies affecting the achievement of work objectives and document allowances in work plans

3. Recognise and deal with trauma and vicarious trauma

3.1 Identify the overt and covert signs of trauma in clients and the support framework available for such clients

3.2 Evaluate the options for specialist support and/or referrals while continuing to work with the client in line with organisation guidelines

3.3 Recognise vicarious trauma in self and identify and access support services

3.4 Recognise vicarious trauma in others and develop strategies to respond to this

4. Monitor and review service provision

4.1 Seek, discuss and use feedback to identify opportunities for improvement to service approach

4.2 Identify professional development opportunities to improve own skills and knowledge and action in accordance with organisation procedures

4.3 Monitor stress and emotions of self and colleagues and implement strategies to maintain wellbeing

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 CHCSET002 Undertake bicultural work with forced migrants in Australia

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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:

- provided support services to 3 groups of recently arrived migrants and refugees
- identified, supported and prioritised the needs of 2 clients or client groups demonstrating signs of trauma, and referred to appropriate specialist support services

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
 - codes of practice
- the impact of forced migration on the family and the impact of changed roles within the family
- availability of resources and assistance within, and external to, the organisation, including relevant referral networks and how to access their services

- strategies for worker to maintain their own well being and to support well being of colleagues and clients
- time management and stress management techniques
- impact and relevance of trauma and vicarious trauma

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 modeling 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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