



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>