



Australian Government

Assessment Requirements for CHCSET004 Undertake bicultural work with forced migrants in Australia

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide settlement services to three groups of forced migrants
- identify, support and prioritise the needs of two people or groups demonstrating signs of trauma, and refer to specialist support services.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- national, State or Territory and local legal and ethical considerations 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
- impact of forced migration on the family and the impact of changed roles within the family
- cultural processes
- availability of resources and assistance within, and external to, the organisation, including referral networks and how to access their services
- strategies for worker to maintain their own wellbeing and to support wellbeing of colleagues
- time management and stress management techniques
- impact and relevance of trauma and vicarious trauma
- features of services that deal with the impacts of trauma and processes for accessing:
 - counselling
 - health services
 - legal services.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure:

- access to facilities, equipment and resources that reflect real working conditions and model industry operating conditions and contingencies
- access to organisational policies and procedures
- opportunities for engagement with refugees and asylum seekers from a range of backgrounds.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>