Introduction

Aim

This course is designed for those working or intending to work with refugees and other forced migrants in a wide range of capacities, from direct service provision to policy or program development. It aims to provide these workers with the skills and knowledge to address the specific needs of this client group, recognising that these are additional to and distinct from those required for work in other areas within the welfare and services sector.

While this course has particular relevance for those working for services funded by the Department of Immigration, it is intended for all people whose work involves working with or for recently arrived refugees and other forced migrants. This includes but is not limited to those working in the settlement, health, education, employment, income support, housing, family support, youth, aged care and disability sectors. The course is also relevant for people working within government departments supporting these services.

This course will provide the participant with the knowledge component of the competency *CHCSW401A: Work Effectively with Forced Migrant.* This unit is included within the qualification *Certificate IV Community Services Work* but can be imported into other relevant qualifications or be taken as a stand-alone unit. To achieve the competency the participant will need to demonstrate the ability to apply this knowledge in the working environment with minimal supervision.

Outcomes

It is intended that after completing this unit, participants will be able to:

- contextualise forced migration;
- understand the types of experiences clients from forced migrant backgrounds will have had;
- understand Australia's resettlement program and how it fits within the nation's response to forced migration;
- define "settlement" and identify the key objectives of settlement service delivery;
- understand the impact of forced migration on people's capacity to adapt to life in Australia;
- demonstrate knowledge, skills, experience and attitudes needed to work successfully with refugees and other forced migrants;
- demonstrate an understanding of self awareness and support.

Assessment

Assessment of the course is competency based. You will be assessed as Competent or Not Yet Competent.

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