

## Why learn with CEH Online?

- Founded in 1994, we are well respected in the community
- We're acknowledged as industry leaders in work with people from refugee and migrant backgrounds
- We have worked with many organisations to train over 8,000 online students since 2016

e: [enquiries@ceh.org.au](mailto:enquiries@ceh.org.au)

p: 03 9418 9929

w: [www.CulturalCompetenceTraining.com.au](http://www.CulturalCompetenceTraining.com.au)



## Cultural Competence

### Online training with the Centre for Culture, Ethnicity and Health (CEH)

**Give your staff the skills and knowledge to work with people from other cultures with our Introduction to Cultural Competence eLearning Suite (ICC).**

ICC gives your staff cultural competence training based on their needs. It is practical, logical and creates genuine engagement through interactive activities that let your staff practice what they are learning.

The training works on desktop, tablet or mobile phone so your staff can complete the training on their preferred device. Staff progress is saved as they go, so they can log in and out of training at any time.

CEH online learning lets your staff practice decision making so they can be inclusive, flexible service providers and co-workers.





## Introduction to Cultural Competence Unit 1: Key Knowledge

Perfect for all staff who need to understand the basics of cultural competence.

Unit 1 gives your staff a framework to understand Australian cultural diversity. It sets a clear, positive agenda for how staff can create a culturally responsive workplace. Staff learn how cultural competence can help them reduce structural factors that create poorer outcomes for migrants and refugees in Australia.

### In Unit 1 your staff will gain clear knowledge about:

- Australian cultural diversity
- Government policies relating to diversity
- The different strategies needed for working with migrant and refugees
- Language services like interpreting



## Introduction to Cultural Competence Unit 2: Practical Skills

The perfect add-on to Unit 1 for staff who work in-depth with migrant and refugee clients.

Unit 2 lets your staff practice the skills they need to work effectively with migrants and refugees. This unit has practical activities that show your staff how to reduce unconscious bias, use plain language and check their clients understanding.

### In Unit 2 your staff will practice skills to:

- Speak and write in plain language
- Check what clients understand from what they say
- Identify biases and learn thinking patterns to minimise them
- Identify their own cultural preferences and practice strategies for working with clients who are from other cultures



## Introduction to Cultural Competence Working with Interpreters

An in-depth primer or refresher for staff who work with interpreters.

Interpreters are key to providing service access to clients who have limited English. In this course, staff learn the skills and knowledge they need to confidently book and work with interpreters.

### In Working with Interpreters your staff will learn:

- How interpreters can make their job easier and more satisfying
- How to identify if an interpreter is needed
- How to book and set-up for interpreted conversations
- How to communicate via an interpreter



## Investment

Study online using our learning management system or your own.

High quality training with flexible pricing options that is affordable for individuals as well as organisations.

Individual Course -discounts available for 30+ license purchases	
Introduction to Cultural Competence - Unit 1: Key Knowledge	\$ 49
Introduction to Cultural Competence - Unit 2: Practical Skills	\$ 49
Working with Interpreters	\$ 35
<b>BD2</b> Bundle 2: Introduction to Cultural Competence (2 units)	<b>\$ 65</b>
Includes Unit 1 and Unit 2 of Introduction to Cultural Competence. Receive one certificate with 2 units.	<i>Save \$ 33</i>
<b>BD3</b> Bundle 3: Introduction to Cultural Competence (3 units)	<b>\$ 69</b>
Includes Unit 1, Unit 2 of Introduction to Cultural Competence and Working with Interpreters. Receive one certificate with 3 units.	<i>Save \$ 68</i>