

COMPETENCIES AND LEARNING OUTCOMES

CCCA Aboriginal and Torres Strait Islander Cultural Competence Foundation Course

The CCCA course was developed and mapped to three units of national competence which guarantee specific learning outcomes that focus on service delivery and program outcomes, improve workplace culture and increase confidence.

This is achieved by developing individual capabilities of understanding, knowledge, collaboration and analysis.

Specifically, the competencies give participants the skills to apply an understanding of Aboriginal and Torres Strait Islander cultures that results in improved services and programs for Aboriginal and Torres Strait Islander peoples, their families and communities; to enable the participants to demonstrate protocols and processes to

collaborate effectively and in partnership with Aboriginal and Torres Strait Islander peoples; and to develop the skills to analyse and identify the legislation, policy and work practices that relate to Aboriginal and Torres Strait Islander peoples.

UNITS OF COMPETENCE

The course was mapped to the following national units of Competence (please note: these units are no longer in scope):

NSWTACE401A

Develop and apply an understanding of Aboriginal cultures to improve service and program outcomes.

NSWTACE402A

Demonstrate protocols and processes to collaborate in partnerships with Aboriginal peoples.

NSWTACE403A

Identify and analyse legislation, policy and work practices relating to Aboriginal people.

CCCA COMPETENCIES

The CCCA course content extends beyond these three national units. The additional scope and competencies are detailed on the final page.

NSWTACE401A (OUT OF SCOPE)

Develop and apply an understanding of Aboriginal cultures to improve service and program outcomes.

Element		Performance Criteria
1	Describe Aboriginal Dreaming and knowledge systems	1.1 Examine the significance of the Dreaming in Aboriginal Cultures 1.2 Demonstrate an understanding of the relationship between the Dreaming and Country 1.3 Discuss NSW Aboriginal peoples world views 1.4 Identify and discuss the differences between Aboriginal lore and Western law
2	Understand the complexity of Aboriginal identities	2.1 Discuss the complexity of how Aboriginal identities are formed 2.2 Explore the diversity of Aboriginal identities 2.3 Discuss connection, custodianship of Country and obligations in regards to Aboriginal identities
3	Identify events that impact on Aboriginal peoples, their lands, waters and Cultures and white Australian history	3.1 Identify events that impact on Aboriginal peoples explained 3.2 Discuss events that impact on Aboriginal lands, waters and Cultures (ecological/environmental) 3.3 Discuss Aboriginal peoples resistance to events and their impacts
4	Describe influences on Aboriginal peoples and Communities ability to access services and programs	4.1 Discuss the impact of events that influence Aboriginal peoples and Communities perceptions of and access to services and programs 4.2 Identify factors that are barriers to accessing services and programs 4.3 Identify factors that contribute to Aboriginal peoples and Communities positive engagement with services and programs
5	Identify strategies and report on actions to improve outcomes for Aboriginal peoples and Communities through service and program delivery	5.1 Identify strategies that improve outcomes for Aboriginal peoples and Communities 5.2 Analyse the key characteristics of effective strategies for service and program delivery 5.3 Develop key actions to improve service and program delivery outcomes for Aboriginal peoples and Communities 5.4 Report on the implementation of the key actions in your workplace

NSWTACE402A (OUT OF SCOPE)

Demonstrate protocols and processes to collaborate in partnerships with Aboriginal peoples.

Element		Performance Criteria
1	Identify key components of a collaborative partnership	1.1 Identify various elements of collaborative partnerships relevant to Aboriginal and non-Aboriginal peoples and discuss characteristics 1.2 Discuss concepts of consultation, negotiation and equitable contribution 1.3 Identify representation of stakeholders 1.4 Discuss the role of decision making in partnerships 1.5 Discuss the importance of agreed outcomes to collaboration
2	Identify Aboriginal cultural protocols that apply when establishing and maintaining collaborative partnerships	2.1 Discuss the structure of Aboriginal Communities and the role of individuals to represent the Communities 2.2 Discuss appropriate behaviour, restrictions and forms of effective communication 2.3 Discuss appropriate management and acknowledgement of intellectual property rights 2.4 Identify the role that Aboriginal cultural protocols have in determining the nature of a partnership
3	Apply a process for working in partnership with Aboriginal Communities	3.1 Discuss the role of appropriate introductions and information disclosure to establish trust and respect 3.2 Identify and discuss relevant legislation and organisational policies, guidelines, practices and procedures and their impact on a collaborative partnership 3.3 Discuss management of expectations in collaborative partnerships 3.4 Develop and apply strategies for working in partnership with an Aboriginal Communities

NSWTACE403A (OUT OF SCOPE)

Identify and analyse legislation, policy and work practices relating to Aboriginal peoples.

Element		Performance Criteria
1	Demonstrate an understanding of legislation and policies that impact on Aboriginal peoples and Communities	1.1 Identify and discuss the purpose of legislation and policies 1.2 Identify influences on the development of legislation and policies 1.3 Identify major legislation and policies of governments that affect Aboriginal peoples
2	Identify and analyse how specific government legislation and policies that impact on Aboriginal peoples and Communities	2.1 Identify and discuss the intent of legislation affecting Aboriginal peoples 2.2 Analyse the impacts of major legislation and policy upon Aboriginal people 2.3 Identify application of legislative requirements, compliance and possible sanctions for non-compliance on Aboriginal peoples 2.4 Identify past and current Aboriginal activism and activists working to change legislation and policy direction
3	Apply understanding of legislative and policy impacts to work practices to improve outcomes for Aboriginal people	3.1 Discuss how legislation and policy directions influence individual work practices 3.2 Analyse individual work practices in relation to Aboriginal peoples 3.3 Apply and report on implementation of work practices to improve outcomes for Aboriginal peoples

CCCA ADDITIONAL COMPETENCIES

The Aboriginal and Torres Strait Islander Cultural Competence Course also provides additional content and subsequent competencies which exceed the units above. A complete list of these competencies are described in the following table of course learning outcomes:

Skills	Example of Application
<p>1 SELF-MANAGEMENT AND LEARNING that contributes to ongoing personal and professional growth and development in terms of cultural competence</p>	<p>1.1 Describing historical events and issues affecting Aboriginal and Torres Strait Islander peoples from colonisation to current day, particularly including specific policies of extermination and dispossession, protection and segregation, assimilation, self-determination and self-management, and reconciliation</p> <p>1.2 Describing the immediate and long-term ongoing effects of such policies on Aboriginal and Torres Strait Islander peoples today, particularly relating to reserves and missions, restrictions and 'special treatment', and the forcible removal of children</p> <p>1.3 Describing examples of Aboriginal and Torres Strait Islander protest, resistance and political activism from early colonisation to current day</p> <p>1.4 Respecting cultural diversity and sensitivity to social, cultural and professional values and beliefs</p> <p>1.5 Outlining the key cultural protocols for contacting and consulting appropriately with people in a specific community</p> <p>1.6 The development of a customised Action Plan detailing information relating to local community, role-specific conduct and protocols, local issues, initiatives and priorities, local kinship networks and how and where such information can be sourced</p>
<p>2 Culturally competent COMMUNICATION that contributes to productive and harmonious relations between colleagues, employees and clients</p>	<p>2.1 Explaining the importance of Aboriginal and Torres Strait Islander heritage, values and protocols</p> <p>2.2 Describing elements of cultural diversity in Aboriginal and Torres Strait Islander communities</p> <p>2.3 Describing the cultural rights and responsibilities when using community knowledge, information and material</p> <p>2.4 Describing the protocols and personal conduct required for working with Aboriginal and Torres Strait Islander peoples and communities appropriately, respectfully and effectively</p> <p>2.5 The development of a customised Action Plan detailing methods of appropriate communication when making connections with local community organisations, groups and members</p>
<p>3 Culturally competent PROBLEM-SOLVING AND TEAMWORK that contributes to productive and innovative outcomes, fosters relationships and establishes mutually beneficial partnerships</p>	<p>3.1 Respecting cultural diversity and sensitivity to social, cultural and professional values and beliefs</p> <p>3.2 Identifying examples of Aboriginal heritage, values and protocols and explaining their importance</p> <p>3.3 Identifying owners/custodians of community knowledge, information and material</p> <p>3.4 The development of a customised Project Plan which includes details on one or more of the following: local organisations, groups and community members, and how connections will be made, relationships fostered, and partnerships established</p>
<p>4 PLANNING AND ORGANISING that contributes to long-term and short-term strategic planning for cultural competence</p>	<p>4.1 Determining reasons for contacting an Aboriginal and/or Torres Strait Islander community when conducting activities that are of interest or otherwise affect them</p> <p>4.2 Identifying who in a specific community needs to be contacted for any research, development, service provision and/or community engagement activities that in any way affect or impact that community</p> <p>4.3 Describing appropriate approaches to research, development, service provision, and community engagement activities that in any way affect or impact Aboriginal and/or Torres Strait Islander peoples</p> <p>4.4 The development of a customised Action Plan highlighting community engagement, building partnerships and achieving culturally competent service delivery</p>

Please contact us for more information on our Aboriginal and Torres Strait Islander Cultural Competence Courses.

Tel: 1300 240 944 or Email: enquiries@cca.com.au