

Ethnicity Training Network

Cultural Competence Training Pack

The pack is divided into four sections which cover the following areas:

Section One - Introduction

- Raising awareness of the needs, rights and cultural context of service users

Section Two - Engagement

- Engaging with minority ethnic communities
- Developing local partnerships
- Improving information and policies
- Employing people from minority ethnic communities to represent the populations served

Section Three - Planning & action

- Making services appropriate and accessible to people from minority ethnic groups with learning disabilities

Section Four - Reviewing services

- Measuring service user satisfaction and service outcomes
- Assessing & monitoring competence throughout the service

CONTENTS

Background:

- Aims of the pack
- Who the pack is for
- How to use the pack

- Activity 1: Finding out about some commonly used terms
Activity 2: What I want from this training
Information: Why this training pack is needed (See Power Point A)
Activity 3: Attitudes to minority ethnic communities

Section One - The needs, rights and cultural context of service users

- Activity 4: What is culture?
Activity 5: What are some of our worries about cultural diversity?
Activity 6: Why do we need to understand different cultures?
Information: Cultural Competence (See Power Point B)
Activity 7: Practical ways to raise cultural awareness within your work/ your service



Section Two - Engagement

- Activity 8: Why develop partnerships?
Activity 9: Some barriers and concerns about partnerships
Activity 10: Practical ways to engage with people from minority ethnic communities
Information: Why develop partnerships (See Power Point C)
Information: Partnership working (See Power Point D)

Section Three – Planning & Action

- Activity 11: Introduction to planning and action
Activity 12: What do you know?
Activity 13: Barriers to people with learning disabilities from minority ethnic communities using services
Activity 14: Practical tips for making services more accessible and increasing uptake
Activity 15: Person-centred planning
Information: Making services accessible (See Power Point E)
Information: Helping people access services (Power Point F)
Information: What you need to know to plan services (Power Point G)
Information: Person-centred planning and advocacy (Power Point H)

Section Four – Reviewing services

- Activity 16: How well are we doing?
Activity 17: Reviewing the cultural competence of services
Activity 18: Six areas of assessment for community engagement
Information: Reviewing services (Power Point I)

Handouts for trainers

1. Glossary of terms
2. What I want from this training
3. Attitudes to people from minority ethnic communities and their families
4. Some worries about cultural diversity
5. Barriers and concerns about partnerships
6. Who can help you review your current work and help you plan your service?
7. What do you know?
8. Barriers to people using services
9. Case studies: Making services more accessible and increasing uptake
- 10: Six areas of assessment for community engagement
11. Organisational Cultural Competence Self Assessment Tool
12. Some useful websites: