



Courses: Cultural Competency, Working with Interpreters, Working with Religious Diversity

AM SESSION

Course A-AM

Course Name CALD Cultural Competency and Working with Interpreters

Date: Wednesday 11th September 2019

Time: 0830- 1230

Duration: 4 hours

Where: Education Centre, Palmerston North Hospital

Accredited for: CME/CNE/MOP – 4 hours

Who can enrol: Health professionals working in secondary care, primary care and NGO health sectors.

PM SESSION

Course B-PM

Course Name: Working with Religious Diversity

Date: Wednesday 11th September 2019

Time: 1300-1700

Duration: 4 hours

Where: Education Centre, Palmerston North Hospital

Accredited for: CME/CNE/MOP – 4 hours

Who can enrol: Health professionals working in secondary care, primary care and NGO health sectors who are providing services to migrant and refugee patients.

What you need to know:

- You can find out more about the above course information on the next page
- You can book 2 consecutive courses (eg AM session and a PM session)
- We need at least 12 participants to proceed with the course.

How to enrol: To register for one OR two of these courses please send an [‘MDHB Education Registration form’](#) OR [‘Non DHB Registration Form’](#) to the Education Centre at Palmerston North hospital with the following details.

Course Ref: A or B

- Course Name:
- Date: 11th September
- Time:
- Your name, occupation, organisation name, email address

Course (A): Cultural Competency and Working with Interpreter

Course information: This course has been created as an introduction to building cultural competence when working with CALD migrant and refugee patients from Asian, Middle Eastern and African backgrounds and with Interpreters. It is a combination of the following courses from the CALD Cultural Competency Training Programme:

CALD 1 Culture and Cultural Competency

CALD 4 Working with Interpreters

Audience: It is intended for anyone working in secondary care, primary care or mental health services.

The aim of the course is to increase your awareness of your own cultural values and of others; to improve your understanding of how cross cultural differences, expectations and beliefs about illness and disability can affect communication, consultation and diagnosis; and to improve your skills working with interpreters and CALD patients.

Learning Outcomes:

- Gain skills on how to apply the four elements of cultural competency (awareness, knowledge, sensitivity and skills) in practice to develop cultural competency.
- Gain skills on how to work with effectively with Interpreters; including pre-briefing, structuring a session and de-briefing.

On completing this course you will develop skills in cultural competency, and become aware of how assumptions, interpretations and judgements impact on how we communicate and understand our CALD patients/clients during consultations.

Accredited for: CME – 4 hours

Course (B): Working with Religious Diversity

Course information: This course is intended for anyone working in secondary care, primary care or mental health services. Faith and religion is one of the most significant components of cultural practice, and religious beliefs can have a critical impact on a patient and their family's healthcare decisions. The aim of this course is to build the skills and understandings needed for health practitioners to develop religio-cultural competency.

Learning Outcomes:

- Gain an understanding for developing religio-cultural competence practice when working with CALD patients of different faiths and religious practices.
- Gain knowledge about selected religious beliefs and practices, and the affect they have on health, behaviour, and wellness.
- Develop skills to enhance interventions and treatment compliance.
- Know how to raise religion in a sensitive manner to gather the information needed to aid effective healthcare.

On completing this course you will have more knowledge about a range of religious beliefs and practices from Islam, Sikhism, Hinduism and Buddhism. You will have a better understanding of the influence of religious beliefs on patients and their families' health, behaviour, and wellness; and have developed new skills to enhance your health interventions and patient compliance with treatment plans.

Accredited for: CME – 4 hours

It is recommended that participants access the complete online courses stated above for further in-depth learning on these topics. Culture specific resources are also available for these courses. Go to www.ecald.com.

List of CALD Online and Face to Face Courses

- Culture & Cultural Competency (online and face to face)
- Working with Migrant Patients (online and face to face)
- Working with Refugee Patients (online and face to face)
- Working with Interpreters (online and face to face)
- Working with Asian Mental Health Clients (face to face only)
- Working with Religious Diversity (online and face to face)
- Working with CALD Families and Disability (online and face to face)
- Working in a Mental Health Context with CALD Adult Clients (online and face to face)
- Working in a Mental Health Context with CALD Children and Adolescents (online and face to face)

Online resources: There is a range of online and downloadable supplementary resources to further increase cultural awareness, knowledge and skills and provide additional cross-cultural communication tips and guidelines, and research material to increase cultural specific knowledge about working with Asian and MELAA (Middle Eastern, Latin American and African) groups.

For more information visit www.ecald.com