



We promote positive attitudes towards refugees and asylum seekers by presenting accurate data, challenging myths and exploring what the refugee experience means.

Through a well-designed training package we hope to improve the quality of health care and other service provision offered to this group. After completing our training, staff will have enhanced skills, knowledge and confidence to work effectively with refugees and asylum seekers.

Objectives

Our key objective is to offer training to people in statutory services and other groups working with refugees and asylum seekers. Our information is research-based and accurate. We aim to be a resource on refugee issues, especially health issues.

Rationale

Health service staff often comment that they feel under-confident in their work with refugees and asylum seekers. They perceive that this client group has problems they do not understand and that, often with language difficulties, consultations will take longer and be less effective.

The National Health Service is grounded in an ethos of equality and yet in many ways refugees are disadvantaged in accessing health services. We feel that if health staff are more aware of the refugee experience and are given the information and skills needed to work effectively with this group they will be able to offer a better quality of care to this marginalised group.

All our sessions are fully evaluated.

Our courses

1) We periodically run 1 day **national workshops**, which are open to anybody. Please check the website for details (dates, venue and booking). The interactive workshop includes the following areas:

- Background and definitions
- Global perspective
- Current issues
- Refugee experiences
- Your work with these groups
- NHS entitlement and access issues
- General health issues
- Working with interpreters

Cost of national workshops

£130 statutory and public sector bodies

£90 voluntary and not-for-profit sector

[Refreshments and lunch included]

2) We also offer **tailor-made training sessions** on a half-day or full-day basis. We travel to your workplace to hold training sessions (maximum of 15 people per session). We offer 'tailor-made' training packages, so you can design your own package appropriate for your needs. We will discuss all elements of training and you can decide what parts you want to include.

Cost of tailor-made training sessions

Full-day session: £800

Half-day session: £500

(per session, not per participant)

Shorter sessions can be organised as required; please contact us to discuss your requirements.

Discounts are available for two or more sessions.

Costs include training materials but excludes travel expenses if outside London.

Tailor-made training

Training sessions consist of a number of stand-alone modules. The purchaser can decide which are included, depending on the needs of those attending training and the length of the training.

General

Definitions, process and legal

[20 minutes]

Definitions of refugee status, process and legal information

An interactive session which varies depending on how much the participants already know. Covers the basics – what is the difference between different categories of immigration status, the process of claiming asylum and legal rights and responsibilities.

The history of protection

[15 minutes]

Is this issue a new one? How long have people been seeking asylum in other countries? A discussion about past immigration issues and an historical perspective on international legislation.

The global perspective

[45 minutes]

This is a session that centres around a group quiz. The aim is to place UK refugee issues into the global context. Through the quiz participants uncover some of the myths surrounding asylum in the UK and how the issues are portrayed in the media.

Ethnic Monitoring

[30 minutes]

This session explains what ethnic monitoring is, and looks at the rationale and benefits of ethnic monitoring. Participants will discuss some of the issues they may face on a practical level in collecting such data from patients, with an opportunity to practice asking what may be considered sensitive questions using role play.

Myths and reality

[25 minutes]

This is a discussion about the current myths surrounding asylum and immigration. Participants are asked for their opinions about the issue and these are then debated within the group.

Your work with this client group

[45 minutes]

This module focuses on participants' needs in working with refugees and asylum seekers. They are encouraged to share their experiences and openly talk about some of the challenges and rewards working with this group. The aim is that participants leave the training feeling that they have gained skills and knowledge to deal more effectively with refugees and asylum seekers.

Personal Perspectives

The aim of the next 6 modules is to bring the refugee issue to a personal level, where participants are encouraged to think what being a refugee may mean for people experiencing it.

Reasons why people leave their countries

[30 minutes]

A group activity in which participants consider factors which result in people fleeing their homes. Participants are encouraged to imagine where their own threshold might be in deciding to leave their homes.

What people leave behind

[25 minutes]

A game played in small groups where participants have to reach some consensus about what they will take with them when they leave their homes and rank them in order of priority. The aim is for the group to explore the trauma people face when making a decision to leave.

What people might need upon arrival

[20 minutes]

A look at what participants would find most useful when they arrive somewhere new. This is achieved through a game, again in small groups, where participants have to decide what is most useful in terms of them feeling secure and welcome.

Refugee experiences – personal testimony

[20 minutes]

A video presentation of refugees and asylum seekers talking about their real experiences of leaving their own countries and settling in the UK.

Personal accounts within historical perspectives

[20 minutes]

In small groups, participants look at a selection of personal stories or eye-witness accounts of persecution and deduce the places and dates to which the pieces are referring.

A friendly welcome?

[25 minutes]

An exploration, using case studies, of why strangers are not always given a friendly welcome.

NHS Specific

NHS entitlement, responsibilities of providers

[30 minutes]

A brief discussion of the recent proposed changes to NHS entitlement followed by case scenarios where participants in groups are asked to consider various characters' NHS entitlement and the potential consequences of different courses of action.

Health issues - general

[40 minutes]

A brain-storming activity about some of the health issues concerning refugees and asylum seekers. Participants will be encouraged to talk about their own work experiences with refugees.

Health service access

[30 minutes]

Group work to consider some of the common access problems experienced by refugees and asylum seekers, along with possible solutions and also consequences of being denied access.

Language issues and working with interpreters

[30 minutes]

A short game and longer discussion about the importance of language to people accessing the NHS and pointers for working effectively with interpreters. Participants will be encouraged to share their own experiences of language issues, both personally and professionally. The focus is on finding solutions to some of the problems encountered.

Specific health issues

[15 - 25 minutes each]

These sessions are more in-depth sessions about specific health issues. These sessions are aimed at health professionals working face-to-face with refugees and asylum seekers. For participants who are either not from health backgrounds or are not directly working with refugees, the above session Health issues – general will be more appropriate. If the training is attended by a variety of staff (ie. non-health staff and health staff), these sessions can be run concurrently.

Specific health topics

Mental health [25 minutes]

TB [15 minutes]

Sexual health (HIV & FGM) [25 minutes]

Immunisations [15 minutes]

Screening [15 minutes]

Sample training packages

Half-day training for GP reception staff and walk-in centre reception staff:

9.00 - 9.30 Registration and coffee. Introductions.
9.30 - 9.50 Definitions [20 mins]
9.50 - 10.15 Myths and reality [25 mins]
10.15 - 10.40 A friendly welcome? [25 mins]
10.40 - 10.50 Break
10.50 - 11.20 Reasons why people leave their countries [30 mins]
11.20 - 11.45 What people leave behind [25 mins]
11.45 - 12.05 Refugee experiences [20 mins]
12.05 - 12.35 Health service access [30 mins]
12.35 - 13.20 'Your work' with this client group [45 mins]
13.20 - 13.30 Questions, closing comments and evaluation

Full day training for community nurses:

9.00 - 9.30 Registration and coffee. Introductions.
9.30 - 9.50 Definitions [20 mins]
9.50 - 10.35 The global perspective [45 mins]
10.35 - 11.05 Reasons why people leave their countries [30 mins]
11.05 - 11.20 Break
11.20 - 11.40 Refugee experiences [20 mins]
11.40 - 12.00 What people might need upon arrival [20 mins]
12.00 - 12.30 NHS entitlement [30 mins]
12.30 - 13.30 Lunch break
13.30 - 14.10 Health issues – general [40 mins]
14.10 - 14.40 Ethnic monitoring [30 mins]
14.40 - 15.10 Language issues & working with interpreters [30 m]
15.10 - 15.20 Break
15.20 - 16.00 Specific health issues:
Mental health [25 mins]
Immunisations [15 mins]
16.00 - 16.45 'Your work' with this client group [45 mins]
16.45 - 17.00 Questions, closing comments and evaluation

Training Methods

The emphasis is on interactive learning through a variety of methods including personal testimonies, question and answer sessions, quiz, video, role play, presentations, small group work.

Booking a national workshop

Print off the booking form on the website and post to us at:
Refugee Awareness, 55 Montana Road, London, SW17 8SN

or email us on booking@refugeeawareness.org.uk and we will email you a booking form.

Booking a Tailor-made Course

Step 1: Give us a call or send an email and we will arrange a time either for us to visit you or have a phone conversation with you.

Step 2: During the initial discussion we will go over the options and ask you about your training requirements.

Step 3: Within 3 working days we will send you details of your customised training package and cost.

Step 4: If you decide to go ahead, we will agree a date. You inform your staff/colleagues of the date and venue (booked by you usually, as it will be within your premises).

Leave the rest to us! We will come on the day with all materials prepared.

Contact Us

For further information, general enquiries or to discuss a booking, please contact us:

Email	info@refugeeawareness.org.uk
Telephone	0208 682 1119 or 07904089720
Address	Refugee Awareness 55 Montana Road London SW17 8SN