



# 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  
Activity 3: Attitudes to learning difficulties and 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  
Activity 7: Practical ways to raise cultural awareness within your work/ your service

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## 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 with learning  
Information: Partnership working

## 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  
Information: Helping people access services  
Information: What you need to know to plan services  
Information: Person-centred planning and advocacy

## 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

## Handouts for trainers

1. Glossary of terms
2. What I want from this training
3. Attitudes to people from minority ethnic communities with learning difficulties 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: