



AAISA Settlement Practitioner Certification Application

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Alberta Association of Immigrant Serving Agencies (AAISA) certification of Settlement Practitioners is based on competencies that are outlined in the Alberta Framework of Competencies for Settlement Practitioners (2001) and its subsequent revision in 2011, upon review of the Occupational Competencies Framework.

To apply for AAISA certification, you must be a “settlement practitioner” at a recognized settlement agency. A recognized settlement agency is one of the member agencies of AAISA. Settlement practitioners with the Saskatchewan Association of Immigrant Settlement and Integration Agencies (SAISIA) are also eligible for AAISA certification under an agreement between the two provincial umbrella organizations.

AAISA certification is based on a balanced assessment of an applicant’s knowledge, skills and training relevant to the work that is done in the settlement sector.

Practitioners will be certified as:

- **Level 2:** Practitioner - to recognize practitioners who have developed a level of competence in the settlement field.
- **Level 3:** Practitioner - to recognize experienced practitioners who have developed a level of excellence in the settlement field.

Summary of Requirements for Certification

Section	Level 2 Practitioner	Level 3 Practitioner
Section I: Documented Experience	<ul style="list-style-type: none"> Minimum 24 months full time experience in settlement sector in Canada within previous 5 years 	<ul style="list-style-type: none"> Minimum 5 years full time experience in settlement sector in Canada
Section II: Functions of Settlement Practitioners	<ul style="list-style-type: none"> Self-evaluation of 3-5 in 16 of 23 CORE functions 	<ul style="list-style-type: none"> Self-evaluation of 4-5 in 18 of 23 CORE functions Rating of 3-5 in all of the competencies in at least one of the OPTIONAL function areas
Section III: Documented Education / Training	Minimum of 100 hours of training related to competencies	<ul style="list-style-type: none"> Minimum of 200 hours of training related to competencies
Section IV: Foundational Knowledge and Skills	<ul style="list-style-type: none"> Demonstration of training for 60/90 competencies in CORE areas Of these, a self-evaluation rating of 3-5 for at least 30 CORE competencies 	<ul style="list-style-type: none"> Demonstration of training for 70/90 competencies in CORE areas A self-evaluation rating of 4-5 for at least 60 CORE competencies. A self-evaluation of 4-5 in 10/20 OPTIONAL competencies

Section I:

Documented Experience

In the table below, list the positions that you have held in the settlement field. *(Must be within settlement agencies.)*

Attach the job descriptions for **each position** as established by your employer(s).

For each position listed in support of your application attach a letter of verification from the Executive Director / Designate, verifying the position(s) held, start and end dates, whether the position was full-time or part-time and total length of service in hours or full time equivalent (FTE) in years. Please note any periods of leave that you were not actively employed by your agency as well. These leaves cannot be included in your time of service.

To calculate FTE, calculate the hours of the position as a percentage of a *full-time position within your agency*. E.g. If a full time position in your agency is defined as 40 hours/week and your position is 20 hours a week, the FTE would be .5. If a full time position in your agency is defined as 37.5 hours a week and your position is 10 hours/week, the FTE would be .26.

Application for certification **must be** accompanied by a letter of verification of the positions that have been held by the applicant. The letter of verification must be signed by the agency Executive Director OR designate.

Positions Held in the Settlement Field

Dates yy/mm/dd	Position and Full-time Equivalency (FTE) eg. Employment Counselor (.5)	Employer Agency/ Supervisor Name / Phone / E-Mail	Job description attached?	Years of Experience	Letter of Verification attached?	Portfolio Page Numbers
from _/_/_ to _/_/_						
from _/_/_ to _/_/_						
from _/_/_ to _/_/_						

Please expand this table if necessary.

Section II: Functions of Settlement Practitioners

The Functions of Settlement Practitioners checklist must be reviewed, verified and signed by the candidate's current supervisor.

Functions outlined in this section are grouped into **eight** categories, **five** of which are Core, and **three** of which are Optional:

- Support clients to adjust to life in Canada (CORE)
- Provide specialized services to clients from diverse cultures. (CORE)
- Support the physical, social and emotional well-being of clients from diverse cultures. (CORE)
- Contribute to organizational effectiveness and to a welcoming environment for all practitioners and clients. (CORE)
- Support clients in identifying and accessing resources required for their language development. (CORE)
- Facilitate the entry of immigrants and refugees into the Canadian workforce. (OPTIONAL)
- Contribute to community development programs that facilitate integration of clients into the community. (OPTIONAL)
- Advocate for individual and collective social justice for people of all backgrounds. (OPTIONAL)

The Candidate completes the checklist using the following scale where:

- **5** - you have provided leadership to others in your agency, in other agencies, or to the community.
- **4** - you have a great deal of experience with this function and that you have a lot of knowledge and skill related to the function.
- **3** - you have some experience performing this function and are able to proceed somewhat independently.
- **2** - you have rarely had the opportunity to perform this function.
- **1** - you have never had the opportunity to perform this function.

There are 23 Functions outlined for the CORE function areas.

There are 9 Functions outlined for the OPTIONAL function areas.

To be considered for **Level 2 Practitioner**, you must have a **rating of 3-5** in 16 of the 23 functions in the Core Function Areas.

To be considered for **Level 3 Practitioner**, you must have a **rating of 4-5** in 18 of the 23 Core functions, plus a rating of 4-5 in all of the functions in at least ONE of the Optional Function areas.

Section II: Functions of Settlement Practitioners Checklist

Functions of Settlement Practitioners:	I have performed these functions:				
	1	2	3	4	5
CORE: Support clients to adjust to life in Canada. <ul style="list-style-type: none"> Support individuals, families, individuals and communities in their settlement Assist clients to recognize and value the relevance of Canadian laws and norms Support clients in managing significant change, culture shock and crises. 					
CORE: Provide relevant services to clients from diverse cultures <ul style="list-style-type: none"> Support immigrants to identify service needs Facilitate access to appropriate services Support immigrants to set goals and select service options. Support immigrants to develop and implement a plan to respond to their needs. Support immigrants to benefit from services and referrals. 					
CORE: Contribute to organizational effectiveness and to a welcoming environment for all practitioners and clients <ul style="list-style-type: none"> Provide useful and accessible information for clients and resources for immigrants and the community Maintain appropriate records Work effectively with volunteers Ensure safe access to and maintenance of secure documents and information. Participate in organizational planning and evaluation Contribute to a positive and culturally sensitive working environment Contribute to the health, safety and security of the workplace environment. 					

Functions of Settlement Practitioners:	I have performed these functions:				
	1	2	3	4	5
<p>CORE: Support the physical, social and emotional well-being of immigrants from diverse cultures and backgrounds</p> <ul style="list-style-type: none"> • Support clients in overcoming the effect of racism, discrimination and oppression • Assist clients in identifying and assessing their physical, social and emotional needs. • Assist individuals and families to develop and sustain healthy lifestyles. • Plan and support opportunities for intercultural exchange. • Support the availability of learning and developmental opportunities for families with young children. • Identify and promote opportunities for public education about multiculturalism, immigration, anti-racism and human rights issues. 					
<p>CORE: Facilitate settlement-based language services</p> <ul style="list-style-type: none"> • Support the assessment of eligibility and access to language training programs. • Refer immigrants to appropriate settlement-based language training opportunities 					
<p>OPTIONAL: Facilitate the entry of immigrants and refugees into the Canadian workforce.</p> <ul style="list-style-type: none"> • Assist the client to develop and implement a vocational/career plan. • Support and facilitate immigrants' entry into the Canadian workforce 					
<p>OPTIONAL: Contribute to the development of inclusive communities</p> <ul style="list-style-type: none"> • Develop and design services to meet immigrant needs. • Evaluate and select models of community development through programs and activities. • Analyze, evaluate and plan to address organizational and community barriers. • Engage organizations and communities to address barriers. 					

<p>OPTIONAL: Advocate for individual and collective social justice</p> <ul style="list-style-type: none"> • Contribute to public education programs and forums. • Contribute to ethno-cultural community development to foster multiculturalism and inclusion • Contribute to providing opportunities for community development and empowerment through programs and activities 					

Verification from the applicant's immediate supervisor.

I verify that _____ has performed the functions at the levels indicated on this form.

Name: _____

Position: _____

Agency: _____

Note to signing authority: When reviewing the checklist above please confirm that the check marks correspond to the type of performance list below rather than a more subjective assessment of the quality of the candidate's work. Please review this checklist with the candidate before signing.

- **5** - the candidate has *provided leadership* to others in your agency, in other agencies, or to the community.
- **4** - the candidate has had *a great deal of experience* with this function and that you have a lot of knowledge and skill related to the function.
- **3** - the candidate has had *some* experience performing this function and is able to proceed somewhat independently.
- **2** - the candidate has *rarely* had the opportunity to perform this function.
- **1** - the candidate has *never* had the opportunity to perform this function.

Signed: _____ Date: _____

Section III: Documented Education/Training Instructions

Training hours required

- A minimum of **100 hours** of recognized training/education is required to be eligible for Level 2 Practitioner certification.
- A minimum of **200 hours** of recognized training /education is required for Level 3 Practitioner or Mentor certification.

Accepted Training

Applicants for certification must complete the form beginning on page 9, listing *only* training that addresses the AAISA competencies. This may include evaluated learning (courses for which you have received a grade), and non-evaluated learning (courses or workshops for which no grade was assigned). This may include:

- Training offered through a settlement agency or AAISA (Evaluated or Non-evaluated Learning).
- Post-secondary courses from a university or college in Canada or elsewhere (Evaluated Learning).
- Workshops and seminars that contain a training component, curriculum and clearly-stated learning objectives.

The following are not considered eligible training for AAISA certification:

- Information sessions such as an AAISA certification information session
- Training sessions *less than* three (3) hours in length
- Conferences which do not feature a training component and explicit learning objectives.
- Roundtables, discussions and workshops where the facilitator's goal is to accumulate information from the participants for planning, programming or other purposes.

Documentation

Copies of certificates and/or transcripts must be attached. Documents that were originally issued in another language must be accompanied by certified English translations. Course outlines from the institution or facilitator indicating the objectives and intended outcomes of the training, especially those which relate to settlement practice, are required.

Documents will not be returned. Please do not attach originals.

Documented Education / Training

Copies of certificates and transcripts **must be** attached. Documents which were originally issued in another language must be accompanied by certified English translations. All courses not delivered by AAISA must be accompanied by official course outlines. Course outlines are not required for AAISA training. Please note that a maximum of 15 hours will be credited for each relevant PLAR course listed.

#	Training	Institution / Instructor/ Sponsoring Organization	Date	No. of hrs	Evaluated	Non- evaluated	Page No.
1							
*Course description related to competencies							
2							
*Course description related to competencies							
3							
*Course description related to competencies							

For each course listed as PLAR to replace an AAISA course, describe the knowledge and skills acquired that relate to AAISA competencies.

Note: Duplicate this page as necessary. Continue to number each training opportunity.

Documented Education / Training

#	Training	Institution / Instructor/ Sponsoring Organization	Date	No. of hrs	Evaluated	Non- evaluated	Page No.
4							
*Course description related to competencies							
5							
*Course description related to competencies							
6							
*Course description related to competencies							

For each course listed as PLAR to replace an AAISA course, describe the knowledge and skills acquired that relate to AAISA competencies.

Note: Duplicate this page as necessary. Continue to number each training opportunity.

Section IV: Foundational Knowledge and Skills

Competencies outlined in this section are grouped into five (5) **Core** categories and three (3)

Optional:

1. Settlement, Culture and Multiculturalism **(Core)**
2. Accountability, professionalism and Ethics **(Core)**
3. Groups and Relationships **(Core)**
4. Communication **(Core)**
5. Critical Thinking and Problem Solving **(Core)**
6. Systems and Organization **(Optional)**
7. Human Rights and Advocacy **(Optional)**
8. Community **(Optional)**

Rate yourself on the following scale where:

- 5** - The candidate has demonstrated an excellent understanding of the concept or skill and has provided leadership and coaching in this competency to others.
- 4** - The candidate has demonstrated an excellent understanding of the concept or skill.
- 3** - The candidate has an average understanding of the concept or skill, but still needs to learn more.
- 2** - The candidate has some understanding of the concept or skill, but needs to learn much more to demonstrate or perform better in this area.
- 1** - The candidate has little understanding of the concept or skill.

Level 2 Practitioner Certification:

The candidate must be able to demonstrate that he/she has acquired at least 60 of the 90 competencies in the CORE areas. Of these, the candidate must have a Self-Evaluation rating of 3-5 for at least 30 CORE competencies. The demonstration may be through the completion of an AAISA module, documentation of equivalent training, or through the submission of a related case study.

Level 3 Practitioner Certification:

The candidate must be able to demonstrate that he/she has acquired at least 70 of the 90 competencies in the CORE Areas with a Self-Evaluation rating of 4 or 5 for at least 60 of the CORE competencies. The candidate must also demonstrate that he/she has acquired at least 10 of 20 competencies in the OPTIONAL areas with a self-evaluation of 4-5. The demonstration may be through the completion of an AAISA module, documentation of equivalent training (PLAR), or through the submission of a related case study.

Section IV: Foundational Knowledge and Skills

Competency Area: Foundational Knowledge:

Complete the evaluation and indicate the training that allowed each competency to be achieved.

Across all functions and in all roles, practitioners need to understand the essential concepts relating to:	AAISA Module	Self-evaluation: I would rate my understanding of these areas:					Demonstrate how the competency was achieved: AAISA Module completed: Write name of the module or PLAR: Equivalent Training completed: List # or name of the Training Opportunity from Section II or PLAR Case Study completed: Write name of case study	Page Number
		1	2	3	4	5		
Core Area: Settlement, culture and multiculturalism								
Concepts								
• Definitions of culture	2B, 2H, 2M							
• Theories of settlement and multiculturalism	2D, 2H, 2M							
• Processes and stages of individual adjustment to migration and the effects of migration	2D, 2M, 3N							
• Impact of values, systems, beliefs and attitudes on behavior	2A, 2F, 2H							
• Values clarification process	2A, 2F, 2H,							
• Theories and models of cross-cultural counseling and support	2F, 2M, 3B, 3N							
• Theories and practices of cross cultural communication	2F, 3B							
• The effects of migration on family and economic life	2D, 2L, 2I, 2K							
• Concept of culture shock	2C, 2M							

Across all functions and in all roles, practitioners need to understand the essential concepts relating to:	AAISA Module	Self-evaluation: I would rate my understanding of these areas:					Demonstrate how the competency was achieved: AAISA Module completed: Write name of the module or PLAR: Equivalent Training completed: List # or name of the Training Opportunity from Section II or PLAR Case Study completed: Write name of case study	Page Number
		1	2	3	4	5		
• Concepts and principles of human rights and theories, concepts, impact and definitions of racism, stereotyping, bias and discrimination	2B, 2H, 2M, 3N							
• Concepts of inclusive communities	2B, 3C, 2M, 3N							
• Immigration trends, issues, patterns of global migration and refugee issues.	2C, 2D							
• The variables that influence settlement	2D, 2L, 2M, 3B, 3N							
• Current theories of the effects and adjustments after migration	2D							
• Theories of personal, cultural and social change and diversity and the impacts of major life changes	2B, 2M, 3E, 3N							
• Distinction between linguistic and cultural interpretation	2E							
• Relevant laws and legislation	2A, 2C							
• Evolution of Canadian immigration policy and history	2B, 2H							
• General knowledge of Canadian history	2C							
Skills								
• Develop and maintain relationships within the community	3C, 3N							

Across all functions and in all roles, practitioners need to understand the essential concepts relating to:	AAISA Module	Self-evaluation: I would rate my understanding of these areas:					Demonstrate how the competency was achieved: AAISA Module completed: Write name of the module or PLAR: Equivalent Training completed: List # or name of the Training Opportunity from Section II or PLAR Case Study completed: Write name of case study	Page Number
		1	2	3	4	5		
<ul style="list-style-type: none"> Identify and work with individuals suffering from culture shock, racism and other forms of discrimination 	2D, 2H, 2I, 2M, 3D, 3N							
<ul style="list-style-type: none"> Communicate with individuals and families from diverse cultures 	2B, 2H, 2M, 3N							
<ul style="list-style-type: none"> Promote and support the inclusion of diverse groups 	2B, 2C, 2H, 2M, 3A, 3N							
<ul style="list-style-type: none"> Identify community resources and services such as child care, adult day care, recreation health and wellness options, language supports and services, etc. and access them when necessary 	2D, 2I, 2K, 2M, 3N							
<ul style="list-style-type: none"> Identify education and training opportunities and potential job and volunteer opportunities 	2K, 2M, 3N							
<ul style="list-style-type: none"> Demonstrate cross-cultural communication and support 	2B, 3N							
<ul style="list-style-type: none"> Identify discriminatory and racist behaviours 	2B, 2H, 2M, 3N							
<ul style="list-style-type: none"> Support individuals and communities to adapt and change 	2J, 2L, 3C, 3E, 3N							
<ul style="list-style-type: none"> Analyze client experiences and situations holistically 	2C, 2D, 2F, 2K							
<ul style="list-style-type: none"> Make referrals and conduct follow-up 	2I							

Across all functions and in all roles, practitioners need to understand the essential concepts relating to:	AAISA Module	Self-evaluation: I would rate my understanding of these areas:					Demonstrate how the competency was achieved: AAISA Module completed: Write name of the module or PLAR: Equivalent Training completed: List # or name of the Training Opportunity from Section II or PLAR Case Study completed: Write name of case study	Page Number
		1	2	3	4	5		
<ul style="list-style-type: none"> Support individuals and families experiencing grief and loss 	2C, 2F, 2M, 3D, 3N							
CORE AREA: Accountability, Professionalism and Ethics								
Concepts								
<ul style="list-style-type: none"> AAISA Codes of ethics and codes of ethics produced by professional association(s) 	2A, 3B							
<ul style="list-style-type: none"> Relevant legal and/or contractual obligations that guide practice 	2A, 3F, 2K							
<ul style="list-style-type: none"> Client privacy and confidentiality 	2A, 3F, 2K, 2M							
<ul style="list-style-type: none"> Impacts of personal values and philosophy on practice 	2A, 2J, 2L, 3B, 3D							
<ul style="list-style-type: none"> Notion of conflict of interest 	2A, 3D							
<ul style="list-style-type: none"> Time management principles, prioritizing work, and minimizing waste of resources 	2A							
<ul style="list-style-type: none"> Freedom of information regulations and how they apply 	2A							
<ul style="list-style-type: none"> Concept of stress management 	2F, 3D							
Skills								
<ul style="list-style-type: none"> Explain the principles of “informed consent” and ensure clients’ informed consent is obtained whenever necessary. 	2A, 2F, 2I, 2M, 3D, 3N							

Across all functions and in all roles, practitioners need to understand the essential concepts relating to:	AAISA Module	Self-evaluation: I would rate my understanding of these areas:					Demonstrate how the competency was achieved: AAISA Module completed: Write name of the module or PLAR: Equivalent Training completed: List # or name of the Training Opportunity from Section II or PLAR Case Study completed: Write name of case study	Page Number
		1	2	3	4	5		
<ul style="list-style-type: none"> Act with integrity, be able to identify personal values and beliefs that may impact practice and be able to identify real or potential conflicts of interest 	2A, 3N							
<ul style="list-style-type: none"> Ensure confidentiality in keeping with legal, professional and organizational requirements and maintain privacy 	2A, 3N							
<ul style="list-style-type: none"> Take responsibility for their own actions and decisions and be accountable to immigrants, members of the community, colleagues, managers, funders and others 	2A, 2M							
<ul style="list-style-type: none"> Recognize own limitations and maintain professional boundaries 	2A, 2M, 3E, 3N							
<ul style="list-style-type: none"> Prepare for change, be flexible and adaptable 	2M, 3N							
<ul style="list-style-type: none"> Describe the organization's programs, services, and network partners 	3E							
<ul style="list-style-type: none"> Describe the characteristics and needs of the organization's clients 	2C							
<ul style="list-style-type: none"> Support the organization to change and improve its ability to meet the needs of diverse groups of immigrants 	3E							
<ul style="list-style-type: none"> Support the organization to meet or exceed the needs and expectations of funders 	2A, 3E							
CORE AREA: Groups and relationships								
Concepts								

Across all functions and in all roles, practitioners need to understand the essential concepts relating to:	AAISA Module	Self-evaluation: I would rate my understanding of these areas:					Demonstrate how the competency was achieved: AAISA Module completed: Write name of the module or PLAR: Equivalent Training completed: List # or name of the Training Opportunity from Section II or PLAR Case Study completed: Write name of case study	Page Number
		1	2	3	4	5		
• Theories of group dynamics	3E							
• Conflict resolution	2M, 3D, 3N							
• Concept of team development	3E							
Skills								
• Develop, contribute to and maintain networks	3E							
• Work with individuals and diverse groups of people	2A,							
• Contribute to a team	3E							
• Recognize and set personal and professional boundaries, develop trusting relationships	2A, 2L, 3B, 3D, 3F, 3N							
• Minimize conflict and resolve conflicts respectfully	3D							
• Collaborate in diverse settings	2A, 2F, 3A, 3F							
• Give and receive feedback	2F, 2I							
• Develop effective working relationships with individuals within the organization and external to it	2A, 2E, 2F, 2I, 2J, 2K, 2L, 2M, 3A, 3B, 3E, 3F, 3N							
• Identify and use strategies to empower others	2F, 2K, 2M, 3N							
CORE AREA: Communication								
Concepts								

Across all functions and in all roles, practitioners need to understand the essential concepts relating to:	AAISA Module	Self-evaluation: I would rate my understanding of these areas:					Demonstrate how the competency was achieved: AAISA Module completed: Write name of the module or PLAR: Equivalent Training completed: List # or name of the Training Opportunity from Section II or PLAR Case Study completed: Write name of case study	Page Number
		1	2	3	4	5		
• Principles of effective communication	2J, 3B, 3F							
• Organization's standards for effective written and oral communication	2A, 2E, 2F							
Skills								
• Receive, comprehend and interpret complex verbal and non-verbal messages	2F, 2I, 3B, 3D							
• Provide, seek and clarify information in a manner that maximizes understanding	2B, 2F, 3B, 3D, 3F, 3N							
• Use current technology to facilitate communication and access information	3F							
• Demonstrate skills in cross-cultural communication	2F, 2J, 2M, 2H, 3B, 3D, 3F, 3N							
• Write clearly, concisely and accurately	2C, 3B, 2K							
• Read, analyze, and interpret complex information	2C, 3A							
• Advocate in multiple settings to promote adaptation, integration, anti-racism and community and organizational change	2H, 2M, 3B, 3N							
• Select and use appropriate tools and strategies for effective communication	3B, 3N							
• Actively listen and show empathy, identify needs of audience	2F, 2M, 3N							
• Record, summarize and document communications with others in keeping with organizational policies	2C, 2F							

Across all functions and in all roles, practitioners need to understand the essential concepts relating to:	AAISA Module	Self-evaluation: I would rate my understanding of these areas:					Demonstrate how the competency was achieved: AAISA Module completed: Write name of the module or PLAR: Equivalent Training completed: List # or name of the Training Opportunity from Section II or PLAR Case Study completed: Write name of case study	Page Number
		1	2	3	4	5		
<ul style="list-style-type: none"> Facilitate the exchange of information, ideas and strategies 	2J, 3F							
<ul style="list-style-type: none"> Initiate and sustain activities and dialogue 	2J, 3F							
CORE AREA: Critical Thinking and Problem Solving								
Concepts								
<ul style="list-style-type: none"> Basics of decision-making 	3C, 2L, 2I, 3E							
<ul style="list-style-type: none"> Approaches to analysis and evaluation 	2F, 2I, 3C, 3D							
<ul style="list-style-type: none"> Collaborative problem solving 	2A, 3A, 3N							
<ul style="list-style-type: none"> Principles of needs assessment and program evaluation 	2I, 2M, 3N							
Skills								
<ul style="list-style-type: none"> Clarify and assess complex information and situations, exercise professional judgment 	2A							
<ul style="list-style-type: none"> Analyze and interpret data 								
<ul style="list-style-type: none"> Identify the strengths and limitations of ideas and / or proposals 	3A							
<ul style="list-style-type: none"> Identify, inquire about and evaluate emerging issues or challenges 	2B, 2C, 2D, 2F, 2M, 3A, 3B, 3N							

Across all functions and in all roles, practitioners need to understand the essential concepts relating to:	AAISA Module	Self-evaluation: I would rate my understanding of these areas:					Demonstrate how the competency was achieved: AAISA Module completed: Write name of the module or PLAR: Equivalent Training completed: List # or name of the Training Opportunity from Section II or PLAR Case Study completed: Write name of case study	Page Number
		1	2	3	4	5		
• Systematically plan, implement, assess and improve programs, services and systems	2I, 3F							
• Develop short and long term plans	3A, 3F							
• Make decisions based on critical analysis	2A, 2C, 2D, 2L, 2K, 2F							
• Identify and access resources and information to address needs	2I, 2L, 2M, 3A, 3F, 3N							
• Identify program outcomes and evaluation processes	2I							
• Apply assessment and evaluation skills to resources, services and people	2F, 2I, 2K, 2L, 3F							
• Set goals and evaluation criteria	3A, 3D, 3F							

Optional Skill - Communications							
• OPTIONAL: Select and use appropriate communication strategies and media to support positive change	3B						
OPTIONAL AREA: Systems and Organization							
Concepts							
• Theories of organizational development, behaviour and change	3E						
• Concept of organizational culture	3E						
• Principles of program development, implementation and evaluation	3A, 3E, 3F						
Skills							
• Identify sources of information relevant to colleagues' clients' or network members' needs	2D, 2F, 2I, 2K, 2L, 3A						
• Develop leadership qualities and support the development of leadership qualities in others	2J						
OPTIONAL AREA: Human Rights and Advocacy							
Concepts							
• Theories of social justice	2H						
• Principles of adult learning	2J, 3F, 3N						
• Nature and implementation of public policy	2B, 2C, 2H						
• Legislative structures as they apply to federal, provincial and municipal areas of responsibility	2B, 2C, 2H						
Skills							
• Represent newcomers in a variety of forums	3B						
• Identify violations of human rights	2H, 2M, 3N						

OPTIONAL AREA: Community							
Concepts							
• Laws and policies regarding housing, taxation, health, safety or employment	2I						
• Public education as an agent of change	2H, 2J, 3C						
• Canadian teaching and learning styles and strategies	2J						
• Socio-political influences on groups and communities	2B, 2C, 2I, 2M, 3N						
Skills							
• Identify and analyze needs of groups and individuals within the community	2I, 2M, 3N						
• Identify potential job and volunteer opportunities	2K, 2M, 3N,						
• Identify educational and training opportunities	2I, 2K, 2M, 3N						
• Educate to promote the development of inclusive communities	2J, 2M, 3N						

Section IV of the AAISA certification application must be reviewed and verified by the candidate's supervisor.

I verify that _____ has competency at the levels indicated previous pages in this AAISA application for certification.

Name: _____

Position: _____

Agency: _____

Signed: _____ Date: _____

Note to signing authority. *When reviewing the checklist above please confirm that the check marks correspond to the type of performance list below rather than a more subjective assessment of the quality of the candidate's work. Please review this checklist with the candidate before signing.*

5 – the candidate has demonstrated an excellent understanding of the concept or skill and has provided leadership and coaching in this competency to others.

4 – the candidate has have demonstrated an excellent understanding of the concept or skill.

3 – the candidate has an average understanding of the concept or skill, but still needs to learn more.

2 – the candidate has some understanding of the concept or skill, but needs to learn much more to do your job better.

1 – the candidate has little understanding of the concept or skill, and needs to learn much more to apply these skills or concepts.

Appendix: Prior Learning Assessment and Recognition (PLAR) Processes

The following PLAR options may be used to demonstrate competencies in Section IV of this application:

1. **Equivalent training.** This option provides a way of demonstrating any of the competencies in the certification Framework that have been acquired through training outside of the modules. The option includes both:

- Evaluated training (courses for which a grade or credit was received)
- Non-evaluated training and professional development experiences.

The training detailed in Section III must be used to document equivalent training in Section IV. **A maximum of 15 hours will be credited for each PLAR course used.**

2. **Case studies.** Case studies guidelines have been developed for all of the AAISA modules. These optional assignments allow settlement practitioners to demonstrate their competency in an area of settlement practice. It is intended to be an alternative to attending a training session related to an area a practitioner feels he/she is already competent in.

Case studies guidelines may be obtained by contacting the Professional Development Coordinator. There is no deadline for the completion of a case study. Upon completing the case study, the practitioner is to send their assignment to the Coordinator for review and assessment. A candidate who has successfully completed the case study will be able to use the case study to demonstrate settlement practitioner competencies and will get credit for the 15 hours of training that the corresponding AAISA module would involve.