

Level 1 Onboarding Courses

Module Title	Course Description
Needs Assessment and Action Plan - 15 hours	This six-module course equips settlement practitioners with skills to conduct needs assessments and develop culturally appropriate, individualized action plans to support diverse clients' settlement goals.
Professional Roles and Ethics – 12 hours	This course explores the functions of Service Provider Organizations (SPOs) and their relationship with community services. Participants will examine settlement practitioners' roles, ethical guidelines, and practical issues like boundaries, confidentiality, and conflict of interest.
Settlement Transition Process – 15 hours	This course introduces concepts like acculturation, culture shock, and post-traumatic stress, emphasizing the role of settlement agencies in Alberta. Participants will explore challenges in settlement and strategies to effectively address them.
Basic Counseling in Cross-Cultural Context – 15 hours	This course helps practitioners define their counselling roles, develop cultural sensitivity, and build the skills and attitudes necessary for effective cross-cultural interactions.
Settlement 101 – 15 hours	This course provides resources and insights to support newcomers in settling effectively, including an overview of Alberta's settlement services and key organizations. It also examines social justice concepts like anti-racism and anti-oppression and their role in effective settlement work.