CORE
Cultural Orientation Resource Exchange

INTRODUCTION

The Cultural Orientation (CO) Provider Onboarding Toolkit offers a combination of online lessons, possible in-person activities, and resources to prepare new CO providers for the delivery of CO. The term "CO provider" is inclusive of any staff tasked with providing CO, which may vary by organization. This toolkit is designed for collaborative use by both new CO providers and supervisors. The goal of this toolkit is to ensure that both supervisors and CO providers work together for the successful delivery of CO that meets requirements and is interactive, engaging, and adaptable to organizational needs.

The toolkit consists of three integrated parts:

CO PROVIDER ONBOARDING PLANS

Two onboarding plans are provided in this toolkit. The first is CORE's Recommended CO Provider Onboarding Plan, which applies a combination of online and in-person training paired with development activities. Alternatively, supervisors and new CO providers can use the Onboarding Plan Template, a blank form to be adapted. In using either of these plans, supervisors and CO providers can customize them to organizational needs, referencing CORE's onboarding tips and course and resource catalogs.

CO PROVIDER ONBOARDING ONLINE COURSES

These are a series of self-paced courses CORE recommends for new CO providers. They focus on CORE resources, knowing and applying CO Objectives and Indicators, and building CO lesson plans in different contexts. To access these lessons, you must register at CO Resource Exchange. If you are already registered for the CORE's Online Courses, you can login at CO Resource Exchange.

COURSE AND RESOURCE CATALOGS

This toolkit contains two catalogs: the CORE's Online Course Catalog and the Resource Catalog for Teaching CO. The Online CO Certification Course Catalog is a comprehensive and summative list of CORE's online learning offerings. The Resource Catalog for Teaching CO documents resources available for delivering CO, including curricula, lesson plans, and other professional development tools. The items outlined in both catalogs are referenced in CORE's Recommended CO Provider Onboarding Plan and can be drawn upon in developing a custom plan using the Onboarding Plan Template.

CO PROVIDER ONBOARDING PLANS

RECOMMENDED CO PROVIDER ONBOARDING PLAN

CORE's Recommended CO Provider Onboarding Plan includes four phases. Each phase applies a combination of online and in-person training and development activities to be completed by a new CO provider with supervisor guidance.

PHASE 1: ORIENT

This phase is an opportunity for a new CO provider to establish foundational knowledge on refugee resettlement and the role of CO. The supervisor should work to ensure proper time is allotted for the new CO provider to complete these activities, as well as make himself/herself available for follow-up check-ins as necessary. This phase may also include an organizational overview if not provided elsewhere during the organization's usual onboarding process.

Activities	Assigned	Deadline	Completion Date	Signature
Complete organization orientation (as applicable)	Both			
Register for **CORE's Online Courses**	CO Provider			
Complete the following courses through CORE: • *The Refugee Resettlement Journey* • *Introduction to CORE*	CO Provider			
Conduct one-on-one check-in on learning and discoveries	Both			
Other (fill in additional items as necessary)				

PHASE 2: EXPLORE

After the new CO provider has established foundational understanding of refugee resettlement and the role of CO, he/she should begin to explore more of the intricacies of implementing and delivering CO with his/her supervisor's guidance. Throughout each phase, the supervisor should continue to engage the new CO provider around learning and discoveries via check-ins.

Activities	Assigned	Deadline	Completion Date	Signature
Complete the online courses through CORE: • *Cultural Orientation Defined* • *Know Your CO Objectives and Indicators*	CO Provider			
Review relevant CO curricula and assessment materials, including, but not limited to: • **Welcome to the United States: A Guidebook for Refugees** • **Pre-Departure CO Learning Assessment Toolkit** • **Making Your Way: A Reception and Placement Curriculum** • **The Cultural Orientation Assessment Handbook**	CO Provider			
Observe delivery of CO	CO Provider			
Conduct one-on-one check-in on learning and discoveries	Both			
Other (fill in additional items as necessary)				

PHASE 3: DEVELOP

In the third phase of the onboarding plan, the new CO provider can begin to develop his/her skills in CO delivery. Communication and collaboration with the supervisor is still critical during this phase to reinforce learning and support professional development.

Activities	Assigned	Deadline	Completion Date	Signature
Complete the following online courses through CORE: • *Build a Lesson Plan for Any Context* • *Working Effectively with Interpreters*	CO Provider			
Observe interpreter interaction	CO Provider			
Conduct one-on-one check-in on learning and discoveries	Both			
Practice delivering CO (co-facilitation)	Both			
Conduct one-on-one check-in following co-facilitation	Both			
Other (fill in additional items as necessary)				

PHASE 4: ADVANCE

During the final phase of onboarding, the CO provider has the opportunity to develop his/her skills further. The supervisor should encourage advancement and communicate with the CO provider on his/her overall progress.

Activities	Assigned	Deadline	Completion Date	Signature
Complete CORE's online courses under Principles fo Teaching CO	CO Provider			
Review **Six Principles of Adult Learning, Student-Centered Learning and Cognitive Load and Memory Posters**	CO Provider			
Conduct one-on-one check-in on learning and discoveries	Both			
Supervisor observes CO delivery	Both			
Feedback session after CO delivery	Both			
Complete CORE's online courses under Manage Your CO Classroom	CO Provider			
Conduct one-on-one check-in on learning and discoveries	Both			
Other (fill in additional items as necessary)				

ONBOARDING PLAN TEMPLATE

The following template can be used by a supervisor and new CO provider to develop an onboarding plan. In completing the template, be sure to review the Onboarding Tips for CO Providers and Supervisors and reference the course and resource catalogs.

Activities	Assigned	Deadline	Completion Date	Signature

ONBOARDING TIPS FOR NEW CO PROVIDERS

Below are a few tips that may help you, as someone new to providing CO, gain the knowledge and skills needed to provide CO.

PACE YOURSELF

As a new CO provider you may be juggling learning new information with developing skills while also managing other roles and responsibilities. Keep this in mind when you work with your supervisor to develop your onboarding plan and determine a realistic pace.

DEVELOP SKILLS

Ensure that your learning does not stop with the completion of lessons in CORE's Online CO Certification Course. Develop skills discussed in these lessons through application and practice in the delivery of CO and, as applicable, other tasks at work. For example, identify new ways to incorporate student-centered learning concepts into your CO session and then implement those techniques. Part of skill development includes communicating and working collaboratively with your supervisor and other staff, as appropriate. Therefore, when you deliver a new technique, consider inviting others to observe or ask them to provide guidance based on their own experiences.

PATIENCE

It is important to demonstrate patience not only with yourself, but also with your learners. For example, during CO delivery a lesson may not always work as planned. Perhaps certain activities have worked with one group of learners, but not the next. Remember, these things are a natural part of the learning process. Be observant and proactive in identifying actions for future improvement.

FLEXIBILITY

In addition to patience, flexibility is a critical quality for a CO provider. Have alternative plans so you can change them as necessary in the moment. Acknowledge that even the best planned CO session may not go as envisioned. The ability to shift during a CO session is something that may not come easily at first, but this will change over time as you gain experience and develop new skills.

ONBOARDING TIPS FOR SUPERVISORS

Below are a few tips that may help you, as a supervisor, onboard a new CO provider. Be sure to keep these in mind as you review the Onboarding Plans.

ASSESS NEED

Consider the new CO providers' existing knowledge and prior experience, and adapt their onboarding plan to meet those needs. For example, you may have new CO providers that have worked in refugee resettlement for years but do not have teaching backgrounds. Their needs will be different than a new CO provider that has never worked in refugee resettlement and has some experience in teaching.

CHECK-IN

Engage with new CO providers through check-ins and discover what they are learning from both in-person and online activities. These check-ins will help to monitor progress of the onboarding plan and are an opportunity to address and/or assess additional needs.

COLLABORATE

Go beyond check-ins and identify opportunities to collaborate with the new CO providers. For example, co-facilitate a CO session with them, applying concepts from the online lessons. It is recommended to identify these activities in the onboarding plan to ensure accountability. Note that collaboration can also extend beyond CO delivery. For example, encourage CO providers to share relevant resources with colleagues through presentations or staff meetings.

FACILITATE LEARNING

The completion of the onboarding plan is just the beginning. You should identify ways to facilitate continuous learning and development for new CO providers as time permits. This can be done through your organization and/or by staying aware of new resources and learning opportunities available through CORE.