



TOOLKIT 31 · REFUGEE & MIGRANT HEALTH · TOOL 1 OF 5

Refugee and Migrant Health — Staff Competency Self-Assessment

The five WHO competency domains for health workers serving refugees and migrants, as a self-rating any clinician can complete in fifteen minutes — and the team can aggregate

Name (optional) · role · date

1 · People-centredness

I can...	1 Not yet	2 With support	3 Independently	4 I teach others
Provide care that respects the person's culture, beliefs, migration experience and legal situation without judgement	☐	☐	☐	☐
Recognise how displacement, loss and uncertainty affect health and behaviour	☐	☐	☐	☐
Involve the person and family in decisions, at the level they choose	☐	☐	☐	☐
Identify and act on barriers to access — cost, documents, language, fear	☐	☐	☐	☐

2 · Communication

I can...	1 Not yet	2 With support	3 Independently	4 I teach others
Work effectively with a professional interpreter, including by phone or video	☐	☐	☐	☐
Use plain language, teach-back and visual aids when language is limited	☐	☐	☐	☐
Recognise and respond to signs of trauma in how a person communicates	☐	☐	☐	☐
Explain rights, entitlements and the care process clearly	☐	☐	☐	☐

3 · Collaboration

I can...	1 Not yet	2 With support	3 Independently	4 I teach others
Know the local services for refugees and migrants — legal, social, housing, community — and refer	☐	☐	☐	☐
Work with community health workers and cultural mediators as part of the team	☐	☐	☐	☐
Share information appropriately across services, with consent	☐	☐	☐	☐
Contribute to a team approach to complex needs	☐	☐	☐	☐

4 · Evidence-informed practice

I can...	1 Not yet	2 With support	3 Independently	4 I teach others
Recognise the health conditions more common in the populations we serve, including those rarely seen locally	☐	☐	☐	☐
Apply screening and vaccination guidance for newly arrived people	☐	☐	☐	☐
Consider the effects of the migration journey on physical and mental health	☐	☐	☐	☐
Use data on the population to improve services	☐	☐	☐	☐

5 · Personal conduct				
I can...	1 Not yet	2 With support	3 Independently	4 I teach others
Reflect on my own assumptions and biases and their effect on care	☐	☐	☐	☐
Advocate for equitable access when policies or practice exclude	☐	☐	☐	☐
Maintain confidentiality and safety where disclosure could cause harm	☐	☐	☐	☐
Look after my own well-being when working with distress	☐	☐	☐	☐
Score: sum of 20 ratings (20–80): _____	20–39 developing · 40–59 competent · 60–80 proficient — priority domain for my learning: _____			

Condensed from WHO, "Refugee and migrant health: global competency standards for health workers" (2021) and the WHO Refugee and Migrant Health Competency-Based Training curriculum, which ASF delivers with partners. The full framework has 35 competencies.

ASF standards: Refugee & Migrant Health endorsement (staff competency evidence); Universal Floor — non-discrimination