Assessment Requirements for CHCCEL002 Establish client celebrancy needs

Release: 1

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Modification History

Release	Comments
Release 1	This version was released in *CHC Community Services Training Package release 3.0* and meets the requirements of the 2012 Standards for Training Packages. Significant changes to the elements and performance criteria. New evidence requirements for assessment including volume and frequency requirements. Significant change to knowledge evidence. Supersedes CHCCEL406A

Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

- conducted 9 prospective client interviews for ceremonies of love, life or loss, that must include interviews
  - by phone
  - face to face
  - using electronic means
- conducted interviews with clients from at least 2 different cultural or language backgrounds
- negotiated, confirmed and documented a celebrancy service agreement with at least 6 clients (agreement to include at least 1 of each of ceremonies of love, life and loss).

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- legal and ethical considerations (national, state/territory, local) for celebrancy, and how these apply to establishing client needs, including conflict of interest, and how, when and with whom this may occur
- insurance requirements and impacts on scope of services offered, including:
  - public liability
  - professional indemnity
- privacy, confidentiality and disclosure
- records management
- trade practices
- work role boundaries – responsibilities and limitations, including role of celebrant in Australian communities
- work health and safety
- type of resources and facilities required for client interviews and how to access
- factors that affect client preferences:
  - abilities and disabilities
  - age
  - cultural background
  - education
  - gender
  - socio-economic factors
  - spirituality or religion
  - values
- importance and purpose of ceremony for clients and others in relation to the main types of transitions in life and rites of passage
- history of religious and secular ceremony
- different types of ceremonies and celebrations for individuals, groups, families and communities and their role
- the main types of transitions, both traditional and contemporary
- private and public occasions
- stages of human development and psychology of change
- how change and death are a part of the cycle of life whether the death is of a person, relationship, death of a function or way of life, including:
  - the defence mechanisms and their role in human behaviour, particularly when change is required or forced
  - personal, religious, social and cultural attitudes to death and dying
  - psychology and spirituality of ceremony and the effects of ceremony on the human psyche intellectually, psychologically, emotionally, socially and culturally
  - the role of acceptance, inspiration, hope, respect, tolerance, and other positive life affirming values in ceremony
- how ceremonies signpost elements of culture and how ceremonies and rituals express different cultural beliefs and norms
- place of cultural rights, multicultural contributions and the arts in culture and ceremony

- distinctions between religious, secular and civil ceremony philosophy, purpose and content (such as: church versus state issues), and how that impacts the celebrant's role
- how 'civil' means inclusivity, and some of the barriers to inclusiveness
- types of ceremonies and celebrations across different cultures and how they may be tailored to meet different client preferences, including:
    - love (betrothal or engagement, celebration of marriage, civil union, commitment, renewal of vows, wedding anniversaries)
    - life (christening, baby blessings, namings, coming of adolescent, coming of age, graduation, major birthdays, retirement, house warmings, coming of wisdom age, liferals, boat blessings)
    - loss (funerals, memorials, civil community memorials, companion animals funerals, divorce, living wakes, community ceremonies re natural disasters)
- when and why celebrants may refer clients to support services in the following areas:
    - translating and interpreting
    - parenting
    - relationships
    - ageing
    - loss and grief
- communication strategies and techniques:
    - cross-cultural communication protocols
    - non-verbal communication cues
    - addressing communication barriers
    - conflict resolution
    - negotiation
- communication and personality styles – differences in ways people receive and give out information, person-centred and rights-based approaches
- financial considerations, including:
    - invoicing requirements, and the information that must be included
    - use of receipts
    - refundable items.

Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. The following conditions must be met for this unit:

- use of suitable facilities, equipment and resources, including:
    - information and communications technology to support client communication
    - template contracts or agreements
- modelling of industry operating conditions, including:
    - interactions with other people
    - scenarios that involve problem-solving.

Assessors must satisfy the Standards for Registered Training Organisations (RTOs) 2015/AQTF mandatory competency requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53