CHCCEL002 Establish client celebrancy needs

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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

Application

This unit describes the skills and knowledge required to establish the client-celebrant relationship, work with the client to identify their needs, and then match celebrancy services to those needs. It does not address the specific additional legal requirements for marriage celebrancy, which are found in separate units.

This unit applies to celebrants.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand Standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Establish client celebrant relationship	1.1 Access and use facilities and resources required for client interviews
	1.2 Use interpersonal skills that establish rapport and promote positive participation of clients
	1.3 Respect and support client interests, rights and decision-making

ELEMENT	PERFORMANCE CRITERIA
	1.4 Explain the role of both celebrant and client in the development and delivery of the ceremony
2. Clarify client needs	2.1 Gather and record information about client needs and preferences using interviewing skills
	2.2 Share information about the significance of ceremony and the role and purpose of different ceremony components
	2.3 Assist clients to identify ways to express and strengthen their values, ideals and relationships through ceremony by providing information, advice, resources and support
	2.4 Recognise, respect and respond to individual differences and preferences
	2.5 Review potential venues or settings in consultation with clients, advising of issues relating to preferred setting
	2.6 Identify when client needs fall outside the scope of individual practice or the celebrancy role, and refer client to other services
	2.7 Use negotiation and conflict resolution skills to identify and resolve differences with the clients and to deal with difficult situations.
3. Match services to client needs	3.1 Identify services from the range of services offered that may match client needs
	3.2 Provide clear, comprehensive and accurate details and options about services
	3.3 Use a client-centred approach to work with the client and assist them to review different options, services and features
	3.4 Negotiate and agree the scope and nature of celebrancy services to be provided
	3.5 Discuss and agree in writing ongoing contact arrangements with client and others involved in the celebrancy service provided
4. Complete administrative tasks	4.1 Create a mutually agreeable documented service contract with the client detailing fees and other relevant terms and conditions in writing
	4.2 Complete client documentation and invoicing in

ELEMENT	PERFORMANCE CRITERIA
	accordance with practice administration procedures
	4.3 Maintain client confidentiality and privacy according to legal and ethical requirements for record keeping
	4.4 Manage and securely maintain client documentation relating to the ceremony and communications with the client according to legal and ethical requirements
5. Obtain feedback from clients in relation to their celebrancy services	5.1 Seek client feedback and use feedback to continuously improve service
	5.2 Maintain relationship where appropriate with client and or guests for offering future professional celebrancy services

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

No equivalent unit

Links

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