



Australian Government

Department of Education, Employment and Workplace Relations

CHCCEL406A Identify and address client needs in a celebrancy role

Release: 1

CHCCEL406A Identify and address client needs in a celebrancy role

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required by celebrants to work with clients in the celebrancy context to clarify their needs and identify services to address those needs

Application of the Unit

Application

This unit is suitable for individuals seeking to work in a range of celebrancy contexts

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Establish and maintain client relationships

- 1.1 Use appropriate language and interpersonal skills to introduce self and establish rapport with clients
- 1.2 Interact with clients in a manner that reflects standards and code of ethics relevant to celebrancy and promotes positive client participation
- 1.3 Demonstrate courtesy respect for *individual differences* in all dealings with clients
- 1.4 Support the client's interests, rights and decision-making and aim to generate a trusting relationship
- 1.5 Maintain confidentiality and privacy of client within standards and code of ethics relevant to celebrancy

ELEMENT**PERFORMANCE CRITERIA****2. Clarify *client needs***

- 2.1 Communicate with client effectively and professionally about required ceremony/ritual
- 2.2 Identify and confirm *client needs* and preferences, sensitively and comprehensively, including particular civil or religious focus
- 2.3 Assist client to identify preferences by presenting a range of options for consideration, if appropriate, and confirm preferred option/s
- 2.4 Recognise and take into account cultural and social differences and the extent to which different values may lead to variations in expectations of clients from different backgrounds and ages
- 2.5 Apply knowledge of human development and psychology of transitions to determine specific nature of client requirements
- 2.6 Advise clients that they may determine/author their ceremony and provide guidance as required to clarify issues relating to legislative and regulatory requirements, tradition and specific aspects of various ceremony options discussed
- 2.7 Review potential venues/settings in consultation with clients, advising on issues relating to preferred setting if required

3. Match services to client needs

- 3.1 Identify appropriate services from the range of services offered by the celebrant to match client needs
- 3.2 Advise client of appropriate referral agency/ service where client needs fall outside the celebrancy role
- 3.3 Provide clients with up-to-date information about services available to match their needs in a timely manner
- 3.4 Ensure all advice to clients about available services is consistent with current relevant legislative and statutory requirements
- 3.5 Undertake appropriate record-keeping and reporting in accordance with defined procedures

ELEMENT**PERFORMANCE CRITERIA****4. Follow up ceremony**

- 4.1 Seek client feedback using various techniques
- 4.2 Use feedback to continuously improve service
- 4.3 Seek collaboration with colleagues to develop, maintain and improve own skills and resources

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include knowledge of:

- Relevant legislative and statutory requirements and provisions relating to provision of celebrancy services
- Standards and code of ethics relevant to celebrancy
- Stages of human development and broad knowledge of psychology of change as a basis for determining specific nature of client requirements
- Recognition of range of ritual and ceremonial expression across different cultures
- Understanding of importance in relation to celebrancy of:
 - client-centred focus
 - ethical and moral issues
 - distinctions between religious and civil ceremony content i.e. Church vs State issues
- Understanding and awareness of cultural rights, multicultural contributions, and the place of the arts in culture and ceremony

Essential skills:

It is critical that the candidate demonstrate the ability to:

- Determine and understand client needs and expectations and assist clients to feel at ease
- Demonstrate effective communication skills, including:
 - providing clear information, listening to and understanding the needs and expectations of clients, and clarifying ceremony requirements
 - maintaining awareness of and sensitivity to clients needs (e.g. sensitivity to issues of ethnic, religious beliefs, cultural background, language levels, personal capabilities of clients)
 - confirming procedures with translator as necessary
- Identify client needs and expectations and match available services to address those

REQUIRED SKILLS AND KNOWLEDGE

needs, in conjunction with the client

- Demonstrate respect and courtesy to clients

In addition, the candidate must be able to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

These include the ability to:

- Personalise a ceremony or ritual to address specific identified client needs and expectations
- Demonstrate language and literacy competence, including:
 - literacy competence to satisfactorily fulfil the role of a celebrant including the ability to interpret legal requirements
 - language competence to provide clear information, listen to and understand the needs of clients and clarify ceremony instructions
- Convey an attitude of professionalism and compassion
- Use effective problem solving skills to clarify any legal or other business issues arising

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this unit of competency:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- For aspiring celebrants, this unit is most appropriately assessed by the observation of a simulated meeting with client and simulated ceremony or through role play and the completion and submission of documents
- For existing celebrants choosing to be assessed against the competencies, this unit is most appropriately assessed prior to and during the

EVIDENCE GUIDE

conduct of a ceremony and the completion and submission of completed documents

- Assessment should enable assessment of response to a diverse range of clients in a range of situations
- A diversity of assessment tasks is essential for holistic assessment

Access and equity considerations:

- All workers in community services should be aware of access, equity and human rights issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on Aboriginal and/or Torres Strait Islander clients and communities

Context of and specific resources for assessment:

- This unit can be assessed independently, however holistic assessment practice with other community services units of competency is encouraged
- Resources required for assessment of this unit may include access to:
 - relevant or appropriately simulated environment where assessment can take place
 - relevant legislation, guidelines and range of required documentation

Method of assessment may include:

- Observation of simulation and/or role play of client interview
- Observation of simulation and/or role play of ceremony
- Evidence of completion of documentation if required
- Evidence of the appropriate use of ceremony and symbolism

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Individual differences may relate to:

- Cultural
- Age and developmental status
- Economic
- Social
- Gender
- Physical
- Emotional
- Language
- Spiritual

Client needs may include:

- Religious
- Cultural
- Spiritual
- Ceremonial

Client information may include:

- Personal and confidential information provided by the client and/or referring person
- Client feedback data
- Information resulting from meetings with the client

Unit Sector(s)

Not Applicable