

PERSONAL LEARNING REQUIREMENTS

CHC41015 Certificate IV in Celebrancy

The skills and abilities required to study in this course and work in the industry include:

Communication Skills

- Ability to develop and maintain relationships with all stakeholders (e.g. build trust and rapport)
- Ability to express ideas and communicate concisely and clearly to colleagues and clients
- Ability to lead meetings with team members / stakeholders
- Ability to receive, reflect and act on constructive feedback
- Be attentive and display consistent and appropriate facial expressions
- Communicate in a professional manner (e.g. using appropriate language and respect, demonstrating empathy, as well as sensitivity to individual and/or cultural differences)
- Demonstrate accurate and clear written communication (e.g. able to keep client records, complete workplace & legal forms, create documentation for ceremonies)
- Provide timely, accurate and effective delivery of instructions, feedback and reporting
- Read, understand and respond to, verbal and non-verbal cues and communication accurately and appropriately (e.g. body language)
- Speak clearly and directly with clients, colleagues and stakeholders
- Use effective questioning techniques (e.g. understand customer needs / job requirements)

Physical Skills

- Ability to work in various environments (e.g. changing conditions, both hot and cool conditions, low light, indoors/outdoors)
- Capacity to undertake shift work and/or work on weekends

Cognitive Skills

- Ability to carry out work in a required order or sequence (e.g. including understanding and following instructions)
- Ability to develop and run ceremonies of life, love and loss
- Ability to organise and manage own workload (e.g. planning and prioritising tasks, time management)
- Ability to perform basic mathematical skills (e.g. budgeting and preparing quotes)
- Ability to plan, organise and manage multi-step tasks (e.g. planning and organising meetings and events)
- Accept responsibility for accurate completion of work and seek help when required
- Anticipate problems in advance and act to avoid them
- Business acumen and interest
- Capacity to develop, apply and maintain industry knowledge
- Capacity to maintain focus and concentration
- Critical thinking (e.g. using logic and reasoning to identify the strengths and weaknesses of alternative solutions or approaches to a problem)
- Monitor own work against quality standards and identify areas for improvement
- Research skills, with the ability to interpret information and apply to industry requirements
- Understand and follow policies and procedures (e.g. legal compliance)
- Understand other people's perspectives/opinions and respect their choices

Behavioural & Social Skills

- Ability to establish and enforce personal boundaries (e.g. professional relationships)
- Ability to manage personal emotions and behaviour calmly and respectfully (e.g. dealing with clients)
- Ability to remain alert, focused and engaged with clients and colleagues
- Ability to separate work and life, including practice self-care
- Ability to work independently
- Adaptability/flexibility (e.g. being open to change and considerable variety in workplace)
- Attention to detail
- Demonstrate empathy, patience and discretion
- Dependable and professional (e.g. reliable, responsible, punctual, professional approach and personal presentation, fulfilling obligations, maintaining confidentiality)
- Enthusiasm for customer service
- Genuine interest in interacting and working with people
- Integrity (e.g. honest and ethical)
- Maintain neat personal appearance, including a high level of personal hygiene
- Self-awareness and ability to adapt to various situations to achieve desired outcomes
- Sensitive when dealing with clients various needs
- Tolerate close proximity with individuals (including physical contact)
- Willingness to care/work with people regardless of social and cultural backgrounds, or gender, age, culture, sexuality or religion

Technical Skills

- Operational knowledge of computers/smart devices, including capacity to use office tools and PA equipment

Digital Skills

- Able to use useful key words when searching the internet
- Able to format text in a short document
- Able to strengthen a password and updates when prompted
- Begins to use some keyboard shortcuts, e.g. Ctrl C, Ctrl V
- Able to participate in a group message chat e.g. WhatsApp or other
- Able to name, store and locate different files
- Uses reply, reply all and forward email functions appropriately
- Able to create a digital presentation, e.g. PowerPoint®, movie or other
- Interacts with others appropriately using internet based software, e.g. group discussion
- Able to download an eBook

Industry Legislation or Licencing

- Knowledge of and ability to apply current relevant legislation, regulations and codes of practice will be required to work in this industry

Before you Enrol

Please review the requirements listed in this document and think about if you might experience challenges in meeting them related to your disability, health condition, learning support assistance or for any other reason. You should discuss your concerns with us before enrolling in your course and can start the conversation by contacting our Customer Service team at:

Phone: 03 5225 0500

Email: courinfo@gordontafe.edu.au

You can also contact any of our support services:

- Disability Support Team: <https://www.thegordon.edu.au/future-students/student-services/disability-support>
- Learning Support Services: <https://www.thegordon.edu.au/quick-links/gordon-students/learning-support>
- Career Counselling: <https://www.thegordon.edu.au/future-students/student-services/career-services>
- Contact the Geelong or Werribee Skills and Jobs Centre here: <https://www.thegordon.edu.au/skills-and-jobs-centre/about-us>

You can view all courses offered at The Gordon here: <https://www.thegordon.edu.au/courses/all-courses>