

Each elective topic will be 1.5 hours allowing celebrants to complete 2 electives.

### **Compulsory Activity 2015 (2 hours)**

- (a) Changes to marriage forms
- (b) Completing the NOIM – evidence of date and place of birth and establishing the identity of the parties to the marriage
- (c) Shortening of the required notice time
- (d) Questionnaire on common marriage celebrant errors

### **OPD1 - 2015** The Other Legislation – what marriage celebrants should know

This elective topic covers essential information that all marriage celebrants should be aware of, namely:

- WHS
- Migration Act
- Discrimination is an offence (Federal and State laws)
- BDMs role – knowledge of various processes
- *Statutory Declarations Act 1959*
- *Copyright Act 1968*
- *Privacy Act 1988*
- *Competition and Consumer Act 2010* (formerly Trade Practices Act)
- Local by-laws / national parks

### **OPD2 - 2015** 10 Steps to Professional Practice (for less experienced celebrants)

The aim of this activity is to provide less experienced celebrants with a '10 Step' approach to practicing as a professional celebrant, specifically:

1. First contact is made – the enquiry
2. First meeting – the first interview
3. Drafting the ceremony
4. Liaise with the couple regarding their ceremony and plans
5. Final preparations before the ceremony
6. Couple's application to BDM for Certificate of Marriage (optional)
7. On the day – prepare for the ceremony
8. Deliver the ceremony
9. Finalise the paperwork and forms
10. Manage your records / seek feedback / close the file

### **OPD3 - 2015** Design your Celebrant Service Agreement

The aim of this professional development is to show celebrants how to prepare a standard agreement to be entered into with marrying parties. It includes:

- Advantages of Celebrant Service Agreements
- What to include / how to set out
- Legal aspects
- What to do if clients do not want to sign an agreement
- In-depth Questions and Answers regarding many aspects of a Client Service Agreement, e.g. how to vary terms and conditions
- Invoicing correctly
- What to include, when to provide to clients – GST

### **OPD4 - 2015** Communicate Professionally

The aim of this activity is to provide celebrants with communication skills to interact with clients in a manner that reflects professional standards of celebrancy and promotes positive client participation. This topic aims to develop the following:

- Communication techniques to develop a trusting relationship that will enable negotiation of communication barriers
- Use effective listening skills to provide feedback to ensure stories are heard and to support exploration and validation of issues raised
- Communicating with sensitivity and confidence
- Communication skills for problem solving

### **OPD5 - 2015** Converting Callers to Customers – simple selling tips

The aim of this activity is to provide celebrants with some simple selling strategies to convert enquiries into business. Specifically celebrants will be able to:

- Understand the selling process
- MMFIAM(Make Me Feel Important About Myself)
- Build rapport with the customer
- Use language and questions effectively (face to face / over the phone)
- Employ simple sales techniques

### **OPD6 - 2015** Copyright – What Every Celebrant Needs to Know

The aim of this activity is to provide celebrants with an understanding copyright law and regulations in Australia. The topic provides celebrants with information on:

- Copyright as a level of protection on original created works
- Moral rights as separate from copyright
- Intellectual property (IP) rights and how they are applied
- Creative commons application
- Public domain application
- How does Copyright and Intellectual Property affect celebrants?
- Using a Copyright Agency

### **OPD7 - 2015** Planning For The Unexpected – Contingency Management

The aim of this activity is to provide celebrants with the skills manage unforeseen events in a calm and professional manner.

- At the end of the activity the celebrant will have a range of skills and knowledge allowing them to plan for the unexpected

### **OPD8-2015** Creating Tailor-made Ceremonies

The aim of this activity is to provide professional celebrants with the skills to write creatively in order to tell a story specifically for the marrying couples wedding ceremony.

- Celebrants will create a tailor-made ceremony composed with insight, discretion, and tact, ensuring the ceremony is one that the couple will feel they would like to reflect on over the years and think, *"I still wouldn't want to change a word"*
- Explain why a marriage cannot be solemnised if a party appears inebriated
- Discuss importance of Proof of Identity
- Discuss how celebrants can protect themselves if witnesses are unknown to marrying parties