



**Australian Government**

# **Assessment Requirements for SIFCCAC005 Coordinate chapel operations**

**Release: 1**

# Assessment Requirements for SIFCCAC005 Coordinate chapel operations

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to:

- register, record and check chapel bookings according to workplace policies and procedures
- implement daily chapel operation and maintenance activities in an efficient manner and in accordance with scheduled bookings.

Evidence of performance of coordinating chapel operations for two or more funerals is required to demonstrate consistency of performance and ability to respond to different situations.

## Knowledge Evidence

Demonstrated knowledge of:

- workplace policies and procedures regarding chapel operation procedures
- basic chapel operation procedures, including:
  - recording and checking chapel bookings
  - placing and removing signs and floral tribute markers
  - checking and completing relevant documentation, including:
    - funeral service details
    - celebrant instructions
    - applications for burial
    - certificates of burial or delivery for cremation
    - schedule running sheets
    - transfer documents
  - preparing and operating electronic coffin or casket lowering equipment
- roles and responsibilities of personnel in relation to chapel operations
- social, religious and cultural differences and traditions in relation to chapel operations, including:
  - orientation of coffin or casket
  - lighting and placement of candle
  - placement of flowers
  - placement of photographs
- professional funeral services industry parameters and protocols in dealing with the deceased and the bereaved.

## Assessment Conditions

Skills must be demonstrated in a chapel within a funeral home or cemetery and crematoria workplace:

- using suitable equipment and resources, including:
  - chapel equipment, including floral tribute markers and audio equipment
  - documentation, including chapel schedules and bookings
- under industry operating conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - speed and timing requirements that reflect commercial operating conditions
  - interaction with relevant personnel

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

## Links

Companion Volume Implementation Guide - <http://www.serviceskills.com.au/resources>