



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIFBCR006A Coordinate chapel operations**

**Revision Number: 1**

## **SIFBCR006A Coordinate chapel operations**

### **Modification History**

Not applicable.

### **Unit Descriptor**

**Unit descriptor**

This unit describes the performance outcomes, skills and knowledge required to arrange chapel bookings, receive and transfer coffins and caskets, and ensure the ongoing maintenance of chapels.

### **Application of the Unit**

**Application of the unit**

This unit applies to funeral home, cemetery and crematorium staff and involves working with relative autonomy.

### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

**Prerequisite units**

Nil

### **Employability Skills Information**

**Employability skills**

This unit contains employability skills.

## Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

### ELEMENT

### PERFORMANCE CRITERIA

- |                      |   |
|----------------------|---|
| 1 Operate a chapel.  | <p>1.1 Identify and complete <b><i>daily work requirements</i></b> to assist with efficient chapel operations according to <b><i>workplace policies and procedures</i></b>, and <b><i>relevant legislation</i></b>.</p> <p>1.2 Review and communicate daily chapel schedules to <b><i>funeral personnel</i></b> and <b><i>relevant staff</i></b>.</p> <p>1.3 Open up and close chapel each day according to schedules and workplace policies and procedures.</p> <p>1.4 Receive, place and transfer coffins and caskets according to workplace policies and procedures and <b><i>special requirements</i></b>.</p> <p>1.5 Check coffin and casket nameplates against chapel register.</p> <p>1.6 Assist funeral personnel and <b><i>external staff</i></b> as required.</p> |
| 2 Maintain a chapel. | <p>2.1 Maintain cleanliness of chapel according to workplace policies and procedures and daily schedules.</p> <p>2.2 Conduct regular maintenance checks and take <b><i>corrective action</i></b> according to workplace policies and procedures, and relevant legislation.</p> <p>2.3 Document maintenance and repair activities according to workplace policies and procedures.</p>  |

## Required Skills and Knowledge

### REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

#### Required skills

- verbal and non-verbal communication skills, including active listening and questioning techniques, to liaise with relevant parties, confirm and communicate work requirements and display empathy, respect and courtesy
- literacy and numeracy skills to register and record bookings, review and monitor chapel schedules, and complete required documentation
- planning and organisational skills to identify and complete daily work requirements and maintain chapel schedules
- customer service skills to maintain confidentiality and tact
- interpersonal skills to relate to people from a range of social, cultural, religious and ethnic backgrounds and with a range of physical and mental abilities
- teamwork skills to assist other parties
- problem-solving skills to identify and address chapel maintenance requirements.

#### Required knowledge

- relevant workplace policies and procedures regarding chapel operation procedures
- chapel operation procedures, including booking systems
- social, religious and cultural differences and traditions
- professional funeral services industry parameters and protocols in dealing with the deceased and the bereaved.

## 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, range statement and the Assessment Guidelines for the Training Package.

#### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

Evidence of the following is essential:

- ability to accurately register, record and check chapel bookings according to workplace policies and procedures
- implementation of all daily chapel operation and maintenance activities in an efficient manner and in

## EVIDENCE GUIDE

accordance with scheduled bookings

- coordinating chapel operations on multiple occasions to ensure consistency of performance and ability to respond to different situations.

### Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within a chapel environment where coffins or caskets are received and placed in preparation for funeral services
- access to relevant documentation, such as chapel schedules and bookings
- range of chapel equipment, including floral tribute markers and audio equipment.

### Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of candidate identifying and applying procedures for operating and maintaining a chapel, including registering chapel bookings and cleaning chapel while applying relevant policies, procedures and legislation
- written or verbal questioning to assess knowledge and understanding of relevant procedures with regard to operating and maintaining a chapel
- participation in role plays in relation to liaising with relevant personnel
- review of workplace records completed by candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIFFNL002A Assist with the conduct of a funeral.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

## 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. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included. 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) may also be included.

*Daily work requirements* may include:

- recording and checking chapel bookings
- placing and removing signs and floral tribute markers
- checking and completing relevant documentation, which may include:
  - funeral service details
  - celebrant instructions
  - applications for burial
  - certificates of burial or delivery for cremation
  - schedule running sheets
  - transfer documents
- preparing and operating recording, lighting and musical equipment, which may include:
  - video recording equipment
  - audio recording equipment
  - musical equipment
  - CD and DVD players
  - computer equipment
  - television monitors
  - integrated lighting
  - ambience control
  - vision mixer
- preparing and operating electronic coffin or casket lowering equipment.

## RANGE STATEMENT

***Workplace policies and procedures*** may include:

- standard operating policies and procedures
- standards and certification requirements
- quality assurance procedures
- OHS procedures
- emergency procedures, including fire and accident procedures
- security procedures
- food handling procedures
- personal hygiene
- safe food storage
- cleaning, sanitation and waste storage and disposal practices.

***Relevant legislation and regulations*** may include:

- OHS
- Cemeteries Act
- local regulations.

***Funeral personnel*** may include:

- funeral director
- funeral arranger
- transfer staff
- transportation services.

***Relevant staff*** may include:

- leading hand
- OHS representative
- manager
- supervisor
- co-worker.

***Special requirements*** may include:

- social, cultural and religious requirements, such as:
  - orientation of coffin or casket
  - lighting and placement of candle
  - placement of flowers
  - placement of photographs.

**RANGE STATEMENT**

*External staff* may include:

- caterer
- florist.

*Corrective action* may include:

- reporting maintenance issues to appropriate personnel
- undertaking minor repairs.

**Unit Sector(s)**

**Sector**

Funeral Services

**Competency field**

**Competency field**

Burials and Cremations