



Australian Government

DEFCH003B Deliver chaplaincy services

Release: 2

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Modification History

Release	TP Version	Comments
2	DEF12V2	Layout adjusted. No changes to content.
1	DEF12V1	Primary release.

Unit Descriptor

This unit covers the competency required to plan and deliver chaplaincy services that are prepared for war and adapted for peace.

This competency includes the requirement to review the delivery of chaplaincy services to improve the services being provided.

This competency is required by all Defence chaplains.

Application of the Unit

As agreed in the creation of this Training Package, applications for units transferred from the PUA00 Public Safety Training Package will be developed as part of continuous improvement plans, and taking into account the change in Unit of Competency format as detailed in templates for Streamlined Training Packages.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

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 required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the Required Skills and Knowledge and/or the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan the delivery of chaplaincy services	1.1 Planning requirements for chaplaincy services are identified from organisation processes. 1.2 Planning tools and methodologies are identified and applied throughout the planning process. 1.3 All relevant planning factors and other data required are identified, selected and obtained in accordance with organisation procedures. 1.4 Plans are developed, confirmed with relevant personnel and documented. 1.5 Plans are tested for accuracy and relevance and agreed with appropriate personnel in accordance with organisation procedures.
2. Deliver chaplaincy services	2.1 Actions resulting from the plans are initiated in accordance with organisation procedures and policies. 2.2 Plans are implemented, monitored and amended to address changing circumstances in accordance with organisation requirements and procedures. 2.3 Information on the delivery of chaplaincy services is forwarded to appropriate personnel in accordance with organisation procedures and policy.
3. Review the delivery of chaplaincy services	3.1 Review procedures are developed and implemented in accordance with organisation standards and guidelines . 3.2 Review is undertaken against specified criteria. 3.3 Organisation requirements for the chaplaincy service are incorporated in the review procedures. 3.4 Review outcomes are incorporated in current and future plans.

Required Skills and Knowledge

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

Required Skills

- meet denominational or multi-faith requirements
- communication skills include the capacity to:
 - gather information from a variety of sources and using range of media

- analyse complex personal and organisational issues
- take part in and facilitate interpersonal exchanges with groups and individuals, selecting language style suitable to audience and context for the purpose of establishing, maintaining and developing relationships, exploring issues and or problem solving
- actively listen, summarise and clarify ideas
- provide positive and empathetic feedback
- measure performance against established criteria
- prepare written plans, advice, reports and services using appropriate electronic media
- retain professionalism under duress
- encourage members of the congregation

Required Knowledge

- world religions and associated religious beliefs and practices
- denominational doctrines, worship and practices
- planning processes
- review processes
- relevant organisational processes
- administrative procedures
- operational procedures
- relevant organisational requirements
- sources for relevant background information
- code of behaviour
- organisation guidelines and standards for privacy, confidentiality, defamation, duty of care
- professional codes of practice
- ethical standards and the nature of ethics and ethical values
- fundamental ethical principles such as justice, respect for persons and responsible care
- defence and individual service codes of ethics
- range of operational situations
- verbal and non-verbal communication techniques including body language, language style, active listening, questioning

Evidence Guide

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

Assessment must confirm the ability to conduct research that identifies topical issues that may impact on members of the organisation and to address the needs of the congregation in planning the chaplaincy service.

Assessment must also confirm the ability to deliver a coherent service and to identify with the congregation while delivering the chaplaincy service.

Consistency in performance

Competency should be demonstrated delivering a range of actual or simulated chaplaincy services over time.

Context of and specific resources for assessment

Context of assessment

Competency should be assessed in an actual or simulated environment by observing the chaplain deliver a range of services. Targeted questioning to assess underpinning knowledge should support practical assessments.

Specific resources for assessment

There are no special resource requirements for this unit.

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 in the Performance Criteria is detailed below.

<i>Planning</i> may include:	• Liaison with peers and organisation members • Attendance at conferences • Seeking formal and informal feedback from clients • Researching information via the web, newspapers, organisation publications
<i>Chaplaincy services</i> may include:	• Services of worship • Pastoral care • And may be constrained by: • Celebrations and commemorations • Organisational requirements • Resource limitations • Chaplain roles • Legislation, codes and standards relevant to the workplace • Denominational or multi-faith requirements
<i>Organisation</i> may include:	• Australian Defence Force • Police forces • Fire services • Emergency services
<i>Planning tools and methodologies</i> may include:	• Instructions • Operational orders • Software programs • Intuition, experience and knowledge • Anecdotal evidence • Consultations and liaison
<i>Implementation of plans</i> may include:	• Liaison • Attendance at conferences • Seeking formal and informal feedback from clients • Rehearsals
<i>Organisation requirements</i> may include:	• Legislation • Policies • Procedures • Practices • Standards • Conventions • Goals, objectives, plans, systems and processes

	• Access, equity and diversity principles and practices • Quality and continuous improvement processes and standards • Performance plans • Defined resource parameters
<i>Delivery of chaplaincy services</i> may include:	• In workplaces • In support of operations • In the training environment
<i>Review procedures</i> may include:	• Liaison • Attendance at conferences • Seeking formal and informal feedback from clients

Unit Sector(s)

Not applicable.