



Australian Government

SIFCCAC005 Coordinate chapel operations

Release: 1

SIFCCAC005 Coordinate chapel operations

Modification History

Not applicable.

Application

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. It applies to funeral home, cemetery and crematorium staff working with relative autonomy according to work health and safety, relevant legislation and workplace policies and procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Competency Field

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Operate a chapel.

2. Maintain a chapel.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Establish daily work requirements to assist with efficient chapel operations.
- 1.2 Review and communicate daily chapel schedules to funeral personnel and relevant staff.
- 1.3 Maintain operating hours for chapel each day according to schedules.
- 1.4 Receive, place and transfer coffins and caskets according to special requirements.
- 1.5 Check coffin and casket nameplates against chapel register.
- 1.6 Assist funeral personnel and external suppliers as required.

- 2.1 Maintain cleanliness of chapel according to daily schedules.

- 2.2 Conduct regular maintenance checks.
- 2.3 Undertake minor repair and report maintenance issues as required.
- 2.4 Document maintenance and repair activities.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFBCR006A Coordinate chapel operations.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>

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.

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