



Australian Government

Assessment Requirements for SIFFNL010 Plan and conduct funeral ceremonies

Release: 1

Assessment Requirements for SIFFFNL010 Plan and conduct funeral ceremonies

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- liaise with appropriate family members and friends of the deceased and funeral personnel to establish relevant information in order to prepare appropriate funeral ceremony
- communicate with the bereaved according to funeral services industry protocols and parameters
- identify and organise required resources
- use effective public speaking techniques to sensitively deliver appropriate funeral speeches according to client requirements and required timeframes
- evaluate ceremony based on client feedback.

Evidence of performance of planning and conducting funeral ceremonies of diverse client requests on five or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- roles and responsibilities of the range of funeral services personnel and external contractors and agencies involved in funeral ceremonies
- features of ceremony requirements, including but not restricted to:
 - committal style:
 - burial
 - inurnment
 - cremation
 - entombment
 - memorial service
 - selection of text readings or scriptures
 - public acknowledgment of deceased
 - choice of speakers or readers
 - inclusion of work and community colleagues
 - placing special personal effects with the deceased
 - use of music

- audiovisual, such as videos or DVDs
- use of lighting
- placement of candles
- choice and placement of flowers
- photographs
- special locations:
 - outdoors
 - private home
 - cemetery
- crematorium
- resources required conducting funeral ceremonies
- processes for burial and inurnment
- social, religious and cultural differences and traditions that impact on conducting a funeral ceremony
- professional funeral services industry parameters and protocols in dealing with the bereaved and the deceased
- workplace policies and procedures regarding performing funeral celebrancy
- techniques that allows for effective public speaking, including:
 - methods for managing nerves:
 - centred breathing
 - practising material
 - checking environment and facilities
 - positive thinking
 - tone, pitch and volume of voice
 - pace of delivery
 - use of body language and eye contact
- purpose and benefits of formal and informal client feedback mechanisms.

Assessment Conditions

Skills must be demonstrated in a funeral home, cemetery or crematoria workplace where a funeral address can be delivered to an audience and where friends or family members of the deceased can participate:

- using suitable equipment and resources, including:
 - a sound system
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - interaction with clients and funeral personnel

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

Links

Companion Volume implementation guides are found in VETNet -

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