



Australian Government

SIFFFNL010 Plan and conduct funeral ceremonies

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare and perform a funeral ceremony in the absence of clergy or a celebrant according to the needs of clients, including making a funeral ceremony address. The unit applies to funeral-conducting staff and involves working autonomously with a high level of responsibility and 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

Funeral Operations

Unit Sector

Funeral Directing

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Plan funeral ceremonies.

2. Prepare ceremonial addresses.

PERFORMANCE CRITERIA

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

- 1.1 Liaise with clients to plan and develop an appropriate funeral ceremony.
- 1.2 Collaborate with funeral personnel to identify and confirm funeral ceremony arrangements and requirements.
- 1.3 Liaise with ceremony participants to identify individual roles.
- 1.4 Identify and organise required resources.
- 2.1 Determine required length of address according to funeral arrangements and client requirements.
- 2.2 Review available information on the deceased.
- 2.3 Incorporate public speaking techniques to enhance quality of ceremonial address.
- 2.4 Prepare and review address with clients and colleagues.

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| 3. Perform funeral ceremonies. | 3.1 Deliver address according to appropriate public speaking strategies and agreed timeframe. |
| | 3.2 Take account of ceremony participants according to agreed funeral ceremony arrangements. |
| | 3.3 Close funeral ceremony according to agreed funeral ceremony arrangements. |
| 4. Review funeral ceremonies. | 4.1 Request client feedback and review responses. |
| | 4.2 Reflect on own performance and note areas for improvement and appropriate strategies. |
| | 4.3 Record and report evaluation. |

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

SIFFFNL009A Plan and conduct funeral ceremony.

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 SIFFNL010 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

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