



Australian Government

Department of Education, Employment and Workplace Relations

SIFFNL009A Plan and conduct a funeral ceremony

Revision Number: 1

SIFNL009A Plan and conduct a funeral ceremony

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to prepare for 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.
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Application of the Unit

Application of the unit	This unit applies to funeral-conducting staff and involves working autonomously with a high level of responsibility. It requires the application of planning and communication skills to develop and deliver effective funeral ceremony speeches.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil
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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 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 funeral ceremony.	1.1 Liaise with <i>clients</i> to plan and develop an appropriate funeral ceremony. 1.2 Liaise with <i>funeral personnel</i> to identify and confirm <i>funeral ceremony arrangements</i> and requirements. 1.3 Liaise with ceremony participants to identify individual roles. 1.4 Identify and organise required <i>resources</i> according to <i>workplace policies and procedures</i>.
2 Prepare ceremonial address.	2.1 Determine required length of address according to funeral arrangements and client requirements. 2.2 Review available information on the deceased. 2.3 Identify <i>public speaking techniques</i> to enhance quality of ceremonial address. 2.4 Prepare and review address with clients and colleagues according to workplace policies and procedures.

ELEMENT	PERFORMANCE CRITERIA
3 Perform funeral ceremony.	3.1 Deliver address according to appropriate public speaking strategies and agreed timeframe. 3.2 Include ceremony participants according to agreed funeral ceremony arrangements. 3.3 Close funeral ceremony according to agreed funeral ceremony arrangements.
4 Review funeral ceremony.	4.1 Request <i>client feedback and review</i> according to workplace policies and procedures. 4.2 Reflect on own performance and note <i>areas for improvement</i> and <i>appropriate strategies</i>. 4.3 Record and report evaluation according to workplace policies and procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills, including clear and direct communication and active listening and questioning techniques, to develop knowledge of the deceased and make effective public presentations during funeral ceremonies
- planning skills to develop structured funeral ceremony presentations according to required timeframe
- organisational skills to identify and organise required resources
- literacy and numeracy skills to develop and review written funeral speeches and meet agreed timeframes for performance of ceremony
- 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
- customer service skills, including ability to maintain confidentiality of client information.

Required knowledge

- burial and inurnment procedures
- social, religious and cultural differences and traditions
- professional funeral services industry parameters and protocols in dealing with the bereaved and the deceased
- workplace policies and procedures regarding performing funeral celebrancy.

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 liaise with appropriate family members and friends of the deceased and funeral personnel to establish relevant information in order to prepare appropriate funeral ceremony
- sensitive communication with the bereaved according to funeral services industry protocols and parameters

EVIDENCE GUIDE

- identification and organisation of required resources
- effective public speaking techniques to sensitively deliver appropriate funeral speeches according to client requirements and required timeframes
- planning and conducting funeral ceremonies 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 in an environment where a funeral address can be delivered to an audience and where friends or family members of the deceased can participate
- interaction with clients
- access to resources, such as a sound system.

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 liaising with relevant parties to establish client requirements and relevant resources and delivering an effective funeral ceremony speech
- review of prepared funeral ceremony speeches that address client requirements
- 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:

- SIFIND001B Work effectively in the funeral services industry.

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.

Clients may include:

- immediate family
- extended family
- friends
- designated people
- service groups, such as Returned and Services League (RSL) or Masonic Lodge.

Funeral personnel may include:

- funeral director
- funeral arranger
- transfer staff
- cemetery or crematorium staff
- church or chapel coordinator.

RANGE STATEMENT

Funeral ceremony

arrangements may include:

- committal style, such as:
 - 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, such as:
 - outdoors
 - private home
 - cemetery
 - crematorium.

Resources may include:

- selected text readings or scriptures
- speakers or readers
- personal effects
- music
- sound system
- lighting and candles
- flowers
- photographs.

RANGE STATEMENT

Workplace policies and procedures may include:

- standard operating policies and procedures
- communication protocols
- personal presentation
- OHS
- standards and certification requirements
- quality assurance procedures.

Public speaking techniques may include:

- methods for managing nerves, such as:
 - centering 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.

Client feedback and review may include:

- formal client feedback mechanisms
- informal client feedback.

Areas for improvement may include:

- organisational skills
- time management skills
- public speaking skills.

Appropriate strategies may include:

- formal training
- assistance from colleagues
- self-reflection.

Unit Sector(s)

Sector

Funeral Services

Competency field

Competency field Funeral Operations