



Australian Government

Assessment Requirements for SIFFNL009 Conduct funerals

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- interpret client needs, pre-determined funeral arrangements accurately and coordinate and schedule operational details that meet these requirements
- liaise with funeral and external personnel to organise required aspects of funeral
- deal with contingencies in conducting a safe and efficient funeral
- communicate with the bereaved according to funeral services industry parameters and protocols.

Evidence of performance of conducting funerals 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:

- features of funeral service requirements, including but not restricted to:
 - time
 - location:
 - monumental cemeteries
 - lawn cemeteries
 - mausoleum crypts
 - memorial gardens
 - cemeteries with historical or cultural significance
 - crematoria
 - at sea
 - state funeral
 - Services funeral
 - destitute funeral
 - committal instructions:
 - burial
 - entombment
 - cremation
 - timing of committal

- presence of mourners
- return of deceased's personal effects, including jewellery or memorabilia
- social, cultural and religious considerations:
 - funeral and mourning dress standards
 - funeral rites
 - full rites of services
 - cultural rituals to assist grieving
 - duration of mourning
 - wakes
 - religious denomination
 - spiritual symbolism
 - public profile of the deceased
 - burial procedures
 - time required between death and burial or cremation
 - taboos regarding death
 - text readings or scriptures
 - placing special personal effects with the deceased person
 - specific coffin or casket design
 - orientation of coffin
- transport requirements
- roles and responsibilities of the range of funeral services personnel and external contractors and agencies involved in funeral arrangements
- resources required for funeral arrangements
- documentation required for funeral arrangements
- strategies to address contingencies that may occur during funerals
- strategies for evaluating funeral effectiveness and ways of improving performance
- funeral services industry parameters in dealing with the deceased and the bereaved
- workplace policies and procedures regarding the conduct of funerals and dealing with contingencies.

Assessment Conditions

Skills must be demonstrated in a funeral home, cemetery or crematoria workplace where funeral processions can be conducted and movement of coffins, caskets and mourners can be managed:

- using suitable equipment and resources, including:
 - coffins or caskets, funeral vehicles and resource and equipment used in the conduct of funerals
- under industry 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 funeral services personnel and clients

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>