



Australian Government

Department of Education, Employment and Workplace Relations

SIFBCR012A Arrange and oversee viewings of cremations

Revision Number: 1

SIFBCR012A Arrange and oversee viewings of cremations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to deal with enquiries from families and oversee the viewing of cremations.

Application of the Unit

Application of the unit

This unit applies to crematorium staff and involves working autonomously with a high level of responsibility and liaising with other staff.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

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 | Arrange viewing of a cremation. | <ul style="list-style-type: none"> 1.1 Liaise with <i>family</i> to identify viewing requests and special needs. 1.2 Assess request for viewing and respond to family according to <i>workplace policies and procedures</i>. 1.3 Liaise with <i>appropriate personnel</i> to identify and arrange viewing requirements, including <i>social, cultural and religious requirements</i>. 1.4 Communicate viewing schedule and relevant information to family according to workplace policies and procedures. 1.5 Arrange viewing area, including <i>first aid facilities</i> according to family's needs, <i>relevant legislation</i> and workplace policies and procedures. |
| 2 | Oversee viewing of a cremation. | <ul style="list-style-type: none"> 2.1 Escort family to viewing area at appropriate time. 2.2 Explain proceedings to family using clear, sensitive and empathetic language. 2.3 Monitor viewing of cremation according to workplace policies and procedures, and relevant legislation. 2.4 Deal with <i>contingencies</i> according to workplace policies and procedures. 2.5 Escort family from viewing area at appropriate time. 2.6 Check and complete relevant documentation according to |

ELEMENT

PERFORMANCE CRITERIA

relevant legislation and 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 active listening and questioning techniques and using and interpreting non-verbal communication to identify and confirm client requirements, liaise with relevant parties and explain proceedings to clients
- problem-solving skills to accommodate additional family requests where required
- customer service skills, including ability to maintain confidentiality of client information
- organisational and time management skills to complete tasks according to client requirements and workplace policies and procedures
- literacy and numeracy skills to understand written documentation and to accurately complete required documentation
- teamwork skills to liaise with other staff.

Required knowledge

- crematorium operating procedures
- social, religious and cultural differences and traditions in relation to viewing of cremations
- workplace policies and procedures regarding viewing of cremations
- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to OHS, conduct of cremations and associated documentation
- first aid procedures
- professional funeral services industry parameters and protocols for dealing with the deceased and the bereaved.

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

Evidence of the following is essential:

- ability to sensitively liaise with and determine family's viewing requirements and arrange viewing in keeping

EVIDENCE GUIDE

this unit

with these requirements

- use of sensitive and empathetic verbal and non-verbal communication with the bereaved before and during viewing and clear and accurate communication with colleagues
- arranging and overseeing viewings of cremations 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 within an environment where client reactions to viewings can be monitored and addressed and a range of liaison activities required to arrange viewings can be performed
- access to first aid facilities.

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 arranging and overseeing viewings of cremations while applying relevant policies and procedures
- written or verbal questioning to assess knowledge and understanding of relevant legislation and workplace policies and procedures with regard to arranging and overseeing viewings of cremations
- 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:

- SIFBCR015A Memorialise cremated remains.

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.

Family may include:

- immediate family
- extended family
- designated people, including friends.

Workplace policies and procedures may include:

- standard operating policies and procedures
- dress standards
- standards and certification requirements
- quality assurance procedures
- OHS procedures
- emergency procedures, including fire and accident procedures
- security procedures.

Appropriate personnel may include:

- leading hand
- supervisor
- manager
- crematorium operator.

Social, cultural and religious requirements may include:

- dress standards
- cultural rituals to assist grieving
- funeral rites according to religious denomination
- taboos regarding death.

RANGE STATEMENT

- First aid facilities* may include:
- first aid kit
 - seating
 - blankets
 - pillows
 - cushions.
- Relevant legislation* and regulations may include:
- OHS
 - cemetery Acts and by-laws
 - Crematorium Acts
 - local government regulations
 - Privacy Acts.
- Contingencies* may include:
- time restraints
 - additional requests.

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Burials and Cremations