



Australian Government

Department of Education, Employment and Workplace Relations

SIFBCR013A Coordinate the collection or memorialisation of cremated remains

Revision Number: 1

SIFBCR013A Coordinate the collection or memorialisation of cremated remains

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to advise families on and arrange for the collection or memorialisation of cremated remains.

Application of the Unit

Application of the unit

This unit applies to crematorium staff and involves working with relative autonomy under the direction of a manager or supervisor. It requires the application of communication and organisational skills according to legislative and workplace requirements.

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 Identify wishes of family.	<p>1.1 Discuss collection and memorialisation options, services, ceremony and procedures with <i>family</i> of deceased person.</p> <p>1.2 Identify and respect any <i>social, cultural and religious considerations</i>, requirements and rituals of family.</p> <p>1.3 Assist family to determine collection or memorialisation arrangements that best suit its needs.</p>
2 Arrange for collection of cremated remains.	<p>2.1 Locate cremated remains and prepare according to family requirements.</p> <p>2.2 Obtain appropriate vessel or container for cremated remains according to family requirements and <i>workplace policies and procedures</i>.</p> <p>2.3 Obtain, complete and file documentation according to <i>relevant legislation</i> and workplace policies and procedures.</p> <p>2.4 Issue cremated remains to designated person as required after completing <i>relevant documentation</i> according to relevant legislation.</p>

ELEMENT**PERFORMANCE CRITERIA**

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|---|--|-----|---|
| 3 | Arrange for memorialisation of cremated remains. | 3.1 | Determine suitable time for memorialisation in consultation with family. |
| | | 3.2 | Liaise with <i>appropriate staff</i> to arrange for memorialisation and communicate requirements. |
| | | 3.3 | Identify and confirm appropriate <i>memorial site</i> according to family requirements and workplace policies and procedures. |
| | | 3.4 | Arrange for manufacture of memorial plaque according to workplace policies and procedures. |
| | | 3.5 | Check and complete relevant documentation according to 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 clear and direct communication and active listening and questioning techniques to confirm family requirements and advise on memorialisation options
- customer service skills to maintain confidentiality of client information
- literacy and numeracy skills to identify, interpret and complete required documentation
- organisational and time management skills to complete required tasks according to client requirements and workplace policies and procedures.

Required knowledge

- crematorium operating procedures
- social, religious and cultural differences and traditions in relation to memorialisation of cremated remains
- professional funeral services industry parameters in dealing with the bereaved and the deceased's remains
- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to collecting and memorialising cremated remains and associated documentation
- workplace policies and procedures regarding collecting or memorialising cremated remains.

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 sensitively liaise with and determine family's requirements and arrange memorialisation or collection of remains
- use of sensitive and empathetic verbal and non-verbal

EVIDENCE GUIDE

communication with the bereaved before and during memorialisation or collection and clear and accurate communication with colleagues

- accurate completion of all documentation
- coordinating the collection or memorialisation of cremated remains 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:

- access to appropriate communication equipment, computers, printers, information programs, records systems and software programs currently used in funeral services industry to coordinate memorialisations
- interaction with diverse client types to allow candidate to respond to range of memorialisation requirements and client requests
- access to appropriate vessels for cremated remains.

EVIDENCE GUIDE

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 advising range of clients on collection and memorialisation options and arranging for conduct of required service in a manner consistent with accepted funeral services industry standards
- written or verbal questioning to assess knowledge and understanding of relevant legislation and workplace policies and procedures regarding the collection or memorialisation of cremated remains
- review of workplace documents completed by candidate
- 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.

Social, cultural and religious considerations may include:

- traditional expressions of grief and mourning
- dress standards
- cultural rituals to assist grieving
- duration of mourning
- behaviour appropriate to client beliefs
- types of monuments
- religious denomination
- spiritual symbolism
- inurnment procedures
- taboos regarding death
- choice and placement of flowers.

Workplace policies and procedures may include:

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

RANGE STATEMENT

Relevant legislation and regulations may include:

- OHS
- workers' compensation legislation and regulations
- cemetery Acts and by-laws
- Crematorium Acts
- local government regulations
- Lands Act
- Births, Deaths and Marriages Registration
- Coroner's Act
- Public Health Act
- Environment Protection Act
- Worksafe Australia certification and standards
- Privacy Acts.

Relevant documentation may include:

- standard operating procedures
- schedule running sheets
- placement details
- plaque placement slips.

Appropriate staff may include:

- grounds people
- gravediggers
- maintenance workers.

Memorial site may include:

- rose garden
- columbarium wall
- groves
- pillars
- trees
- memorial rocks.

Unit Sector(s)

Sector

Funeral Services

Competency field

Competency field

Burials and Cremations