



Australian Government

Department of Education, Employment and Workplace Relations

SIFBCR015A Memorialise cremated remains

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to memorialise cremated remains according to the wishes of the deceased person's family.

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.

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 | Prepare to memorialise cremated remains. | 1.1 Liaise with <i>appropriate staff</i> to identify <i>memorialisation requirements</i> .
1.2 Identify and confirm <i>memorial site</i> .
1.3 Identify and organise appropriate <i>tools and equipment</i> .
1.4 Identify and prepare <i>personal protective equipment</i> according to memorialisation requirements, <i>relevant legislation</i> and <i>workplace policies and procedures</i> . |
| 2 | Memorialise cremated remains. | 2.1 Prepare memorial site according to client requirements and workplace policies and procedures.
2.2 Locate, confirm and prepare cremated remains according to client requirements.
2.3 Place or disperse cremated remains according to client requirements and workplace policies and procedures.
2.4 Place memorial plaque according to client requirements, workplace policies and procedures, and relevant legislation. |
| 3 | Clean up memorial site and complete documentation. | 3.1 Clean memorial and surrounds according to workplace policies and procedures, and relevant legislation.
3.2 Clean and store tools and equipment according to workplace policies and procedures.
3.3 Complete <i>memorialisation documentation</i> according to workplace policies and procedures, and relevant |

ELEMENT

PERFORMANCE CRITERIA

legislation.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- safe use of personal protective equipment
- communication skills, including active listening and questioning techniques to identify and confirm client requirements, and using and responding to non-verbal communication to display empathy, respect and courtesy
- 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 deceased and the bereaved
- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to OHS, memorialisation of cremated remains and associated documentation
- workplace policies and procedures regarding memorialisation of cremated remains
- operating and maintenance requirements of relevant tools and equipment.

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 select, prepare, use, maintain and clean the required tools and equipment according to supervisor instructions, workplace policies and procedures, and manufacturer's instructions

EVIDENCE GUIDE

- ability to locate and prepare memorial site and conduct memorialisation according to client requirements, workplace policies and procedures
- accurate completion of relevant documentation
- memorialising 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:

- demonstration of skills within a crematorium environment
- access to tools and equipment required to perform memorialisations, including personal protective equipment.

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 memorialising cremated remains and cleaning up memorial while applying relevant policies, procedures and legislation
- written or verbal questioning to assess knowledge and understanding of relevant legislation and workplace policies and procedures regarding memorialisations
- review of workplace records 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:

- SIFCBR013A Coordinate the collection or memorialisation of 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.

Appropriate staff must include:

- administration staff
- sales staff
- supervisor.

Memorialisation requirements may include:

- social, cultural and religious considerations, such as:
 - dress standards
 - cultural rituals to assist grieving
 - duration of mourning
 - memorialisation rites according to religious denomination
 - spiritual symbolism
 - inurnment procedures
 - taboos regarding death
- types of monuments
- choice and placement of flowers.

Memorial site may include:

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

RANGE STATEMENT

Tools and equipment may include:

- shovels
- auger
- mats
- measuring tape
- rakes
- brooms
- spades
- crowbars
- wheelbarrow.

Personal protective equipment may include:

- overalls
- boots
- jacket
- long sleeves
- gloves
- hat or cap
- gumboots
- sun protection.

Relevant legislation and regulations may include:

- OHS
- material handling, including hazardous materials
- cemetery Acts and by-laws
- local government regulations
- Lands Act
- Births, Deaths and Marriages Registration
- Coroner's Act
- Public Health Act
- Privacy Acts.

RANGE STATEMENT

Workplace policies and procedures may include:

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

Memorialisation documentation may include:

- schedule running sheets
- placement details
- plaque placement slips.

Unit Sector(s)

Sector

Funeral Services

Competency field

Competency field

Burials and Cremations