



**Australian Government**

**Department of Education, Employment and Workplace Relations**

# **SIFFNL003A Arrange funerals**

**Revision Number: 1**

## **SIFFNL003A Arrange funerals**

### **Modification History**

Not applicable.

### **Unit Descriptor**

<b>Unit descriptor</b>	This unit describes the performance outcomes, skills and knowledge required to identify funeral needs and make appropriate funeral arrangements.
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### **Application of the Unit**

<b>Application of the unit</b>	This unit applies to funeral directing staff whose primary role includes arranging funerals. It requires the application of communication, planning and problem-solving skills to liaise with clients and funeral and external personnel to identify, organise and schedule funerals. It involves working autonomously and coordinating the work of others.
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### **Licensing/Regulatory Information**

Not applicable.

### **Pre-Requisites**

<b>Prerequisite units</b>	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 Identify funeral needs.	<p>1.1 Consult <i>client</i> to determine <i>funeral service location</i> and identify <i>special requirements</i>.</p> <p>1.2 Explain range and cost of funeral arrangements to client according to <i>workplace policies and procedures</i>, and <i>relevant legislation</i>.</p> <p>1.3 Offer option of viewing the deceased and explain <i>relevant guidelines</i>.</p> <p>1.4 Confirm <i>funeral arrangements</i> with client according to workplace policies and procedures.</p>
2 Arrange funeral.	<p>2.1 Liaise with <i>relevant funeral personnel</i> to negotiate funeral and burial or cremation scheduling arrangements.</p> <p>2.2 Liaise with <i>appropriate personnel</i> to determine their needs and requirements.</p> <p>2.3 Consult with client to finalise and confirm funeral arrangements.</p> <p>2.4 Identify and organise required <i>resources</i> according to workplace policies and procedures.</p>

**ELEMENT****PERFORMANCE CRITERIA**

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|---|---|--|
|   | 2.5                                       | Brief associated staff members on funeral arrangements and their roles and responsibilities.                                 |
| 3 | Review and finalise funeral arrangements. |  |
|   | 3.1                                       | Prepare and complete <i>relevant documentation</i> in consultation with client and obtain client's endorsement.              |
|   | 3.2                                       | Receive and review completed funeral documentation according to workplace policies and procedures, and relevant legislation. |
|   | 3.3                                       | Maintain contact with family to ensure changes to arrangements are identified and addressed.                                 |

## 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, using language and concepts appropriate to cultural differences and using and interpreting non-verbal communication to identify and confirm client requirements
- organisational and self-management skills to complete required tasks according to client requirements, workplace policies and procedures, and required timeframes
- problem-solving skills to deal with contingencies when scheduling burials or cremations
- teamwork skills to consult with colleagues to identify and organise required resources
- literacy and numeracy skills to accurately complete and review relevant documentation
- 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 procedures
- social, religious and cultural differences and traditions
- 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 consumer protection, and funeral arrangements and associated documentation
- workplace policies and procedures regarding arranging funerals.

## 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

Evidence of the following is essential:

- ability to accurately identify, organise and schedule

## EVIDENCE GUIDE

### **demonstrate competency in this unit**

funeral arrangements that meet client needs

- ability to liaise with funeral and external personnel to identify and organise required aspects of funeral and to deal with contingencies in organising and scheduling burials or cremations
- sensitive communication with the bereaved according to funeral services industry parameters and protocols
- arranging funerals 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 computers, communication technology and software programs to coordinate funeral arrangements
- consultation with funeral services personnel, such as cemetery or crematorium staff
- interaction with diverse client types to allow candidate to respond to range of funeral requirements and client requests
- access to relevant documentation, such as funeral schedules and pricing information.

### **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 consulting clients and liaising with funeral and external personnel to identify, organise and schedule funeral arrangements
- written or verbal questioning to assess knowledge and understanding of relevant procedures regarding funeral arranging
- 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:

- SIFFNL004A Arrange and oversee viewings.

Employability skills embedded in this unit should be

## EVIDENCE GUIDE

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.

***Client*** may include:

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

***Funeral service location*** may include:

- local
- intrastate
- interstate
- overseas
- at sea.

## RANGE STATEMENT

*Special requirements* may include:

- social, cultural and religious considerations, requirements and rituals, which may include:
  - deceased person's country of origin
  - funeral and mourning dress standards
  - funeral rites
  - 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
  - geographical location of funeral
  - taboos regarding death
  - text readings or scriptures
  - speakers and readers
  - placing special personal effects with the deceased person
  - use of music
  - placement of candles
  - choice and placement of flowers
  - photographs
  - specific coffin or casket design
  - orientation of coffin
- viewing
- vigil
- prayers
- dressing
- blessing of the deceased.

## RANGE STATEMENT

***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.

***Relevant legislation*** and regulations may include:

- cemeteries' Acts
- Births, Deaths and Marriages Registration
- consumer protection
- Coroner's Act
- intrastate, interstate and overseas repatriation regulations
- Trade Practices Act.

***Relevant guidelines*** may relate to:

- legal requirements
- embalming technique
- condition of deceased
- geographical location, including special location of funeral
- available time.

***Funeral arrangements*** may include:

- time
- date
- location
- viewings
- transport requirements
- special requirements
- catering
- audiovisual recording of funeral
- music and visual presentations.

## RANGE STATEMENT

***Relevant funeral personnel*** may include:

- funeral director
- funeral arranger
- transfer staff
- transportation services
- mortuary technician
- embalmer
- cemetery representatives
- church or chapel coordinator
- coffin or casket manufacturer.

***Appropriate personnel*** may include:

- clergy or celebrant
- organist
- choir
- florist
- caterer
- printer
- hospital or nursing home staff
- stonemason
- legal representative
- embassy officials
- support groups
- government regulators
- registrar of births, deaths and marriages
- treating doctor
- coroner.

***Resources*** may include:

- selected text readings or scriptures
- order of service
- prayer cards
- speakers or readers
- personal effects
- music
- sound system
- DVD or VCR player
- lighting and candles
- flowers
- photographs.

## RANGE STATEMENT

*Relevant documentation* may include:

- funeral arranger's briefing notes
- identification of body
- death and funeral notices
- memorial book
- contract for funeral service
- clothing and jewellery receipts
- casket or coffin orders
- application for burial or cremation
- order for cremation
- permit for cremation
- embalming form and details
- pre-arrangement costing details.

## Unit Sector(s)

<b>Sector</b>	Funeral Services
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## Competency field

<b>Competency field</b>	Funeral Operations
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