



Australian Government

Department of Education, Employment and Workplace Relations

SIFFNL006A Arrange international repatriations

Revision Number: 1

SIFFNL006A Arrange international repatriations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to arrange and oversee the body preparation and transport arrangements required to transfer deceased persons from overseas countries to Australia or from Australia to overseas countries.

Application of the Unit

Application of the unit

This unit applies to funeral home staff and involves working autonomously with a high level of responsibility and coordinating and supervising the work of others.

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 | Coordinate repatriation of deceased person to Australia. | 1.1 | Identify, confirm and document full consignee details according to <i>workplace policies and procedures</i> , industry guidelines and <i>relevant legislation</i> . |
| | | 1.2 | Liaise with consignee to confirm requirements of consignee and Australian regulatory authorities. |
| | | 1.3 | Confirm date and cause of death where possible and arrange for health authority certification related to communicable diseases. |
| | | 1.4 | Liaise with Australian Quarantine and Inspection Service (AQIS) or appropriate body to gain approval for repatriation prior to departure of the body from its originating location. |
| | | 1.5 | Arrange for appropriately endorsed death and embalming certificates, with English translations as necessary, to accompany human remains. |
| | | 1.6 | Liaise with consignee to identify and confirm full flight details. |
| | | 1.7 | Determine and confirm transfer arrangements of human remains according to relevant legislation. |

| ELEMENT | PERFORMANCE CRITERIA |
|--|--|
| 2 Arrange preparation of deceased person for international repatriation. | <p>2.1 Identify correct human remains to be transported and ensure corroboration according to workplace policies and procedures and industry guidelines.</p> <p>2.2 Acquire and confirm required documentation of death according to relevant legislation and carrier requirements.</p> <p>2.3 Liaise with family of deceased to explain and confirm transfer procedures and requirements.</p> <p>2.4 Liaise with funeral directing staff at repatriation location to confirm transfer procedures and requirements.</p> <p>2.5 Arrange full or partial embalming of non-cremated remains as required.</p> <p>2.6 Determine and arrange preparation requirements of human remains for transport according to workplace policies and procedures, and relevant legislation, regulations and industry guidelines.</p> |
| 3 Make transport arrangements for international repatriation. | <p>3.1 Identify and document transfer location and consignee and transit director details.</p> <p>3.2 Identify and liaise with transport company to make transfer arrangements according to workplace policies and procedures.</p> <p>3.3 Notify consignee and transit director of transfer arrangements according to workplace policies and procedures, and relevant legislation and regulations.</p> <p>3.4 Organise and complete required documentation according to workplace policies and procedures, and relevant legislation and regulations.</p> <p>3.5 Arrange for required documentation to be forwarded to relevant agencies according to workplace policies and procedures, and relevant legislation and regulations.</p> <p>3.6 Arrange for transfer of shipping container to transport company at correct time.</p> <p>3.7 Review arrangements and documentation prior to departure.</p> |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- planning and organisational skills to ensure that required documentation and transport schedules are accurately arranged and confirmed
- communication skills, including clear and direct communication and active listening and questioning techniques, to arrange and confirm transport arrangements and notify family of deceased, consignee and transit director
- literacy and numeracy skills to interpret complex legislative and operational requirements, complete required documentation, and arrange and confirm transport schedules
- problem-solving skills to deal with contingencies.

Required knowledge

- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to international repatriation of human remains
- sources of information on legislative and operational requirements for international repatriation of human remains
- international electronic communication procedures
- workplace policies and procedures and industry guidelines
- funeral services industry 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 this unit

Evidence of the following is essential:

- ability to assess, confirm and coordinate the body preparation and transport of human remains and accurately complete and process relevant documentation
- ability to communicate with family, funeral personnel and transport carriers to ensure that repatriation of human remains is conducted safely, efficiently and

EVIDENCE GUIDE

sensitively

- knowledge of regulations for the international transportation of remains
- arranging international repatriations 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 repatriations
- relevant documentation, such as transport documentation and schedules.

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 identifying and completing required documentation and making and confirming required arrangements
- written or verbal questioning to assess knowledge and understanding of relevant legislative, regulatory and industry procedures
- 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:

- SIFFNL005A Arrange intrastate and interstate repatriations.

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.

Workplace policies and procedures may include:

- OHS
- transportation of human remains
- communication protocols
- documentation completion and dispatch
- quality procedures.

Relevant legislation, regulations and codes of practice may include:

- Aviation Transport Security Act and regulations
- AQIS
- OHS
- Anatomy Act
- Human Tissue Act
- Coroner's Act
- Public Health Act
- Environment Protection Act
- Births, Deaths and Marriages Registration
- approved code of practice for embalmers
- Dangerous Goods Act
- local government regulations
- funeral services industry code of practice
- cemetery Acts and by-laws
- Crematorium Acts
- Worksafe Australia certification and standards.

Human remains may include:

- cremated remains
- embalmed remains
- un-embalmed remains.

RANGE STATEMENT

- Corroboration*** may include:
- body labels
 - mortuary records confirmed by a minimum of two persons.
- Documentation of death*** must include:
- certified copy of Death Certificate.
- Carrier requirements*** may include:
- separate consignment
 - packaging requirements for cremated remains
 - packaging requirements for embalmed and non-embalmed remains
 - signed declarations
 - quarantine declarations
 - refrigeration requirements
 - timeframes for receipt of remains.
- Family*** may include:
- immediate family
 - extended family
 - designated people, including friends and federal government personnel.
- Preparation requirements*** may include:
- urn and outer packaging for cremated remains
 - packaging seals
 - packaging materials and methods for embalmed and non-embalmed remains
 - transfer shells
 - labelling.
- Transfer arrangements*** may include:
- transfer date and time
 - procedures that minimise delays
 - completion of required documentation.

RANGE STATEMENT

Required documentation may include:

- certified copy of Death Certificate
- locally issued burial or transit permit
- embalmer's affidavit
- shipper's declaration for dangerous goods
- non-contagious disease declaration
- full flight itinerary
- Australian passport
- next of kin information
- receipts for jewellery and other valuables
- list of personal property of the deceased person.

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Funeral Operations