Australian Government

Department of Education, Employment and Workplace Relations

# HLTMT515C Manage compliance with mortuary standards and regulations

Release: 1

INDUSTRY
SKILLS
COUNCILS
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## HLTMT515C Manage compliance with mortuary standards and regulations

## Modification History

| HLT07 Version 4 | HLT07 Version 5 | Comments |
|---|---|---|
| HLTMT515B Manage compliance with mortuary standards and regulations | HLTMT515C Manage compliance with mortuary standards and regulations | ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome. |

## Unit Descriptor

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| **Descriptor** | This unit of competency describes the skills and knowledge required to manage compliance with standards and regulations within a mortuary environment |

## Application of the Unit

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| **Application** | Work performed requires a broad knowledge base and the ability to apply solutions to a defined range of unpredictable problems |
| | Individuals will take responsibility for their own outputs and limited responsibility for the quantity and quality of output of others |
| | All tasks are conducted in accordance with organisation policies and procedures including work health and safety (WHS) and infection control guidelines |

## Licensing/Regulatory Information

Not Applicable

# Pre-Requisites

Not Applicable

# Employability Skills Information

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| **Employability Skills** | This unit contains Employability Skills |

# Elements and Performance Criteria Pre-Content

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| Elements define the essential outcomes of a unit of competency. | The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement. |

# Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| 1. Monitor legal and regulatory requirements and standards | 1.1     Identify legislation, regulation and standards relevant to the mortuary environment |
| | 1.2     Seek evidence of compliance with relevant legislation, regulation and standards regularly |
| | 1.3     Report on compliance with *relevant legislation, regulation and standards* in accordance with organisation policies and procedures |
| 2. Develop effective policies and procedures to meet legal and regulatory requirements | 2.1     Develop procedures and policies that adequately reflect legal obligations and requirements in consultation with relevant medical officer/health professionals |
| | 2.2     Ensure that *policies and procedures* are distributed to relevant mortuary staff |
| | 2.3     Update policies and procedures regularly or as required to ensure the relevance of advice and information |

| ELEMENT | PERFORMANCE CRITERIA |
|---|---|
| 3. Ensure ongoing development of self and team regarding compliance with mortuary standard and regulations | 3.1 Monitor own performance against relevant legislation, regulation and standards |
| | 3.2 Seek out and access *opportunities for formal and informal development of skills and knowledge* to optimise performance |
| | 3.3 Monitor individual performances and develop performance to enhance team performance |
| | 3.4 Ensure coaching and mentoring contributes effectively to development of workplace knowledge, skills and attitudes |
| 4. Monitor the implementation of policies and procedures | 4.1 Monitor compliance with policies and procedures in consultation with relevant mortuary staff on a *regular basis* |
| | 4.2 Identify and report processes, practices and conditions which could result in non-compliance with relevant standards and regulations in accordance with organisation requirements |
| | 4.3 Raise issues in line with organisation requirements |
| | 4.4 Take corrective action in accordance with level of responsibility |

# Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

*Essential knowledge*:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Industry standards
- Management issues and responsibilities including own level of responsibility
- WHS requirements in the workplace

- Quality systems applicable to the mortuary environment
- Regulations and standards relevant to mortuary practice including
  - Therapeutic Goods Act
  - Good Manufacturing Practice
- Relevant legislation including:
  - Coronial Act
  - Cremation Act
  - Births, Deaths and Marriages Act
  - Transplantation and Anatomy Act/Human Tissues Act
- Team development issues

*Essential skills*:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply standard and additional precautions
- Apply team development skills
- Communicate information about regulations and standards to others in the work area. This requires demonstration of two-way communicate including active listening and constructive response to feedback
- Comply with policies and procedures including WHS, infection control etc
- Demonstrate communication skills in a one-to-one and group setting
- Demonstrate documentation skills
- Demonstrate management skills
- Effectively communicate with medical officer and other health professionals
- Explain mortuary guidelines and legislation
- Explain relevant products and services
- Follow infection control and WHS policy and procedures
- Identify relevant regulations and standards
- Model personal conduct and work activities to meet requirements mortuary standards and regulations
- Provide access to relevant documentation
- Provide leadership, coaching and/or mentorship
- Seek out and implement new industry findings and practices
- Use oral communication skills and language competence required to fulfil job roles in a safe manner and as specified by the organisation, including skills in:
  - asking questions
  - providing clear information
  - listening to and understanding workplace instructions

- clarifying workplace instructions when necessary
- Use problem solving skills required including ability to use available resources
- Use reading and writing skills required to fulfil job roles including the ability to write policies and procedures
- Use relevant technology
- Use time management strategies to set priorities
- Work cooperatively in a team environment and unsupervised
- Work in accordance with relevant regulations and standards

# 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, the Range Statement and the Assessment Guidelines for this Training Package.

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| *Critical aspects for assessment and evidence required to demonstrate this competency unit*: | • The individual being assessed must provide evidence of specified essential knowledge as well as skills<br>• Observation of workplace performance is essential for assessment of this unit<br>• Consistency of performance should be demonstrated over the required range of situations relevant to the workplace<br>• Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible |
| *Context of and specific resources for assessment* | • Relevant organisation policy, guidelines, procedures and protocols<br>• Relevant legislative requirements |

**EVIDENCE GUIDE**

| *Method of assessment* | • Observation in the work place (if possible)<br>• Written assignments/projects or questioning should be used to assess knowledge<br>• Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice<br>• Skills involving direct client care are assessed initially in a simulated setting (laboratory). If successful, a second assessment is conducted during workplace application under direct supervision |
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| *Access and equity considerations*: | • All workers in the health industry should be aware of access and equity issues in relation to their own area of work<br>• All workers should develop their ability to work in a culturally diverse environment<br>• In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people<br>• Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities |

# 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.   Add any 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.

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| *Relevant regulations, standards and legislation includes*: | • Good Manufacturing Practice codes<br>• Other relevant legislation (listed under Essential Knowledge)<br>• Legislation covering environmental management. WHS, anti-discrimination and equal opportunity<br>• Relevant quality systems |
| *Regular basis means* | • Timeframes determined within<br>  • TGA<br>  • Quality systems<br>  • Births, Deaths and Marriages Act<br>• Ongoing for release of bodies |
| *Reporting may mean*: | • Electronic data recording<br>• Manual recording<br>• Storage and filing systems |
| *Medical officer/health professionals include*: | • Intern<br>• Registrar<br>• Consultants |
| *Policies and procedures includes*: | • Mortuary standards<br>• Hospital standards |
| *Opportunities for formal and informal development of skills and knowledge may include*: | • Articles, public presentations, interviews and other communications<br>• Attendance at lectures or other education activities<br>• Participation in research projects<br>• Attendance of association meetings<br>• Subscription to professional journals<br>• Clinic supervision<br>• Provision of, or attendance in, training<br>• Study, distance-based learning |

# Unit Sector(s)

Not Applicable