



Australian Government

Assessment Requirements for SIFCCAC011 Supervise cremations

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- communicate legislative and cremation requirements and schedules to appropriate personnel
- coordinate required personnel, tools, equipment and machinery and monitor operations to ensure all cremations are conducted safely and efficiently and in accordance with work requirements and burial schedules.

Evidence of performance of supervising staff on the conduct of five or more cremations is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- roles and duties of cemetery and crematorium personnel
- regulatory requirements and methods for cremations and ability to deal with contingencies
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and conduct of cremations
- workplace policies and procedures regarding conduct of cremations
- crematorium operation procedures, including procedures for operating and maintaining cremation equipment
- social, religious and cultural differences and traditions in relation to cremations
- professional funeral services industry parameters and protocols in dealing with the deceased and the bereaved
- effective strategies for dealing with breaches in relation to:
 - inappropriate staff behaviour
 - inappropriate response to client behaviour
 - inefficient work performance
- documentation in relation to supervising cremations, including but not restricted to:
 - cremation documentation
 - council permits
 - schedule running sheets.

Assessment Conditions

Skills must be demonstrated in a crematoria workplace:

- using suitable equipment and resources, including:
 - cremation schedules
- under industry operating conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - speed and timing requirements that reflect commercial operating conditions
 - interaction with relevant personnel

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume Implementation Guide - <http://www.serviceskills.com.au/resources>