



Australian Government

SIFFFNL004 Arrange and oversee viewings

Release: 2

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to arrange and oversee viewing of a deceased person in a manner conducive to the religious, social, cultural and emotional needs of the family. It applies to funeral home staff working autonomously with a high level of responsibility and who liaise with other staff. It involves ensuring that all work is carried out according to work health and safety, relevant legislation and workplace policies and procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Competency Field

Funeral Operations

Unit Sector

Funeral Directing

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Assess viewing needs.

2. Arrange viewing of the deceased person.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Liaise with family of the deceased to identify viewing requests and requirements.

1.2 Communicate viewing guidelines to relatives.

2.1 Collaborate with mortuary personnel to arrange appropriate preparation and transfer times of body for viewing.

2.2 Liaise with appropriate funeral and associated personnel to arrange a viewing time and location.

2.3 Determine viewing details and information and inform the family.

2.4 Establish boundaries for the conduct of viewing and inform the family.

2.5 Arrange viewing area according to social, cultural and

- religious requirements and family's instructions.
- 2.6 Position coffin or casket correctly for viewing the deceased person.
- 2.7 Provide first aid facilities to deal with intense cases of grief reactions that require care.
- 3. Oversee viewing of the deceased person.
 - 3.1 Meet and escort family to viewing area at appointed time.
 - 3.2 Explain proceedings to the family and answer questions that may arise.
 - 3.3 Oversee viewing discreetly and respond to additional family requests or grief reactions.
 - 3.4 Enforce time restraints sensitively as required.
 - 3.5 Escort family from viewing area at appropriate time.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFFFNL004A Arrange and oversee viewings.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>