



Australian Government

SIFFFNL005 Arrange funerals

Release: 1

SIFFFNL005 Arrange funerals

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify funeral needs and make appropriate funeral arrangements. It applies to funeral directing staff whose primary role includes arranging funerals locally, interstate or overseas. It involves working autonomously and coordinating the work of others and 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. Identify funeral needs.

2. Carry out funeral arrangements.

PERFORMANCE CRITERIA

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

- 1.1 Consult client to determine funeral service location and identify special requirements.
- 1.2 Explain range and cost of funeral arrangements to client.
- 1.3 Offer option of viewing the deceased and explain relevant guidelines.
- 1.4 Confirm funeral arrangements with client.

- 2.1 Collaborate with relevant funeral personnel to negotiate funeral and burial or cremation scheduling arrangements.
- 2.2 Liaise with appropriate contractors and agencies to determine their needs and requirements.
- 2.3 Consult with client to finalise and confirm funeral

arrangements.

2.4 Identify and organise required resources.

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 documentation in consultation with client and obtain client's endorsement.

3.2 Receive and review completed funeral documentation.

3.3 Confirm costs and payment arrangements.

3.4 Maintain contact with family to ensure changes to arrangements are identified and addressed.

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

SIFFFNL003A Arrange funerals.

Links

Companion Volume implementation guides are found in VETNet -

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