



Australian Government

Assessment Requirements for SIFFNL008 Coordinate funeral operations

Release: 2

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Modification History

The details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Two	Grammatical errors corrected in the Knowledge Evidence and Assessment Conditions.
One	Reflects the Standards for Training Packages.

Performance Evidence

Evidence of the ability to:

- interpret a schedule for pre-determined funeral arrangements and coordinate operational details that meet these requirements
- liaise with funeral and external personnel to organise required aspects of all scheduled funerals and to deal with contingencies in coordinating a series of safe and efficient funerals
- coordinate and manage staff and resources demonstrating leadership and decision making skills.

Evidence of performance of coordinating funeral operations of diverse funeral arrangements on five or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- roles and responsibilities of the range of funeral services personnel and external contractors and agencies involved in funeral arrangements
- features of funeral requests and requirements
- resources required for funeral arrangements
- range of documentation required for funeral arrangements, including:
 - funeral arranger's briefing notes
 - identification of body
 - death and funeral notices

- memorial book
- contract for funeral service
- clothing and jewellery receipts
- casket or coffin orders
- application for burial or cremation
- order for cremation
- permit for cremation
- embalming form and details
- pre-arrangement costing details
- workplace policies and procedures for funeral arrangements
- environmental impacts regarding funeral operations and minimal impact practices to reduce these
- professional funeral services industry parameters in dealing with the deceased and the bereaved
- social, religious and cultural differences and traditions that impact on coordinating funeral operations.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that is as industry realistic as possible. In a simulated environment, it is essential that assessment is conducted:

- using suitable facilities, equipment and resources, including:
 - computers, communication technology and software programs to coordinate funeral operations
 - funeral vehicles
 - staffing rosters and funeral schedules and rosters
- under industry 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 guides are found in VETNet -

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