



Australian Government

SIFFFNL008 Coordinate funeral operations

Release: 2

SIFFFNL008 Coordinate funeral operations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to oversee and coordinate all funeral-related operations and scheduling. It applies to funeral coordinating staff who work autonomously with a high level of responsibility and coordinate and supervise the work of others. 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. Coordinate and schedule funeral services.

2. Coordinate funeral staffing

PERFORMANCE CRITERIA

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

- 1.1 Liaise with funeral staff to identify funeral requests and requirements and check relevant documentation.
- 1.2 Identify resourcing requirements for individual funeral operations.
- 1.3 Determine availability of resources by checking schedules and consulting with relevant personnel.
- 1.4 Develop funeral schedules to accommodate funeral requirements and resource availability.
- 1.5 Address any scheduling difficulties that may arise.
- 1.6 Consult funeral arrangement staff to confirm funeral schedules.

- 2.1 Schedule and roster staff according to funeral schedules,

- requirements.
- staff availability and logistical practicalities.
- 2.2 Inform staff members of rosters and schedules.
- 2.3 Address scheduling or availability difficulties identified by staff.
- 2.4 Liaise with staff to identify specific operational resource requirements.
- 2.5 Develop contingency plans to allow for unforeseen staffing issues and implement as required.
3. Coordinate funeral vehicle and equipment requirements.
- 3.1 Schedule vehicles and equipment for use according to funeral requirements, availability and logistical practicalities.
- 3.2 Inform staff members of vehicle and equipment schedules.
- 3.3 Oversee vehicle and equipment preparation.
- 3.4 Develop contingency plans to allow for unforeseen vehicle and equipment issues and implement as required.

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

SIFFFNL008B Coordinate funeral operations.

Links

Companion Volume implementation guides are found in VETNet -

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