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SIF Funeral Services

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CONTENTS

SIF10113 Certificate I in Funeral Services 9
SIF20113 Certificate II in Funeral Operations 11
SIF30113 Certificate III in Cemetery and Crematorium Operations 15
SIF30213 Certificate III in Gravedigging, Grounds and Maintenance 19
SIF30313 Certificate III in Funeral Operations 23
SIF40113 Certificate IV in Funeral Services 27
SIF40213 Certificate IV in Embalming 32
SIF50113 Diploma of Funeral Services Management 36
BSBCMM101 Apply basic communication skills 39
Assessment Requirements for BSBCMM101 Apply basic communication skills 42
BSBCOM501 Identify and interpret compliance requirements 44
Assessment Requirements for BSBCOM501 Identify and interpret compliance requirements 48
BSBCUS501 Manage quality customer service 50
Assessment Requirements for BSBCUS501 Manage quality customer service 53
BSBFIA301 Maintain financial records 55
Assessment Requirements for BSBFIA301 Maintain financial records 58
BSBFIM501 Manage budgets and financial plans 60
Assessment Requirements for BSBFIM501 Manage budgets and financial plans 63
BSBINM201 Process and maintain workplace information 65
Assessment Requirements for BSBINM201 Process and maintain workplace information 68
BSBINM501 Manage an information or knowledge management system 70
Assessment Requirements for BSBINM501 Manage an information or knowledge management system 74
BSBLED501 Develop a workplace learning environment 76
Assessment Requirements for BSBLED501 Develop a workplace learning environment 80
BSBMGT402 Implement operational plan 82
Assessment Requirements for BSBMGT402 Implement operational plan 86
BSBMGT403 Implement continuous improvement 88
Assessment Requirements for BSBMGT403 Implement continuous improvement 91
BSBMGT502 Manage people performance 93
Assessment Requirements for BSBMGT502 Manage people performance 97
BSBREL401 Establish networks 99
Assessment Requirements for BSBREL401 Establish networks 102
BSBRKG304 Maintain business records 104
Assessment Requirements for BSBRKG304 Maintain business records 107
BSBSMB402 Plan small business finances 109
Assessment Requirements for BSBSMB402 Plan small business finances 112
BSBSMB404 Undertake small business planning 114
Assessment Requirements for BSBSMB404 Undertake small business planning 117
BSBSMB405 Monitor and manage small business operations 119
Assessment Requirements for BSBSMB405 Monitor and manage small business operations 123
BSBSMB406 Manage small business finances 125
Assessment Requirements for BSBSMB406 Manage small business finances 128
BSBSUS201 Participate in environmentally sustainable work practices 130
Assessment Requirements for BSBSUS201 Participate in environmentally sustainable work practices 133
BSBSUS301 Implement and monitor environmentally sustainable work practices 135

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Assessment Requirements for BSBSUS301 Implement and monitor environmentally sustainable work practices 139
BSBSUS501 Develop workplace policy and procedures for sustainability 141
Assessment Requirements for BSBSUS501 Develop workplace policy and procedures for sustainability 145
BSBWOR204 Use business technology 147
Assessment Requirements for BSBWOR204 Use business technology 150
HLTAID003 Provide first aid 152
Assessment Requirements for HLTAID003 Provide first aid 155
ICTICT211 Identify and use basic current industry specific technologies 159
Assessment Requirements for ICTICT211 Identify and use basic current industry specific technologies 162
SIFCBCR001 Bury coffins and caskets 164
Assessment Requirements for SIFCBCR001 Bury coffins and caskets 166
SIFCBCR002 Backfill and make good graves 168
Assessment Requirements for SIFCBCR002 Backfill and make good graves 170
SIFCBCR003 Dig graves manually 173
Assessment Requirements for SIFCBCR003 Dig graves manually 176
SIFCBCR004 Cremate coffins and caskets 178
Assessment Requirements for SIFCBCR004 Cremate coffins and caskets 181
SIFCBCR005 Memorialise cremated remains 183
Assessment Requirements for SIFCBCR005 Memorialise cremated remains 185
SIFCBCR006 Prepare for gravedigging 187
Assessment Requirements for SIFCBCR006 Prepare for gravedigging 190
SIFCBCR007 Dig graves using machinery 192
Assessment Requirements for SIFCBCR007 Dig graves using machinery 195
SIFCBCR008 Consolidate collapsed graves 198
Assessment Requirements for SIFCBCR008 Consolidate collapsed graves 200
SIFCBCR009 Remove ledgers and concrete lids 202
Assessment Requirements for SIFCBCR009 Remove ledgers and concrete lids 204
SIFCBCR010 Exhume burial sites 206
Assessment Requirements for SIFCBCR010 Exhume burial sites 209
SIFCBCR011 Manufacture vault lids 211
Assessment Requirements for SIFCBCR011 Manufacture vault lids 213
SIFCBCR012 Install burial vaults 215
Assessment Requirements for SIFCBCR012 Install burial vaults 218
SIFCBCR013 Prepare vaults or crypts for burials 220
Assessment Requirements for SIFCBCR013 Prepare vaults or crypts for burials 222
SIFCBCR014 Reinstate vaults or crypts 224
Assessment Requirements for SIFCBCR014 Reinstate vaults or crypts 227
SIFCBCR015 Operate a backhoe, front-end loader or excavator 229
Assessment Requirements for SIFCBCR015 Operate a backhoe, front-end loader or excavator 232
SIFCBGM001 Provide general grounds care 234
Assessment Requirements for SIFCBGM001 Provide general grounds care 236
SIFCBGM002 Maintain property and structures 238
Assessment Requirements for SIFCBGM002 Maintain property and structures 240
SIFCBGM003 Clean and maintain public conveniences and amenities 242
Assessment Requirements for SIFCBGM003 Clean and maintain public conveniences and amenities 244
SIFCBGM004 Install basic masonry structures 246
Assessment Requirements for SIFCBGM004 Install basic masonry structures 249
SIFCBGM005 Place and finish concrete for cemetery or crematorium structures 251

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Assessment Requirements for SIFCBGM005 Place and finish concrete for cemetery or crematorium structures....253
SIFCBGM006 Construct signs....255
Assessment Requirements for SIFCBGM006 Construct signs....257
SIFCBGM007 Evaluate building and grounds maintenance and development needs....259
Assessment Requirements for SIFCBGM007 Evaluate building and grounds maintenance and development needs....261
SIFCBGM008 Coordinate building and grounds maintenance and development....263
Assessment Requirements for SIFCBGM008 Coordinate building and grounds maintenance and development....266
SIFCCAC001 Coordinate burial site preparation and reinstatement....268
Assessment Requirements for SIFCCAC001 Coordinate burial site preparation and reinstatement....270
SIFCCAC002 Schedule burials or cremations....272
Assessment Requirements for SIFCCAC002 Schedule burials or cremations....274
SIFCCAC003 Coordinate the collection or memorialisation of cremated remains....276
Assessment Requirements for SIFCCAC003 Coordinate the collection or memorialisation of cremated remains....278
SIFCCAC004 Maintain and care for historical records....280
Assessment Requirements for SIFCCAC004 Maintain and care for historical records....282
SIFCCAC005 Coordinate chapel operations....284
Assessment Requirements for SIFCCAC005 Coordinate chapel operations....286
SIFCCAC006 Manage lift and reposition or deepen operations....288
Assessment Requirements for SIFCCAC006 Manage lift and reposition or deepen operations....292
SIFCCAC007 Arrange and oversee viewings of cremations....294
Assessment Requirements for SIFCCAC007 Arrange and oversee viewings of cremations296
SIFCCAC008 Coordinate burial works....298
Assessment Requirements for SIFCCAC008 Coordinate burial works....300
SIFCCAC009 Coordinate monument installations....302
Assessment Requirements for SIFCCAC009 Coordinate monument installations....304
SIFCCAC010 Supervise burials....306
Assessment Requirements for SIFCCAC010 Supervise burials....308
SIFCCAC011 Supervise cremations....310
Assessment Requirements for SIFCCAC011 Supervise cremations....312
SIFCCAC012 Supervise exhumations....314
Assessment Requirements for SIFCCAC012 Supervise exhumations....316
SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium....318
Assessment Requirements for SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium....321
SIFCWHS002 Work in confined spaces....325
Assessment Requirements for SIFCWHS002 Work in confined spaces....328
SIFEMWK001 Encoffin deceased persons....331
Assessment Requirements for SIFEMWK001 Encoffin deceased persons....333
SIFEMWK002 Clean and sterilise mortuary items and equipment....335
Assessment Requirements for SIFEMWK002 Clean and sterilise mortuary items and equipment....338
SIFEMWK003 Determine body preparation requirements....340
Assessment Requirements for SIFEMWK003 Determine body preparation requirements342
SIFEMWK004 Coordinate mortuary operations....344
Assessment Requirements for SIFEMWK004 Coordinate mortuary operations....346
SIFEMWK005 Cleanse and disinfect deceased persons....348
Assessment Requirements for SIFEMWK005 Cleanse and disinfect deceased persons....351

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SIFEMWK006 Set facial features....353
Assessment Requirements for SIFEMWK006 Set facial features....356
SIFEMWK007 Treat abdominal and thoracic cavities....358
Assessment Requirements for SIFEMWK007 Treat abdominal and thoracic cavities....361
SIFEMWK008 Dress the deceased and apply cosmetics....364
Assessment Requirements for SIFEMWK008 Dress the deceased and apply cosmetics....367
SIFEMWK009 Apply anatomy and physiology principles to embalming....369
Assessment Requirements for SIFEMWK009 Apply anatomy and physiology principles to embalming....371
SIFEMWK010 Restore minor body damage....373
Assessment Requirements for SIFEMWK010 Restore minor body damage....375
SIFEMWK011 Treat the head and body after autopsies....377
Assessment Requirements for SIFEMWK011 Treat the head and body after autopsies....380
SIFEMWK012 Restore and set eyes after eye donations....382
Assessment Requirements for SIFEMWK012 Restore and set eyes after eye donations....384
SIFEMWK013 Determine embalming requirements....386
Assessment Requirements for SIFEMWK013 Determine embalming requirements....388
SIFEMWK014 Perform arterial embalming of natural cases....390
Assessment Requirements for SIFEMWK014 Perform arterial embalming of natural cases393
SIFEMWK015 Perform arterial embalming of autopsied cases....395
Assessment Requirements for SIFEMWK015 Perform arterial embalming of autopsied cases....398
SIFEMWK016 Treat complex ante mortem cases....401
Assessment Requirements for SIFEMWK016 Treat complex ante mortem cases....404
SIFEMWK017 Treat complex post mortem cases....406
Assessment Requirements for SIFEMWK017 Treat complex post mortem cases....410
SIFEMWK018 Supervise mortuary operations....412
Assessment Requirements for SIFEMWK018 Supervise mortuary operations....414
SIFEMWK019 Design a mortuary....416
Assessment Requirements for SIFEMWK019 Design a mortuary....418
SIFEWHS001 Follow mortuary work health and safety procedures....420
Assessment Requirements for SIFEWHS001 Follow mortuary work health and safety procedures....423
SIFEWHS002 Review and develop mortuary work health and safety policies and procedures....426
Assessment Requirements for SIFEWHS002 Review and develop mortuary work health and safety policies and procedures....429
SIFFFNL001 Assist with the conduct of funerals....431
Assessment Requirements for SIFFFNL001 Assist with the conduct of funerals....433
SIFFFNL002 Transfer deceased persons....436
Assessment Requirements for SIFFFNL002 Transfer deceased persons....439
SIFFFNL003 Transfer coffins and caskets....442
Assessment Requirements for SIFFFNL003 Transfer coffins and caskets....444
SIFFFNL004 Arrange and oversee viewings....446
Assessment Requirements for SIFFFNL004 Arrange and oversee viewings....448
SIFFFNL005 Arrange funerals....451
Assessment Requirements for SIFFFNL005 Arrange funerals....453
SIFFFNL006 Arrange intrastate and interstate repatriations....455
Assessment Requirements for SIFFFNL006 Arrange intrastate and interstate repatriations....457
SIFFFNL007 Arrange international repatriations....459
Assessment Requirements for SIFFFNL007 Arrange international repatriations....462
SIFFFNL008 Coordinate funeral operations....464

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Assessment Requirements for SIFFFNL008 Coordinate funeral operations 466
SIFFFNL009 Conduct funerals 468
Assessment Requirements for SIFFFNL009 Conduct funerals 471
SIFFFNL010 Plan and conduct funeral ceremonies 474
Assessment Requirements for SIFFFNL010 Plan and conduct funeral ceremonies 476
SIFXADQ001 Control and order goods 479
Assessment Requirements for SIFXADQ001 Control and order goods 481
SIFXADQ002 Conduct internal quality audits 483
Assessment Requirements for SIFXADQ002 Conduct internal quality audits 486
SIFXADQ003 Monitor contracted services and supplies 488
Assessment Requirements for SIFXADQ003 Monitor contracted services and supplies .491
SIFXCSS001 Provide service to clients 493
Assessment Requirements for SIFXCSS001 Provide service to clients 495
SIFXCSS002 Advise on funeral and burial products and services 497
Assessment Requirements for SIFXCSS002 Advise on funeral and burial products and services 499
SIFXCSS003 Advise on pre-need funeral and burial products and services 502
Assessment Requirements for SIFXCSS003 Advise on pre-need funeral and burial products and services 504
SIFXCSS004 Coordinate interaction with clients 507
Assessment Requirements for SIFXCSS004 Coordinate interaction with clients 509
SIFXCSS005 Lead customer service teams 511
Assessment Requirements for SIFXCSS005 Lead customer service teams 513
SIFXIND001 Plan a career in the funeral services industry 515
Assessment Requirements for SIFXIND001 Plan a career in the funeral services industry 517
SIFXIND002 Work effectively in the funeral services industry 520
Assessment Requirements for SIFXIND002 Work effectively in the funeral services industry 522
SIFXIND003 Deal with grief responses 525
Assessment Requirements for SIFXIND003 Deal with grief responses 527
SIFXIND004 Participate in industry networks 529
Assessment Requirements for SIFXIND004 Participate in industry networks 531
SIFXMGT001 Coordinate teams 533
Assessment Requirements for SIFXMGT001 Coordinate teams 536
SIFXMGT002 Coordinate staff 538
Assessment Requirements for SIFXMGT002 Coordinate staff 540
SIFXMGT003 Supervise staff 542
Assessment Requirements for SIFXMGT003 Supervise staff 544
SIFXMGT004 Support people dealing with grief and trauma 546
Assessment Requirements for SIFXMGT004 Support people dealing with grief and trauma 548
SIFXMPR001 Implement marketing and promotional activities 550
Assessment Requirements for SIFXMPR001 Implement marketing and promotional activities 552
SIFXMPR002 Make presentations to community groups 554
Assessment Requirements for SIFXMPR002 Make presentations to community groups 556
SIFXMPR003 Prepare and conduct tours 558
Assessment Requirements for SIFXMPR003 Prepare and conduct tours 561
SIFXMPR004 Liaise with the media 563
Assessment Requirements for SIFXMPR004 Liaise with the media 565
SIFXMPR005 Develop marketing strategies and activities 567
Assessment Requirements for SIFXMPR005 Develop marketing strategies and activities 569
SIFXVHC001 Drive funeral vehicles 571

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Assessment Requirements for SIFXVHC001 Drive funeral vehicles 574
SIFXVHC002 Inspect and maintain vehicles and equipment 576
Assessment Requirements for SIFXVHC002 Inspect and maintain vehicles and equipment 578
SIFXWHS001 Follow work health and safety procedures 580
Assessment Requirements for SIFXWHS001 Follow work health and safety procedures 582
SIFXWHS002 Follow infection and contamination control procedures 585
Assessment Requirements for SIFXWHS002 Follow infection and contamination control procedures 588
SIFXWHS003 Implement and monitor work health and safety procedures 591
Assessment Requirements for SIFXWHS003 Implement and monitor work health and safety procedures 594
SIFXWHS004 Implement and monitor infection and contamination control practices ... 596
Assessment Requirements for SIFXWHS004 Implement and monitor infection and contamination control practices 598
AHCIRG305A Operate pressurised irrigation systems 600
AHCLSC203A Install aggregate paths 605
AHCLSC303A Construct brick and/or block structures and features 611
AHCLSC308A Install metal structures and features 616
AHCMOM205A Operate vehicles 621
AHCPGD201A Plant trees and shrubs 626
AHCPGD203A Prune shrubs and small trees 631
AHCPMG202A Treat plant pests, diseases and disorders 636
AHCWRK305A Coordinate work site activities 641
SIRXHRM001A Administer human resources policy 646
SIRXHRM002A Recruit and select personnel 654
SIRXMGT003A Lead and manage people 661
SIRXWHS403 Provide a safe work environment 669
SITXEVT504 Organise event infrastructure 677
SITXEVT505 Manage on-site event operations 684
SITXMPR401 Coordinate production of brochures and marketing materials 696
SISXEMR201A Respond to emergency situations 702
TAEDEL301A Provide work skill instruction 708
TLIR4002A Source goods/services and evaluate contractors 716
TLIR4003A Negotiate a contract 722
SIF Funeral Services 729
SIFSS00003 Induction to the Funeral Services Industry 730
SIFSS00004 Safe Gravedigging 731
SIFSS00005 Safe Exhumation of Burial Sites 733

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

SIF10113 Certificate I in Funeral Services

Modification History

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

Release	Comment
Two	Imported units from the following training packages updated: • BSB Business Services
One	Revised qualification. Reflects the Standards for Training Packages.

Qualification Description

This qualification allows individuals to develop basic functional knowledge and skills to prepare for work in the funeral services industry.

Individuals at this level undertake a range of simple tasks within a team or work group, under close supervision. The range of technical knowledge and skills is limited.

This qualification is suitable for VET in Schools delivery. It may also serve as a basis for workplace entry training for people seeking vocational experience within the funeral services industry.

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

Packaging Rules

5 units must be completed:

- 2 core units
- 3 elective units consisting of units from elsewhere in SIF Funeral Services Training Package, or any other current Training Package or accredited course, first packaged at AQF level 1 or 2. Refer to the AQF packaging of Funeral Services units in the Companion Volume Implementation Guide.

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In all cases, selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units

SIFXIND001 Plan a career in the funeral services industry

BSBCMM101 Apply basic communication skills

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIF20113 Certificate II in Funeral Operations

Modification History

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

Release	Comments
Three	Imported units from the following training packages updated: • BSB Business Services • HLT Health
Two	Editorial corrections addressing upload errors in: • Qualification Description • Packaging Rules • Qualification Mapping Information
One	Revised qualification. Reflects the Standards for Training Packages.

Qualification Description

This qualification reflects the role of individuals who undertake routine work in a range of operations that generally lead to pathways within the funeral services industry. These roles are generally performed working under supervision, with limited autonomy and judgement to complete routine but variable tasks in collaboration with others. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved.

These individuals may work in:

- funeral homes, assisting the funeral director in transferring deceased remains; preparing, driving and maintaining funeral vehicles; and assisting in the conduct of funerals
- funeral home mortuaries, providing administration and operational support, which may include contact with deceased remains
- cemeteries assisting with the maintenance of grounds and structures, or assisting with digging graves or assisting with transferring and burying coffins and caskets.

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

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Packaging Rules

12 units must be completed:

- 3 core units
- 9 elective units consisting of:
  - a maximum of 2 units from Group A: Work Health and Safety
  - a minimum of 4 elective units must be selected from the General elective units listed below
  - a maximum of 4 elective units, first packaged at AQF level 2 or 3, may be selected from elsewhere in SIF Funeral Services Training Package or any other current Training Package or accredited course. Refer to the AQF packaging of Funeral Services units in the Companion Volume Implementation Guide.

In all cases, selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units

SIFXCSS001 Provide service to clients

SIFXIND002 Work effectively in the funeral services industry

SIFXIND003 Deal with grief responses

Elective units

Group A: Work Health and Safety

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

SIFEWHS001 Follow mortuary work health and safety procedures

SIFXWHS001 Follow work health and safety procedures

SIFXWHS002 Follow infection and contamination control procedures

General elective units

Building and Grounds Maintenance

AHCPGD201A Plan trees and shrubs

AHCPGD203A Prune shrubs and small trees

AHCPMG202A Treat plant pests, diseases and disorders

SIFCBGM001 Provide general grounds care

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SIFCBGM002 Maintain property and structures

Burial and Cremation Operations

SIFCBCR001 Bury coffins and caskets

SIFCBCR002 Backfill and make good graves

SIFCBCR003 Dig graves manually

Business Administration

BSBINM201 Process and maintain workplace information

BSBWOR204 Use business technology

Funeral Operations

SIFFFNL001 Assist with the conduct of funerals

SIFFFNL002 Transfer deceased persons

SIFFFNL003 Transfer coffins and caskets

Mortuary Work and Embalming

SIFEMWK001 Encoffin deceased persons

SIFEMWK002 Clean and sterilise mortuary items and equipment

Sustainability

BSBSUS201 Participate in environmentally sustainable work practices

Vehicles

SIFXVHC001 Drive funeral vehicles

SIFXVHC002 Inspect and maintain vehicles and equipment

Work Health and Safety

HLTAID003 Provide first aid

Qualification Mapping Information

SIF20108 Certificate II in Funeral Services

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIF30113 Certificate III in Cemetery and Crematorium Operations

Modification History

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

Release	Comments
Three	Imported units from the following training packages updated: • BSB Business Services • HLT Health
Two	Editorial corrections addressing upload errors in: • Packaging Rules
One	Revised qualification. Reflects the Standards for Training Packages.

Qualification Description

This qualification reflects the role of individuals who perform a range of skilled operations in a cemetery or crematorium.

Individuals in these roles work relatively autonomously, participate in teams and may coordinate and supervise others. They require discretion and judgement in the provision of service and contingency measures. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved.

These individuals, depending on their expertise, may work in:

- cemeteries or crematorium, providing sales and customer services and scheduling burial or cremation operations
- cemeteries, coordinating staff in the preparation and reinstatement of burial sites and associated burial works
- crematorium, performing cremations.

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

Packaging Rules

14 units must be completed:

- 4 core units
- 10 elective units consisting of:
  - a minimum of 6 elective units must be selected from the elective units listed below
  - a maximum of 4 elective units, first packaged at AQF level 2, 3 or 4, may be selected from elsewhere in SIF Funeral Services Training Package, or any other current Training Package or accredited course. Refer to the AQF packaging of Funeral Services units in the Companion Volume Implementation Guide.

In all cases, selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units

SIFXCCS001 Provide service to clients

SIFXIND002 Work effectively in the funeral services industry

SIFXIND003 Deal with grief responses

SIFXWHS003 Implement and monitor work health and safety procedures

Elective units

Administration and Quality

SIFXADQ001 Control and order goods

SIFXADQ002 Conduct internal quality audits

BSBFIA301 Maintain financial records

BSBRKG304 Maintain business records

BSBWOR204 Use business technology

Burial and Cremation

SIFCBCR001 Bury coffins and caskets

SIFCBCR004 Cremate coffins and caskets

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SIFCBCR005 Memorialise cremated remains

Cemetery and Crematoria Administration and Coordination

SIFCCAC001 Coordinate burial site preparation and reinstatement

SIFCCAC002 Schedule burials or cremations

SIFCCAC003 Coordinate the collection or memorialisation of cremated remains

SIFCCAC004 Maintain and care for historical records

SIFCCAC005 Coordinate chapel operations

SIFCCAC006 Manage lift and reposition or deepen operations

Client Service and Sales

SIFXCSS002 Advise on funeral and burial products and services

SIFXCSS003 Advise on pre-need funeral and burial products and services

SIFXCSS004 Coordinate interaction with clients

Working in Industry

SIFXIND004 Participate in industry networks

Management and Leadership

SIFXMGT001 Coordinate teams

SIFXMGT002 Coordinate staff

Marketing and Public Relations

SIFXMPR001 Implement marketing and promotional activities

SIFXMPR002 Make presentations to community groups

Training and Education

TAEDEL301A Provide work skill instruction

Work Health and Safety

HLTAID003 Provide first aid

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

SISXEMR201A Respond to emergency situations

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Qualification Mapping Information

SIF30108 Certificate III in Cemetery and Crematoria Operations

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIF30213 Certificate III in Gravedigging, Grounds and Maintenance

Modification History

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

Release	Comments
Two	Imported units from the following training packages updated: • BSB Business Services • HLT Health • ICT Information and Communications Technology
One	Revised qualification. Reflects the Standards for Training Packages.

Qualification Description

This qualification reflects the role of individuals who perform a range of skilled operations in cemeteries. These operations include preparing, digging and backfilling graves and carrying out grounds and garden care, general maintenance activities and limited construction works.

These individuals work relatively autonomously, participate in teams and may coordinate and supervise others. They require discretion and judgement in the selection of equipment, work requirements and contingency measures. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved.

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

Packaging Rules

18 units must be completed:

- 6 core units
- 12 elective units consisting of:
  - a minimum of 6 elective units must be selected from the elective units listed below

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- a maximum of 6 elective units, first packaged at AQF level 2, 3 or 4, may be selected from elsewhere in SIF Funeral Services Training Package, or any other current Training Package or accredited course. Refer to the AQF packaging of Funeral Services units in the Companion Volume Implementation Guide.

In all cases, selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units

SIFCWHS001	Identify hazards and assess risks in a cemetery or crematorium
SIFCWHS002	Work in confined spaces
SIFXCSS001	Provide service to clients
SIFXIND002	Work effectively in the funeral services industry
SIFXIND003	Deal with grief responses
SIFXWHS001	Follow work health and safety procedures

Elective units

Administration and Quality

SIFXADQ001	Control and order goods

Building and Grounds Maintenance

AHCIRG305A	Operate pressurised irrigation systems
AHCLSC203A	Install aggregate paths
AHCLSC303A	Construct brick and/or block structures and features
AHCLSC308A	Install metal structures and features
AHCPGD201A	Plant trees and shrubs
AHCPGD203A	Prune shrubs and small trees
AHCPMG202A	Treat plant pests, diseases and disorders
SIFCBGM001	Provide general grounds care
SIFCBGM002	Maintain property and structures

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SIFCBGM003 Clean and maintain public conveniences and amenities

SIFCBGM004 Install basic masonry structures

SIFCBGM005 Place and finish concrete for cemetery or crematorium structures

SIFCBGM006 Construct signs

Burial and Cremation Operations

SIFCBCR002 Backfill and make good graves

SIFCBCR003 Dig graves manually

SIFCBCR005 Memorialise cremated remains

SIFCBCR006 Prepare for gravedigging

SIFCBCR007 Dig graves using machinery

SIFCBCR008 Consolidate collapsed graves

SIFCBCR009 Remove ledgers and concrete lids

SIFCBCR010 Exhume burial sites

SIFCBCR011 Manufacture vault lids

SIFCBCR012 Install burial vaults

SIFCBCR013 Prepare vaults or crypts for burials

SIFCBCR014 Reinstate vaults or crypts

SIFCBCR015 Operate a backhoe, front-end loader or excavator

Funeral Operations

SIFFFNL003 Transfer coffins and caskets

Sustainability

BSBSUS201 Participate in environmentally sustainable work practices

Technology

ICTICT211 Identify and use basic current industry-specific technologies

Vehicles

AHCMOM205A Operate vehicles

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SIFXVHC002 Inspect and maintain vehicles and equipment

Work Health and Safety

HLTAID003 Provide first aid

Qualification Mapping Information

SIF30208 Certificate III in Gravedigging, Grounds and Maintenance.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIF30313 Certificate III in Funeral Operations

Modification History

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

Release	Comments
Two	Imported units from the following training packages updated: • BSB Business Services
One	Revised qualification. Reflects the Standards for Training Packages.

Qualification Description

This qualification reflects the role of individuals who are employed to perform a range of skilled operations in funeral homes or mortuaries.

Individuals in these roles work relatively autonomously, participate in teams and may coordinate and supervise others. They require discretion and judgement in the provision of service, work requirements and contingency measures. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved.

These individuals, depending on their expertise, may work in:

- mortuaries, carrying out support activities and body preparation procedures under supervision
- funeral homes, carrying out funeral and burial sales activities and assisting with the conduct of funerals.

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

Packaging Rules

14 units must be completed:

- 4 core units
- 10 elective units consisting of:

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- 1 unit from Group A: Work Health and Safety
- a minimum of 5 elective units must be selected from the General elective units listed below
- a maximum of 4 elective units, first packaged at AQF level 3 or 4, may be selected elsewhere in SIF Funeral Services Training Package, or any other current Training Package or accredited course. Refer to the AQF packaging of Funeral Services units in the Companion Volume Implementation Guide.

In all cases, selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units

SIFXCSS001	Provide service to clients
SIFXIND002	Work effectively in the funeral services industry
SIFXIND003	Deal with grief responses
SIFXWHS002	Follow infection and contamination control procedures

Elective units

Group A: Work Health and Safety

SIFEWHS001	Follow mortuary work health and safety procedures
SIFXWHS001	Follow work health and safety procedures

General elective units

Administration and Quality

SIFXADQ001	Control and order goods
SIFXADQ002	Conduct internal quality audits
BSBFIA301	Maintain financial records
BSBRKG304	Maintain business records
BSBWOR204	Use business technology

Burials and Cremations

SIFCBCR010	Exhume burial sites

Cemetery and Crematoria Administration and Coordination

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SIFCCAC005	Coordinate chapel operations

Client Service and Sales

SIFXCSS002	Advise on funeral and burial products and services
SIFXCSS003	Advise on pre-need funeral and burial products and services
SIFXCSS004	Coordinate interaction with clients

Funeral Operations

SIFFFNL003	Transfer coffins and caskets
SIFFFNL004	Arrange and oversee viewings
SIFFFNL005	Arrange funerals
SIFFFNL006	Arrange intrastate and interstate repatriations
SIFFFNL007	Arrange international repatriations

Industry

SIFXIND004	Participate in industry networks

Management and Leadership

SIFXMGT001	Coordinate teams
SIFXMGT002	Coordinate staff

Marketing and Public Relations

SIFXMPR001	Implement marketing and promotional activities
SIFXMPR002	Make presentation to community groups
SITXMPR401	Coordinate production of brochures and marketing material

Mortuary Work and Embalming

SIFEMWK001	Encoffin deceased persons
SIFEMWK002	Clean and sterilise mortuary items and equipment
SIFEMWK003	Determine body preparation requirements

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SIFEMWK004	Coordinate mortuary operations
SIFEMWK005	Cleanse and disinfect deceased persons
SIFEMWK006	Set facial features
SIFEMWK007	Treat abdominal and thoracic cavities
SIFEMWK008	Dress the deceased and apply cosmetics

Sustainability

BSBSUS201	Participate in environmentally sustainable work practices

Training and Education

TAEDEL301A	Provide work skill instruction

Work Health and Safety

SIFCWHS001	Identify hazards and assess risks in a cemetery or crematorium
SIFCWHS002	Work in confined spaces
SIFXWHS003	Implement and monitor work health and safety procedures
SISXEMR201A	Respond to emergency situations

Qualification Mapping Information

SIF30308 Certificate III in Funeral Operations

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIF40113 Certificate IV in Funeral Services

Modification History

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

Release	Comments
Two	Imported units from the following training packages updated: • BSB Business Services
One	Revised qualification. Reflects the Standards for Training Packages.

Qualification Description

This qualification reflects the role of individuals who perform a broad range of specialised activities and functions in relation to a funeral home, cemetery or crematorium.

These individuals work autonomously, with responsibility for own outputs and those of others in a team.

These individuals, depending on their expertise, may work in:

- funeral homes, as a funeral director responsible for all aspects of the conduct of funerals and the coordination and supervision of their team
- cemeteries or crematorium, managing burials, burial works and cremation services or managing grounds and maintenance works and activities.

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

Packaging Rules

14 units must be completed:

- 5 core units
- 9 elective units comprised of:
  - a minimum of 5 elective units must be selected from the elective units listed below

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- a maximum of 4 elective units, first packaged at AQF level 3, 4 or 5 may be selected from elsewhere in SIF Funeral Services Training Package, or any other current Training Package or accredited course. Refer to the AQF packaging of Funeral Services units in the Companion Volume Implementation Guide.

In all cases, selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units

SIFXIND002	Work effectively in the funeral services industry
SIFXIND003	Deal with grief responses
SIFXMGT001	Coordinate teams
SIFXMGT003	Supervise staff
SIFXWHS003	Implement and monitor work health and safety procedures

Elective units

Administration and Quality

SIFXADQ001	Control and order goods
SIFXADQ002	Conduct internal quality audits
SIFXADQ003	Monitor contracted services and supplies

Building and Grounds Maintenance

SIFCBGM007	Evaluate building and grounds maintenance and development needs
SIFCBGM008	Coordinate building and grounds maintenance and development

Cemetery and Crematoria Administration and Coordination

AHCWRK305A	Coordinate work site activities
SIFCCAC002	Schedule burials or cremations
SIFCCAC005	Coordinate chapel operations
SIFCCAC006	Manage lift and reposition or deepen operations

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SIFCCAC007	Arrange and oversee viewings of cremations
SIFCCAC008	Coordinate burial works
SIFCCAC009	Coordinate monument installations
SIFCCAC010	Supervise burials
SIFCCAC011	Supervise cremations
SIFCCAC012	Supervise exhumations

Client Service and Sales

SIFXCSS002	Advise on funeral and burial products and services
SIFXCSS003	Advise on pre-need funeral and burial products and services
SIFXCSS005	Lead customer service teams

Contract Management

TLIR4002A	Source goods/services and evaluate contractors
TLIR4003A	Negotiate a contract

Event Management

SITXEVT504	Organise event infrastructure
SITXEVT505	Manage on-site event operations

Funeral Operations

SIFFFNL004	Arrange and oversee viewings
SIFFFNL005	Arrange funerals
SIFFFNL006	Arrange intrastate and interstate repatriations
SIFFFNL007	Arrange international repatriations
SIFFFNL008	Coordinate funeral operations
SIFFFNL009	Conduct funerals
SIFFFNL010	Plan and conduct funeral ceremonies

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Human Resources

SIRXHRM001A	Administer human resources policy
SIRXHRM002A	Recruit and select personnel

Industry

SIFXIND004	Participate in industry networks

Marketing and Public Relations

SIFXMPR002	Make presentations to community groups
SIFXMPR003	Prepare and conduct tours
SIFXMPR004	Liaise with the media
SIFXMPR005	Develop marketing strategies and activities
SITXMPR401	Coordinate production of brochures and marketing material

Small Business Management

BSBSMB402	Plan small business finances
BSBSMB404	Undertake small business planning
BSBSMB405	Monitor and manage small business operations
BSBSMB406	Manage small business finances

Sustainability

BSBSUS301	Implement and monitor environmentally sustainable work practices

Training and Education

TAEDEL301A	Provide work skill instruction

Work Health and Safety

SIFCWHS001	Identify hazards and assess risks in a cemetery or crematorium
SIFEWHS002	Review and develop mortuary work health and safety policies and procedures

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SIFXWHS004	Implement and monitor infection and contamination control practices

Qualification Mapping Information

SIF40108 Certificate IV in Funeral Services

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIF40213 Certificate IV in Embalming

Modification History

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

Release	Comments
Two	Imported units from the following training packages updated: • HLT Health
One	Revised qualification. Reflects the Standards for Training Packages.

Qualification Description

This qualification reflects the role of individuals who perform a range of specialised embalming procedures in a mortuary or funeral home mortuary.

Individuals in this role work relatively autonomously and may have limited responsibility for the coordination, training and supervision of others.

Embalmers require theoretical knowledge in anatomy, physiology, chemistry and biology as well as specialist technical skills to sanitise, present and preserve a deceased person of predictable and unpredictable causes as part of the embalming process.

No licensing, legislative or certification requirements apply to this qualification at the time of publication, however, the following requirement applies to the embalming of bodies in NSW:

Under a NSW public health regulation relating to the disposal of bodies, a person must not embalm a body unless that person has a certificate of proficiency of, or equivalent to, a Certificate IV [Embalming] standard issued by an institute approved by the Director-General of the NSW Department of Health. Candidates in NSW should seek advice from the NSW Department of Health for a current list of approved providers.

The volume of learning of a Certificate IV is typically 0.5 – 2 years.

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Packaging Rules

22 units must be completed:

- 19 core units
- 3 elective units consisting of:
  - a minimum of 2 elective units must be selected from the elective units listed below
  - a maximum of 1 elective unit, first packaged at AQF level 3, 4 or 5, may be selected from elsewhere in SIF Funeral Services Training Package, or any other current Training Package or accredited course. Refer to the AQF packaging of Funeral Services units in the Companion Volume Implementation Guide.

In all cases, selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units

SIFEMWK001 Encoffin deceased persons

SIFEMWK005 Cleanse and disinfect deceased persons

SIFEMWK006 Set facial features

SIFEMWK007 Treat abdominal and thoracic cavities

SIFEMWK008 Dress the deceased and apply cosmetics

SIFEMWK009 Apply anatomy and physiology principles to embalming

SIFEMWK010 Restore minor body damage

SIFEMWK011 Treat the head and body after autopsies

SIFEMWK012 Restore and set eyes after eye donations

SIFEMWK013 Determine embalming requirements

SIFEMWK014 Perform arterial embalming of natural cases

SIFEMWK015 Perform arterial embalming of autopsied cases

SIFEMWK016 Treat complex ante mortem cases

SIFEMWK017 Treat complex post mortem cases

SIFEMWK018 Supervise mortuary operations

SIFEWHS001 Follow mortuary work health and safety procedures

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SIFXIND002 Work effectively in the funeral services industry

SIFXIND003 Deal with grief responses

SIFXWHS004 Implement and monitor infection and contamination control practices

Elective units

Administration and Quality

SIFXADQ001 Control and order goods

SIFXADQ002 Conduct internal quality audits

SIFXADQ003 Monitor contracted services and supplies

Industry

SIFXIND004 Participate in industry networks

Management and Leadership

SIFXMGT001 Coordinate teams

SIFXMGT003 Supervise staff

Marketing and Public Relations

SIFXMPR002 Make presentations to community groups

SIFXMPR003 Prepare and conduct tours

SIFXMPR005 Develop marketing strategies and activities

Mortuary Work and Embalming

SIFEMWK004 Coordinate mortuary operations

SIFEMWK019 Design a mortuary

Training and Education

TAEDEL301A Provide work skill instruction

Work Health and Safety

HLTAID003 Provide first aid

SIFEWHS002 Review and develop mortuary work health and safety policies and procedures

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Qualification Mapping Information

SIF40208 Certificate IV in Embalming

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIF50113 Diploma of Funeral Services Management

Modification History

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

Release	Comments
Two	Imported units from the following training packages updated: • BSB Business Services
One	Revised qualification. Reflects the Standards for Training Packages.

Qualification Description

This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of specialised managerial skills to coordinate funeral services operations within a funeral home organisation, mortuary or cemetery and crematoria.

Individuals performing this role work autonomously, have responsibility for others and make a range of operational business decisions in known and changing environments. Individuals in this role require sound knowledge and application in supporting people dealing with loss and grief.

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

Packaging Rules

12 units must be completed:

- 5 core units
- 7 elective units consisting of:
  - a minimum of 3 elective units from the elective units listed below
  - a maximum of 4 elective units, first packaged at AQF level 4, 5 or 6, from elsewhere in SIF Funeral Services Training Package, or any other current Training Package or accredited course. Refer to the AQF packaging of Funeral Services units in the Companion Volume Implementation Guide.

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In all cases, selection of electives must be guided by the job outcome, local industry requirements and the characteristics of this qualification (as per the AQF descriptors).

Core units

BSBCOM501	Identify and interpret compliance requirements
SIFXADQ003	Monitor contracted services and supplies
SIFXMGT004	Support people dealing with grief and trauma
SIRXMGT003A	Lead and manage people
SIRXWHS403	Provide a safe work environment

Elective units

Customer Service

BSBCUS501	Manage quality customer service

Financial Management

BSBFIM501	Manage budgets and financial plans

Information Management

BSBINM501	Manage an information knowledge or management system

Leadership

BSBLED501	Develop a workplace learning environment

Management

BSBMGT402	Implement operational plan
BSBMGT403	Implement continuous improvement
BSBMGT502	Manage people performance

Relationship Management

BSBREL401	Establish networks

Sustainability

BSBSUS501	Develop workplace policy and procedures for

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sustainability

Qualification Mapping Information

No equivalent qualification.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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BSBCMM101 Apply basic communication skills

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop basic communication skills in the workplace in particular gathering, conveying and receiving information together with completing assigned written information.

It applies to individuals working under direct supervision who are developing basic skills and knowledge of workplace communication in preparation for working in a broad range of settings

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

Unit Sector

Communication – Interpersonal Communication

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Identify workplace communication procedures	1.1 Identify organisational communication requirements and workplace procedures with assistance from appropriate people 1.2 Identify appropriate lines of communication with supervisors and colleagues 1.3 Seek advice on the communication method/equipment most appropriate for the task

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ELEMENT	PERFORMANCE CRITERIA
2 Communicate in the workplace	2.1 Use effective questioning, and active listening and speaking skills to gather and convey information 2.2 Use appropriate non-verbal behaviour at all times 2.3 Encourage, acknowledge and act upon constructive feedback
3 Draft written information	3.1 Identify relevant procedures and formats for written information 3.2 Draft and present assigned written information for approval, ensuring it is written clearly, concisely and within designated timeframes 3.3 Ensure written information meets required standards of style, format and detail 3.4 Seek assistance and/or feedback to aid communication skills development

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 3.1	• Reviews textual information to identify communication requirements and organisational procedures
Writing	3.2, 3.3	• Drafts simple texts using appropriate grammar, spelling and punctuation in accordance with organisational standards • Proofreads own texts for accuracy and compliance with organisational requirements
Oral Communication	1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 3.2, 3.4	• Asks questions and listens to gain information or confirm understanding • Listens and follows instructions
Navigate the world of work	1.1, 1.2, 3.1, 3.3, 3.4	• Follows organisational policies and procedures and practices relevant to own role • Develops skills required to carry out own role by seeking and acting on feedback

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Interact with others	1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 3.4	• Follows instructions regarding what and how to communicate • Seeks to cooperate with others to achieve results in immediate work context
Get the work done	1.3, 2.3, 3.1, 3.2, 3.3	• Follows clearly defined instructions, seeking assistance when necessary • Uses digital technologies following instructions to enter and retrieve data

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBCMM101 Apply basic communication skills	BSBCMM101A Apply basic communication skills	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBCMM101 Apply basic communication skills

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- gather information about procedures, methods and equipment requirements for workplace communication, with the assistance of others
- use appropriate verbal and non-verbal skills to seek and convey information in face-to-face situations
- draft routine written documents within designated timeframes and check that the documents meet organisational requirements.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline organisational policies, plans and procedures related to the organisation's standards or protocols for workplace communication
- describe different communication styles.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced by individuals using interpersonal communication skills in the workplace and include access to:

- office equipment
- business resources
- workplace policies and procedures relating to communication
- case studies and, where possible, real situations
- interaction with others.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBCOM501 Identify and interpret compliance requirements

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to identify and interpret the range of internal and external compliance requirements and obligations that must be fulfilled by an organisation.

It applies to individuals who use their sound theoretical knowledge of compliance and skills in identifying compliance requirements to plan, carry out and evaluate their own work and/or the work of a team.

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

Unit Sector

Regulation, licensing and risk – compliance

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Clarify the scope of operations	1.1 Identify and review the relevant range of operations and the sphere of business arrangements of the organisation 1.2 Conduct an analysis of the operations and business arrangements of the organisation and identify the functions, products and services that may be subject to compliance requirements 1.3 Develop and document work activity plans for determining

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ELEMENT	PERFORMANCE CRITERIA
	relevant compliance requirements 1.4 Obtain approval of plans from relevant organisational personnel
2 Identify compliance requirements	2.1 Conduct a search of information on internal and external compliance requirements using appropriate search resources, including relevant Australian and international standards 2.2 Ensure the search of compliance requirements scans across all relevant jurisdictions of laws, regulations, and industry and organisational codes and standards and identify pertinent compliance requirements 2.3 Progressively review information collected in terms of its relevance to the organisation's operations, services and products 2.4 Organise and store gathered information on relevant compliance requirements in an appropriate format for further analysis
3 Interpret, analyse and prioritise identified compliance requirements	3.1 Review and interpret collected information in terms of its relevance to the organisation's functions, services and products 3.2 Discuss and clarify with relevant internal or external personnel ambiguities, uncertainties and problems experienced in interpreting identified compliance information 3.3 Identify, analyse and prioritise relevant compliance requirements in terms of critical implications for the organisation and risks and consequence of possible breaches 3.4 Group pertinent compliance requirements into those that are critical and central to the organisation's operations, those that are important in some circumstances but are not central to the organisation's operations, and those that are pertinent but are incidental to the organisation's operations
4 Document compliance requirements	4.1 Organise and document outcomes of the identification and interpretation activities 4.2 Prepare and communicate reports of relevant compliance requirements and assessment of implications to relevant personnel performing specific compliance management functions

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

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Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.2, 2.3, 3.1, 3.3, 3.4	• Identifies, interprets, analyses or reviews complex texts from various sources to determine legal requirements, organisational operations, specific requirements and responsibilities
Writing	1.2, 1.3, 1.4, 2.4, 3.2, 3.3, 3.4, 4.1, 4.2	• Collates and compiles results of research and analysis using appropriate technical language and organisational formats • Develops materials to convey information, requirements or recommendations using language and structure appropriate to the audience
Oral Communication	1.4, 3.2, 4.2	• Presents specialised information using structure and language to suit the audience • Uses appropriate techniques, including active listening and questioning, to seek approvals and to confirm understanding
Navigate the world of work	1.2, 2.2, 3.1, 3.3	• Takes full responsibility for following policies, procedures and legislative requirements and identifies organisational implications of new legislation or regulations
Interact with others	1.4, 3.2, 4.2	• Identifies and uses appropriate conventions and practices when communicating with internal and external personnel
Get the work done	1.1, 1.3, 2.1-2.4, 3.1, 3.3, 3.4, 4.1, 4.2	• Plans, organises and implements activities required to identify, prioritise and document compliance requirements • Systematically gathers, analyses and evaluates all relevant information in order to make informed decisions about management of compliance breaches • Uses digital tools and systems to locate, organise and share information in effective ways

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status

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Code and title current version	Code and title previous version	Comments	Equivalence status
BSBCOM501 Identify and interpret compliance requirements	BSBCOM501B Identify and interpret compliance requirements	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBCOM501 Identify and interpret compliance requirements

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- analyse an organisation's operations to identify areas subject to compliance requirements
- interpret and analyse information from Australian and international standards, legislation, regulations, industry and organisational codes of practice to determine their relevance to the organisation
- document and store the outcomes of identification and interpretation activities related to the organisation's compliance requirements
- report on key compliance requirements and the implications of these for the organisation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline elements of compliance programs and related management systems breaches
- identify relevant Australian and international standards.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the compliance field of work and include access to:

- relevant Australian and international standards, laws, regulations, industry and organisational codes and standards
- appropriate computer resources for online searching
- case studies and, where possible, real situations.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBCUS501 Manage quality customer service

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop strategies to manage organisational systems that ensure products and services are delivered and maintained to standards agreed by the organisation.

It applies to individuals who supervise the provision of quality customer service within an organisation's procedures framework by others. At this level, individuals must exercise considerable discretion and judgement, using a range of problem solving and decision making strategies.

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

Unit Sector

Stakeholder Relations – Customer Service

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Plan to meet internal and external customer requirements	1.1 Investigate, identify, assess, and include the needs of customers in planning processes 1.2 Ensure plans achieve the quality, time and cost specifications agreed with customers
2 Ensure delivery of quality products and	2.1 Deliver products and services to customer specifications within

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ELEMENT	PERFORMANCE CRITERIA
services	organisation's business plan 2.2 Monitor team performance to consistently meet the organisation's quality and delivery standards 2.3 Help colleagues overcome difficulties in meeting customer service standards
3 Monitor, adjust and review customer service	3.1 Develop and use strategies to monitor progress in achieving product and/or service targets and standards 3.2 Develop and use strategies to obtain customer feedback to improve the provision of products and services 3.3 Develop, procure and use resources effectively to provide quality products and services to customers 3.4 Make decisions to overcome problems and to adapt customer services, products and service delivery in consultation with appropriate individuals and groups 3.5 Manage records, reports and recommendations within the organisation's systems and processes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 3.1, 3.2, 3.3, 3.5	• Interprets and analyses textual information from a variety of sources and applies the knowledge that has been gained to evaluate standards for organisation's products and services
Writing	1.2, 3.1, 3.2, 3.3, 3.5	• Produces a range of text types to convey information, requirements or recommendations matching style of writing to purpose and audience
Oral Communication	1.1, 1.2, 2.1, 2.3, 3.2	• Clearly articulates systems and standards in a team environment using language suitable to diverse audiences • Uses listening and questioning techniques to obtain feedback and confirm understanding
Numeracy	1.2	• Interprets and comprehends mathematical information in organisation's business and customer service plans.

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Navigate the world of work	2.1, 2.2, 3.1, 3.5	• Recognises and applies organisational protocols and meets expectations associated with own work
Interact with others	1.1, 2.3, 3.4	• Identifies and uses appropriate conventions and protocols when communicating with colleagues and customers • Collaborates with others, taking into account their strengths and experience, to achieve desired outcomes • Provides support in field of expertise to team
Get the work done	1.1, 1.2, 2.1, 2.2, 3.1-3.5	• Develops and implements plans using logical processes and monitors and evaluates progress against stated goals • Accepts responsibility for addressing complex or non-routine difficulties, applying problem solving processes in determining a solution. • Uses digital technology to access, organise and present information in a format that meets requirements

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBCUS501 Manage quality customer service	BSBCUS501C Manage quality customer service	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBCUS501 Manage quality customer service

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- develop and manage organisational systems for quality customer service
- develop and review plans, policies and procedures for delivering and monitoring quality customer service
- implement policies and procedures to ensure quality customer service
- solve complex customer complaints and system problems that lead to poor customer service
- monitor and assist teams to meet customer service requirements
- develop, procure and use human and physical resources to support quality customer service delivery.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the legislative and regulatory context of the organisation relevant to customer service
- describe organisational policy and procedures for customer service including handling customer complaints
- identify service standards and best practice models
- summarise public relations and product promotion
- outline techniques for dealing with customers including customers with specific needs
- explain techniques for solving complaints including the principles and techniques involved in the management and organisation of:
  - customer behaviour
  - customer needs research

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- customer relations
- ongoing product and/or service quality
- problem identification and resolution
- quality customer service delivery
- record keeping and management methods
- strategies for monitoring, managing and introducing ways to improve customer service relationships
- strategies to obtain customer feedback.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the customer service field of work and include access to:

- legislation, regulations and codes of practice related to customer service
- business technology
- workplace documentation and resources
- complex customer complaints
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBFIA301 Maintain financial records

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to maintain daily financial records such as reconciling debtors' and creditors' systems, preparing and maintaining a general ledger and trial balance and includes activities associated with monitoring cash control for accounting purposes.

It applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts and may exercise discretion and judgement using appropriate theoretical knowledge of financial records.

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

Unit Sector

Finance – Financial Administration

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Maintain daily financial records	1.1 Correctly maintain daily financial records in accordance with organisational and legislative requirements for accounting purposes 1.2 Identify and rectify or refer discrepancies or errors in documentation or transactions to designated persons in accordance with organisational and legislative requirements

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ELEMENT	PERFORMANCE CRITERIA
	1.3 Accurately credit and debit transactions and promptly enter into journals in accordance with organisational and legislative requirements
2 Maintain general ledger	2.1 Maintain general ledger in accordance with organisational and legislative requirements 2.2 Post transactions into general ledger in accordance with organisational and legislative reporting requirements 2.3 Reconcile systems for accounts payable and receivable with general ledger 2.4 Accurately prepare trial balance from general ledger in accordance with organisational and legislative requirements
3 Monitor cash control	3.1 Ensure cash flow is accurately accounted for in accordance with organisational and legislative requirements 3.2 Make and receive payments in accordance with organisational and legislative requirements 3.3 Collect or follow up outstanding accounts within designated timelines 3.4 Check payment documentation for accuracy of information and despatch to creditors within designated timeline

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1-2.4, 3.1-3.4	• Recognises and interprets numerical and textual information to determine and complete required activities
Writing	1.3, 2.1-2.4, 3.1-3.4	• Integrates data from different sources and records numerical information in a format appropriate to context and purpose of material • Prepares clear and detailed information and instructions using format, structure and tone suitable to audience
Oral	1.2, 3.2, 3.3	• Explains financial issues and requirements clearly, using facts and examples, and uses listening and

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Communication		questioning techniques to obtain sequenced instructions
Numeracy	1.1-1.3, 2.1-2.4, 3.1-3.4	• Uses a limited range of mathematical calculations to reconcile amounts using whole numbers and decimals and arrange/compare numerical information
Navigate the world of work	1.1-1.3, 2.1-2.4, 3.1-3.3	• Recognises, understands and monitors adherence to legislative and organisational requirements in undertaking own work
Interact with others	3.3, 3.4	• Understands the importance of using appropriate practices and protocols when handling confidential information
Get the work done	1.1-1.3, 2.1-2.4, 3.1-3.4	• Takes responsibility for own workload and monitors adherence to specified goals and timelines • Uses digital technologies to access, record, store, organise and compile data as required

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBFIA301 Maintain financial records	BSBFIA301A Maintain financial records	Updated to meet Standards for Training Packages Minor edits to clarify meaning of performance criteria	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBFIA301 Maintain financial records

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- maintain daily transactions and identify and respond to discrepancies and errors
- transfer and record financial data accurately
- reconcile expenditures and revenue in a timely manner.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify the key provisions of relevant legislation, codes of practice and national standards that may affect financial record keeping
- discuss organisational policies and procedures relating to maintaining financial records
- define credits/creditors and debits/debtors
- describe principles of double entry bookkeeping and accrual accounting
- identify methods of presenting financial data.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial administration field of work and include access to:

- office equipment and resources
- computer equipment and relevant software
- examples of source documents relating to financial record keeping
- case studies and, where possible, real situations.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBFIM501 Manage budgets and financial plans

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes.

It applies to managers in a wide range of organisations and sectors who have responsibility for ensuring that work team financial resources are used effectively and are managed in line with financial objectives of the team and organisation.

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

Unit Sector

Finance - Financial Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Plan financial management approaches	1.1 Access budget/financial plans for the work team 1.2 Clarify budget/financial plans with relevant personnel within the organisation to ensure that documented outcomes are achievable, accurate and comprehensible 1.3 Negotiate any changes required to be made to budget/financial

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ELEMENT	PERFORMANCE CRITERIA
	plans with relevant personnel within the organisation 1.4 Prepare contingency plans in the event that initial plans need to be varied
2 Implement financial management approaches	2.1 Disseminate relevant details of the agreed budget/financial plans to team members 2.2 Provide support to ensure that team members can competently perform required roles associated with the management of finances 2.3 Determine and access resources and systems to manage financial management processes within the work team
3 Monitor and control finances	3.1 Implement processes to monitor actual expenditure and to control costs across the work team 3.2 Monitor expenditure and costs on an agreed cyclical basis to identify cost variations and expenditure overruns 3.3 Implement, monitor and modify contingency plans as required to maintain financial objectives 3.4 Report on budget and expenditure in accordance with organisational protocols
4 Review and evaluate financial management processes	4.1 Collect and collate for analysis, data and information on the effectiveness of financial management processes within the work team 4.2 Analyse data and information on the effectiveness of financial management processes within the work team and identify, document and recommend any improvements to existing processes 4.3 Implement and monitor agreed improvements in line with financial objectives of the work team and the organisation

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 2.3, 3.1-3.4, 4.2, 4.3	• Interprets and analyses information to determine activities required

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Writing	1.1, 1.4, 4.1-4.3	• Records information in correct forms and prepares materials which convey detailed and factual content in accordance with internal procedures
Oral Communication	1.2, 1.3, 2.1-2.3	• Presents information about financial issues and requirements to a range of audiences using structure and language to suit the audience • Uses active listening and questioning to clarify information and to confirm understanding
Numeracy	1.1-1.3, 2.1-2.3, 3.1-3.4, 4.1-4.3	• Uses a wide range of mathematical calculations to analyse numeric information in budgets or financial plans
Navigate the world of work	2.2, 3.3, 3.4, 4.3	• Recognises, understands and adheres to organisational requirements in undertaking own work
Interact with others	1.2, 1.3, 2.1, 2.2, 3.1, 2.3, 4.2, 4.3	• Uses a range of strategies to connect, collaborate and cooperate with other work colleagues in activities requiring collective effort and diverse skills and knowledge
Get the work done	1.1, 1.4, 2.3, 3.1-3.4, 4.1-4.3	• Uses logical processes in planning, implementing and evaluating complex tasks and developing alternative strategies in achieving goals and timelines • Uses a range of digital technologies to access, filter, compile, integrate and logically present complex information from multiple sources

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBFIM501 Manage budgets and financial plans	BSBFIM501A Manage budgets and financial plans	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBFIM501 Manage budgets and financial plans

Modification History

Release	Comments
Release 1	This version first released with Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- use financial skills to work with and interpret budgets, ageing summaries, cash flow, petty cash, Goods and Services Tax (GST), and profit and loss statements
- communicate with relevant people to clarify budget/financial plans, negotiate changes and disseminate information
- prepare, implement and modify financial contingency plans
- monitor expenditure and control costs
- support and monitor team members
- report on budget and expenditure
- review and make recommendations for improvements to financial processes
- meet record keeping requirements for the Australian Taxation Office (ATO) and for auditing purposes.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe basic accounting principles
- identify and explain the relevant legislation and current requirements of the Australian Taxation Office, including the Goods and Services Tax (GST)
- explain the key requirements for financiall record keeping and auditing
- describe the principles and techniques involved in managing:
  - budgeting
  - cash flows
  - electronic spreadsheets

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- GST
- ledgers and financial statements
- profit and loss statements.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the financial management field of work and include access to:

- resources and documentation used in the workplace
- workplace policies and procedures
- workplace budgets and financial plans
- business technology
- case studies and, where available, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBINM201 Process and maintain workplace information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to collect, process and store, and maintain workplace information and systems. It also includes the maintenance of filing and records systems.

It applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of information and information systems in a defined context, under direct supervision or with limited individual responsibility.

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

Unit Sector

Knowledge Management – Information Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Collect information	1.1 Collect information in a timely manner and ensure it is relevant to organisational needs 1.2 Use business equipment/technology available in the work area to effectively obtain information 1.3 Apply organisational requirements relating to security and confidentiality in handling information

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ELEMENT	PERFORMANCE CRITERIA
2 Process workplace information	2.1 Use business equipment/technology to process information in accordance with organisational requirements 2.2 Process information in accordance with defined timeframes, guidelines and procedures 2.3 Update, modify and file information in accordance with organisational requirements 2.4 Collate and despatch information in accordance with specified timeframes and organisational requirements
3 Maintain information systems	3.1 Maintain information and filing systems in accordance with organisational requirements 3.2 Identify, remove and/or relocate inactive or dead files in accordance with organisational requirements 3.3 Establish and assemble new files in accordance with organisational requirements 3.4 Update reference and index systems in accordance with organisational requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1-2.4, 3.1-3.4	• Recognises and interprets textual information to complete tasks according to organisational requirements
Writing	1.3, 2.1-2.4, 3.4	• Records simple and routine content using an established format to organise information
Oral Communication	1.1, 1.2	• Uses listening and questioning skills to clarify and adhere to requirements
Numeracy	2.2, 2.4, 3.4	• Comprehends basic mathematical measurements relating to times and number sequences
Navigate the world of work	1.3, 2.1, 2.3, 2.4, 3.1-3.4	• Recognises organisational procedures and understands relevance of legislative requirements
Get the work	1.1-1.3, 2.1, 2.2, 2.4,	• Follows clearly defined instructions and monitors own

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done	3.1-3.3	progress to achieve timelines • Solves problems directly related to tasks, and makes low-impact decisions • Uses digital technologies following instructions regarding data entry and retrieval

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBINM201 Process and maintain workplace information	BSBINM201A Process and maintain workplace information	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBINM201 Process and maintain workplace information

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- collect and process workplace information according to organisational policies and procedures and related regulatory requirements
- record and document information accurately within expected timeframes
- store, classify and maintain documents and records correctly.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify key provisions of relevant legislation, regulations, standards and codes of practice that may affect information management
- outline organisational policies and procedures relating to collecting and processing workplace information
- identify and describe organisational recordkeeping/filing systems and security procedures
- describe a range of filing systems including paper-based and software-based.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the knowledge management – information management field of work and include access to:

- office equipment and resources
- examples of workplace information systems.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBINM501 Manage an information or knowledge management system

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to organise training for others for an information or knowledge management system and to manage the use of the system.

It applies to individuals who are responsible for seeing that key information and corporate knowledge are retained, accessible to others and improve business outcomes.

The unit applies to information or knowledge management systems which comprise policies, protocols, procedures and practices to manage information or knowledge within the organisation and among relevant stakeholders.

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

Unit Sector

Knowledge Management – Information Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1 Organise learning to use information or knowledge management system	1.1 Identify learning needs of relevant personnel and stakeholders for input into and use of an information or knowledge management system 1.2 Identify and secure human, financial and physical resources

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ELEMENT	PERFORMANCE CRITERIA
	required for learning activities to use an information or knowledge management system 1.3 Organise and facilitate learning activities 1.4 Promote and support use of the system throughout the organisation 1.5 Monitor and document effectiveness of learning activities
2 Manage use of information or knowledge management system	2.1 Ensure implementation of policies and procedures for the information or knowledge management system are monitored for compliance, effectiveness and efficiency 2.2 Address implementation issues and problems as they arise 2.3 Monitor integration and alignment with data and information systems 2.4 Collect information on achievement of performance measures 2.5 Manage contingencies such as system failure or technical difficulties by accessing technical specialist help as required
3 Review use of information or knowledge management system	3.1 Analyse effectiveness of system and report on strengths and limitations of the system 3.2 Review business and operational plan and determine how effectively the system is contributing to intended outcomes 3.3 Make recommendations for improvement to system, policy or work practices

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.5, 2.1-2.5, 3.1-3.3	• Researches and critically analyses documentation from a variety of sources to determine requirements
Writing	1.1-1.5, 2.1-2.4, 3.2, 3.3	• Prepares and produces documentation for a specific audience using clear and detailed language to convey explicit information, requirements and recommendations

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Oral Communication	1.1, 1.2, 1.3, 1.4, 2.2, 2.5, 3.3	• Presents information using structure and language to suit the audience • Uses active listening and questioning and reading of verbal and non-verbal signals to clarify information and to confirm understanding
Navigate the world of work	2.1, 3.3	• Takes full responsibility for following policies, procedures and legislative requirements and identifies organisational implications of new legislation or regulation • Modifies or develops organisational policies and procedures to comply with legislative requirements and organisation goals
Interact with others	1.1-1.4, 2.5, 3.3	• Implements strategies for a diverse range of colleagues and clients in order to build rapport and foster strong relationships • Collaborates with others sharing information to build strong work groups and avoid behaviours that are not conducive to a productive environment • Elicits feedback and provides feedback to others in order to improve self or workgroup behaviours
Get the work done	1.1-1.5, 2.1-2.5, 3.1, 3.2	• Accepts responsibility for planning and sequencing complex tasks and workload, negotiating key aspects with others and taking into account capabilities, efficiencies and effectiveness • Monitors progress of plans and schedules and reviews and changes them to meet new demands and priorities • Applies systematic and analytical processes to address problems and make decisions in complex situations • Investigates new and innovative ideas as a means to continuously improve, work practices and processes • Uses and investigates new digital technologies and applications to manage and manipulate data and communicate effectively with others

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBINM501 Manage an information or knowledge	BSBINM501A Manage an information or knowledge	Updated to meet Standards for Training Packages	Equivalent unit

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Code and title current version	Code and title previous version	Comments	Equivalence status
management system	management system		

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBINM501 Manage an information or knowledge management system

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify learning needs and plan and implement learning activities to enable personnel to use information or knowledge management system including
  - providing human, financial and physical resources as required
  - use of coaching, mentoring, information sessions, workshops, training programs and e-learning as appropriate
- monitor performance and address issues and contingencies as they arise including
  - accessing technical specialists as required
  - correct application of policies and procedures for the information or knowledge management system
  - alignment and effectiveness of the policies and procedures
  - effectiveness of information or knowledge management system for intended outcomes
- recommend improvements to systems, policies and practices as appropriate.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline relevant legislation, codes of practice and national standards relevant to privacy, freedom of information and knowledge management
- explain organisational policies and procedures including:
  - records management
  - information management
  - customer service
  - commercial confidentiality

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- describe the organisational operations and existing data and information systems.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the knowledge management – information management field of work and include access to:

- relevant legislation, regulation, standards and codes
- relevant workplace systems, documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBLED501 Develop a workplace learning environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to encourage and support the development of a learning environment in which work and learning come together. Particular emphasis is on the development of strategies to facilitate and promote learning and to monitor and improve learning performance.

It applies to individuals who have a prominent role in encouraging, supporting and facilitating the development of a learning environment in which work and learning come together.

At this level work will normally be carried out within complex and diverse methods and procedures, which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

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

Unit Sector

Workforce Development – Learning and Development

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Create learning opportunities	1.1 Identify potential formal and informal learning opportunities 1.2 Identify learning needs of individuals in relation to the needs of

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ELEMENT	PERFORMANCE CRITERIA
	the team and/or enterprise and available learning opportunities 1.3 Develop and implement learning plans as an integral part of individual and team performance plans 1.4 Develop strategies to ensure that learning plans reflect the diversity of needs 1.5 Ensure organisational procedures maximise individual and team access to, and participation in, learning opportunities 1.6 Ensure effective liaison occurs with training and development specialists and contributes to learning opportunities which enhance individual, team and organisational performance
2. Facilitate and promote learning	2.1 Develop strategies to ensure that workplace learning opportunities are used and that team members are encouraged to share their skills and knowledge to encourage a learning culture within the team 2.2 Implement organisational procedures to ensure workplace learning opportunities contribute to the development of appropriate workplace knowledge, skills and attitudes 2.3 Implement policies and procedures to encourage team members to assess their own competencies and to identify their own learning and development needs 2.4 Share the benefits of learning with others in the team and organisation 2.5 Recognise workplace achievement by timely and appropriate recognition, feedback and rewards
3. Monitor and improve learning effectiveness	3.1 Use strategies to ensure that team and individual learning performance is monitored to determine the type and extent of any additional work-based support required and any Work Health and Safety (WHS) issues 3.2 Use feedback from individuals and teams to identify and introduce improvements in future learning arrangements 3.3 Make adjustments, negotiated with training and development specialists, for improvements to the efficiency and effectiveness of learning 3.4 Use processes to ensure that records and reports of competency are documented and maintained within the organisation’s systems and procedures to inform future planning

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	1.1, 1.2, 1.3, 1.4, 2.1, 2.4, 3.1, 3.2	• Develops strategies to develop learning plans of self and others to meet a diversity of needs within organisational constraints • Transfers skills and knowledge to a variety of learning development contexts
Reading	1.1-1.5, 2.1, 2.2, 2.5, 3.1-3.4	• Interprets textual information obtained from a range of sources and determines how content may be applied to individuals and to organisational requirements
Writing	1.3, 1.4, 2.1, 2.2, 2.3, 2.5, 3.3, 3.4	• Uses information from a range of sources to develop and document plans, strategies and feedback in accordance with organisational requirements • Maintains records using correct technical and organisational vocabulary
Oral Communication	1.6, 2.4, 2.5, 3.2, 3.3	• Present information and opinions using language and features appropriate to the audience and context • Uses questioning and listening techniques to identify learning needs and obtain feedback
Navigate the world of work	1.5, 2.2, 2.3, 3.1, 3.4	• Recognises and responds to both explicit and implicit organisational procedures and protocols and legislative/regulatory requirements • Understands how own role meshes with others and contributes to broader goals
Interact with others	1.6, 2.1, 2.3 -2.5, 3.2, 3.3	• Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role on occasion • Recognises the importance of building rapport to establish effective working relationships • Applies a range of communication strategies to encourage others to share their knowledge and skills and reflect on the effectiveness of the interaction
Get the work done	1.1, 1.2, 1.3, 1.4, 2.1, 2.5, 3.1, 3.4	• Uses logical processes to plan, implement and monitor learning in the workplace • Systematically gathers and analyses relevant

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		information and evaluates options to make informed decisions • Evaluates outcomes of decisions to identify opportunities for improvement • Uses digital tools to organise, store, integrate and share relevant information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBLED501 Develop a workplace learning environment	BSBLED501A Develop a workplace learning environment	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBLED501 Develop a workplace learning environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0

Performance Evidence

Evidence of the ability to:

- collaboratively review performance development needs of individuals and teams
- plan professional development for individuals and teams that enhances organisational performance
- develop and implement learning plans
- liaise with training and development specialists
- recognise workplace achievement by giving feedback, recognition and rewards
- monitor and improve workplace learning
- record and report workplace learning outcomes.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain how management of relationships can achieve a learning environment
- identify principles and techniques involved in the management and organisation of:
  - adult learning
  - coaching and mentoring
  - consultation and communication
  - improvement strategies
  - leadership
  - learning environment and learning culture
  - monitoring and reviewing workplace learning
  - problem identification and resolution
  - record keeping and management methods

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- structured learning
- work-based learning.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the workforce learning and development field of work and include access to:

- workplace policies and procedures
- workplace equipment and resources
- case studies and, where available, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBMGT402 Implement operational plan

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement the operational plan by monitoring and adjusting operational performance, planning and acquiring resources and providing reports on performance as required.

It applies to individuals who plan activities to achieve the measurable, stated objectives of the team and the organisation. At this level work will normally be carried out within routine and non-routine methods and procedures which require planning, evaluation, leadership and guidance of others.

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

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Implement operational plan	1.1 Collate, analyse and organise details of resource requirements in consultation with relevant personnel, colleagues and specialist resource managers 1.2 Implement operational plans to contribute to the achievement of organisation's performance/business plan 1.3 Identify and use key performance indicators (KPIs) to monitor

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ELEMENT	PERFORMANCE CRITERIA
	operational performance 1.4 Manage contingencies by adjusting the implementation of the operational plan in consultation with others 1.5 Provide assistance in the development and presentation of proposals for resource requirements in line with operational planning processes
2. Implement resource acquisition	2.1 Recruit and induct employees within organisation's policies, practices and procedures 2.2 Implement plans for acquisition of physical resources and services within organisation's policies, practices and procedures and in consultation with relevant personnel
3. Monitor operational performance	3.1 Monitor performance systems and processes to assess progress in achieving profit/productivity plans and targets 3.2 Analyse and use budget and actual financial information to monitor profit/productivity performance 3.3 Identify unsatisfactory performance and take prompt action to rectify the situation according to organisational policies 3.4 Provide mentoring, coaching and supervision to support individuals and teams to use resources effectively, economically and safely 3.5 Present recommendations for variation to operational plans to the designated persons/groups and gain approval 3.6 Implement systems, procedures and records associated with performance in accordance with organisation's requirements

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	3.4	• Actively reinforces learning by applying new knowledge and skills in mentoring, coaching and supervising others
Reading	1.1-1.5, 2.1, 2.2, 3.1, 3.2, 3.6	• Identifies, interprets, analyses and reviews textual information related to the operational plan and

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		monitoring of operational performance
Writing	1.1-1.5, 2.1, 2.2, 3.2-3.6	• Communicates relationships between ideas and information, matching style of writing to purpose and audience • Researches, plans and prepares workplace documentation for relevant stakeholders using organisational formats
Oral Communication	1.1, 1.4, 1.5, 2.1, 2.2, 3.3, 3.4, 3.5	• Participates in a variety of spoken exchanges with a range of audiences varying structure and language to suit the audience
Numeracy	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 3.1, 3.2, 3.3	• Selects and uses familiar mathematical techniques to organise timely supply of adequate resources for the operational plan and to use budgetary information to monitor performance
Navigate the world of work	1.5, 2.1, 2.2, 3.3, 3.4, 3.6	• Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment
Interact with others	1.1, 1.4, 1.5, 2.1, 2.2, 3.3, 3.4, 3.5	• Selects and uses appropriate conventions and protocols when communicating with diverse individuals to build rapport, seek or present information • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group communication, influencing direction and taking a leadership role on occasion
Get the work done	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 3.1, 3.2, 3.3, 3.6	• Takes responsibility for planning, organising, implementing and monitoring tasks required to achieve required outcomes • Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria • Evaluates effectiveness of decisions in terms of how well they met stated goals • Recognises and addresses an increasing range of familiar problems by implementing contingency plans

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBMGT402 Implement	BSBMGT402A Implement	Updated to meet Standards for	Equivalent unit

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Code and title current version	Code and title previous version	Comments	Equivalence status
operational plan	operational plan	Training Packages. Edits to clarify intent of Performance Criteria.	

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBMGT402 Implement operational plan

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- interact with a range of people/groups to identify resource requirements, performance objectives, systems, procedures and records relating to the operational plan
- vary the operational plan and gain approval to deal with contingencies
- monitor operational performance against the performance objectives and budgets and take action to rectify unsatisfactory performance
- plan and acquire physical and human resources using organisation's systems and procedures
- manage and support personnel to achieve performance objectives. including inducting new employees and providing mentoring and coaching
- present information and recommendations to support implementation and variation of the operational plan
- document and provide reports on performance as required by the organisation.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- describe performance monitoring systems and processes
- describe methods for problem solving
- explain how organisational policies and procedures relate to the operational plan.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- organisational operational plans, policies and procedures
- workplace documentation and resources including budgets, physical and human resource procurement documentation, employee induction and performance monitoring procedures
- case studies and, where possible, real situations.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBMGT403 Implement continuous improvement

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement the organisation's continuous improvement systems and processes. It covers using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

It applies to managers who have an active role in implementing the continuous improvement process to achieve the organisation's objectives. Their position is closely associated with the creation and delivery of products and services which means that they have an important role in influencing the ongoing development of the organisation.

At this level, work will normally be carried out within routine and non-routine methods and procedures, which require planning, evaluation, leadership and guidance of others.

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

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Implement continuous improvement systems and	1.1 Implement systems to ensure that individuals and teams are actively encouraged and supported to participate in decision

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ELEMENT	PERFORMANCE CRITERIA
processes	making processes, assume responsibility and exercise initiative 1.2 Communicate the organisation's continuous improvement processes to individuals and teams, and obtain feedback 1.3 Ensure effective mentoring and coaching allows individuals and teams to implement the organisation's continuous improvement processes
2. Monitor and review performance	2.1 Use the organisation's systems and technology to monitor and review progress and to identify ways in which planning and operations could be improved 2.2 Improve customer service through continuous improvement techniques and processes 2.3 Formulate and communicate recommendations for adjustments to those who have a role in their development and implementation
3. Provide opportunities for further improvement	3.1 Implement processes to ensure that team members are informed of savings and productivity/service improvements in achieving the business plan 3.2 Document work performance to aid the identification of further opportunities for improvement 3.3 Manage records, reports and recommendations for improvement within the organisation's systems and processes

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 3.2, 3.3	• Evaluates and integrates facts and ideas to construct meaning from a range of text types in an effort to implement continuous improvement systems and processes
Writing	1.1, 1.2, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3	• Selects vocabulary, grammatical structures and conventions appropriate to text • Researches, plans and prepares continuous improvement documentation for relevant stakeholders
Oral	1.2, 1.3, 2.3	• Participates in a variety of spoken exchanges with a range of audiences using structure and language to suit

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Communication		the audience
Navigate the world of work	2.1	• Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment
Interact the work of others	1.2, 1.3, 2.3, 3.1	• Selects and uses appropriate conventions and protocols when communicating with diverse individuals to seek or share information • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group communication, influencing direction and taking a leadership role on occasion
Get the work done	1.1, 1.3, 2.1, 2.2, 3.1, 3.2, 3.3	• Takes responsibility for planning and organising own workload to achieve required outcomes • Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria • Evaluates effectiveness of decisions in terms of how well they meet stated goals • Uses digital applications to access and filter data, extract, organise, integrate and share relevant information • Recognises the potential of new approaches to enhance work practices and outcomes

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBMGT403 Implement continuous improvement	BSBMGT403A Implement continuous improvement	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBMGT403 Implement continuous improvement

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- implement continuous improvement systems and provide mentoring and coaching support to enable individuals and teams to participate in decisions, take responsibility, show initiative and implement improvement processes
- implement processes to inform team members about savings and productivity/service improvements achievements
- communicate effectively to support the continuous improvement system and implementation of improvements
- apply continuous improvement to customer services including internal and external customers
- implement, monitor and adjust improvement plans, processes and procedures to improve performance
- document performance to identify further opportunities for improvement
- manage records and reports within the organisation's systems and procedures.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- give examples of continuous improvement processes
- list typical areas of need for coaching and mentoring to support continuous improvement
- explain how change management techniques can support continuous improvement and initiative
- identify the organisation's systems and data that can be used for benchmarking and monitoring performance for continuous improvement.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBMGT502 Manage people performance

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to manage the performance of staff who report to them directly. Development of key result areas and key performance indicators and standards, coupled with regular and timely coaching and feedback, provide the basis for performance management.

It applies to individuals who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback where there is a need for improvement.

The unit makes the link between performance management and performance development, and reinforces both functions as a key requirement for effective managers.

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

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Allocate work	1.1 Consult relevant groups and individuals on work to be allocated and resources available

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ELEMENT	PERFORMANCE CRITERIA
	1.2 Develop work plans in accordance with operational plans 1.3 Allocate work in a way that is efficient, cost effective and outcome focussed 1.4 Confirm performance standards, Code of Conduct and work outputs with relevant teams and individuals 1.5 Develop and agree performance indicators with relevant staff prior to commencement of work 1.6 Conduct risk analysis in accordance with the organisational risk management plan and legal requirements
2. Assess performance	2.1 Design performance management and review processes to ensure consistency with organisational objectives and policies 2.2 Train participants in the performance management and review process 2.3 Conduct performance management in accordance with organisational protocols and time lines 2.4 Monitor and evaluate performance on a continuous basis
3. Provide feedback	3.1 Provide informal feedback to staff on a regular basis 3.2 Advise relevant people where there is poor performance and take necessary actions 3.3 Provide on-the-job coaching when necessary to improve performance and to confirm excellence in performance 3.4 Document performance in accordance with the organisational performance management system 3.5 Conduct formal structured feedback sessions as necessary and in accordance with organisational policy
4. Manage follow up	4.1 Write and agree on performance improvement and development plans in accordance with organisational policies 4.2 Seek assistance from human resources specialists, where appropriate 4.3 Reinforce excellence in performance through recognition and continuous feedback 4.4 Monitor and coach individuals with poor performance 4.5 Provide support services where necessary 4.6 Counsel individuals who continue to perform below expectations and implement the disciplinary process if necessary 4.7 Terminate staff in accordance with legal and organisational

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ELEMENT	PERFORMANCE CRITERIA
	requirements where serious misconduct occurs or ongoing poor-performance continues

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	2.2, 3.3, 4.4	• Consolidates and improves own knowledge and skills by coaching, mentoring or training others
Reading	1.2, 1.6, 2.4	• Gathers, interprets and analyses texts in organisational documents to facilitate performance management
Writing	1.2, 1.4, 1.5, 1.6, 2.1, 2.3, 2.4, 3.4, 3.5, 4.1, 4.7	• Plans and prepares documents for allocating work and managing performance suitable for the target audience and in accordance with organisational requirements
Oral Communication	1.1, 1.4, 1.5, 2.2, 2.3, 3.1, 3.2, 3.3, 3.5, 4.2-4.7	• Uses language and structure appropriate to context and audience to explain expected standards of performance, provide feedback and coach staff
Numeracy	1.3, 1.4, 1.5, 1.6, 2.1, 2.4, 3.4, 4.1	• Extracts and evaluates mathematical information embedded in a range of tasks and text relating to performance standards and risk analysis
Navigate the world of work	1.2, 1.6, 2.1, 2.3, 3.4, 3.5, 4.1, 4.7	• Appreciates the implications of legal and regulatory responsibilities related to own work and the organisation as a whole • Monitors adherence to organisational policies and procedures
Interact with others	1.1, 1.3, 1.4, 1.5, 2.2, 3.1, 3.2, 3.3, 4.2-4.6	• Recognises and applies the protocols governing what to communicate to whom and how in a range of work contexts • Collaborates with others to achieve joint outcomes, influencing direction and taking a leadership role on occasion
Get the work done	1.2, 1.3, 1.5, 1.6, 2.1, 2.4, 4.1, 4.2	• Sequences and schedules complex activities, monitors implementation and manages relevant communication • Seeks advice, feedback and support as required to assist in the decision-making process • Uses experiences to reflect on the ways in which

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		variables impact on performance

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBMGT502 Manage people performance	BSBMGT502B Manage people performance	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBMGT502 Manage people performance

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- consult with relevant stakeholders to identify work requirements, performance standards and agreed performance indicators
- develop work plans and allocate work to achieve outcomes efficiently and within organisational and legal requirements
- monitor, evaluate and provide feedback on performance and provide coaching or training, as needed
- reinforce excellence in performance through recognition and continuous feedback
- seek assistance from human resources specialists where appropriate
- keep records and documentation in accordance with the organisational performance management system.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline relevant legislative and regulatory requirements
- outline relevant awards and certified agreements
- explain performance measurement systems utilised within the organisation
- explain unlawful dismissal rules and due process
- describe staff development options and information.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the management and leadership field of work and include access to:

- relevant legislation
- workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBREL401 Establish networks

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop and maintain effective work relationships and networks through relationship building and negotiation skills required by workers within an organisation as well as freelance or contract workers.

It applies to individuals with a broad knowledge of networking and negotiation who contribute well developed skills in creating solutions to unpredictable problems through analysis and evaluation of information from a variety of sources. They may have responsibility to provide guidance or to delegate aspects of tasks to others.

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

Unit Sector

Stakeholder Relations – Relationship Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop and maintain business networks	1.1 Use appropriate network strategies to establish and maintain relationships that promote the development of business opportunities 1.2 Identify and pursue network opportunities to maximise a range of contacts 1.3 Communicate information regarding new networks to inform

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ELEMENT	PERFORMANCE CRITERIA
	individuals, colleagues and clients of potential benefits 1.4 Participate in professional networks and associations to obtain and maintain personal knowledge and skills
2. Establish and maintain business relationships	2.1 Develop and maintain relationships to promote benefits consistent with organisational/client requirements 2.2 Gain and maintain trust and confidence of contacts through demonstration of high standards of business practices 2.3 Use a high level of negotiation skills to encourage positive outcomes 2.4 Identify difficult situations and negotiate solutions using collaborative problem-solving techniques 2.5 Seek specialist advice in the development of contacts where appropriate
3. Promote the relationship	3.1 Develop strategies to represent and promote the interests and requirements of the relationship 3.2 Use appropriate presentation skills to communicate the goals and objectives of the relationship 3.3 Effectively communicate issues, policies and practices of the relationship to a range of audiences, in writing and verbally 3.4 Obtain feedback to identify and develop ways to improve promotional activities within available opportunities

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	1.4, 3.4	• Seeks opportunities to develop and extend expertise and identify areas for professional improvement
Reading	2.1	• Sources and analyses information to establish networks that consistently promote business opportunities
Writing	1.1-1.3, 2.1, 2.2, 2.5 3.1-3.4	• Uses appropriate vocabulary, layout and grammatical structure to convey ideas and information

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Oral Communication	1.1-1.4, 2.1-2.5, 3.2, 3.3, 3.4	• Utilises persuasive language and appropriate non-verbal features to achieve mutually acceptable outcomes • Uses active listening and questioning techniques to confirm understanding
Navigate the world of work	2.1	• Understands and adheres to organisational policies and procedures
Interact with others	1.1-1.4, 2.1-2.5, 3.1, 3.2	• Actively identifies the requirements of important communication exchanges, selecting appropriate channels, format, tone and content to suit purpose and audience • Looks for ways of establishing connections and building genuine understanding with a diverse range of people • Begins to cultivate relationships with people with the knowledge, skills and influence to get things done or provide support
Get the work done	1.1, 1.2, 2.1, 2.4	• Takes responsibility for planning, sequencing and implementing tasks required to build and maintain networks • Uses analytical processes to identify problems, gather relevant information, evaluate options and determine solutions

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBREL401 Establish networks	BSBREL401A Establish networks	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBREL401 Establish networks

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify and use networking opportunities
- maintain records of relevant contacts
- use written and verbal communication skills to establish, cultivate and promote professional business relationships
- use feedback to improve promotional activities.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- list and describe strategies for establishing and maintaining business relationships
- identify relevant networks, organisations, agencies, associations or individuals
- describe the principles and techniques needed to negotiate positive outcomes
- explain client or organisational policies, plans and procedures relevant to business relationships
- outline methods for obtaining feedback on promotional activities.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the stakeholder relations – relationship management field of work and include access to:

- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBRKG304 Maintain business records

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to maintain the records of a business or records system in good order on a day-to-day basis.

It applies to individuals who follow established guidelines and processes to assist them to carry out their work. They work under supervision or in consultation with more senior staff or system users to support effective recordkeeping and governance practices across the organisation.

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

Unit Sector

Knowledge Management – Recordkeeping

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Collate business records	1.1 Identify individual records or information which should be incorporated into business or records system according to organisational criteria 1.2 Sort records in accordance with workplace requirements 1.3 Follow security and access requirements in accordance with organisational procedures

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ELEMENT	PERFORMANCE CRITERIA
2. Update business or records system	2.1 Identify and record control information for describing new records to be incorporated into business or records system 2.2 Update control information describing movement or use of records within business or records system 2.3 Accurately record and update control information in business or records system 2.4 Identify and remove records of completed business activities from current system for disposal
3. Prepare reports from the business or records system	3.1 Interpret requests for reports and clarify the content and frequency sought, where necessary 3.2 Prepare reports from business or records system in accordance with instructions or request 3.3 Prepare reports in accordance with organisational security and access procedures

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 2.1, 2.4, 3.1	• Gathers and interprets textual information from different sources to determine how information may be applied to job requirements
Writing	2.1, 2.2, 2.3, 3.1	• Uses clear and industry related terminology to complete and update workplace information
Oral Communication	3.1	• Uses questioning and active listening techniques to confirm job requirements
Numeracy	1.1	• Recognises and uses numerical systems associated with recordkeeping systems
Navigate the world of work	1.3, 3.3	• Takes some personal responsibility for following organisational procedures
Get the work done	1.1, 1.2, 2.1, 2.3, 2.4, 3.2	• Takes responsibility for planning and organising own workload to ensure work deadlines are met • Takes responsibility for the outcomes of routine

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		decisions related directly to own role

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBRKG304 Maintain business records	BSBRKG304B Maintain business records	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBRKG304 Maintain business records

Modification History

Release	Comments
Release1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- collate business records in compliance with organisational procedures and workplace requirements
- record and update control information accurately in business records system.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the organisational requirements regarding the maintenance and security of business records
- describe the general principles and processes of records management and records management systems, such as:
  - systems of control
  - records continuum theory
  - mandate and ownership of business process
  - environmental context
  - records characteristics.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the knowledge management – recordkeeping field of work and include access to:

- relevant workplace documentation and resources

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- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB402 Plan small business finances

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to identify financial requirements of a business, including profit targets, cash flow projections and strategies to garner financial support.

It applies to individuals who operate a small business or work within an existing micro or small businesses or in a department of a larger organisation. Individuals in this role interpret financial data competently and are skilled communicators.

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

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify costs, calculate prices and prepare profit statement	1.1 Identify and document costs associated with production and delivery of the business' products/services 1.2 Calculate prices based on costs and profit margin, as an hourly charge-out rate for labour or unit price for products 1.3 Calculate break-even sales point to establish business viability and profit margins 1.4 Identify appropriate pricing strategies in relation to market

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ELEMENT	PERFORMANCE CRITERIA
	conditions to meet business profit targets 1.5 Prepare projected profit statement to supplement the business plan
2. Develop a financial plan	2.1 Set profit targets/goals to reflect owner's desired returns 2.2 Identify working capital requirements necessary to attain profit projections 2.3 Identify non-current asset requirements and consider alternative asset management strategies 2.4 Prepare cash flow projections to enable business operation in accordance with business plan and legal requirements 2.5 Identify capital investment requirements accurately for each operational period 2.6 Select budget targets to enable ongoing monitoring of financial performance
3. Acquire finance	3.1 Identify start-up and ongoing financial requirements according to financial plan/budget 3.2 Identify sources of finance, including potential financial backers, to provide required liquidity for the business to complement business goals and objectives 3.3 Investigate cost of securing finance on optimal terms 3.4 Identify strategies to obtain finance as required to ensure financial viability of the business

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.5, 2.1-2.5, 3.1, 3.2	• Identifies, analyses and evaluates complex information from a range of sources
Writing	1.1, 1.5, 2.1, 2.4, 3.2	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively

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Oral Communication	1.1, 3.2	• Uses specific and relevant language to secure finance and uses questioning and listening techniques to clarify outcomes • Participates in verbal negotiations using language suitable to audience
Numeracy	1.1-1.5, 2.1, 2.2, 2.4-2.6, 3.1, 3.3, 3.4	• Analyses numerical information to determine costs, prices, profit and losses, and other financial data
Navigate the world of work	2.4	• Appreciates implications of legal and regulatory responsibilities related to own work
Get the work done	1.1, 1.4, 2.1-2.3, 2.5, 2.6, 3.1, 3.2, 3.4	• Sequences and schedules tasks required to implement and monitor financial strategies • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account, making adjustments as necessary • Regularly uses formal thinking techniques to generate new ideas

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSMB402 Plan small business finances	BSBSMB402A Plan small business finances	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSMB402 Plan small business finances

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- develop a financial plan which identifies financial requirements of the business, including cash flow projections and a projected profit statement
- follow the business plan, including:
  - demonstrating an awareness of appropriate legal requirements
  - implementing strategies to monitor financial performance
- identify sources and investigate costs of securing appropriate financial assistance.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain break-even analysis
- clarify costing for the business, including margin/mark-up, hourly charge-out rates and unit costs
- summarise financial decision-making relevant to the business
- outline methods and relative costs of obtaining finance
- summarise principles for preparing balance sheets
- provide a detailed explanation of:
  - principles for preparation of cash flow forecasts
  - principles for preparation of profit and loss statements
  - purpose of financial reports
- describe working capital cycles.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- office equipment and resources for financial calculations
- relevant workplace documentation
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB404 Undertake small business planning

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to research and develop an integrated business plan for achieving business goals and objectives.

It applies to individuals who operate a small business that operates independently, or as part of a larger organisation. Individuals in this role interpret business information and numerical data competently and are skilled communicators.

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

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify elements of the business plan	1.1 Identify purpose of the business plan 1.2 Identify and review essential components of the business plan 1.3 Identify and document business goals and objectives as a basis for measuring business performance
2. Develop a business plan	2.1 Research resources, legal and compliance requirements, specifically in relation to occupational health and safety (OHS), in accordance with business goals and objectives

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ELEMENT	PERFORMANCE CRITERIA
	2.2 Research market needs, and market size and potential 2.3 Identify sources and costs of finance, from financial plan, to provide required liquidity and profitability for the business 2.4 Identify methods, from marketing strategies, to promote market exposure of the business 2.5 Identify methods/means of production/operation from production/operations plan to conform with business goals and objectives 2.6 Identify staffing requirements to effectively produce/deliver products/services 2.7 Identify specialist services and sources of advice, where required, and cost in accordance with available resources
3. Develop strategies for minimising risks	3.1 Identify specific interests and objectives of relevant people and seek and confirm their support of planned business direction 3.2 Identify and develop risk management strategies according to business goals and objectives, and relevant legal requirements 3.3 Develop a contingency plan to address possible areas of non-conformance with the plan

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.3, 2.1-2.7, 3.1, 3.2	• Identifies, analyses and evaluates complex workplace documentation during planning process
Writing	1.3, 2.3-2.7, 3.1-3.3	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively
Oral Communication	3.1	• Articulates ideas and requirements using language appropriate to audience
Numeracy	2.2, 2.3, 2.5-2.7	• Interprets numerical information to determine prospective markets, resource allocations and business profits/losses

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Navigate the world of work	2.1, 3.2	• Appreciates implications of legal and regulatory responsibilities related to own work
Get the work done	1.1, 1.2, 2.1-2.7, 3.2, 3.3	• Plans, organises and implements tasks required to develop a business plan • Implements actions as per plan, making slight adjustments if necessary, and addressing some unexpected issues • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of constraints into account • Identifies concepts, principles and features of approaches in use in other contexts, and redesigns these to suit own situation • Uses formal and informal processes to monitor implementation of solutions and reflect on outcomes

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSMB404 Undertake small business planning	BSBSMB404A Undertake small business planning	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSMB404 Undertake small business planning

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- develop a business plan which provides for finance, marketing and provision of products/services to facilitate all business goals and objectives
- identify and plan all work health and safety (WHS) responsibilities
- develop risk management strategies including a contingency plan for non-conformance.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- discuss commonwealth, state/territory and local government legislative requirements and industry codes of practice relating to small business planning
- explain methods of evaluation
- summarise WHS responsibilities and procedures for identifying hazards relevant to the business
- outline planning processes
- describe preparation of a business plan
- identify principles of risk management relevant to business planning
- explain reasons for, and benefits of, business planning
- outline setting goals and objectives
- explain types of business planning – feasibility studies; strategic, operational, financial and marketing planning.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- office equipment and resources
- relevant legislation, regulations, standards and codes
- relevant workplace documentation
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB405 Monitor and manage small business operations

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement a business plan and modify operations as required.

It applies to individuals who operate a small business which stands alone, or is part of a department within a larger organisation. Individuals in this role are skilful communicators and interpret numerical data with ease.

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

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop operational strategies and procedures	1.1 Develop an action plan to provide a clear and coherent direction, in accordance with business goals and objectives 1.2 Identify work health and safety (WHS) and environmental issues, and implement strategies to minimise risk factors

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ELEMENT	PERFORMANCE CRITERIA
	1.3 Develop a quality system for the business in line with industry standards, compliance requirements and cultural criteria 1.4 Develop performance measures and operational targets to conform with the business plan 1.5 Develop strategies for innovation, including utilisation of existing, new or emerging technologies, where practicable, to optimise business performance
2. Implement operational strategies and procedures	2.1 Implement systems and key performance indicators/targets to monitor business performance and customer satisfaction 2.2 Implement systems to control stock, expenditure/cost, wastage/shrinkage and risks to health and safety in accordance with the business plan 2.3 Maintain staffing requirements, where applicable, within budget, to maximise productivity 2.4 Carry out provision of goods/services in accordance with established legal, ethical cultural and technical standards 2.5 Provide goods/services in accordance with time, cost and quality specifications, and customer requirements 2.6 Apply quality procedures to address product/service and customer requirements
3. Monitor business performance	3.1 Regularly monitor/review achievement of operational targets to ensure optimum business performance, in accordance with business plan goals and objectives 3.2 Review systems and structures, with a view to more effectively supporting business performance 3.3 Investigate and analyse operating problems to establish causes and implement changes as required, as part of the business quality system 3.4 Amend operational policies and procedures to incorporate corrective action
4. Review business operations	4.1 Review and adjust business plan, as required, to maintain business viability, in accordance with business goals and objectives 4.2 Clearly record proposed changes to aid future planning and evaluation 4.3 Undertake ongoing research into new business opportunities and adjust business goals and objectives as new business opportunities arise

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 1.5, 2.1, 2.2, 2.4, 2.5, 3.1, 4.1	• Evaluates complex text to determine legislative, regulatory and workplace documentation
Writing	1.1, 1.3-1.5, 3.2, 3.4, 4.1, 4.2	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively
Oral Communication	3.2	• Articulates clearly using specific and relevant language suitable to audience to convey requirements, and employs listening and questioning techniques to confirm understanding
Numeracy	2.2, 2.3, 2.5	• Interprets numerical information to manage performance information and regulate cash flow
Navigate the world of work	1.1-1.3, 2.2, 2.4, 4.1	• Develops and revises organisational policies and procedures • Appreciates implications of legal and regulatory responsibilities related to own work with specific reference to safety
Get the work done	1.1, 1.3-1.5, 2.1-2.3, 2.5, 2.6, 3.1-3.3, 4.1, 4.3	• Plans, organises and implements tasks required to implement strategies and procedures • Reflects on how digital systems and tools are used or could be used to achieve work goals • Identifies concepts, principles and features of approaches in use in other contexts and considers how these may suit own situation • Uses experiences to reflect on how variables impact decision outcomes, and to gain insights into what constitutes ‘good’ judgement and an effective decision in different contexts

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Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBSMB405 Monitor and manage small business operations	BSBSMB405B Monitor and manage small business operations	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSMB405 Monitor and manage small business operations

Modification History

Release	Comments
Release 2	This version first released with BSB Business Services Training Package Version 1.1. Version created to correct mapping table information
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- develop strategies and procedures to successfully manage business operations, including:
  - developing an action plan
  - identifying risk management procedures
  - developing a quality system
  - implementing performance measures
  - utilising technologies to optimise business performance
- implement and monitor strategies and procedures developed, including:
  - analysing and correcting business problems
  - reviewing and adjusting the business plan
- record and research business improvements
- make appropriate adjustments to business operations as required.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain methods for implementing operation and revenue control systems
- summarise methods for monitoring performance and implementing improvements

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- outline work health and safety (WHS) responsibilities and procedures for managing hazards
- identify relevant principles of risk management, including risk assessment
- clarify quality system principles and methods
- explain relevant marketing, sales and financial concepts
- summarise relevant performance measures
- outline systems to manage staff, stock, expenditure, services and customer service
- identify technical or specialist skills relevant to business operations.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- office equipment and resources
- relevant legislation, regulations, standards and codes
- relevant workplace documentation
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSMB406 Manage small business finances

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement and review financial management strategies on a regular basis.

It applies to individuals who operate a small business that stands alone, or is part of a department within a larger organisation. Individuals in this role are skillful communicators and interpret financial reports and other numerical data with ease.

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

Unit Sector

Management and Leadership – Small and Micro Business

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Implement financial plan	1.1 Identify financial information requirements and obtain specialist services, as required, to profitably operate and extend the business in accordance with the business plan 1.2 Produce financial budgets/projections, including cash flow estimates, as required for each forward period, and distribute to relevant people in accordance with legal requirements 1.3 Negotiate, secure and manage business capital to best enable implementation of the business plan and to meet requirements of

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ELEMENT	PERFORMANCE CRITERIA
	financial backers 1.4 Develop and maintain strategies to enable adequate financial provision for taxation in accordance with legal requirements 1.5 Develop, monitor and maintain client credit policies, including contingencies for debtors in default, to maximise cash flow 1.6 Select key performance indicators to enable ongoing monitoring of financial performance 1.7 Record and communicate financial procedures to relevant people to facilitate implementation of the business plan
2. Monitor financial performance	2.1 Regularly monitor and report on financial performance targets, and analyse data to establish extent to which the financial plan has been met 2.2 Monitor marketing and operational strategies for their effects on the financial plan 2.3 Calculate and evaluate financial ratios according to own/industry benchmarks 2.4 Assess financial plan to determine whether variations or alternative plans are needed, and change as required

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 2.1, 2.4	• Evaluates complex text to determine legislative, regulatory and workplace documentation
Writing	1.2-1.5, 1.7, 2.1	• Prepares written reports and workplace documentation that communicate complex information clearly and effectively
Oral Communication	1.3, 1.7	• Provides clear explanations using language and features suitable to the audience • Uses listening and questioning techniques to confirm understanding
Numeracy	1.1-1.5, 2.1, 2.3, 2.4	• Interprets numerical information to calculate all relevant financial information

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Navigate the world of work	1.2, 1.4	• Appreciates implications of legal and regulatory responsibilities related to own work
Interact with others	1.3, 1.7	• Selects appropriate form, channel and mode of communication for a specific purpose relevant to own role • Uses effective negotiation skills to achieve outcomes
Get the work done	1.1, 1.2, 1.4-1.6, 2.2, 2.4	• Plans, organises and implements tasks required to manage finances • Makes a range of critical and non-critical decisions in relatively complex situations, taking a range of factors into account • Uses formal and informal processes to monitor implementation of ideas and reflect on outcomes

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSMB406 Manage small business finances	BSBSMB406A Manage small business finances	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSMB406 Manage small business finances

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- operate and extend the business according to the business plan, including:
  - adhering to legal requirements
  - meeting requirements of financial backers
  - defining strategies for contingencies for debtors
  - defining key performance indicators
  - communicating with relevant personal
- monitor the business against financial plan and make changes as required.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- discuss benchmarking
- explain financial decision-making relevant to the business
- summarise significant financial indicators
- outline purposes of financial reports
- clarify preparation and interpretation of budget/actual reports
- identify principles for preparing balance sheets and their interpretation
- characterise principles for preparing profit and loss statements and their interpretation
- discuss stock records / stock control relevant to the business.

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Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:

- office equipment and resources
- relevant workplace documentation
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSUS201 Participate in environmentally sustainable work practices

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to effectively measure current resource use and carry out improvements, including reducing the negative environmental impact of work practices.

It applies to individuals, working under supervision or guidance, who are required to follow workplace procedures and instructions, and work in an environmentally sustainable manner within scope of competency, authority and own level of responsibility.

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

Unit Sector

Industry Capability – Sustainability

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Identify current resource use	1.1 Identify workplace environmental and resource efficiency issues 1.2 Identify resources used in own work role 1.3 Document and measure current usage of resources using appropriate techniques 1.4 Record and file documentation measuring current usage, using

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ELEMENT	PERFORMANCE CRITERIA
	technology (such as software systems) where applicable 1.5 Identify and report workplace environmental hazards to appropriate personnel
2. Comply with environmental regulations	2.1 Follow workplace procedures to ensure compliance 2.2 Report breaches or potential breaches to appropriate personnel
3. Seek opportunities to improve resource efficiency	3.1 Follow organisational plans to improve environmental practices and resource efficiency 3.2 Work as part of a team, where relevant, to identify possible areas for improvements to work practices in own work area 3.3 Make suggestions for improvements to workplace practices in own work area

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.3, 2.1, 3.1	• Recognises and interprets textual information to establish job requirements from relevant information
Writing	1.3, 1.4, 1.5, 2.2	• Completes documents using required formats
Oral Communication	1.5, 2.2, 3.3	• Articulates ideas clearly and uses simple and relevant language to identify and report issues to designated person
Numeracy	1.3	• Calculates basic metric measurements to determine resource usage
Navigate the world of work	2.1	• Understands and adheres to legal and regulatory responsibilities related to own work
Interact with others	1.5, 2.2, 3.2, 3.3	• Selects and uses appropriate conventions and protocols when communicating with co-workers in range of work contexts • Collaborates and cooperates with others to achieve joint outcomes
Get the work	1.1-1.4, 3.1, 3.3	• Implements actions as per plan, taking some responsibility for sequencing and timing of tasks

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done		• Uses main features and functions of digital tools to complete work tasks and access information • Analyses current practices to identify opportunities for improvement.

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSUS201 Participate in environmentally sustainable work practices	BSBSUS201A Participate in environmentally sustainable work practices	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSUS201 Participate in environmentally sustainable work practices

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- locate and interpret a range of environment/sustainability legislation and procedural requirements
- participate in and support discussions for an improved resource efficiency process
- identify, document and measure usage of resources
- collaborate with team members on suggestions for improving workplace practices.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify environmental and resource hazards/risks as well as environmental or sustainability legislation, regulations and codes of practice applicable to own role
- outline sustainability requirements in the workplace
- identify reporting channels and procedures to report breaches and potential issues
- identify where to find environmental and resource efficiency systems and procedures.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the sustainability field of work and include access to:

- documentation, information and resources related to workplace environmental and resource efficiency issues
- office equipment and resources
- case studies and, where possible, real situations

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- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSUS301 Implement and monitor environmentally sustainable work practices

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to effectively analyse the workplace in relation to environmentally sustainable work practices and to implement improvements and monitor their effectiveness.

It applies to individuals with responsibility for a specific area of work or who lead a work group or team and addresses the knowledge, processes and techniques necessary to implement and monitor environmentally sustainable work practices, including the development of processes and tools.

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

Unit Sector

Industry Capability – Sustainability

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Investigate current practices in relation to resource usage	1.1 Identify environmental regulations applying to the enterprise 1.2 Analyse procedures for assessing compliance with environmental/sustainability regulations 1.3 Collect information on environmental and resource efficiency systems and procedures, and provide to the work group where

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ELEMENT	PERFORMANCE CRITERIA
	appropriate 1.4 Collect, analyse and organise information from a range of sources to provide information/advice and tools/resources for improvement opportunities 1.5 Measure and document current resource usage of members of the work group 1.6 Analyse and document current purchasing strategies 1.7 Analyse current work processes to access information and data to assist in identifying areas for improvement
2. Set targets for improvements	2.1 Seek input from stakeholders, key personnel and specialists 2.2 Access external sources of information and data as required 2.3 Evaluate alternative solutions to workplace environmental issues 2.4 Set efficiency targets
3. Implement performance improvement strategies	3.1 Source and use appropriate techniques and tools to assist in achieving efficiency targets 3.2 Apply continuous improvement strategies to own work area of responsibility, including ideas and possible solutions to communicate to the work group and management 3.3 Implement and integrate environmental and resource efficiency improvement plans for own work group with other operational activities 3.4 Supervise and support team members to identify possible areas for improved practices and resource efficiency in work area 3.5 Seek suggestions and ideas about environmental and resource efficiency management from stakeholders and act upon where appropriate 3.6 Implement costing strategies to fully utilise environmental assets
4. Monitor performance	4.1 Use and/or develop evaluation and monitoring, tools and technology 4.2 Document and communicate outcomes to report on efficiency targets to key personnel and stakeholders 4.3 Evaluate strategies and improvement plans 4.4 Set new efficiency targets, and investigate and apply new tools and strategies 4.5 Promote successful strategies and reward participants where possible

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Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 1.6, 1.7, 2.3, 3.1	• Identifies and analyses complex texts to determine legislative, regulatory and business requirements • Reviews reported information to evaluate workplace strategies and improvement practices
Writing	1.5, 1.6, 2.1, 2.2, 2.4, 3.1-3.3, 4.4, 4.5	• Documents findings of investigations from written and oral sources according to organisational requirements • Provides updates about progress using formats and language appropriate to the audience and context
Oral Communication	2.1, 2.2, 3.3-3.5, 4.4, 4.5	• Presents information and seeks advice using structure and language appropriate to audience • Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Numeracy	1.5, 2.4, 3.1, 3.6, 4.4	• Analyses numerical information to measure usage and calculates metric measurements, quantities/ratios and financial data using appropriate tools
Navigate the world of work	1.1, 1.2	• Recognises and follows legislative requirements and organisational policies and procedures associated with own role
Interact with others	1.3, 2.1, 2.2, 3.3-3.5, 4.2, 4.4, 4.5	• Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders to seek or share information • Collaborates and consults with a range of stakeholders to achieve shared understanding of individual roles in meeting objectives
Get the work done	1.2, 1.4-1.7, 2.3, 2.4, 3.1, 3.2, 3.3, 3.5, 3.6, 4.1, 4.3, 4.4	• Develops plans to manage routine and non-routine tasks for own work group with an awareness of how they contribute to the broader organisation • Uses systematic, analytical processes to set environmental targets, gather relevant information, identify and evaluate alternative approaches • Evaluates outcomes of decisions to identify opportunities for improvement • Uses the main features and functions of digital tools to

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		complete work tasks and access information

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSUS301 Implement and monitor environmentally sustainable work practices	BSBSUS301A Implement and monitor environmentally sustainable work practices	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSUS301 Implement and monitor environmentally sustainable work practices

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- analyse information from a range of sources to identify current procedures, practices and compliance requirements in relation to environmental and resource sustainability
- consult and communicate with relevant stakeholders to seek input and encourage engagement with developing and implementing sustainability improvements, encourage feedback and suggestions and report on outcomes
- plan and organise work group activities to:
  - measure current resource usage
  - solve problems and generate ideas for improvements
  - evaluate and implement strategies to improve resource usage
  - plan, implement and integrate improvements into operations
  - meet environmental requirements
- apply continuous improvement approach to sustainability performance
- apply change management techniques to support sustainability performance.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify relevant internal and external sources of information and explain how they can be used to identify sustainability improvements
- explain the compliance requirements for the work area with reference to legislation, regulations, codes of practice and workplace procedures that relate to environmental and resource issues
- outline common environmental and energy efficiency issues within the industry

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- give examples of benchmarks for environmental and resource sustainability that are relevant to the organisation
- outline organisational systems and procedures that relate to environmental and resource sustainability improvements including:
  - supply chain, procurement and purchasing
  - quality assurance
  - making recommendations and seeking approvals

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the sustainability field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBSUS501 Develop workplace policy and procedures for sustainability

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to develop and implement a workplace sustainability policy and to modify the policy to suit changed circumstances.

It applies to individuals with managerial responsibilities who undertake work developing approaches to create, monitor and improve strategies and policies within workplaces and engage with a range of relevant stakeholders and specialists.

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

Unit Sector

Industry Capability – Sustainability

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Develop workplace sustainability policy	1.1 Define scope of sustainability policy 1.2 Gather information from a range of sources to plan and develop policy 1.3 Identify and consult stakeholders as a key component of the policy development process 1.4 Include appropriate strategies in policy at all stages of work for

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ELEMENT	PERFORMANCE CRITERIA
	minimising resource use, reducing toxic material and hazardous chemical use and employing life cycle management approaches 1.5 Make recommendations for policy options based on likely effectiveness, timeframes and cost 1.6 Develop policy that reflects the organisation's commitment to sustainability as an integral part of business planning and as a business opportunity 1.7 Agree to appropriate methods of implementation, outcomes and performance indicators
2. Communicate workplace sustainability policy	2.1 Promote workplace sustainability policy, including its expected outcome, to key stakeholders 2.2 Inform those involved in implementing the policy about expected outcomes, activities to be undertaken and assigned responsibilities
3. Implement workplace sustainability policy	3.1 Develop and communicate procedures to help implement workplace sustainability policy 3.2 Implement strategies for continuous improvement in resource efficiency 3.3 Establish and assign responsibility for recording systems to track continuous improvements in sustainability approaches
4. Review workplace sustainability policy implementation	4.1 Document outcomes and provide feedback to key personnel and stakeholders 4.2 Investigate successes or otherwise of policy 4.3 Monitor records to identify trends that may require remedial action and use to promote continuous improvement of performance 4.4 Modify policy and or procedures as required to ensure improvements are made

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description

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Reading	1.1, 1.2, 4.2, 4.3	• Identifies, analyses and evaluates complex textual information to determine legislative and regulatory requirements, trends and outcomes
Writing	1.2-1.7, 2.1, 2.2, 3.1, 3.3, 4.1, 4.3, 4.4	• Researches, plans and prepares documentation using format and language appropriate to context, organisational requirements and audience
Oral Communication	1.2, 1.3, 2.1, 2.2, 3.1, 4.1	• Presents information and seeks advice using language appropriate to audience • Participates in discussions using listening and questioning to elicit the views of others and to clarify or confirm understanding
Numeracy	1.5, 4.3	• Interprets and uses mathematical equations to calculate numerical information relating to time durations and costs
Navigate the world of work	1.1-1.6, 3.1, 4.4	• Develops, monitors and modifies organisational policies and procedures in accordance with legislative requirements and organisation goals
Interact with others	1.2, 1.3, 2.1, 2.2, 3.1, 3.3, 4.1, 4.3	• Selects and uses appropriate conventions and protocols when communicating with internal and external stakeholders to seek or share information • Plays a lead role in consulting and negotiating positive outcomes with a range of stakeholders
Get the work done	1.2, 1.4-1.7, 2.3, 2.4, 3.1, 3.2, 3.3, 3.5, 3.6, 4.1, 4.3, 4.4	• Plans, organises and implements work activities of self and others that ensure compliance with organisational policies and procedures, and legislative requirements • Sequences and schedules complex activities, monitors implementation, and manages relevant communication • Uses systematic, analytical processes in relatively complex, situations, setting goals, gathering relevant information, and identifying and evaluating options against agreed criteria • Evaluates outcomes of decisions to identify opportunities for improvement

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBSUS501 Develop workplace policy and	BSBSUS501A Develop workplace policy and procedures	Updated to meet Standards for Training Packages	Equivalent unit

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Code and title current version	Code and title previous version	Comments	Equivalence status
procedures for sustainability	for sustainability	Minor edits to clarify performance criteria	

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBSUS501 Develop workplace policy and procedures for sustainability

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- scope and develop organisational policies and procedures that comply with legislative requirements and support the organisation's sustainability goals covering at a minimum:
  - minimising resource use
  - resource efficiency
  - reducing toxic material and hazardous chemical use
  - employing life cycle management approaches
  - continuous improvement
- plan and implement sustainability policy and procedures including:
  - agreed outcomes
  - performance indicators
  - activities to be undertaken
  - assigned responsibilities
  - record keeping, review and improvement processes
- consult and communicate with relevant stakeholders to generate engagement with sustainability policy development, implementation and continuous improvement
- review and improve sustainability policies.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the environmental or sustainability legislation, regulations and codes of practice applicable to the organisation identify internal and external sources of information and explain how they can be used to plan and develop the organisation's sustainability policy

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- explain policy development processes and practices
- outline organisational systems and procedures that relate to sustainability
- outline typical barriers to implementing policies and procedures in an organisation and possible strategies to address them.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the sustainability field of work and include access to:

- relevant legislation, regulations, standards and codes
- relevant workplace documentation and resources
- case studies and, where possible, real situations
- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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BSBWOR204 Use business technology

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to select and use computer software and organise electronic information and data.

It applies to individuals who apply a limited range of practical skills with a fundamental knowledge of equipment use and the organisation of data in a defined context, under direct supervision or with limited individual responsibility.

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

Unit Sector

Industry Capability – Workplace Effectiveness

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Select and use technology	1.1 Select appropriate technology and software applications to achieve requirements of the task 1.2 Adjust workspace, furniture and equipment to suit user's ergonomic requirements 1.3 Use technology according to organisational requirements and in a way that promotes a safe work environment
2. Process and organise	2.1 Identify, open, generate or amend files and records according

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ELEMENT	PERFORMANCE CRITERIA
data	to task and organisational requirements 2.2 Operate input devices according to organisational requirements 2.3 Store data appropriately and exit applications without damage to or loss of, data 2.4 Use manuals, training booklets and/or online help or helpdesks to overcome basic difficulties with applications
3. Maintain technology	3.1 Identify and replace used technology consumables in accordance with manufacturer's instructions and organisational requirements 3.2 Carry out and/or arrange routine maintenance to ensure equipment is maintained in accordance with manufacturer's instructions and organisational requirements 3.3 Identify equipment faults accurately and take action in accordance with manufacturer's instructions or report fault to designated person

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.3, 2.1, 2.2, 2.4, 3.1-3.3	• Recognises and interprets information from familiar sources to determine job role and task requirements
Writing	2.1, 2.3, 3.2, 3.3	• Produces and amends files to meet task and organisational requirements • Completes required documentation using organisational formats
Oral Communication	3.3	• Uses specific and relevant language to refer faults to others
Navigate the world of work	1.2, 1.3, 2.1, 2.2, 3.1-3.3	• Recognises and follows legislative requirements and organisational policies and procedures associated with own role
Get the work done	1.1, 1.3, 2.1-2.4, 3.1-3.3	• Uses business technologies and systems safely, when gathering, storing, accessing and sharing information • Understands purposes, specific functions and key

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		features of common digital systems and business tools • Operates digital systems and business tools effectively to complete routine tasks using some basic troubleshooting strategies as required

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
BSBWOR204 Use business technology	BSBWOR204A Use business technology	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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Assessment Requirements for BSBWOR204 Use business technology

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- select and use technology safely and according to organisational requirements
- access, retrieve and store required data
- demonstrate basic maintenance on a range of equipment using manuals or help-files
- identify and address faults according to requirements.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline the organisation's work health and safety requirements
- outline the organisation's requirements for file naming and storage
- explain why regular back-ups of data are done
- list 'routine maintenance' tasks
- summarise the procedure for addressing equipment faults.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability – workplace effectiveness field of work and include access to:

- office equipment and resources
- electronic files and data
- workplace documentation and equipment manuals
- case studies and, where possible, real situations

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- interaction with others.

Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10

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HLTAID003 Provide first aid

Modification History

Release	Comments
Release 5	Updated mapping information. Changes to assessment requirements. Equivalent outcome.
Release 4	Updated mapping information. Equivalent outcome.
Release 3	Updated mapping information.
Release 2	Minor corrections to formatting to improve readability. Equivalent competency outcome.
Release 1	This version was released in *HLT Health Training Package release 1.0* and meets the requirements of the New Standards for Training Packages. Significant changes to elements and performance criteria, changes to scope of unit. New evidence requirements for assessment. Removal of prerequisite unit

Application

This unit describes the skills and knowledge required to provide a first aid response to a casualty. The unit applies to all workers who may be required to provide a first aid response in a range of situations, including community and workplace settings.

Specific licensing /regulatory requirements relating to this competency, including requirements for refresher training should be obtained from the relevant national/state/territory Work Health and Safety Regulatory Authorities.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*
1. Respond to an emergency situation	1.1 Recognise an emergency situation 1.2 Identify, assess and manage immediate hazards to health and safety of self and others 1.3 Assess the casualty and recognise the need for first aid response 1.4 Assess the situation and seek assistance from emergency response services
2. Apply appropriate first aid procedures	2.1 Perform cardiopulmonary resuscitation (CPR) in accordance with Australian Resuscitation Council (ARC) guidelines 2.2 Provide first aid in accordance with established first aid principles 2.3 Display respectful behaviour towards casualty 2.4 Obtain consent from casualty where possible 2.5 Use available resources and equipment to make the casualty as comfortable as possible 2.6 Operate first aid equipment according to manufacturer's instructions 2.7 Monitor the casualty's condition and respond in accordance with first aid principles
3. Communicate details of the incident	3.1 Accurately convey incident details to emergency response services 3.2 Report details of incident to workplace supervisor as appropriate 3.3 Maintain confidentiality of records and information in line with statutory and/or organisational policies

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ELEMENT	PERFORMANCE CRITERIA
Elements define the essential outcomes.	*Performance criteria specify the level of performance needed to demonstrate achievement of the element.*
4. Evaluate the incident and own performance	4.1 Recognise the possible psychological impacts on self and other rescuers involved in critical incidents 4.2 Participate in debriefing to address individual needs

Foundation Skills

The Foundation Skills described those required skills (such as 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

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705

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Assessment Requirements for HLTAID003 Provide first aid

Modification History

Release	Comments
Release 5	Updated mapping information. Changes to assessment requirements. Equivalent outcome.
Release 4	Updated mapping information. Equivalent outcome.
Release 3	Updated mapping information.
Release 2	Minor corrections to formatting to improve readability. Equivalent competency outcome.
Release 1	This version was released in *HLT Health Training Package release 1.0* and meets the requirements of the New Standards for Training Packages. Significant changes to elements and performance criteria, changes to scope of unit. New evidence requirements for assessment. Removal of prerequisite unit

Performance Evidence

e candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role.

There must be evidence that the candidate has completed the following tasks in line with state/territory regulations, first aid codes of practice, Australian Resuscitation Council (ARC) guidelines and workplace procedures:

- Followed DRSABCD in line with ARC guidelines, including:
  - performed at least 2 minutes of uninterrupted single rescuer cardiopulmonary resuscitation (CPR) (5 cycles of both compressions and ventilations) on an adult resuscitation manikin placed on the floor
  - performed at least 2 minutes of uninterrupted single rescuer CPR (5 cycles both compressions and ventilations) on an infant resuscitation manikin placed on a firm surface
  - responded appropriately in the event of regurgitation or vomiting
  - managed the unconscious breathing casualty

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  - followed single rescue procedure, including the demonstration of a rotation of operators with minimal interruptions to compressions
  - followed the prompts of an Automated External Defibrillator (AED)
- Responded to at least two simulated first aid scenarios contextualised to the candidate's workplace/community setting, including:
  - conducted a visual and verbal assessment of the casualty
  - demonstrated safe manual handling techniques
  - post-incident debrief and evaluation
  - provided an accurate verbal or written report of the incident
- Applied first aid procedures for the following:
  - allergic reaction
  - anaphylaxis
  - bleeding control
  - choking and airway obstruction
  - envenomation, using pressure immobilisation
  - fractures, sprains and strains, using arm slings, roller bandages or other appropriate immobilisation techniques
  - respiratory distress, including asthma
  - shock

Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the work role. This includes knowledge of:

- State/Territory regulations, first aid codes of practice and workplace procedures including:
  - ARC Guidelines relevant to provision of CPR and first aid
  - safe work practices to minimise risks and potential hazards
  - infection control principles and procedures, including use of standard precautions
  - requirements for currency of skill and knowledge
- legal, workplace and community considerations including:
  - awareness of potential need for stress-management techniques and available support following an emergency situation
  - duty of care requirements
  - respectful behaviour towards a casualty
  - own skills and limitations
  - consent
  - privacy and confidentiality requirements
  - importance of debriefing
- considerations when providing first aid including:
  - airway obstruction due to body position

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  - appropriate duration and cessation of CPR
  - appropriate use of an AED
  - chain of survival
  - standard precautions
  - how to conduct a visual and verbal assessment of the casualty
- principles and procedures for first aid management of the following scenarios:
  - abdominal injuries
  - allergic reaction
  - anaphylaxis
  - basic care of a wound
  - bleeding control
  - burns
  - cardiac conditions, including chest pain
  - choking and airway obstruction
  - crush injuries
  - diabetes
  - dislocations
  - drowning
  - envenomation
  - environmental impact, including hypothermia, hyperthermia, dehydration and heat stroke
  - eye and ear injuries
  - fractures
  - febrile convulsions
  - head, neck and spinal injuries
  - minor skin injuries
  - needle stick injuries
  - poisoning and toxic substances
  - respiratory distress, including asthma
  - seizures, including epilepsy
  - shock
  - soft tissue injuries, including strains and, sprains
  - stroke
  - unconsciousness
- basic anatomy and physiology relating to:
  - how to recognise a person is not breathing normally
  - chest
  - response/consciousness
  - upper airway and effect of positional change
  - considerations in provision of first aid for specified conditions

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Assessment Conditions

Skills must be demonstrated working individually in an environment that provides realistic in-depth, industry-validated scenarios and simulations to assess candidates' skills and knowledge.

Assessment resources must include:

- adult and infant resuscitation manikins in line with ARC Guidelines for the purpose of assessment of CPR procedures
- adrenaline auto-injector training device
- AED training device
- placebo bronchodilator and spacer device
- roller bandages
- triangular bandages
- workplace First Aid kit
- workplace injury, trauma and/or illness record, or other appropriate workplace incident report form for written reports
- wound dressings

Simulated assessment environments must simulate the real-life working environment where these skills and knowledge would be performed, with all the relevant equipment and resources of that working environment.

Assessor requirements

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=ced1390f-48d9-4ab0-bd50-b015e5485705

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ICTICT211 Identify and use basic current industry specific technologies

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to engage in basic ongoing review and research of industry specific technologies in order to identify and apply these technologies or techniques to improve aspects of an organisation's activities.

It applies to individuals who work under minimal supervision and are responsible for ensuring that the quality of the business process is maintained at the highest level possible, through the appropriate application of industry specific technologies.

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

Unit Sector

General ICT

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare to use basic industry specific technologies	1.1 Identify technologies specific to an industry sector 1.2 Acquire and use the industry specific technologies 1.3 Identify, classify and use industry specific technologies for the benefit of the organisation
2. Use basic industry	2.1 Conduct testing of industry specific technologies

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ELEMENT	PERFORMANCE CRITERIA
specific technologies to assist in solving organisational problems	2.2 Use features and functions of industry specific technologies within an organisational context 2.3 Demonstrate depth of knowledge of enabling technologies to an accepted industry standard 2.4 Access and use sources of information relating to the industry specific technologies
3. Evaluate performance of basic industry specific technology	3.1 Evaluate industry specific technologies for performance, usability and benefit to the organisation 3.2 Determine environmental considerations involved when using the technology 3.3 Seek feedback from users where appropriate

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	1.1-1.3, 2.3, 2.4	• Investigates, evaluates and applies information from a range of complex and technical texts to expand own knowledge and identify industry specific technologies that will benefit the organisation
Reading	1.1, 1.3, 2.1, 2.4, 3.2, 3.3	• Identifies and interprets technical online and hard copy documentation containing complex terminology and diagrams to identify industry specific technologies that will benefit the organisation, and to determine environmental considerations
Oral Communication	1.1-1.3, 2.4, 3.1-3.3	• Elicits information and feedback by using effective listening and questioning techniques to identify and evaluate industry specific technologies • Uses clear, easy-to-understand language, and translates industry specific terminology into plain English where necessary
Navigate the world of work	2.3, 3.2	• Recognises organisational expectations and follows explicit protocols and procedures
Get the work done	1.1-.3, 2.1-2.4, 3.1	• Determines priorities and sequences the steps involved in clearly defined familiar tasks, and

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		identifies and assembles the resources required • Demonstrates the purposes, specific functions and key features of common digital systems and tools, and operates them effectively to complete routine tasks

Unit Mapping Information

Code and title current version	**Code and title previous version**	**Comments**	**Equivalence status**
ICTICT211 Identify and use basic current industry specific technologies	ICAICT211A Identify and use basic current industry specific technologies	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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Assessment Requirements for ICTICT211 Identify and use basic current industry specific technologies

Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 1.0.

Performance Evidence

Evidence of the ability to:

- identify basic new and emerging industry specific technologies and techniques
- use basic features and functions of identified industry specific technologies to an industry standard.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- outline current technology trends and directions in information and communications technology (ICT), and specifically of the major industry technology standards used in the specified area
- outline vendor product directions
- describe current industry hardware and software products, with broad knowledge of general features and capabilities, and their application
- outline information gathering techniques.

Assessment Conditions

Gather evidence to demonstrate consistent performance in conditions that are safe and replicate the workplace. Noise levels, production flow, interruptions and time variances must be typical of those experienced in the general ICT industry, and include access to:

- a site where industry specific technologies may be used
- industry specific technologies currently used in industry
- documents detailing work health and safety (WHS) standards, environmental guidelines and organisational requirements.

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Assessors must satisfy NVR/AQTF assessor requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=a53af4e4-b400-484e-b778-71c9e9d6aff2

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SIFCBCR001 Bury coffins and caskets

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to bury coffins and caskets using appropriate lowering or lifting devices and equipment. It applies to cemetery and funeral home staff whose responsibilities include burying coffins and caskets according to client requirements, 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

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare for burials.	1.1 Identify work requirements for burial. 1.2 Liaise with team members as required to establish sequencing of tasks and responsibilities of team members.
2. Consign coffin or casket to burial location.	2.1 Transport coffin or casket to burial location. 2.2 Place coffin or casket into position

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using appropriate lowering or lifting device.

2.3 Conduct burial according to client requirements.

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

SIFBCR004A Bury coffins and caskets.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR001 Bury coffins and caskets

Modification History

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

Release	Comments
Two	Editorial correction to formatting of Performance Evidence.
One	Reflects the Standards for Training Packages.

Performance Evidence

Evidence of the ability to:

- select, prepare and safely use, the required equipment and lifting devices
- bury coffins and caskets safely and efficiently according to work requirements and client guidelines
- use safe manual handling techniques when handling coffins and caskets.

Evidence of performance of burying coffins and caskets on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- burial procedures
- considerations when planning for burying coffins and caskets, including:
  - time of burial
  - location of burial:
    - monumental cemeteries
    - lawn cemeteries
    - mausoleum crypts
    - memorial gardens
    - cemeteries with historical or cultural significance
    - at sea
  - transport requirements

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  - client requirements
  - required staff
- social, religious and cultural practices and traditions in relation to burials:
  - funeral rites according to religious denomination
  - cultural rituals to assist grieving
  - spiritual symbolism
  - burial procedures
  - time required between death and burial
  - taboos regarding death
- professional funeral services industry parameters in dealing with the bereaved
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and the conduct of burials
- workplace policies and procedures regarding the conduct of burials
- operating requirements of relevant lifting devices and equipment:
  - lowering straps
  - mats
  - scissor lift
  - protective restraints
- manual handling techniques in relation to handling and burying coffins and caskets.

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:
  - an environment where demonstration of skills for a range of burial requirements can be performed, including transportation of coffins or caskets from funeral service facilities to burial locations
  - coffins or caskets, funeral transport vehicles and lowering and lifting devices
- 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 team members

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

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SIFCBCR002 Backfill and make good graves

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to backfill graves and make good gravesites following burials or grave re-openings. It applies to cemetery and crematorium staff involved in burial works under supervision as part of a team. 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

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to backfill and make good a grave.	1.1 Determine work requirements for burial work. 1.2 Locate appropriate lined or unlined gravesite. 1.3 Assemble work team and required tools, equipment and machinery according to work requirements. 1.4 Prepare and use personal protective equipment. 1.5 Liaise with manager, or funeral director as required, for indication to proceed with work. 1.6 Place protective restraints to allow access by authorised personnel while work is in progress. 1.7 Identify safety hazards and implement corrective

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	action. 1.8 Remove mats, floral tributes, lowering devices and planks.
2. Backfill a grave following a burial or grave re-opening.	2.1 Backfill burial hole, consolidating soil as backfilling progresses. 2.2 Remove shoring devices where applicable as each level is reached. 2.3 Complete grave fill according to work requirements.
3. Make good a grave following a burial or grave re-opening.	3.1 Replace turf on lawn or graves. 3.2 Arrange placement of monumentation as required. 3.3 Clean and make good gravesite and replace tributes. 3.4 Clean and make good adjacent gravesites and surrounds. 3.5 Remove, clean and store tools, equipment and machinery.

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

SIFBCR018A Backfill and make good graves.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR002 Backfill and make good graves

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, maintain and clean the required tools and equipment according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- apply hazard identifications, risk assessments and controls to ensure safety of self and others
- apply safe use of shoring devices during backfill operations and ensure that the site is marked and well presented on conclusion of the work.

Evidence of performance of backfilling and making good graves on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- considerations when determining burial work requirements, including:
  - social, cultural and religious requirements:
    - burial procedures
    - time between death and burial
    - time between burial and closure of graves
    - placing of tributes and special personal effects
  - work team
  - tools, equipment and machinery
  - personal protective equipment
  - protective restraints
- tools and equipment used for backfilling to ensure good graves, and their associated uses
- machinery in relation to backfilling to ensure good graves, including:
  - backhoe
  - front-end loader
  - skid steer loader

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  - excavator
  - tractor
  - truck
- backfilling techniques to ensure good graves
- safe operating procedures for relevant tools, equipment and machinery
- protective restraints, including:
  - sheeting
  - barricades
  - temporary fencing
  - reinforced covers
- safety hazards associated with backfilling to ensure good graves
- concepts and techniques for shoring, including devices used:
  - spreaders
  - boards
  - hydraulic braces
  - stabilisers
- workplace policies and procedures in relation to gravedigging
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, working in confined spaces and gravedigging
- environmental impacts in relation to gravedigging and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substance.

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:
  - an environment with a range of backfilling requirements
  - tools, equipment and machinery
  - documentation, including cemetery map or plan and range of job requirements and relevant legislation and workplace policies and procedures
- 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 team members

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

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFCBCR003 Dig graves manually

Modification History

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

Release	Comments
2	Editorial correction to prerequisite code.

Application

This unit describes the performance outcomes, skills and knowledge required to manually dig and re-open graves in a safe manner and assess gravesites to minimise the risk of grave collapse. It applies to cemetery staff involved in burial works working under supervision as part of a team and 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.

Pre-requisite Unit

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

Competency Field

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct manual grave	1.1 Determine gravedigging requirement according to work

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excavation and shoring.	requirements and risk assessment. 1.2 Locate gravesite according to cemetery map or plan and physical location. 1.3 Select and prepare personal protective equipment. 1.4 Assess grave shoring requirements. 1.5 Manually dig grave according to dimensions of coffin or casket using appropriate tools and equipment. 1.6 Identify and apply workplace procedures for safe storage of displaced earth or removal from site. 1.7 Undertake progressive grave shoring requirements according to work requirement using safe and appropriate shoring method. 1.8 Maintain above and below ground communication with other team members.
2. Minimise risk of grave collapse.	2.1 Maintain safe surface loadings according to soil type and condition. 2.2 Constantly monitor excavation for grave collapse warning signs. 2.3 Take appropriate corrective or emergency action.
3. Clean up and make safe open gravesite.	3.1 Cover surface area from edge of excavation to ensure soil integrity and stability and to provide safe work area for funeral. 3.2 Place grave supports and lowering devices in readiness for coffin or casket according to work requirements. 3.3 Clean area adjacent to grave and remove earth to ensure safety of funeral work area. 3.4 Place protective restraints to ensure access by authorised personnel only.

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.

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Unit Mapping Information

SIFBCR020A Dig a grave manually.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR003 Dig graves manually

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, maintain and clean the required tools and equipment
- identify gravesite locations and assess safe excavation and shoring requirements for re-opening and manual gravedigging
- apply shoring method according to work requirements
- apply constant monitoring of excavation for grave collapse and take immediate corrective actions during manual gravedigging.

Evidence of performance of digging graves manually on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and gravedigging
- workplace policies and procedures to maintain safety requirements
- personal protective clothing and equipment used for gravedigging
- use and safe operation of tools and equipment used for gravedigging
- graver shoring methods and requirements, including:
  - required depth of grave
  - required depth of excavation for re-opening
  - techniques to deal with soil types and conditions:
    - sand
    - clay
    - rock
    - length of time soil exposed
    - breakdown of cohesive strength of soil
    - soil fretting
    - soil compaction
    - tension cracks
- soil types and conditions relevant to shoring requirements

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- use of protective barriers
- grave collapse warning signs, including:
  - fretting from top edge
  - slump in surface near excavation
  - tension cracks
  - support timbers bowing or creaking.
- corrective or emergency actions in relation to grave collapse
- risk assessment procedures
- environmental impacts in relation to gravedigging and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substance.

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:
  - an environment that allows for the digging of graves to accommodate required dimensions of coffins or caskets and application of appropriate shoring methods
  - gravedigging tools and personal protective equipment, grave supports, lowering devices and protective restraints
  - documentation, including cemetery map or plan
- 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 team members

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

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SIFCBCR004 Cremate coffins and caskets

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to operate, monitor and maintain a cremator. It applies to crematorium staff working with relative autonomy 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

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to cremate.	1.1 Determine work requirements including client requests, time and location of cremation, transport and staffing needs. 1.2 Identify and use personal protective equipment. 1.3 Conduct pre-operational checks to identify defects or damage. 1.4 Report defects or damage to manager. 1.5 Start up and stabilise cremator according to manufacturer guidelines.
2. Prepare to operate cremator.	2.1 Transfer coffin or casket onto trolley. 2.2 Check relevant documentation for accuracy. 2.3 Remove, store or dispose of nameplate.

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	2.4 Transfer coffin or casket from trolley and place correctly onto charger. 2.5 Place coffin or casket into the cremation chamber.
3. Operate cremator.	3.1 Select cremation cycle and run according to manufacturer guidelines. 3.2 Maintain cremator at optimum operating condition according to manufacturer guidelines. 3.3 Identify critical equipment and processes and monitor cremator performance. 3.4 Tune cremator according to manufacturer guidelines or report faults to appropriate personnel.
4. Complete cremations.	4.1 Inspect deceased person's remains at conclusion of cremation cycle and take corrective action. 4.2 Clean primary hearth after deceased person's remains are fully cremated. 4.3 Place cremated remains in cooling tray. 4.4 Store cleaning equipment after use. 4.5 Process, package, label and shelve cremated remains. 4.6 Record and document shelving details.
5. Shut down cremator.	5.1 Identify and apply shutdown procedures according to manufacturer guidelines. 5.2 Reset trips and alarm after shutdown.
6. Maintain cremator.	6.1 Inspect cremator according to manufacturer guidelines. 6.2 Follow operational maintenance procedures for cremator according to manufacturer guidelines. 6.3 Report and document maintenance work.

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.

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Unit Mapping Information

SIFBCR011A Cremate coffins and caskets.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR004 Cremate coffins and caskets

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- start up, stabilise, operate, monitor and shut down cremator correctly according to manufacturer guidelines, workplace policies and procedures
- interpret, process and complete documentation to ensure accurate records are maintained for processing and storage of remains
- apply accurate and sensitive processing of cremated remains according to regulatory requirements and workplace policies and procedures
- use safe manual handling techniques.

Evidence of performance of cremating coffins and caskets on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- crematorium procedures
- personal protective clothing used in cremating coffins and caskets
- operating and maintenance requirements of relevant tools and equipment, including corrective actions in case of faults
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, conduct of cremations and completion of required documentation
- workplace policies and procedures regarding cremation
- professional funeral services industry parameters in dealing with the deceased and the bereaved
- environmental impacts in relation to cremations and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

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Assessment Conditions

Skills must be demonstrated in a crematoria workplace:

- using suitable equipment and resources, including:
  - human remains requiring cremation
  - cremator
  - personal protective equipment
- 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 guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFCBCR005 Memorialise cremated remains

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to memorialise cremated remains according to the wishes of the deceased person's family. It applies to crematorium staff working with relative autonomy 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

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to memorialise cremated remains.	1.1 Liaise with appropriate staff to identify memorialisation requirements. 1.2 Confirm memorial site. 1.3 Select and organise appropriate tools and equipment. 1.4 Identify and prepare personal protective equipment according to memorialisation requirements.
2. Memorialise cremated remains.	2.1 Prepare memorial site according to client requirements. 2.2 Locate, confirm and prepare cremated remains according to client requirements.

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	2.3 Place or disperse cremated remains according to client requirements. 2.4 Place memorial plaque according to client requirements.
3. Clean up memorial site and complete documentation.	3.1 Clean memorial and surrounds. 3.2 Clean and store tools and equipment. 3.3 Complete memorialisation documentation.

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

SIFBCR015A Memorialise cremated remains.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR005 Memorialise cremated remains

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, maintain and clean the required tools and equipment according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- locate and prepare memorial sites and conduct memorialisation according to client requirements and workplace policies and procedures
- complete relevant documentation accurately.

Evidence of performance on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- crematorium operating procedures
- social, religious and cultural differences and traditions in relation to memorialisation of cremated remains
- range of sites where cremated remains may be memorialised
- professional funeral services industry parameters in dealing with the deceased and the bereaved
- relevant federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, memorialisation of cremated remains and associated documentation
- workplace policies and procedures regarding memorialisation of cremated remains
- range of tools and equipment used to memorialise cremated remains, and their associated uses
- operating and maintenance requirements of relevant tools and equipment
- use of personal protective equipment
- documentation used in relation to memorialising cremated remains
- environmental impacts in relation to memorialising cremated remains and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substance.

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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:
  - a crematorium environment
  - memorialisation tools and personal protective equipment
- 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 team members.

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

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SIFCBCR006 Prepare for gravedigging

Modification History

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

Release	Comments
2	Editorial correction to prerequisite code.

Application

This unit describes the performance outcomes, skills and knowledge required to assess a gravesite for the appropriate gravedigging method and prepare the site for digging or re-opening according to work requirements. It applies to cemetery and crematorium staff involved in burial works under supervision as part of a team. 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.

Pre-requisite Unit

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

Competency Field

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Determine gravedigging	1.1 Identify appropriate lined or unlined gravesite and physical

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requirements.	location according to cemetery map or plan. 1.2 Assess site and surrounding area to determine soil type, safety hazards, access and egress, requirement to conduct grave probe, removal of soil and effect on presentation of nearby graves. 1.3 Determine viability of gravesite according to safety requirements and refer to manager or leading hand for further instruction. 1.4 Select manual or machinery gravedigging method.
2. Conduct grave probe as required.	2.1 Select and prepare personal protective equipment. 2.2 Select and prepare tools and equipment and machinery according to work requirements, and manufacturer guidelines. 2.3 Undertake slab removal as required. 2.4 Measure plot to determine correct location of initial probe position. 2.5 Probe gravesite according to measurements. 2.6 Record measurements from probe to determine vacancy status. 2.7 Report viability of gravesite to appropriate personnel.
3. Prepare for digging.	3.1 Assemble and brief gravedigging work team as required. 3.2 Advise gravedigging work team of above and below ground lines of communication to be used in case of emergency. 3.3 Select and prepare personal protective equipment. 3.4 Select and prepare tools and equipment according to work requirements. 3.5 Mark site according to grave dimensions and supervisor instructions. 3.6 Inspect and remove monuments, masonry or headstones that impact stability or access. 3.7 Apply protective strategies to preserve adjacent graves. 3.8 Place protective restraints to ensure access by authorised personnel only.

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.

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Unit Mapping Information

SIFBCR017A Prepare for gravedigging.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR006 Prepare for gravedigging

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify and assess gravesites to select appropriate gravedigging or re-opening method, tools, equipment and safety requirements according to work requirements
- take accurate measurements, make accurate calculations and conduct accurate probes.

Evidence of performance of preparing for grave digging on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- soil types and their impact on gravedigging
- tools equipment and machinery used in relation to gravedigging, and their associated uses
- use and maintenance of personal protective equipment
- safe operation of relevant tools and equipment
- safe shoring structures and procedures
- safety hazards in relation to gravedigging, including:
  - air
  - water
  - vibration
  - heat
  - slippery surfaces
  - overhead obstacles
  - ground pressure:
    - machinery
    - people
    - soil
    - structures
  - previously dug graves
  - monument collapse
  - foreign objects

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  - drains
  - cables
  - sprinklers
  - pipes
  - trees and roots
- risk assessment procedures
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and gravedigging
- workplace policies and procedures to protect personnel and gravesites
- environmental impacts in relation to gravedigging and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

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:
  - a cemetery environment that allows for identification of vacant gravesites and protection of adjacent gravesites
  - gravedigging tools and equipment, protective restraints, above and below ground emergency communication and personal protective equipment
- 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 manager and team members

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

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SIFCBCR007 Dig graves using machinery

Modification History

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

Release	Comments
3	Editorial correction to prerequisite code.

Application

This unit describes the performance outcomes, skills and knowledge required to use machinery to dig or re-open a grave in a safe manner and assess gravesites to minimise the risk of grave collapse. It applies to cemetery and crematorium staff involved in burial works and work under supervision as part of a team. 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.

Pre-requisite Unit

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

Competency Field

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct grave	1.1 Determine gravedigging requirement according to work

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excavation and shoring.	requirements, risk assessment and relevant legislation. 1.2 Locate appropriate gravesite according to cemetery map or plan and physical location. 1.3 Select and prepare personal protective equipment. 1.4 Assess grave shoring requirements. 1.5 Dig grave using machinery and appropriate tools and equipment according to manufacturer guidelines and dimensions of coffin or casket. 1.6 Apply workplace procedures for safe storage of displaced earth or removal from site. 1.7 Undertake progressive grave shoring requirements using a safe and appropriate shoring method. 1.8 Maintain above and below ground communication with other team members.
2. Minimise risk of grave collapse.	2.1 Maintain safe surface loadings according to soil type and condition. 2.2 Constantly monitor excavation for grave collapse warning signs. 2.3 Take appropriate corrective or emergency action.
3. Clean up and make safe open gravesite.	3.1 Cover surface area from edge of excavation to ensure soil integrity and stability and provide safe work area for funeral. 3.2 Place grave supports and lowering devices in readiness for coffin or casket according to work requirements. 3.3 Clean area adjacent to grave and remove earth to ensure safety of funeral work area. 3.4 Assess and address damage caused to adjacent graves by machinery. 3.5 Place protective restraints to ensure access by authorised personnel only.

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.

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Unit Mapping Information

SIFBCR023A Dig a grave using machinery.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR007 Dig graves using machinery

Modification History

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

Release	Comments
Two	Grammatical error corrected in Performance Evidence.
One	Reflects the Standards for Training Packages.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, and maintain the required tools, equipment and machinery according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- identify gravesite locations and assess safe excavation and shoring requirements for re-opening and machine based gravedigging
- monitor excavation constantly for grave collapse and take immediate corrective actions during gravedigging.

Evidence of performance of digging graves using machinery on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- corrective or emergency actions in the event of a collapsing grave
- workplace policies and procedures to maintain safety requirements
- machinery used for gravedigging and associated uses
- operating procedures for relevant machinery
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and gravedigging
- grave shoring methods
- grave shoring requirements, including:

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  - required depth of grave
  - required depth of excavation for re-opening
  - techniques to deal with soil types and conditions:
    - sand
    - clay
    - rock
    - length of time soil exposed
    - breakdown of cohesive strength of soil
    - soil fretting
    - soil compaction
    - tension cracks
- soil types and conditions relevant to shoring requirements
- corrective or emergency actions in relation to grave collapse
- risk assessment procedures for gravedigging using machinery
- safe storage of displaced earth
- environmental impacts in relation to gravedigging and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substance
- use of protective barriers.

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:
  - a cemetery environment that allows for machine digging of graves to accommodate required dimensions of coffins or caskets and application of appropriate shoring methods
  - grave digging tools, equipment, machinery, grave supports, lowering devices and protective restraints and personal protective equipment
- 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 team members

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

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFCBCR008 Consolidate collapsed graves

Modification History

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

Release	Comments
2	Editorial correction to prerequisite code.

Application

This unit describes the performance outcomes, skills and knowledge required to identify the cause of a grave collapse, make safe the ground surrounding the grave and consolidate a collapsed grave safely. It applies to experienced cemetery gravedigging staff and involves working under supervision and 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.

Pre-requisite Unit

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

Competency Field

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to consolidate	1.1 Identify visible signs of grave collapse and report to

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collapsed grave.	manager. 1.2 Establish visible and underlying causes of grave collapse. 1.3 Assess and confirm work requirements with relevant staff. 1.4 Prepare and check personal protective equipment for serviceability. 1.5 Assemble tools, equipment and machinery according to work requirements. 1.6 Determine safety hazards and take corrective action by using alternative shoring methods or a sludge pump.
2. Make ground safe.	2.1 Assemble and brief work team according to work requirements. 2.2 Make ground safe using identified shoring system.
3. Conduct grave collapse consolidation.	3.1 Carry out grave collapse consolidation according to work requirements. 3.2 Maintain above and below ground communication with team members as required. 3.3 Take appropriate corrective or emergency action as required. 3.4 Remove, clean and store tools, equipment and machinery.

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

SIFBCR021A Consolidate collapsed graves.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR008 Consolidate collapsed graves

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, maintain and clean the required tools and equipment according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- identify and assess the causes and methods for treating grave collapses, to make safe the ground surrounding the grave and to consolidate a collapsed grave safely.

Evidence of performance of consolidating collapsed graves on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- causes of collapsed graves, including:
  - air
  - vibration
  - water
  - ground pressure:
    - machinery
    - people
    - soil
  - soil types or conditions
- visible signs of collapsed graves, including but not restricted to:
  - fretting from top edge
  - slump in surface near excavation
  - tension cracks
  - support timbers bowing or creaking
- tools equipment and machinery used in relation to consolidating collapsed graves, and their associated uses
- use and maintenance of personal protective equipment
- use of protective restraints

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- hazards related to collapsed graves
- appropriate corrective and emergency actions to collapsed graves, including:
  - alternative shoring methods
  - use of a sludge pump
  - reduced soil loadings
  - evacuation of gravesite
- shoring methods, including soil types and conditions relevant to shoring requirements
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and gravedigging
- workplace policies and procedures to maintain safety requirements
- environmental impacts in relation to gravedigging and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

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:
  - a cemetery environment where a grave collapse has occurred, which allows for application of shoring skills
  - gravedigging tools, equipment and machinery and personal protective equipment
- 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 team members

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

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SIFCBCR009 Remove ledgers and concrete lids

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to assess, remove and replace monumentation, ledgers and lids. It applies to cemetery and crematorium staff involved in burial works who work under supervision as part of a team. 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

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Assess site.	1.1 Determine appropriate gravesite according to cemetery map or plan and physical inspection. 1.2 Assess gravesite and surrounding area to determine safety hazards, access and egress, sinkage, removal of soil and effect on presentation of nearby graves. 1.3 Select and confirm availability and serviceability of tools, equipment and machinery as required. 1.4 Identify and confirm availability of manager or appropriate personnel and brief them as required.

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2. Carry out removal.	2.1 Select and prepare personal protective equipment. 2.2 Loosen ledger or concrete lid to assess safe removal methods. 2.3 Roll off, lift or break ledger or lid based on safe and efficient removal methods. 2.4 Store intact covering or debris according to work requirements.
3. Reinstate grave.	3.1 Replace covering and monumentation on completion of required work. 3.2 Clean and make good gravesite. 3.3 Clean and make good adjacent gravesites. 3.4 Clean and store tools, equipment and machinery according to manufacturer guidelines. 3.5 Report defects or maintenance requirements of tools, equipment and machinery.

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

SIFBCR024A Remove ledger and concrete lid.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR009 Remove ledgers and concrete lids

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, maintain and clean the required tools, equipment and machinery according to supervisor instructions, workplace policies and procedures, and manufacturer instructions
- identify gravesite locations and assess safe removal methods for ledgers and concrete lids
- apply safe and efficient removal of ledgers and reinstate good presentation of burial sites at conclusion of works.

Evidence of performance of removing ledgers and concrete lids on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- properties and construction of ledgers and lids
- tools, equipment and machinery used in relation to removing ledgers and concrete lids and their associated uses
- operating procedures and maintenance of tools, equipment and machinery
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and gravesites
- workplace policies and procedures to protect personnel, gravesites and masonry
- safety hazards in relation to removing ledgers and concrete lids, including:
  - grave collapse
  - water
  - vibration
  - heat
  - slippery surfaces
  - overhead obstacles
  - ground pressure:
    - machinery
    - people

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    - soil
    - structures
  - previously dug graves
  - monument collapse
  - foreign objects
- environmental impacts in relation to burial works and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substance.

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:
  - a cemetery environment where assessment of monumentation and surrounding gravesites can occur
  - tools, equipment and machinery, including personal protective equipment
  - cemetery plans or maps
- 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 appropriate 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

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SIFCBCR010 Exhume burial sites

Modification History

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

Release	Comments
2	Editorial correction to prerequisite code.

Application

This unit describes the performance outcomes, skills and knowledge required to exhume above and below ground burial sites and to lift and reposition or deepen human remains to accommodate additional burials under supervision. It applies to cemetery and crematorium gravedigging staff and funeral directors. It requires liaison with a variety of personnel dependent on the context in which exhumation is performed. The application of universal precautions to prevent contamination or infection is required when exhuming or lifting and deepening or repositioning human remains. Work is performed 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.

Pre-requisite Unit

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

SIFCWHS002 Work in confined spaces

Competency Field

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

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Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Perform exhumation.	1.1 Liaise with manager or leading hand to identify work requirements and own areas of responsibility in performing exhumation. 1.2 Identify and prepare tools, equipment and machinery according to work requirements. 1.3 Place protective restraints to restrict site access to authorised personnel. 1.4 Apply universal precautions to minimise risk of infection from contaminates. 1.5 Inspect and confirm nameplate as required. 1.6 Perform exhumation according to supervisor instructions. 1.7 Enclose remains of deceased person and coffin or casket in appropriate casing.
2. Lift and reposition or deepen human remains.	2.1 Identify storage requirements. 2.2 Remove adjacent monuments as required and reassess further digging with appropriate personnel. 2.3 Dig to required or anticipated depth according to safety requirements. 2.4 Remove coffin or casket and transfer or store remains according to supervisor instructions.
3. Clean site.	3.1 Liaise with appropriate personnel to determine clean up requirements. 3.2 Store and maintain tools, equipment and machinery.

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.

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Unit Mapping Information

SIFBCR025A Exhume a burial site.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR010 Exhume burial sites

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- liaise with appropriate personnel to identify burial locations and safe exhumation methods
- select, prepare, use, maintain and clean the required tools, equipment and machinery according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- apply safe and efficient exhumation of remains using infection control procedures
- lift and reposition or deepen human remains, and reinstate good presentation of burial sites at conclusion of exhumation.

Evidence of performance of exhuming burial sites on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, conduct of exhumations, and storage and handling of human remains
- workplace policies and procedures relating to performing exhumations
- appropriate care, use and maintenance of relevant tools, equipment and machinery, including protective restraints
- universal precautions, including:
  - use of personal protective equipment
  - presumption that all blood and body fluids are infectious
  - covering exposed cuts and abrasions, particularly on workers' hands, with waterproof coverings prior to commencing work
  - immediate treatment of puncture wounds or abrasions
  - use of protective clothing when cleaning spillage of body fluids
- environmental impacts in relation to gravedigging and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

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Assessment Conditions

Skills must be demonstrated in a cemetery workplace or other burial environment:

- using suitable equipment and resources, including:
  - protective restraints and appropriate casings for human remains and relevant tools, equipment and machinery, including personal protective equipment
- 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 team members and 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

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SIFCBCR011 Manufacture vault lids

Modification History

Not applicable.

Application

This unit describes the performance outcomes and knowledge required to manufacture concrete vault lids using moulds. It applies to cemetery and crematorium staff involved in burial works. It involves working under supervision and 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

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan and prepare vault lid production work.	1.1 Liaise with manager to identify and confirm work requirements. 1.2 Identify, prepare and use personal protective equipment. 1.3 Select and assemble tools and equipment according to work requirements. 1.4 Inspect tools and equipment for serviceability and report faults. 1.5 Identify and assemble required mould parts according to work requirements. 1.6 Check mould parts for cleanliness and leakage. 1.7 Clean dirty mould parts and report damaged moulds to

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	manager as required. 1.8 Establish mould dimensions against specifications or drawings. 1.9 Prepare concrete for use in mould.
2. Complete work tasks.	2.1 Place reinforcement and fittings in mould as required. 2.2 Pour concrete into mould to create vault lid. 2.3 Vibrate and finish lid according to manufacturer guidelines. 2.4 Store lid according to work requirements.
3. Clean work area.	3.1 Disassemble, clean and store mould. 3.2 Clean, maintain and store tools and equipment. 3.3 Clean work site according to workplace requirements. 3.4 Complete lid manufacture documentation.

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

SIFBCR003A Manufacture vault lids.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR011 Manufacture vault lids

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, maintain and clean the required tools and equipment according to manager instructions, workplace policies and procedures, and manufacturer guidelines
- produce vault lids safety and efficiently according to work specifications.

Evidence of performance of manufacturing vault lids on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- principles of concrete construction in relation to manufacturing vault lids
- use and maintenance of personal protective equipment
- tools and equipment used in relation to manufacturing vault lids, and their associated uses
- operating and maintenance requirements of relevant hand tools and equipment
- materials required for concreting process
- material handling techniques in relation to manufacturing vaults
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and the manufacture of vault lids
- workplace policies and procedures regarding concrete construction
- environmental impacts in relation to burial works and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

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:
  - an environment where a range of vault lids using moulds are manufactured

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  - personal protective equipment and concreting tools and equipment used in the manufacture of vault lids
  - vault lid specifications
- 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 manager

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

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SIFCBCR012 Install burial vaults

Modification History

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

Release	Comments
2	Editorial correction to prerequisite code.

Application

This unit describes the performance outcomes, skills and knowledge required to install below ground concrete burial vaults. It applies to cemetery and crematorium staff involved in burial works who generally work under supervision as part of a team. The work is performed 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.

Pre-requisite Unit

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

Competency Field

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to lay vaults.	1.1 Liaise with supervisors or co-workers to identify and confirm

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	work requirements including tools and equipment. 1.2 Identify, prepare and use personal protective equipment. 1.3 Select and assemble tools and equipment. 1.4 Check tools and equipment for serviceability and report faults to supervisor. 1.5 Determine safety hazards and take corrective action. 1.6 Set up drainage provisions in excavated vault areas according to plan details. 1.7 Install formwork in site according to work requirements. 1.8 Install sub-base material in site and compact area to specified level and consistency. 1.9 Install waterproof membrane to area as required according to manufacturer guidelines. 1.10 Cut, place and tie reinforcement to area according to plan details. 1.11 Apply release agent to formwork according to manufacturer guidelines.
2. Mix concrete.	2.1 Calculate volume of concrete required for vaults according to work requirements. 2.2 Determine proportions for concrete mix according to vault strength requirements. 2.3 Establish volume of dry materials to produce final concrete mix and mix to blend all materials. 2.4 Introduce sufficient water to produce a plastic concrete mix after making allowances for damp aggregates.
3. Place and finish concrete.	3.1 Check faults and take required corrective action prior to placing concrete. 3.2 Apply release agent to formwork according to manufacturer guidelines. 3.3 Conduct concrete slump test to confirm specifications where required. 3.4 Place concrete to designated levels in a manner that avoids segregation of materials. 3.5 Consolidate concrete using approved vibration method. 3.6 Screed concrete according to required level. 3.7 Prepare surface to required finish. 3.8 Use appropriate curing agent and method according to manufacturer guidelines. 3.9 Clean equipment on completion.

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4. Complete installation.	4.1 Remove formwork and nails. 4.2 Gather and place vault lids according to work requirements. 4.3 Clean work area and store all equipment according to workplace requirements.

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

SIFBCR005B Install burial vaults.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR012 Install burial vaults

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, maintain and clean the required tools and equipment according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- calculate volume and proportion of concrete mix and dry materials, and mix, test and place concrete
- install burial vaults safety and efficiently and according to work specifications.

Evidence of performance of installing burial vaults on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- basic concepts and techniques of concrete construction relating to installing burial vaults
- materials required for the concreting process
- material handling techniques in relation to installing burial vaults
- hand tools and equipment used to install burial vaults and their associates uses
- operating and maintenance requirements of relevant hand tools and equipment
- use and maintenance of personal protective equipment
- safety hazards in relation to installing vaults, including:
  - air
  - vibration
  - water
  - heat
  - overhead obstacles
  - loadings on top of ground:
    - machinery
    - people
    - soil
  - previously dug graves
  - monument collapse
  - drains

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  - cables
  - sprinklers
  - pipes
  - trees and roots
- faults in relation to installing vaults, including:
  - formwork stability
  - reinforcement placement
  - screeding point positions
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and vault installation
- workplace policies and procedures regarding concrete construction
- environmental impacts in relation to burial works and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

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:
  - excavated vault areas
  - personal protective equipment and concreting tools and equipment
  - work specifications and plans
- 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 supervisors and team members

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

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SIFCBCR013 Prepare vaults or crypts for burials

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to open mausoleum crypts or below ground burial vaults, check their condition and prepare for burials. It applies to cemetery and crematorium staff involved in burial works, and involves working under supervision and 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

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Open vault or crypt.	1.1 Liaise with supervisor and team members to identify and confirm work requirements. 1.2 Confirm vault or crypt for opening. 1.3 Identify, prepare and use personal protective equipment. 1.4 Select, assemble and use tools and equipment according to work requirements. 1.5 Check tools and equipment for serviceability and report faults. 1.6 Detect and report safety hazards and take corrective action. 1.7 Remove face plate if appropriate.

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	1.8 Break sealant strip sealing the vault or crypt and remove lid.
2. Check condition of vault or crypt.	2.1 Inspect vault or crypt to determine condition and identify fluid seepage. 2.2 Remove fluid using appropriate equipment. 2.3 Enter and exit vaults or crypts according to an agreed procedure for confined spaces. 2.4 Create ridges where appropriate. 2.5 Place lifting or lowering devices and equipment in preparation for burial. 2.6 Prepare burial service area according to special requirements.
3. Clean work area.	3.1 Clean vault or crypt and surrounds to cemetery's presentation standards. 3.2 Remove, clean and store tools and equipment. 3.3 Present vault or crypt according to client requirements.

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

SIFBCR007A Prepare vaults or crypts for burials.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR013 Prepare vaults or crypts for burials

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare and safely use, the required equipment and lifting devices according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- inspect and prepare vaults and crypts for burial safely and efficiently and according to work requirements and client requirements
- use safe manual handling techniques when preparing vaults or crypts.

Evidence of performance of preparing vaults and crypts for burials on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- concrete removal techniques in relation to preparing vaults or crypts
- site presentation standards
- drain and air vent clearance requirements
- tools and equipments used in preparing vaults or crypts for burials and their associated uses
- operating and maintenance requirements of relevant tools and equipment
- use and maintenance of personal protective equipment
- operating requirements of relevant lifting devices and equipment:
  - lowering straps
  - mats
  - scissor lift
  - protective restraints
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and preparation of vaults or crypts for burials
- workplace policies and procedures regarding preparation of vaults or crypts
- relevant documentation used in relation to preparing vaults or crypts
- social, religious and cultural practices and traditions that may impact on burial procedures

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- safety hazard in relation to preparing vaults or crypts, including:
  - slippery surfaces
  - water
  - overhead obstacles
  - ground pressure:
    - machinery
    - people
    - soil
  - previously dug graves
  - monument collapse
  - drains
  - cables
  - sprinklers
  - pipes
- environmental impacts in relation to burial works and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

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:
  - a cemetery environment containing vaults or crypts which may be prepared for burials
  - personal protective equipment, tools and equipment required to prepare vaults or crypts and lifting and lowering equipment
- 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 supervisors and team members

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

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SIFCBCR014 Reinstate vaults or crypts

Modification History

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

Release	Comments
2	Editorial correction to prerequisite code.

Application

This unit describes the performance outcomes, skills and knowledge required to close and seal mausoleum crypts or below ground burial vaults after burials. It applies to cemetery and crematorium staff involved in burial work, and involves working with some level of autonomy and 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.

Pre-requisite Unit

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

SIFCWHS002 Work in confined spaces

Competency Field

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.

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1. Prepare to close vault or crypt.	1.1 Liaise with supervisor and team members to identify and confirm work requirements. 1.2 Confirm correct vault or crypt to close. 1.3 Identify, prepare and use personal protective equipment. 1.4 Select and assemble tools and equipment according to work requirements. 1.5 Check tools and equipment for serviceability and report faults. 1.6 Detect safety hazards and report hazard or excavate area. 1.7 Place lifting device or equipment for safe access to vault or crypt. 1.8 Remove flowers from top of coffin or casket according to client requirements. 1.9 Fill vaults or move coffin or casket to rear of crypt. 1.10 Identify, analyse and implement risk treatments for entering and exiting vaults or crypts.
2. Close and seal vault or crypt.	2.1 Release internal drainage and ventilation seals between rear and front crypt as required. 2.2 Place vault or crypt lid for sealing and seal lid according to future access requirements. 2.3 Reinstate face plate. 2.4 Use tools and equipment according to manufacturer guidelines.
3. Clean work area.	3.1 Clean exterior of vault or crypt to cemetery's presentation standard. 3.2 Remove, clean and store tools and equipment. 3.3 Present vault or crypt according to client requirements.

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.

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Unit Mapping Information

SIFBCR009A Reinstate vaults or crypts.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR014 Reinstate vaults or crypts

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare and safely use, the required equipment and lifting devices according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- reinstate and present vaults and crypts post burial, safely and efficiently according to work specifications and client requirements
- use safe manual handling techniques.

Evidence of performance of reinstating vaults and crypts on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- principles of concrete reinstatement
- use, care and maintenance of hand tools and equipment in relation to reinstating vaults and crypts
- use and maintenance of personal protective equipment
- operating requirements of relevant lifting devices and equipment
- requirements for drain and air vent clearance
- federal, state or territory, and local government legislation and regulations relating to work health and safety and reinstatement of vaults or crypts
- workplace policies and procedures regarding preparation and reinstatement of vaults or crypts and site presentation
- safety hazard in relation to reinstating vaults or crypts, including:
  - slippery surfaces
  - water
  - overhead obstacles
  - ground pressure:
    - machinery
    - people
    - soil
  - previously dug graves

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  - monument collapse
  - drains
  - cables
  - sprinklers
  - pipes
- social, religious and cultural practices and traditions that impact on burial procedures
- environmental impacts in relation to burial works and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

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:
  - a cemetery environment containing vaults or crypts that can be closed and sealed after burials
  - personal protective equipment and tools and equipment required to reinstate vaults or crypts, including lifting devices
- 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 supervisor and team members

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

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SIFCBCR015 Operate a backhoe, front-end loader or excavator

Modification History

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

Release	Comments
2	Editorial correction to prerequisite code.

Application

This unit describes the performance outcomes, skills and knowledge required to operate a backhoe or front-end loader safely to excavate, level and spread soil, remove and fit relevant attachments and carry out machinery maintenance. It applies to cemetery and crematorium staff involved in burial works activities and work 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.

Pre-requisite Unit

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

Competency Field

Burial and Cremation Operations

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan and prepare work.	1.1 Evaluate work activity and determine most productive

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	operating techniques. 1.2 Obtain permits and licences where required. 1.3 Adjust, change and inflate tracks or tyres according to manufacturer guidelines and site conditions. 1.4 Carry out start-up, park, shut-down and communications procedures according to manufacturer guidelines and site specific requirements. 1.5 Check backhoe or loader controls and functions and report faults.
2. Read and interpret site drawings and plans.	2.1 Devise work schedules and methods consistent with work requirements. 2.2 Interpret information written on survey pegs and establish depth and grade to site plans. 2.3 Verify and mark location of services according to plans and drawings. 2.4 Establish features from site drawings or plans. 2.5 Clarify levels on survey pegs.
3. Operate machinery.	3.1 Drive machine according to traffic regulations site plans and operating conditions. 3.2 Select appropriate machines and fit appropriate attachments according to work requirements, soil and rock types, and soil conditions. 3.3 Maintain safe grip and productivity according to operating conditions. 3.4 Strip topsoil according to job specifications. 3.5 Carry out excavation boxing according to job specifications. 3.6 Complete excavations around existing underground services according to work specifications. 3.7 Mix materials according to work specifications. 3.8 Complete backfilling, levelling, spreading and landfilling or landscaping according to work specifications and tolerances.
4. Attach, secure, lift, carry and place materials.	4.1 Establish weight of load and select and attach appropriate slings and gear. 4.2 Secure and check slings and attachments. 4.3 Carry out slinging, lifting, carrying and placing of materials according to work specifications, relevant legislation and manufacturer guidelines. 4.4 Handle loads safely and identify and avoid on-site hazards. 4.5 Observe communication protocols to ensure safety of

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	operator and other personnel. 4.6 Position machine according to type of haul vehicle and job specifications. 4.7 Load trucks and wagons according to work requirements.
5. Maintain backhoe, front end loader or excavator.	5.1 Complete routine operational servicing, lubrication and housekeeping tasks according to manufacturer guidelines. 5.2 Carry out minor maintenance according to manufacturer guidelines. 5.3 Remove and replace worn or defective parts according to manufacturer guidelines. 5.4 Provide support for major vehicle maintenance tasks. 5.5 Record maintenance work. 5.6 Clean and store machine attachments according to manufacturer guidelines.
6. Shut down and clean up.	6.1 Clean, maintain and store tools and equipment according to manufacturer guidelines. 6.2 Dispose of waste material according to relevant legislation.

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

SIFTVM003A Operate a backhoe, front-end loader or excavator.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBCR015 Operate a backhoe, front-end loader or excavator

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- interpret site drawings and plans to develop work schedule and methods
- operate safely and maintain a backhoe, front-end loader or excavator inclusive of all attachments, tools and equipment according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- conduct shut down operations according to manufacturer guidelines and clean up procedures after burial works.

Evidence of performance of operating a backhoe, front-end loader or excavator on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- uses for backhoe or loader in a cemetery, including:
  - loading dump trucks, wagons, hoppers, grizzlies and chutes
  - stockpiling
  - mixing materials
  - stripping and spreading topsoil
  - laser levelling
  - backfilling
  - excavating trenches
  - lifting materials
  - laying pipes
- backhoe or loader controls and features
- manufacturer guidelines for machine operation and maintenance
- telecommunication codes and conventions for the equipment:
  - CB radio
  - mobile phone
  - two-way radio

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  - global positioning system
- local soil types and conditions and their relevance to machine operations
- operating conditions, soil conditions and on-site hazards that will impact on machinery operation, including:
  - uneven or unstable terrain
  - trees
  - overhead service lines
  - bridges
  - surrounding buildings
  - obstructions
  - structures
  - facilities
  - dangerous materials
  - recently filled trenches
  - unauthorised movement
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and required permits and licences for operating excavation machinery
- environmental impacts regarding operating machinery and minimal impact practices to reduce these
- workplace policies and procedures relevant to safe and efficient 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:
  - a facility where a backhoe, front-end loader or excavator can be operated safely
  - a backhoe, front-end loader or excavator and attachments
  - site plans
- 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

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

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SIFCBGM001 Provide general grounds care

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to carry out basic maintenance of grassed and planted areas, such as garden beds and landscape works. It applies to general grounds maintenance staff whose work involves working under supervision and 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

Building and Grounds Maintenance

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Maintain grassed areas.	1.1 Liaise with supervisor to identify and confirm the mowing height, pattern and distances from tree trunks and shrubs. 1.2 Select, prepare and use mowing tools and equipment. 1.3 Trim edges according to work requirements. 1.4 Apply fertiliser according to manufacturer guidelines. 1.5 Dispose of grass trimmings and other waste.
2. Weed grassed and planted areas.	2.1 Identify weeds to be removed. 2.2 Select, prepare and use weeding tools and equipment. 2.3 Prepare and administer weed treatments according to

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	manufacturer guidelines. 2.4 Remove and dispose of weeds using wastage disposal methods that prevent weed spread. 2.5 Clean site according to workplace policies and procedures.
3. Water grassed and planted areas.	3.1 Select, prepare and use watering tools and equipment. 3.2 Apply water to grass and plants according to their health requirements. 3.3 Drain, clean and store equipment according to manufacturer guidelines.
4. Maintain plants in healthy condition.	4.1 Apply fertiliser according to manufacturer guidelines. 4.2 Treat dead, diseased and damaged plants as required after regular inspection. 4.3 Clean, maintain and store tools and equipment according to manufacturer guidelines.

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

SIFBGM001B Provide general grounds care.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBGM001 Provide general grounds care

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, clean and maintain the required tools and equipment according to supervisor instructions and manufacturer guidelines
- maintain grassed and planted areas including: the application of fertiliser; the treatment and removal of weeds, and diseased and damaged plants; the watering of grass and plants; and clean up of the work site
- apply safe handling techniques for chemicals, tools and equipment.

Evidence of performance of providing general grounds care on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- tools and equipment used for general grounds care, including those for mowing, weeding and watering needs
- different weed types and associated treatment controls
- types and characteristics of annual and perennial weeds
- water and general health requirements of plants
- differences between chemical and non-chemical weed treatment controls
- federal, state or territory, and local government legislation and regulations that impact on grounds maintenance
- environmental impacts in relation to general grounds care and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substance, spoiled and diseased plant material and those that have a propensity to propagate weeds
- workplace policies and procedure in regard to carrying out general grounds care.

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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:
  - an environment that has plants and grass, including plants in different states of repair
  - weed treatments, fertilisers, watering, weeding and mowing equipment and personal protective equipment
- 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 supervisor

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

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SIFCBGM002 Maintain property and structures

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to undertake basic maintenance of properties and structures where the specialist skills of another trade are not warranted or available. It applies to general grounds maintenance staff whose work involves working under routine supervision and in some cases, responsibility for supervision and coordination within a team may be required. 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

Building and Grounds Maintenance

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare for maintenance.	1.1 Liaise with supervisor or team member to identify and confirm work requirements. 1.2 Select and use tools according to work requirements. 1.3 Select and use personal protective equipment according to work requirements.
2. Perform routine maintenance to properties and structures.	2.1 Check property for minor maintenance requirements and undertake minor repairs. 2.2 Identify damage to structures and structural finishes

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	and repair according to supervisor instructions.
3. Collect and dispose of waste or recyclable material.	3.1 Identify and select waste collection and cleaning equipment. 3.2 Collect waste and recyclable material. 3.3 Identify hazardous waste and take corrective action. 3.4 Clean waste receptacles and surrounds. 3.5 Transport waste to disposal point. 3.6 Identify and sort recyclables. 3.7 Dispose of non-reusable waste. 3.8 Re-use recyclable materials according to workplace policies and procedures.
4. Finalise maintenance duties.	4.1 Report information about hazards, incidents or accidents. 4.2 Clean and store equipment according to manufacturer guidelines.

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

SIFBGM002A Maintain property and structures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBGM002 Maintain property and structures

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, maintain and clean the required tools and equipment according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- maintain and repair property and structural finishes
- collect and dispose of all types of waste
- use safe handling techniques for tools and equipment.

Evidence of performance of maintaining property and structures on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- cemetery property and structures:
  - fences
  - drains
  - waterways
  - roads
  - car parks
  - vegetation
  - windbreaks
  - paths
  - buildings
  - landscape features
  - sheds
  - benches
  - shelters
- types of structural finishes, including:
  - paint
  - stains

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  - cladding, such as:
    - corrugated iron
    - shade cloth
    - plastic
    - cement sheeting.
- different types of waste and recyclable materials and associated disposal techniques
- federal, state or territory, and local government legislation and regulations that impact on maintaining property structures
- tools and equipment used in maintaining property structures, including cleaning and personal protective equipment
- waste and recyclable material and range of waste receptacles and disposal points
- environmental impacts in relation to maintaining property structures and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substance, including materials and equipment containing blood and body fluid, contaminated garments and dressings, sharps, etc
- workplace policies and procedures regarding maintaining property and structures.

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:
  - an environment that allows for application of minor maintenance works and identification, collection and disposal of hazardous and general waste
  - maintenance tools and equipment, including personal protective equipment and waste disposal points
- 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 supervisor and team members

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

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SIFCBGM003 Clean and maintain public conveniences and amenities

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to clean and maintain public conveniences and amenities, to report problems, and to store and monitor cleaning agents and equipment. It applies to general grounds maintenance staff whose work involves working under supervision and performing work 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

Building and Grounds Maintenance

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Select and assemble cleaning agents and equipment.	1.1 Liaise with supervisor to identify and confirm work requirements. 1.2 Prepare and use personal protective equipment. 1.3 Select and assemble cleaning agents and equipment. 1.4 Check working order of equipment. 1.5 Interpret manufacturer guidelines to determine required chemical strengths for cleaning agents according to work requirements. 1.6 Prepare cleaning agents based on dilution ratios

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	recommended by manufacturer.
2. Clean and maintain conveniences and amenities.	2.1 Clean lavatories, basins and floors according to health regulations. 2.2 Check and replace toilet paper, soap and hand drying facilities. 2.3 Empty and clean waste bins according to work requirements. 2.4 Identify hazardous waste and take corrective action. 2.5 Complete cleaning schedule documentation. 2.6 Identify problems with public conveniences and amenities and take corrective action.
3. Store and monitor cleaning agents and equipment.	3.1 Store cleaning agents and cleaning equipment according to manufacturer guidelines and workplace requirements. 3.2 Check supplies of cleaning agents and cleaning equipment. 3.3 Order supplies of cleaning agents and cleaning equipment according to workplace policies and procedures.

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

SIFBGM003B Clean and maintain public conveniences and amenities.

Links

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Assessment Requirements for SIFCBGM003 Clean and maintain public conveniences and amenities

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, maintain and clean the required tools and equipment according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- prepare cleaning agents according to manufacturer guidelines and work requirements
- clean lavatories, basins and floors using the appropriate cleaning agents and dispose of waste
- store and monitor cleaning agents and equipment and maintain supplies of consumables.

Evidence of performance of cleaning and maintaining public conveniences and amenities on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- cleaning products used to clean and maintain public conveniences and amenities
- operating and maintenance of cleaning equipment, including personal protective equipment
- federal, state or territory, and local government legislation and regulations that impact on the maintenance of public convenience and amenities and including:
  - work health and safety/occupational health and safety
  - cemetery Acts and by-laws
  - local government regulations
  - Public Health Act
  - Environment Protection Act
  - Australian standards
  - Safe Work Australia certification and standards
- environmental impacts in relation to cleaning and maintaining public conveniences and amenities and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances

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- workplace policies and procedures in regard to cleaning and maintaining public conveniences and amenities.

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:
  - an environment that has public conveniences with lavatories and basins
  - cleaning consumables, cleaning supplies and equipment
  - personal protective equipment
- 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 supervisor

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

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SIFCBGM004 Install basic masonry structures

Modification History

Not applicable.

Application

This unit describes the performance outcome, skills and knowledge required to carry out basic masonry work for rockeries, monument footings and other grounds work. It applies to general grounds maintenance staff. It involves working under routine supervision and performing work 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

Building and Grounds Maintenance

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan work.	1.1 Liaise with supervisor or team member to identify and confirm work requirements. 1.2 Identify and select tools and equipment according to drawings and specifications. 1.3 Check tools and equipment for serviceability and report faults. 1.4 Prepare and use personal protective equipment. 1.5 Identify unsafe tools and equipment and take corrective action.
2. Select and prepare	2.1 Select concrete masonry according to quality requirements

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materials.	and job specifications. 2.2 Prepare concrete masonry for cutting and trimming. 2.3 Select materials for mortar according to job specifications. 2.4 Interpret manufacturer guidelines to prepare mortar mix according to job specifications and transport to job location. 2.5 Finalise adjustments to materials according to specifications.
3. Lay masonry.	3.1 Determine and apply required quantity of mortar evenly to job and set out. 3.2 Lay masonry to line, level, plumb and specified bond pattern and cornering. 3.3 Complete masonry work according to job drawings and specifications. 3.4 Erect scaffolding according to work requirements and relevant legislation. 3.5 Finish joints and brush down face work.
4. Install reinforcement to masonry.	4.1 Place and lay reinforcement with bed joints according to job specifications. 4.2 Place steel rods for vertical reinforcement to hollow work in locations according to job specifications. 4.3 Carry out jointing or splicing of reinforcing according to engineer specifications. 4.4 Mix, place and compact concrete or mortar to hollow block work.
5. Clean site.	5.1 Remove waste and clear area according to workplace requirements. 5.2 Clean, maintain and store tools and equipment according to manufacturer guidelines and workplace requirements.

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.

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Unit Mapping Information

SIFBGM004A Install basic masonry structures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBGM004 Install basic masonry structures

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, maintain and clean the required tools and equipment according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- interpret manufacturer guidelines to prepare mortar mix to work specifications
- set out and lay masonry, including installing reinforcement and cleaning up site, according to work specifications.

Evidence of performance of installing two or more basic masonry structures is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- applications of masonry structures in cemeteries,
  - paving
  - paths
  - edging
  - walls
  - retaining walls
  - barriers
  - ornamental garden features
- set out and construction principles and practices in relation to installing basic masonry structures
- properties and characteristics of masonry and associated materials
- hand tools and equipment used in installing basic masonry structures
- personal protective equipments used when installing basic masonry structures
- federal, state or territory, and local government legislation and regulations that impact on concrete construction
- environmental impacts in relation to general grounds care and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substance in relation to masonry and concrete construction

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- workplace policies and procedure in regard to concrete construction and operating and maintenance requirements of relevant hand tools and equipment.

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:
  - a facility where concreting requirements, such as paving, paths and edges can be applied
  - masonry and mortar, masonry tools and equipment and personal protective equipment
- 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 supervisor and team members

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

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SIFCBGM005 Place and finish concrete for cemetery or crematorium structures

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to place and finish concrete for cemetery or crematorium structures. It applies to cemetery and crematorium staff involved in building and grounds maintenance. It involves working under supervision with some responsibility, and performing work 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

Building and Grounds Maintenance

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan concrete work.	1.1 Identify and clarify work requirements. 1.2 Select and assemble tools, equipment and materials according to work requirements. 1.3 Check tools and equipment for serviceability and report faults. 1.4 Liaise with supervisor to identify and clarify actual or potential hazards and corrective actions.
2. Prepare and place	2.1 Conduct concrete tests according to manufacturer guidelines.

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concrete.	2.2 Transport and pour concrete on cemetery or crematoria structure. 2.3 Compact concrete according to job requirements. 2.4 Screed concrete according to specified levels and grades. 2.5 Finish concrete surface according to job specifications. 2.6 Apply curing methods according to manufacturer guidelines.
3. Clean work area and equipment.	3.1 Remove waste and debris according to workplace requirements. 3.2 Clear work site to cemetery presentation standards. 3.3 Clean, maintain and store tools and equipment according to manufacturer guidelines and workplace requirements.

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

SIFBGM005A Place and finish concrete for cemetery or crematorium structures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBGM005 Place and finish concrete for cemetery or crematorium structures

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, maintain and clean the required tools and equipment according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- calculate concrete mix according to manufacture guidelines and job specifications.
- place and finish concrete works with minimal spillage and according to job specifications.

Evidence of performance of placing and finishing concrete for cemetery and crematorium structures on two or more different structures is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- properties and characteristics of concreting materials
- tools and equipment used for concreting
- curling methods when finishing concrete surfaces
- job requirements for concreting for cemetery and crematorium structures, including but not restricted to:
  - foundations
  - slab on ground
  - concrete lid repair or replacement
  - monument repair.
- potential hazards and complications associated with concreting and finishing surfaces
- federal, state or territory, and local government legislation and regulations that impact on concreting structures
- environmental impacts in relation to general grounds care and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for concreting waste including timber, empty containers and concrete spillage and in particular for hazardous substance in relation to concreting
- workplace policies and procedure in regard to concrete construction and operation, use and maintenance of relevant hand and power tools and other equipment.

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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:
  - a cemetery or crematorium environment where concreting works, such as concrete lid repair or replacement and monument repair can be applied
  - concreting materials, tools and equipment and personal protective equipment
- 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

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

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SIFCBGM006 Construct signs

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare and construct a range of signs. It applies to general grounds maintenance staff who work under routine supervision with a moderate level of responsibility and performing work 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

Building and Grounds Maintenance

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan and prepare for signage work.	1.1 Liaise with supervisor to identify and confirm work requirements. 1.2 Identify, prepare and use personal protective equipment. 1.3 Interpret and follow plans, specifications and job instructions. 1.4 Select materials according to work requirements. 1.5 Select and assemble tools and equipment according to work requirements. 1.6 Check tools and equipment for serviceability and report faults.
2. Construct signage.	2.1 Classify sign type according to job specification.

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	2.2 Cut and join materials to job specification. 2.3 Finish surface of signage to job specification. 2.4 Select and use appropriate fasteners and fixing devices according to manufacturer guidelines.
3. Clean up equipment and work area.	3.1 Dispose of waste material according to workplace requirements. 3.2 Protect and package completed sign for transportation to sign location. 3.3 Clean, maintain and store tools and equipment according to manufacturer guidelines and workplace requirements.

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

SIFBGM008A Construct signs.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBGM006 Construct signs

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select, prepare, use, maintain and clean the required tools and equipment according to supervisor instructions, workplace policies and procedures, and manufacturer guidelines
- construct signs according to job specifications.

Evidence of performance of constructing two or more signs is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- basic principles and practices of sign construction
- material selection, including fixing and fasteners
- safety use and operation of equipment and hand and power tools in relation to constructing signs, including the use of personal protective equipment
- federal, state or territory, and local government legislation and regulations that impact on sign construction, including:
  - work health and safety/occupational health and safety
  - local government regulations
  - Environment Protection Act
  - Australian standards
  - Safe Work Australia certification and standards
- environmental impacts in relation to constructing signs and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substance in relation to constructing signs
- workplace policies and procedure in regard to sign construction.

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:

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  - a suitable work area where tools and equipment can be safely applied to construct signage
  - signage construction materials and relevant hand and power tools
  - building and grounds maintenance schedules and work proposals
- 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 supervisor

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

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SIFCBGM007 Evaluate building and grounds maintenance and development needs

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify and evaluate building and grounds maintenance and development needs and to develop schedules for their completion. It applies to staff involved in supervising general building and grounds maintenance staff, ensuring that all work is performed 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

Building and Grounds Maintenance

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify building and grounds maintenance and development requirements.	1.1 Liaise with appropriate staff to identify preventative maintenance needs. 1.2 Inspect building and grounds works according to regular schedule and identify maintenance requirements. 1.3 Identify and assess maintenance reports according to public safety requirements. 1.4 Develop strategy to resolve identified reported maintenance issues. 1.5 Identify and prioritise building and grounds

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	development proposals against workplace requirements and plans. 1.6 Assess building and grounds development proposals to determine sustainability of development. 1.7 Consult with specialist technical expert or external consultant as required.
2. Report on building and grounds condition.	2.1 Identify and record problems and faults in building and grounds maintenance and development. 2.2 Prepare reports according to relevant legislation and workplace policies and procedures.
3. Prepare building and grounds maintenance and development schedules.	3.1 Prepare schedule for building and grounds maintenance and development to meet workplace requirements and plans. 3.2 Check and confirm that planning arrangements adhere to relevant legislation. 3.3 Identify and confirm availability of resources and services needed to implement schedule.

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

SIFBGM006A Evaluate building and grounds maintenance and development needs.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBGM007 Evaluate building and grounds maintenance and development needs

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- inspect, document and prepare report on building and grounds maintenance requirements
- identify and prioritise building and grounds development proposals and prepare schedules to meet the specific and current needs of the workplace.

Evidence of performance of evaluating maintenance and development needs for two or more building and ground sites is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- methods for preventative maintenance
- techniques for asset preservation, including
  - repairing buildings and structures
  - repairing paths
  - pest eradication
  - garden maintenance
- building and grounds maintenance and development needs plans and reporting
- environmental impacts in relation to building and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- sustainable design principles in relation to building
- federal, state or territory, and local government legislation and regulations that impact on grounds maintenance, including:
  - work health and safety/occupational health and safety
  - workers' compensation legislation and regulations
  - cemetery Acts and by-laws
  - Crematorium Acts
  - local government regulations
  - Lands Act
  - Public Health Act

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  - Environment Protection Act
  - Australian standards
  - Safe Work Australia certification and standards
  - Traffic Acts and regulations
- workplace policies and procedure in regard to building and grounds maintenance and development.

Assessment Conditions

Skills must be demonstrated in a workplace where building and grounds inspections can occur to inform the development of plans, schedules and reports:

- using suitable equipment and resources, including:
  - maintenance reports and building and grounds development proposals
- under industry operating conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with team members and 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

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SIFCBGM008 Coordinate building and grounds maintenance and development

Modification History

Not applicable.

Application

This unit describes the performance outcome, skills and knowledge required to coordinate and monitor the implementation of building and grounds maintenance and development activities, coordinate the flow of information between stakeholders regarding these activities, and evaluate the extent to which the activities meet goals and stakeholder needs. It applies to staff involved in supervising general building and grounds maintenance staff. It involves ensuring that all work is performed 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

Building and Grounds Maintenance

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Coordinate and monitor activities, resources and plans.	1.1 Monitor and measure building and grounds maintenance and development against work requirements. 1.2 Obtain authorisation from appropriate personnel for new building and grounds maintenance and development activities. 1.3 Identify issues, problems and risks and develop a range of strategies to address them. 1.4 Provide solutions or recommendations to appropriate

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	personnel, including proposed contractors or tradespersons. 1.5 Follow procedures to ensure proposed contractors are appropriately licensed or qualified. 1.6 Receive authorisation from appropriate staff before implementing recommendations or solutions. 1.7 Keep accurate records of authorised changes.
2. Coordinate information flow.	2.1 Provide key stakeholders with timely, accurate and relevant information regarding building and grounds maintenance and development. 2.2 Provide team members and higher level managers with opportunities to contribute information towards building and grounds maintenance and development.
3. Monitor building and grounds maintenance and development activities.	3.1 Check and evaluate routine maintenance activities. 3.2 Evaluate building and grounds development activities on completion according to work requirements and stakeholder needs. 3.3 Identify problems and take corrective action. 3.4 Make recommendations regarding changes or improvements in future building and grounds maintenance projects.

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

SIFBGM007A Coordinate building and grounds maintenance and development.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCBGM008 Coordinate building and grounds maintenance and development

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- monitor and evaluate routine and non-routine building and grounds maintenance and development activities according to stakeholder requirements and workplace policies and procedures
- identify potential issues, problems and risks and propose solutions
- evaluate completed developments and develop recommendations for future improvements in building and grounds maintenance projects.

Evidence of performance of coordinating two or more building and grounds maintenance and development projects is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- building and grounds maintenance and development requirements, including:
  - building and structure construction
  - path construction
  - building and structure repair
  - path repair
  - vault installations
  - pest eradication
  - garden maintenance
  - garden development
  - roof maintenance.
- key stakeholders and appropriate protocols in working effectively with key stakeholders
- potential issues, problems and risks associated with coordinating building and grounds maintenance and development, and effective risk management strategies used to overcome these
- federal, state or territory, and local government legislation and regulations that impact on grounds maintenance

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- workplace policies and procedure regarding the coordination of activities, resources and plans.

Assessment Conditions

Skills must be demonstrated in a workplace where building and grounds maintenance activities are carried out and can be evaluated:

- using suitable equipment and resources, including:
  - building and grounds maintenance schedules and work proposals
- 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 team members and 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

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SIFCCAC001 Coordinate burial site preparation and reinstatement

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to locate burial sites, arrange their preparation, conduct final inspection prior to burial, and arrange and carry out reinstatement requirements. It applies to cemetery staff responsible for coordinating burial sites 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

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Coordinate burial site preparation.	1.1 Locate burial sites according to documentation using neighbouring sites and locators. 1.2 Report inconsistencies in documentation to manager. 1.3 Schedule preparation of burial site for an appropriate time. 1.4 Liaise with grounds staff to carry out burial site preparation.
2. Conduct final inspection of	2.1 Inspect burial site and general area to ensure safety and

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burial site.	appropriate presentation. 2.2 Check burial site in relation to the safe deployment of lowering or lifting devices and other equipment. 2.3 Report problems to appropriate personnel.
3. Coordinate burial site reinstatement and marking.	3.1 Arrange for the removal and storage of lowering or lifting devices and equipment after burial. 3.2 Plan for burial location to be filled or sealed. 3.3 Place burial marker on filled or sealed burial site. 3.4 Establish presentation of burial site and take corrective action. 3.5 Test safety of burial site according to relevant legislation.

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

SIFBCR001B Coordinate burial site preparation and reinstatement.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCCAC001 Coordinate burial site preparation and reinstatement

Modification History

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

Release	Comments
Two	Formatting error corrected in the Performance Evidence.
One	Reflects the Standards for Training Packages.

Performance Evidence

Evidence of the ability to:

- locate and arrange preparation for burial sites with grounds staff
- conduct the final inspection of burial sites prior to burials for equipment and safety requirements
- arrange for the safe deployment, removal and storage required equipment
- coordinate reinstatement of burial sites and ensure that the site is marked and well presented on conclusion of the work.

Evidence of performance of coordinating preparations and reinstatement of burial sites on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- burial sites and burial procedures
- documentation in relation to burial site preparation and reinstatement, including:
  - standard operating procedure guidelines
  - burial documentation
  - work orders
  - council permits
  - schedule running sheets
  - site identification details
  - cemetery map or plan

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- safe use of equipment for burial site preparation and reinstatement
- social, religious and cultural differences and traditions in relation to burial site preparation and reinstatement
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and the conduct of burials
- environmental impacts in relation to coordinating burial site preparation and reinstatement and minimal impact practices to reduce these
- environmentally sound disposal methods for all types of waste and to particular for hazardous substances
- workplace policies and procedures regarding burial site preparation and reinstatement
- operating and maintenance requirements of lowering or lifting devices and other equipment.

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:
  - a range of burial sites within a cemetery or other burial environment
  - lowering or lifting equipment, burial markers and personal protective equipment
  - documentation, including work orders and site identification details
- 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 guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFCCAC002 Schedule burials or cremations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to handle enquiries from funeral homes and schedule burials or cremations in a manner that meets all parties' needs. It applies to cemetery and crematorium staff working under the direction of a manager or supervisor and 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

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Respond to enquiries.	1.1 Respond to enquiries regarding burials, cremations and services from funeral home personnel. 1.2 Confirm details of burial or cremation and service requirements, including social, cultural and religious requirements.
2. Schedule burials or cremations.	2.1 Consult with relevant personnel to schedule burials, cremations and services. 2.2 Enter scheduling data and records into workplace information systems.

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2.3 Communicate schedules to relevant personnel.

2.4 Complete bookings correctly.

2.5 Check and complete relevant documentation.

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

SIFBCR008A Schedule burials or cremations.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCCAC002 Schedule burials or cremations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- handle enquiries and communicate with funeral home personnel to schedule burials or cremations in a manner that meets all parties' needs
- identify details of burial or cremation and service requirements, including social, cultural and religious requirements
- communicate scheduling information to relevant personnel.

Evidence of performance of scheduling burials or cremations on two 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 funeral home and cemetery and crematoria personnel
- burial or cremation procedures
- workplace information systems used to schedule burial or cremations, including electronic and manual
- documentation in relation to scheduling burials or cremations, including:
  - Death Certificate
  - standard operating procedures
  - work orders
  - burial documentation
  - cremation documentation
  - council permits
  - schedule running sheets
  - site identification details
  - cemetery plan or map
- social, religious and cultural differences and traditions in relation to burials or cremations
- workplace policies and procedures regarding scheduling burials or cremations

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- federal, state or territory, and local government legislation and regulations relating to documentation and confidentiality requirements for burials and cremations
- professional funeral services industry parameters when dealing with the bereaved.

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:
  - a cemeteries or crematoria office environment
  - communication equipment, computers, printers, information programs, record systems and software programs to control scheduling of burials and cremations
- 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 team members and 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

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SIFCCAC003 Coordinate the collection or memorialisation of cremated remains

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to advise families and arrange the collection or memorialisation of cremated remains. It applies to crematorium staff working with relative autonomy 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

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify wishes of family.	1.1 Discuss collection and memorialisation options, services, ceremony and procedures with family of deceased person. 1.2 Recognise any social, cultural and religious considerations, requirements and rituals of family. 1.3 Assist family to determine collection or memorialisation arrangements that best suit their needs.
2. Arrange for collection of cremated remains.	2.1 Locate cremated remains and prepare according to family requirements.

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	2.2 Obtain appropriate vessel or container for cremated remains according to family requirements. 2.3 Complete and file documentation. 2.4 Issue cremated remains to designated person as required after completing relevant documentation.
3. Arrange for memorialisation of cremated remains.	3.1 Determine suitable time for memorialisation in consultation with family. 3.2 Liaise with appropriate staff to arrange for memorialisation and communicate requirements. 3.3 Confirm appropriate memorial site according to family requirements. 3.4 Arrange for manufacture of memorial plaque. 3.5 Check and complete relevant documentation.

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

SIFBCR013A Coordinate the collection or memorialisation of cremated remains.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCCAC003 Coordinate the collection or memorialisation of cremated remains

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- liaise with, and determine family requirements and arrange memorialisation or collection of remains
- communicate arrangements with colleagues
- complete all documentation accurately.

Evidence of performance on two or more collection or memorialisation of cremated remains is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- crematorium operating procedures
- social, religious and cultural differences and traditions in relation to memorialisation of cremated remains, including:
  - traditional expressions of grief and mourning
  - dress standards
  - cultural rituals to assist grieving
  - duration of mourning
  - behaviour appropriate to client beliefs
  - types of monuments
  - religious denomination
  - spiritual symbolism
  - inurnment procedures
  - taboos regarding death
  - choice and placement of flowers
- types of memorial sites for cremated remains
- professional funeral services industry parameters in dealing with the bereaved and the deceased's remains

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- federal, state or territory, and local government legislation and regulations relating to collecting and memorialising cremated remains and associated documentation
- workplace policies and procedures regarding collecting or memorialising cremated remains, including relevant documentation in relation to issuing cremated remains to designated persons.

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:
  - a crematorium office environment
  - appropriate communication equipment, computers, printers, information programs, records systems and software programs to coordinate memorialisation
  - vessels for cremated remains
  - documentation, including work orders and site identification details
- 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 clients and 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

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SIFCCAC004 Maintain and care for historical records

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to correctly store, display and maintain historical records to ensure their preservation. It applies to cemetery and crematorium staff and may involve either working autonomously or under supervision. Work is performed 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

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Store and display historical records.	1.1 Locate historical records as required. 1.2 Handle historical records according to industry preservation guidelines and workplace requirements. 1.3 Store historical records according to industry preservation guidelines and relevant legislation and workplace requirements. 1.4 Display historical records to industry preservation guidelines and workplace requirements.
2. Carry out maintenance	2.1 Inspect historical records to identify damaged or missing

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of historical records.	records. 2.2 Report damage or loss of records to supervisor. 2.3 Carry out routine repairs on historical records as required. 2.4 Identify when specialist expertise is 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

SIFGLC001A Maintain and care for historical records.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCCAC004 Maintain and care for historical records

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- handle, store and display historical records according to industry preservation guidelines and work requirements
- inspect, maintain and repair historical records and report inspection results.

Evidence of performance of maintaining and caring for two or more historical is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- scope of own role in relation to maintaining and caring for historical records, including identifying when specialist expertise is required
- types and purposes of historical records for cemeteries and crematoria, including:
  - burial records
  - cremation records
  - Death Certificates
  - funeral records
  - relevant correspondence
  - photographs
  - books
  - artefacts
  - physical assets, including mortuary carriage
- industry preservation guidelines
- workplace policies and procedures in relation to maintenance of historical records and archive storage systems
- federal, state or territory, and local government legislation and regulations relating to storage and maintenance of historical records for cemeteries and crematoria
- cataloguing systems most commonly used for storage of historical records
- causes for damaged or missing records, including but not restricted to:
  - humidity

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  - light
  - dust
  - air conditioning
  - fire
  - soot
  - water damage
  - acidic paper
  - age and decay of bindings
  - structural collapse
  - shelves or more major building problems
  - relocation
  - computer malfunction
  - theft
  - vandalism
  - incompetence
- preservation processes used for historical documents
- preservation, maintenance and loss issues in relation to maintaining and caring for cemetery historical records.

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:
  - a facility where historical records can be displayed, stored and maintained
  - range of historical records with range of handling, storage and display requirements
  - equipment and materials used for minor repairs
- 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

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

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SIFCCAC005 Coordinate chapel operations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to arrange chapel bookings, receive and transfer coffins and caskets, and ensure the ongoing maintenance of chapels. It applies to funeral home, cemetery and crematorium staff working with relative autonomy 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

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Operate a chapel.	1.1 Establish daily work requirements to assist with efficient chapel operations. 1.2 Review and communicate daily chapel schedules to funeral personnel and relevant staff. 1.3 Maintain operating hours for chapel each day according to schedules. 1.4 Receive, place and transfer coffins and caskets according to special requirements. 1.5 Check coffin and casket nameplates against chapel register. 1.6 Assist funeral personnel and external suppliers as required.

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2. Maintain a chapel.	2.1 Maintain cleanliness of chapel according to daily schedules. 2.2 Conduct regular maintenance checks. 2.3 Undertake minor repair and report maintenance issues as required. 2.4 Document maintenance and repair activities.

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

SIFBCR006A Coordinate chapel operations.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCCAC005 Coordinate chapel operations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- register, record and check chapel bookings according to workplace policies and procedures
- implement daily chapel operation and maintenance activities in an efficient manner and in accordance with scheduled bookings.

Evidence of performance of coordinating chapel operations for two or more funerals is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- workplace policies and procedures regarding chapel operation procedures
- basic chapel operation procedures, including:
  - recording and checking chapel bookings
  - placing and removing signs and floral tribute markers
  - checking and completing relevant documentation, including:
    - funeral service details
    - celebrant instructions
    - applications for burial
    - certificates of burial or delivery for cremation
    - schedule running sheets
    - transfer documents
  - preparing and operating electronic coffin or casket lowering equipment
- roles and responsibilities of personnel in relation to chapel operations
- social, religious and cultural differences and traditions in relation to chapel operations, including:
  - orientation of coffin or casket
  - lighting and placement of candle
  - placement of flowers

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    - placement of photographs
- professional funeral services industry parameters and protocols in dealing with the deceased and the bereaved.

Assessment Conditions

Skills must be demonstrated in a chapel within a funeral home or cemetery and crematoria workplace:

- using suitable equipment and resources, including:
    - chapel equipment, including floral tribute markers and audio equipment
    - documentation, including chapel schedules and bookings
- 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 guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFCCAC006 Manage lift and reposition or deepen operations

Modification History

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

Release	Comments
Three	Editorial correction to pre requisite unit.
Two	Formatting error corrected in the Range of Conditions.
One	Reflects the Standards for Training Packages.

Application

This unit describes the performance outcomes, skills and knowledge required to assess burial sites for their suitability for lifting and repositioning or deepening. It applies to supervisors with responsibility for assessing all aspects of lifting and repositioning or deepening requests 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.

Pre-requisite Unit

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

Competency Field

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS **PERFORMANCE CRITERIA**

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Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Determine work requirements of lifting and repositioning or deepening operation.	1.1 Review application to lift and reposition or deepen burial site. 1.2 Review cemetery records and consult manager or appropriate funeral services personnel to determine options. 1.3 Inspect grave location and surrounds and identify existing or potential limitations. 1.4 Determine work requirements according to relevant information. 1.5 Prepare costing and communicate response to applicant.
2. Advise work requirements.	2.1 Develop work instructions and advise relevant personnel. 2.2 Confirm availability of relevant personnel, tools, equipment and machinery. 2.3 Confirm availability and serviceability of safety equipment. 2.4 Confirm work requirements with applicant and appropriate personnel as required.
3. Oversee work requirements.	3.1 Assemble relevant personnel, tools, equipment and machinery. 3.2 Liaise with relevant personnel to monitor operation. 3.3 Inspect and confirm nameplate as required. 3.4 Proceed with shoring or stopping operation and making good the grave. 3.5 Advise applicant of work outcome. 3.6 Complete relevant documentation.

Foundation Skills

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

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

Range of Conditions

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Existing or potential limitations:

- ground conditions
- monumentation
- access to site
- number of existing burials in gravesite
- required depth.

Relevant information:

- inability to move monumentation or make it safe
- unsafe conditions:
  - unstable ground
  - possible site contamination
- anticipated condition of remains:
  - embalming of remains
  - coffin construction
  - presence of water
  - lined or unlined grave
- safe access
- required equipment, tools and machinery
- availability of suitable staff.

Response to applicant:

- rationale for agreeing or refusing to proceed
- alternative proposals
- potential impacts on work:
  - condition of remains
  - unexpected site conditions
- length of time required to complete work safely
- possible additional costs.

Unit Mapping Information

SIFBCR026A Manage lift and reposition or deepen operations.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCCAC006 Manage lift and reposition or deepen operations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- review, assess, cost and negotiate applications for lifting and repositioning or deepening human remains according to legislative and workplace requirements
- coordinate required personnel, tools, equipment and machinery and monitor operations to ensure all repositioning works are conducted safely and efficiently and in accordance with work requirements.

Evidence of performance on two or more operations is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- relevant federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and assessment of applications to lift and reposition or deepen human remains
- workplace policies and procedures relating to lift and reposition or deepen applications and operations
- grave shoring requirements and methods
- appropriate tools, equipment and machinery used to lift and reposition or deepen human remains, and their associated usage
- environmental impacts in relation to burial works and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

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:
  - a cemetery environment that allows for visual inspection of gravesites and surrounds
  - tools, equipment and machinery, including personal protective equipment

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  - relevant documentation, such as cemetery records
- 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 guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFCCAC007 Arrange and oversee viewings of cremations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to deal with enquiries from families and oversee the viewing of cremations. It applies to crematorium staff working with relative autonomy 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

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Arrange viewing of a cremation.	1.1 Liaise with family to identify viewing requests and special needs. 1.2 Assess request for viewing and respond to family. 1.3 Liaise with appropriate personnel to identify and arrange viewing requirements, including social, cultural and religious needs. 1.4 Communicate viewing schedule and relevant information to family. 1.5 Arrange viewing area, including first aid facilities according to family needs.

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2. Oversee viewing of a cremation.	2.1 Escort family to viewing area at appropriate time. 2.2 Explain proceedings to family using clear, sensitive and empathetic language. 2.3 Monitor viewing of cremation, dealing with contingencies as required. 2.4 Escort family from viewing area at appropriate time. 2.5 Check and complete relevant documentation.

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

SIFBCR012A Arrange and oversee viewing of cremations.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCCAC007 Arrange and oversee viewings of cremations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- liaise with, and determine family viewing requirements and arrange viewing in keeping with these requirements
- apply sensitive and empathetic verbal and non-verbal communication with the bereaved before and during viewing and clear
- communicate effectively with colleagues to ascertain viewing arrangements.

Evidence of performance of arranging and oversee viewings of two or more cremations is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- crematorium operating procedures
- social, religious and cultural differences and traditions in relation to viewing of cremations, including but not restricted to:
  - dress standards
  - cultural rituals to assist grieving
  - funeral rites according to religious denomination
  - taboos regarding death
- strategies for dealing with contingencies in relation to viewings of cremations
- workplace policies and procedures regarding viewing of cremations
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, conduct of cremations and associated documentation
- first aid procedures in relation to overseeing viewings of cremations
- professional funeral services industry parameters and protocols for dealing with the deceased and the bereaved.

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Assessment Conditions

Skills must be demonstrated in a crematoria workplace:

- using suitable equipment and resources, including:
  - first aid facilities
- under industry operating conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with family members and 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

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SIFCCAC008 Coordinate burial works

Modification History

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

Release	Comments
2	Editorial correction to prerequisite code.

Application

This unit describes the performance outcomes, skills and knowledge required to identify, schedule and communicate burial works requirements to others. It applies to cemetery and crematorium supervisory staff who ensure that 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.

Pre-requisite Unit

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

Competency Field

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify and confirm burial works	1.1 Liaise with appropriate personnel to confirm burial works requirements.

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requirements.	1.2 Advise relevant staff of relevant legislation and workplace policies and procedures for carrying out burial works as required. 1.3 Review and communicate burial works schedules to appropriate personnel.
2. Oversee conduct of burial works.	2.1 Monitor burial works schedules to assist with efficient operations. 2.2 Monitor burial works according to relevant legislation and workplace policies and procedures. 2.3 Address problems that may arise during and after burial works and assist staff in their resolution as appropriate. 2.4 Recognise potential or actual breaches of relevant legislation or workplace policies and procedures and take appropriate action. 2.5 Evaluate efficiency of operations for continuous improvement.

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

SIFBCR019A Coordinate burial works.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCCAC008 Coordinate burial works

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- communicate legislation, work requirements and schedules to appropriate personnel
- coordinate required personnel, tools, equipment and machinery and monitor operations to ensure all burial works are conducted safely and efficiently and in accordance with work specifications and burial schedules

Evidence of performance of coordinating and overseeing burial works of five or more grave sites is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- role and responsibilities of personnel associated with burial works
- regulatory requirements and methods for burials and ability to deal with breaches
- processes and procedures for:
  - general cemetery operation
  - gravedigging, opening and probing
  - exhumation
  - vault excavation and installation
  - shoring methods and procedures
  - safe operation of tools, equipment and machinery
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and conduct of burials
- relevant workplace policies and procedures regarding burial works
- social, religious and cultural differences and traditions that impact on burial works
- roles and duties of cemetery personnel.

Assessment Conditions

Skills must be demonstrated in a cemetery workplace:

- using suitable equipment and resources, including:

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  - personal protective equipment
  - burial works schedules and booking systems
- 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 guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFCCAC009 Coordinate monument installations

Modification History

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

Release	Comments
Two	Formatting error corrected in the Elements and Performance Criteria.
One	Reflects the Standards for Training Packages.

Application

This unit describes the performance outcomes, skills and knowledge required to oversee the installation of monuments by monumental stonemasons. It applies to cemetery and crematorium supervisory staff who ensure that 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

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify and confirm monument installation requirements.	1.1 Liaise with appropriate personnel to confirm monument installation requirements. 1.2 Advise relevant staff of relevant legislation and workplace policies and procedures for carrying out monument

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	installation as required. 1.3 Issue permits for installation of monuments to stonemasons.
2. Oversee installation of monuments.	2.1 Monitor monument installations. 2.2 Liaise with monumental stonemasons using appropriate communication techniques. 2.3 Address problems that arise during and after monument installations and assist staff in their resolution as appropriate. 2.4 Recognise any potential or actual breaches of relevant legislation or workplace policies and procedures and take appropriate action. 2.5 Evaluate efficiency of operations for continuous improvement.

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

SIFBCR022A Coordinate monument installation.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCCAC009 Coordinate monument installations

Modification History

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

Release	Comments
Two	Grammatical error corrected in the Performance Evidence.
One	Reflects the Standards for Training Packages.

Performance Evidence

Evidence of the ability to:

- determine and communicate work requirements to monumental stonemasons, including workplace policies and procedures, and relevant legislation
- apply clear and accurate communication with colleagues
- supervise the safe and efficient installation of monuments.

Evidence of performance of coordinating installations of five or more monuments is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- monument installation procedures
- roles and responsibilities of stonemason and other personnel associated with monument installations
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and monument installation
- workplace policies and procedures regarding installation of monuments
- monument installations requirements, including:
  - location of monument
  - timeframe of installation
  - installation procedures, including:
    - size and design of monument
    - selection of material used

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  - engineering specifications
- strategies for addressing potential or actual breaches including:
  - inappropriate staff behaviour
  - inefficient work performance
- unsafe work practices.

Assessment Conditions

Skills must be demonstrated in a cemetery or crematorium workplace:

- using suitable equipment and resources, including:
  - personal protective equipment
  - work permits
- 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 guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFCCAC010 Supervise burials

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify and communicate burial procedures to staff, other personnel, clients and general supervisory cemetery and crematorium staff who ensure 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

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Supervise staff in preparation for burials.	1.1 Liaise with appropriate personnel to confirm burial requirements. 1.2 Advise relevant staff of relevant legislation and workplace policies and procedures for carrying out burials as required. 1.3 Review and communicate burial schedules to appropriate personnel. 1.4 Advise appropriate personnel of special requirements and burial procedures as required.
2. Oversee conduct of burials.	2.1 Monitor burial schedules to assist with efficient operations. 2.2 Assist staff to resolve scheduling difficulties and deal with

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contingencies.

2.3 Monitor burials according to schedules.

2.4 Address problems that may arise during and after burial and assist staff in their resolution as appropriate.

2.5 Identify potential or actual breaches of relevant legislation or workplace policies and procedures and take appropriate action.

2.6 Monitor relevant documentation and take corrective action as required.

2.7 Evaluate burials for to inform continuous improvement processes.

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

SIFBCR010A Supervise burials.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCCAC010 Supervise burials

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- communicate legislative and burial requirements and schedules to appropriate personnel
- coordinate required personnel, tools, equipment and machinery and monitor operations to ensure all burial works are conducted safely and efficiently and in accordance with work specifications and burial schedules
- supervise the safe and efficient burial of remains and reinstate the good presentation of burial site.

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

Knowledge Evidence

Demonstrated knowledge of:

- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and conduct of burials
- workplace policies and procedures regarding conduct of burials
- standard cemetery operating procedures, including gravedigging
- cemetery or crematorium records and booking systems
- social, religious and cultural differences and traditions in relation to burials
- professional funeral services industry parameters and protocols in dealing with the deceased and the bereaved
- roles and duties of cemetery and crematorium personnel
- 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 burials, including but not restricted to:
  - burial documentation
  - council permits
  - schedule running sheets
- cemetery plan or map.

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Assessment Conditions

Skills must be demonstrated in a cemetery or crematoria workplace:

- using suitable equipment and resources, including:
  - burial schedules and funeral booking systems
- 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 guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFCCAC011 Supervise cremations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify and communicate cremation procedures to staff, other personnel, clients and the general public and to oversee the conduct of cremations. It applies to crematorium staff who ensure that all work is carried 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

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Confirm and advise cremation requirements.	1.1 Liaise with appropriate personnel to confirm cremation requirements. 1.2 Advise relevant staff of relevant legislation and workplace policies and procedures for carrying out cremations as required. 1.3 Review and communicate cremation schedules to appropriate personnel. 1.4 Advise appropriate personnel of special requirements and cremation procedures as required. 1.5 Advise relevant staff of cremation equipment operations.

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2. Supervise conduct of cremations.	2.1 Monitor cremation schedules to assist with efficient operations. 2.2 Assist staff to resolve scheduling difficulties and deal with contingencies. 2.3 Monitor conduct of cremations. 2.4 Address general and technical problems that arise during and after cremation and assist staff in their resolution as appropriate. 2.5 Identify potential or actual breaches of relevant legislation or workplace policies and procedures and take appropriate action. 2.6 Monitor relevant documentation and take corrective action as required. 2.7 Evaluate cremations to inform continuous improvement processes.

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

SIFBCR014A Supervise cremations.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCCAC011 Supervise cremations

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.

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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 guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFCCAC012 Supervise exhumations

Modification History

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

Release	Comments
2	Editorial correction to prerequisite code.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare and supervise the exhumation of burial sites. It applies to cemetery and crematorium supervisory staff and funeral directors who are responsible for exhumations and overseeing 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.

Pre-requisite Unit

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

Competency Field

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare for	1.1 Confirm legality of reason for exhuming grave.

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exhumations.	1.2 Identify correct burial site from cemetery map or plan. 1.3 Liaise with appropriate personnel to identify work requirements and confirm areas of responsibility in performing exhumation. 1.4 Confirm tools, equipment and machinery required and confirm assembly and checks. 1.5 Communicate identified hazards and assist staff to take corrective action. 1.6 Supervise staff in placing protective restraints to restrict access to site to authorised personnel.
2. Supervise exhumation of deceased persons.	2.1 Supervise exhumation to ensure it is performed according to relevant legislation, workplace policies and procedures, and universal precautions. 2.2 Ensure the use of screens or other means to protect privacy of the remains. 2.3 Supervise and assist staff in enclosing remains of the deceased person and coffin or casket in appropriate casing as required. 2.4 Supervise staff and assist in transferring remains as required. 2.5 Evaluate exhumations to inform continuous improvement processes.

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

SIFBCR016A Supervise exhumations.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCCAC012 Supervise exhumations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify burial location and to assess safe exhumation methods
- communicate exhumation requirements and confirm areas of responsibility to appropriate personnel
- coordinate required personnel, tools, equipment and machinery and monitor operations to ensure all exhumations are conducted safely and efficiently and in accordance with work requirements
- supervise the safe and efficient exhumation of remains using infection control procedures and reinstate good presentation of burial sites at conclusion of exhumation.

Evidence of performance of supervising five or more exhumations is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- types of burial sites
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and conduct of exhumations, including universal precautions
- workplace policies and procedures in relation to exhumations
- gravedigging procedures
- shoring methods and procedures in relation to the conduct of exhumations
- tools and equipment and their associated uses in relation to the conduct of exhumations
- machinery operations in relation to the conduct of exhumation
- hazards associated with exhumations
- purpose and use of protective restraints.

Assessment Conditions

Skills must be demonstrated in a cemetery workplace:

- using suitable equipment and resources, including:

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  - human remains to be exhumed
  - protective restraints, appropriate privacy screens and tools and equipment required to exhume a burial site
- 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 guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

Modification History

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

Release	Comments
Two	Formatting error corrected in the Application.
One	Reflects the Standards for Training Packages.

Application

This unit describes the performance outcomes, skills and knowledge required to apply risk control processes at a cemetery or crematorium as related to relevant legislation and AS/NZS4360:1999 Risk Management or its authorised update or replacement. It includes identifying hazards; assessing risks; identifying unacceptable risks; identifying, analysing and implementing risk treatment; and completing records and reports associated with entry to confined spaces for maintenance and servicing of crematoria or other necessary reasons, such as preparing graves in green and brownfield sites, reopening and exhuming graves.

It applies to cemetery and crematorium staff and contractors who are competent in following confined space requirements and trained in incident response, including first aid or Cardio Pulmonary Resuscitation (CPR).

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

Competency Field

Work Health and Safety

Unit Sector

Cemetery and Crematoria

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Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Assess risk and identify unacceptable risk in cemetery and crematorium.	1.1 Conduct a risk assessment of potential hazards in the cemetery or crematorium. 1.2 Evaluate and determine consequence if a confined space is present. 1.3 Consider and determine likelihood of hazard exposure. 1.4 Identify and source criteria for acceptability or unacceptability of the risk. 1.5 Evaluate risk against criteria to identify if it warrants 'unacceptable risk' status and action or refer to appropriate party as required.
2. Identify confined space hazards in cemetery and crematorium.	2.1 Clearly identify actual and potential confined spaces through review of the nature of the space and its characteristics. 2.2 Analyse work area conditions to identify or recognise potential confined space hazards in the workplace. 2.3 Access and analyse information on existing risk control practices and use as appropriate. 2.4 Recognise type and scope of unresolved confined space hazards and their likely impact.
3. Identify, analyse and implement risk treatments for an identified confined space.	3.1 Identify and consider all possible risk treatment options. 3.2 Identify feasible options by preliminary analysis and consideration of possible options. 3.3 Analyse feasible risk treatment options and identify resource requirements. 3.4 Select most appropriate action for dealing with the risk. 3.5 Plan and prepare for risk control in detail and acquire or obtain required resources.
4. Complete records and reports.	4.1 Communicate information on risk control implementation to relevant people. 4.2 Complete records and reports for hazards and risk control actions from personal risk assessment as specified by legislative and site requirements.

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4.3 Provide feedback and input to WHS practitioners on range of variables associated with confined space work to improve hazard and risk management.

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

SIFOHS007A Identify hazards and assess risks in a cemetery or crematorium.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

Modification History

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

Release	Comments
Two	Spelling error corrected in the Performance Evidence.
One	Reflects the Standards for Training Packages.

Performance Evidence

Evidence of the ability to:

- identify confined space workplace hazards, and assess and control safety risks for a cemetery or crematorium operation and in line with regulatory requirements
- develop and implement risk assessment processes and procedures.

Evidence of performance of identifying hazards and assessing risks on five or more cemetery or crematorium operations is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- state or territory work health and safety/occupational health and safety legislation, specifically requirements for:
  - when, where and how hazards must be identified
  - when, where and how risk assessments must be conducted
- incorporating appropriate consultation into hazard identification and risk assessment process
- cemetery and crematorium risk management procedures, including emergency planning
- risk assessment areas in the cemetery or crematorium, including but not restricted to:
  - location of work
  - duration of work
  - soil type
  - shoring requirements

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- size of work crew
- qualifications of contractor or employee work crew
- size, depth, dimensions, age and type of grave
- size, depth and dimensions of tomb, crypt, vault or furnace
- access to the confined space
- ground conditions, including adjacent graves, soil make-up and water table
- terrain
- weather
- possible coffin weight and materials
- machinery
- presence of monuments and their stability
- atmospheric test requirements

- cemetery and crematorium health and safety system information
- characteristics of confined spaces, including:
  - size and location of grave
  - availability to access grave, crypt, vault or crematorium
  - presence of hazardous substances, including hydrogen sulphide from decomposing matter or carbon monoxide from water bailing pumps
  - presence of flammable contaminants generated by methane of decomposing matter
  - presence of unsafe oxygen levels associated with sealed coffins, crypt and graves
  - presence of materials that may result in engulfment through cave in
  - mechanical hazards, including backhoes or conveyors
  - signs of falling objects, including monuments or soil and rocks
  - ignition hazards:
    - sources of heat
    - static or friction
    - plant and equipment that pose risks, including welding, cutting or electronic equipment
    - activities, including grinding, chipping and sandblasting
  - electrical hazards
  - poor ventilation
  - environmental hazards:
    - water levels
    - seepage from neighbouring gravesites
    - high water tables
    - non-compacted soil
  - biological hazards:
    - viruses and bacteria
    - microbes and pathogens carried in the water or decomposing tissue
  - insects, snakes and vermin

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    - contains or has contained (or made of or lined or coated with) substances capable of reducing amount of oxygen present to a dangerous level
- risk treatments for an identified confined space, including:
    - eliminating hazard, including not getting in the grave
    - substitution, including using another gravesite
    - engineering controls, including extraction fans on vaults
    - administrative controls or procedures, including permits and risk assessments for confined space entry
    - shoring requirements
    - atmospheric test requirements
    - mechanical and isolation requirements
    - stand-by personnel and rescue arrangements, including Tripod or other means of effective rescue
    - authorisation
    - Material Safety Data Sheets (MSDS)
    - analysis of decomposing matter and water in space
    - fire extinguisher
    - spill kit
    - first aid kit
    - eye wash kit
    - communications equipment
    - signage
    - fall and edge protection
- cemetery and crematorium communication, reporting and recording procedures.

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:
    - a cemetery or crematorium operation for which hazard identification and risk assessment can be undertaken
    - housekeeping equipment and materials and personal protective equipment
    - organisational policies and procedures, and hazard identification and risk assessment template documents
- 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.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFCWHS002 Work in confined spaces

Modification History

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

Release	Comments
2	Editorial correction to prerequisite code.

Application

This unit describes the performance outcomes, skills and knowledge required to work in an enclosed or partially enclosed confined space for the purpose of carrying out work or inspections. It applies to all funeral services industry staff working in identified confined spaces in a cemetery or a crematorium. It involves ensuring that 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.

Pre-requisite Unit

SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium

Competency Field

Work Health and Safety

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan and prepare for work in confined	1.1 Access, confirm and apply work instructions.

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spaces.	1.2 Obtain, confirm and apply safety requirements according to work method, characteristics of the confined space, relevant legislation and workplace policies and procedures. 1.3 Obtain authorisation to enter confined space according to relevant legislation. 1.4 Confirm emergency response procedure with the stand by person. 1.5 Isolate mechanical or electrical energies to the confined space according to relevant legislation and workplace policies and procedures. 1.6 Select tools and equipment according to work instructions and check, report or rectify faults. 1.7 Identify and implement signage and barrier requirements according to project plan. 1.8 Identify, confirm and apply environmental protection requirements according to project environmental management plan. 1.9 Check rescue equipment and position close to point of entry.
2. Enter and work in the confined space.	2.1 Open access to the space as required. 2.2 Enter confined space according to agreed procedure. 2.3 Test and monitor atmosphere for harmful elements according to workplace policies and procedures. 2.4 Maintain communication with the stand-by person. 2.5 Perform designated work in confined space according to entry permit requirements and work instructions.
3. Exit confined space.	3.1 Recover tools, equipment and materials from confined space. 3.2 Exit confined space according to agreed procedure. 3.3 Close access as required. 3.4 Apply tagging and lock-out procedures as required. 3.5 Complete confined space entry log.
4. Clean work area.	4.1 Clear work area and dispose of or recycle materials according to project environmental management plan. 4.2 Clean, check, maintain and store tools and equipment according to manufacturer guidelines and workplace policies and procedures. 4.3 Remove barriers and signs and clean and store according to workplace policies and procedures.

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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

SIFOHS004A Work in confined spaces.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFCWHS002 Work in confined spaces

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- access and interpret relevant legislation and workplace policies and procedures related to working in confined spaces
- complete safe entry, exit and work in a range of confined spaces.

Evidence of performance of working in confined spaces on five or more different confined space projects is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- federal, state or territory, and local government work health and safety/occupational health and safety legislation and regulations relating to working in confined spaces
- workplace policies and procedures in relation to working in confined spaces and emergency procedures
- responsibilities and authorities for site isolation and site control:
  - entry permits, including allocated entry time to confined space
  - work permits:
    - location of work
    - duration of work
    - size of work crew
    - atmospheric testing requirements
    - use of personal protective equipment
    - hot work
    - stand-by personnel
    - rescue arrangements
    - rescue equipment
  - signs and barriers
- concept of, and areas classified as confined spaces in cemeteries and crematoria, including:

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  - boiler furnace
  - grave
  - tank
  - pit
  - pipe
  - container
  - crypt
  - vault
  - duct
  - well
  - receptacle that:
    - contains or has contained harmful substances, or that is capable of producing them
    - contains or has contained (or made of or lined or coated with) substances capable of reducing amount of oxygen present to a dangerous level.
- features of tools and equipment used in confined spaces, including:
  - harness and lifeline
  - respirator apparatus
  - atmospheric testing equipment
  - signs
  - barricades
  - communication devices
  - specific tools and equipment relevant to work to be performed
- environmental impacts in relation to confined spaces and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances.

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:
  - in a facility with confined space work areas
  - tools and equipment, personal protective equipment and emergency rescue equipment
  - work instructions and entry permits
- 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

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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

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SIFEMWK001 Encoffin deceased persons

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare and encoffin deceased persons safely. It applies to funeral home staff working autonomously with a reasonable level of responsibility 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to encoffin the deceased person.	1.1 Identify and prepare encoffining area and appropriate instruments, equipment and lifting device. 1.2 Prepare and use personal protective equipment. 1.3 Identify correct coffin or casket and check for serviceability and correct preparation, including appropriately engraved name plate, special handles or customising and accessories. 1.4 Identify and assess considerations for encoffining the deceased person. 1.5 Check identity of the deceased person against nameplate and encoffining instructions.

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2. Encoffin the deceased person.	2.1 Apply manual handling procedures to lift the deceased person into coffin or casket. 2.2 Arrange the deceased person in coffin or casket according to work instructions and social, religious or cultural requirements. 2.3 Undertake final check of presentation and arrangement of the deceased person and make adjustments as required. 2.4 Seal or close coffin or casket according to work instructions. 2.5 Secure nameplate and trimming accessories and undertake final check for presentation and accuracy.
3. Clean up.	3.1 Dispose of waste material according to workplace policies and procedures. 3.2 Clean and store instruments and equipment according to workplace policies and procedures.

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

SIFMWK001A Encoffin the deceased person.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK001 Encoffin deceased persons

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify and correctly encoffin a deceased person safely and appropriately according to work health and safety/occupational health and safety procedures and work instructions
- apply safe manual handling techniques in lifting the deceased.

Evidence of performance of encoffining deceased persons on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- instruments and equipment used for encoffining deceased persons, including mechanical and manual lifting devices
- use and maintenance of personal protective equipment
- considerations required for encoffining, including:
  - general body condition
  - type of coffin or casket
  - size and weight of the deceased person
  - place of viewing
  - full body or partial viewing
  - social, cultural and religious requirements
- manual handling procedures for the following:
  - single person lift
  - multiple person lift
  - assisted with mechanical lifting device
  - assisted with manual lifting device
- federal, state or territory, and local government legislation and regulations that impact on encoffining deceased persons including work health and safety/occupational health and safety, infection control and handling human remains
- workplace policies and procedures in regard to encoffining deceased persons

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- funeral services industry parameters and protocols when dealing with the deceased.

Assessment Conditions

Skills must be demonstrated in a funeral home or mortuary workplace:

- using suitable equipment and resources, including:
  - deceased bodies
  - coffins and caskets, encoffining equipment and personal protective equipment
- 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

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

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SIFEMWK002 Clean and sterilise mortuary items and equipment

Modification History

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

Release	Comments
Two	Grammatical error corrected in the Elements and Performance Criteria.
One	Reflects the Standards for Training Packages.

Application

This unit describes the performance outcomes, skills and knowledge required to safely prepare for, follow and complete cleaning and sterilisation processes for standard mortuary items and equipment. It applies to funeral home staff who clean and sterilise mortuary items and equipment, working autonomously or under direction 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Collect and sort reusable mortuary items and equipment.	1.1 Identify, prepare and use personal protective equipment. 1.2 Check, segregate and prepare mortuary items and equipment for appropriate cleaning or sterilisation

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	requirements. 1.3 Identify and transport reusable mortuary items and equipment to appropriate areas. 1.4 Identify and report faulty or damaged items and equipment. 1.5 Segregate and dispose of sharps and waste according to relevant legislation.
2. Prepare load for sterilisation.	2.1 Select appropriate sterilisation method for mortuary items and equipment. 2.2 Identify appropriate packaging requirements according to manufacturer guidelines. 2.3 Wrap, label and secure instrument trays and items according to manufacturer guidelines. 2.4 Close and secure containers according to manufacturer guidelines. 2.5 Load sterilising equipment according to manufacturer guidelines.
3. Operate sterilisers.	3.1 Conduct and document sterilising equipment test cycles. 3.2 Operate and monitor sterilising cycle according to manufacturer guidelines. 3.3 Clean and maintain sterilising equipment. 3.4 Record maintenance program. 3.5 Identify and report equipment faults.
4. Complete sterilisation procedures.	4.1 Check monitoring devices and record results on completion of cycle according to manufacturer instructions. 4.2 Remove sterilised items immediately on completion of cycle and check to ensure specified sterilisation criteria have been met. 4.3 Remove and record damaged items or packaging and take corrective action. 4.4 Conduct cooling down procedures according to manufacturer guidelines.
5. Store sterile stock.	5.1 Identify storage areas for sterile items and equipment. 5.2 Cover and label sterile items and equipment. 5.3 Check and complete relevant documentation.

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6. Clean and disinfect reusable items and equipment.	6.1 Select and prepare cleaning equipment according to manufacturer guidelines. 6.2 Conduct water quality and temperature checks. 6.3 Perform equipment test cycles as required according to current Australian standard. 6.4 Select instrument cleaning chemicals as required according to current Australian standard. 6.5 Clean reusable items and equipment. 6.6 Identify and report faulty or damaged appliances and reprocess items as necessary. 6.7 Clean equipment and work area.
7. Process cleaned items.	7.1 Transfer items to appropriate area. 7.2 Check items for functionality according to manufacturer specifications and take corrective action. 7.3 Assemble and pack cleaned reusable items and transfer to appropriate areas. 7.4 Complete required documentation.

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

SIFMWK003A Clean and sterilise mortuary items and equipment.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK002 Clean and sterilise mortuary items and equipment

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify, sort, handle and store reusable mortuary items and equipment safely
- load, unload, test, operate and maintain cleaning and sterilising equipment to ensure integrity of process using appropriate cleaning chemicals safely
- use work health and safety/occupational health and safety procedures, including standards precautions and the use and maintenance of personal protective equipment
- complete relevant cleaning and sterilisation documentation.

Evidence of performance of cleaning and sterilising mortuary items and equipment on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- reusable mortuary items and equipment requiring cleaning, disinfecting or sterilising
- sterilising methods, including:
  - steam under pressure
  - low temperature ethylene oxide gas
  - low temperature hydrogen peroxide vapour or plasma
  - chemical
  - dry heat
- safe operating procedures for sterilisers, including procedures for corrective actions, including repeating cycles, reporting faults and disposing of items
- workplace requirements for cleaning, disinfecting, sterilising and disposing of mortuary items and associated recording procedures
- types and characteristics of effective cleaning chemicals for manual cleaning of mortuary instruments and equipment
- use, care and maintenance of personal protective equipment
- workplace documentation reporting requirements including reporting for time, pressure and temperature of each sterilisation cycle, sterilising equipment maintenance, test cycle, cleaning and faults

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- federal, state or territory, and local government legislation and regulations that impact on cleaning, sterilising and disposing of mortuary items, including work health and safety/occupational health and safety and infection control
- environmental impacts in relation to cleaning and sterilising mortuary items and equipment and minimal impact practices to reduce these, especially those that relate to resource, water and energy use
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substance including chemicals used for sterilisation
- Australian standards for testing, operation and maintenance of equipment, and use and storage of chemicals.

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:
  - a mortuary facility where mortuary items and equipment can be sorted and cleaned, and sharps and hazardous waste can be disposed of appropriately
  - cleaning and sterilising equipment and chemicals
  - mortuary items and equipment requiring cleaning and sterilisation
- 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

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

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SIFEMWK003 Determine body preparation requirements

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify general body preparation requirements for each case and prepare the mortuary and required instruments accordingly. It applies to funeral home staff working autonomously with a high level of responsibility and 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Complete documentation requirements for body preparation.	1.1 Obtain completed documentation and authorisations from family prior to undertaking body preparation. 1.2 Obtain mortuary order for final disposition and facial considerations. 1.3 Complete receipts and other documents according to relevant legislation.
2. Identify scope of body preparation	2.1 Review documentation to identify required extent of body preparation for each case and any specific social, cultural and religious requirements.

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	2.2 Liaise with relevant personnel to clarify any questions regarding extent of body preparation required. 2.3 Identify specific instruments, apparatus and materials required to perform body preparation.
3. Prepare mortuary room and equipment.	3.1 Monitor and maintain appropriate mortuary ventilation and plumbing requirements. 3.2 Identify, access and maintain adequate light source. 3.3 Prepare mortuary room and assemble and prepare body preparation instruments, apparatus and materials. 3.4 Prepare and use personal protective equipment.

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

SIFMWK005A Determine body preparation requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK003 Determine body preparation requirements

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- complete documentation requirements prior to undertaking body preparation
- identify general body preparation requirements for each case and prepare the mortuary and required instruments accordingly.

Evidence of performance of determining body preparation requirements of different cases on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- documentation used for determining body preparation requirements, including but not restricted to:
  - authorisation for basic mortuary preparation and embalming
  - signed medical certificate
  - waterproof identification tag fixed securely to body
  - list of personal property, including clothing and shoes for dressing the deceased
  - receipts for jewellery and other valuables
  - special instructions for body preparation and presentation
  - schedule for viewing or funeral booking
- level of body preparation that may be required, including:
  - basic cleansing and disinfecting
  - basic preparation for viewing by family
  - temporary restoration and preservation of autopsied bodies
  - temporary restoration and preservation of autopsied or non-autopsied bodies
  - permanent restoration and preservation of autopsied or non autopsied bodies for repatriation
- social, cultural and religious requirements in relation to body preparation requirements, including but not restricted to:
  - funeral and mourning dress standards

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  - gender of body preparation personnel
  - time required between death and burial or cremation
  - orientation of the deceased person
  - methods of permissible body preparation
- mortuary instruments, apparatus and materials required for preparing the mortuary room
- workplace policies and procedures for use and preparation of mortuary facilities, instruments, apparatus and materials
- requirements for preparing the mortuary facility
- funeral services industry parameters and protocols for dealing with the deceased, including social cultural and religious requirements considerations
- federal, state or territory, and local government legislation and regulations relevant to safe performance of body preparation procedures.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
  - body preparation tools, apparatus and materials and personal protective equipment
  - documentations that includes authorisations, medical certificates, identification, instructions and receipts
  - mortuary items and equipment
- 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 and family

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

Links

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SIFEMWK004 Coordinate mortuary operations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to coordinate a range of mortuary operations including receiving and releasing decreased persons and maintaining the mortuary environment and equipment. It applies to funeral home staff working with a level of autonomy and 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Receive deceased persons at a mortuary.	1.1 Check transfer documentation is correct and complete and process. 1.2 Transfer the deceased person from vehicle to mortuary. 1.3 Check identification tag of deceased person. 1.4 Position the deceased person in mortuary using a headblock. 1.5 Complete personal effects register against the deceased's personal property.
2. Maintain mortuary	2.1 Update mortuary occupancy register.

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environment.	2.2 Observe and maintain required temperature of mortuary. 2.3 Monitor and maintain cleanliness, tidiness and security of the mortuary.
3. Maintain mortuary equipment.	3.1 Maintain inventory of specialist and non-specialist mortuary equipment. 3.2 Conduct regular inspections of equipment and determine serviceability according to manufacturer guidelines. 3.3 Monitor equipment servicing schedules and arrange routine service and repairs as required. 3.4 Maintain equipment service or repair.
4. Release deceased persons to other relevant agencies.	4.1 Liaise with transfer and mortuary workers and other agency staff as required to determine arrangements for release of the deceased person to relevant agency. 4.2 Complete required release documentation and processes. 4.3 Remove the deceased person from mortuary at appointed time, checking identification tag.

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

SIFMWK004B Coordinate mortuary operations.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK004 Coordinate mortuary operations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- receive, position and release deceased persons
- review and accurately complete documentation for receiving and releasing deceased persons
- monitor and maintain mortuary equipment availability and serviceability and the cleanliness and security of mortuary.

Evidence of performance of coordinating mortuary operations on the receiving and releasing of two or more decreased persons is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- documentation required for receiving and releasing deceased persons, including:
  - Medical Certificate or Certificate of Life Extinct
  - coroner’s warrant
  - medical report
  - transfer instructions
  - waterproof identification tag fixed securely to body
  - list of personal property, including clothing and shoes for dressing the deceased
  - receipts for jewellery and other valuables
  - mortuary occupancy register
  - embalming form
- agencies in relation to receiving and releasing deceased persons, including but not restricted to:
  - Coroner’s Office
  - other funeral homes
  - hospitals
- features and uses of specialist and non-specialist mortuary items

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- workplace policies and procedures for monitoring mortuary operations, including security procedures, climate control, maintaining equipment
- federal, state or territory, and local government legislation and regulations relating to transfer documentation, work health and safety/occupational health and safety, infection control and handling human remains
- environmental impacts regarding mortuary operations and minimal impact practices to reduce these
- funeral services industry parameters and protocols for dealing with the deceased.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
  - mortuary equipment
  - documentation, including mortuary occupancy register
- 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 mortuary workers and agencies

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

Links

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SIFEMWK005 Cleanse and disinfect deceased persons

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to perform basic body preparation requirement for all deceased persons which includes removing the wrapping and clothing from the deceased person, cleansing and disinfecting the body and relieving rigor mortis. It applies to funeral home staff working autonomously with a reasonable level of responsibility, and 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct preparatory procedures for cleansing and disinfecting deceased persons.	1.1 Prepare and use personal protective equipment. 1.2 Identify and prepare mortuary area and appropriate instruments and equipment.
2. Remove wrapping on deceased persons.	2.1 Disinfect body wrappings using appropriate droplet disinfectant according to infection control practices. 2.2 Open outer body wrappings and ensure containment of body fluids.

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	2.3 Cover mouth and nose with cloth soaked in an appropriate disinfectant. 2.4 Disinfect inner wrappings or clothing using a droplet disinfectant as required and according to infection control practices. 2.5 Remove inner wrapping and ensure containment of body fluids. 2.6 Place a durable modesty cover on genital area as required. 2.7 Place wrappings in an appropriate biowaste container and ensure containment of body fluids. 2.8 Recheck identity of deceased person against documentation, clothing, labelling and wrist tags. 2.9 Package or dispose of clothing separately according to given instructions.
3. Cleanse oral and nasal cavities.	3.1 Remove cloth covering mouth and nose, and dispose of using appropriate biowaste container. 3.2 Aspirate oral and nasal cavities if purge is present. 3.3 Relieve rigor mortis from lower jaw as required. 3.4 Open mouth to enable access and place cotton soaked in disinfectant deep inside using long forceps.
4. Cleanse and inspect body.	4.1 Spray all areas of body with appropriate disinfectant and allow to remain on body surface for five minutes. 4.2 Conduct external head and face inspection. 4.3 Wash, rinse and dry all body surfaces using appropriate washing materials. 4.4 Access rectal and vaginal orifices and place disinfectant cotton deep inside using large forceps, if required. 4.5 Shampoo hair using germicidal soaps, shampoos and conditioners. 4.6 Shave facial hair, trim beards and moustaches, if required. 4.7 Conduct final inspection of body and note anything unusual for further attention. 4.8 Note and document all jewellery and remove if required.

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5. Relieve rigor mortis in body.	5.1 Manipulate, move and rotate arms, hands, fingers, legs, ankles and toes carefully to relieve rigor mortis. 5.2 Identify and avoid weakened tissue areas which may become damaged through relieving rigor mortis.
6. Clean instruments, equipment and mortuary areas.	6.1 Clean, disinfect or sterilise instruments and equipment. 6.2 Dispose of waste materials. 6.3 Store instruments and equipment and report faults. 6.4 Clean and disinfect mortuary. 6.5 Remove personal protective equipment and process.

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

SIFMWK006A Cleanse and disinfect deceased bodies.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK005 Cleanse and disinfect deceased persons

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- remove the wrapping and clothing from the deceased person, cleanse and disinfect the body and relieve rigor mortis
- prepare mortuary area and select and use the required instruments and equipment
- clean, disinfect and sterilise the mortuary area, instruments and equipment at conclusion of the treatment.

Evidence of performance of cleansing and disinfecting deceased persons on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- mortuary instruments and equipment used for cleansing and disinfecting bodies and associated uses
- preparation requirements for the mortuary area
- body cleansing and disinfecting techniques
- properties and uses of germicidal sprays and disinfectants
- workplace policies and procedures for cleansing and disinfecting deceased bodies and, sterilisation procedures for mortuary instruments and equipment
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- structure and functions of the system of the body, including the musculo-skeletal in relation to cleansing and disinfecting deceased bodies
- effect of rigor mortis and techniques use to relieve it in the body
- funeral services industry parameters and protocols for dealing with the deceased, including social cultural and religious requirements considerations
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, infection control and handling human remains.

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Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
  - deceased persons
  - mortuary instruments and equipment, including personal protective equipment and chemicals
- 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

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

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SIFEMWK006 Set facial features

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to disinfect and set facial features on a deceased body. It applies to funeral home staff members who work autonomously with a reasonable level of responsibility 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct preparatory procedures for setting facial features.	1.1 Prepare and use personal protective equipment. 1.2 Prepare mortuary area and appropriate instruments and equipment.
2. Disinfect and close eyes.	2.1 Cleanse, disinfect, dry and relieve eyelids of rigor mortis using swabs. 2.2 Collect and dispose of soiled cotton in biowaste container. 2.3 Apply mortuary cream to eye caps or cotton and place onto eyeball. 2.4 Close upper eyelid 2/3 down and lower eyelid 1/3 up.

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	2.5 Conduct evaluation and take corrective action to ensure eye closure looks natural.
3. Disinfect nasal cavity.	3.1 Thoroughly clean and disinfect nasal cavity. 3.2 Dry cavity and pack with cotton coated with mortuary cream as required.
4. Disinfect and close mouth.	4.1 Relieve rigor mortis in mandible and maxilla. 4.2 Remove any dental prostheses and clean with a brush and disinfectant soap. 4.3 Thoroughly disinfect complete oral cavity, including teeth, gums and tongue and cleanse with cotton soaked in appropriate disinfectant. 4.4 Dry oral cavity and pack posterior region with cotton coated with mortuary cream. 4.5 Select and apply appropriate mouth closure method. 4.6 Use mouth former or cotton to replace missing teeth as required. 4.7 Pad buccal cavities with cotton or other appropriate material to fill out natural contours. 4.8 Model mouth and lips into a pleasing, natural position.
5. Shave facial hair as required.	5.1 Determine need for shaving of facial hair. 5.2 Apply suitable lubricant to soften skin. 5.3 Shave facial hair using a deposable razor, ensuring the removal of hair is thorough. 5.4 Remove all residues of lubricant and hair and dry face. 5.5 Apply mortuary cream to prevent razor burn.
6. Clean instruments, equipment and mortuary area.	6.1 Clean, disinfect or sterilise instruments and equipment according to hygiene and infection control procedures. 6.2 Dispose of waste materials safely and according to hygiene and infection control. 6.3 Store instruments and equipment according to workplace requirements. 6.4 Clean and disinfect mortuary area.

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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

SIFMWK007A Set facial features.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK006 Set facial features

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- disinfect, close facial body cavities, set facial features, and shave facial hair if required, using correct techniques and following work health and safety/occupational health and safety and infection control practices
- prepare mortuary area and select and use the required instruments and equipment
- clean, disinfect and sterilise the mortuary area, instruments and equipment at conclusion of the treatment.

Evidence of performance of setting facial features on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- mortuary instruments and equipment used for setting facial features and their associated uses
- preparation requirements for the mortuary area
- properties and uses of germicidal sprays and disinfectants
- structure and functions of the system of the face in relation to setting facial features
- facial dimensions for correct alignment of features
- techniques for setting facial features
- workplace policies and procedures for cleansing, disinfecting and setting facial features
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- funeral services industry parameters and protocols for dealing with the deceased, including social cultural and religious requirements considerations
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, infection control and handling human remains.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:

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  - deceased bodies
  - mortuary instruments, equipment including personal protective equipment and chemicals
- 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

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

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SIFEMWK007 Treat abdominal and thoracic cavities

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to treat abdominal and thoracic cavities on non-autopsied bodies to eliminate the presence of liquid or gaseous substances. It applies to embalming staff who work autonomously with a high level of responsibility, 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to treat abdominal and thoracic cavities.	1.1 Interpret body preparation documentation. 1.2 Prepare and use personal protective equipment. 1.3 Prepare mortuary area and appropriate mortuary instruments and equipment. 1.4 Identify organs of the body requiring cavity treatment. 1.5 Determine appropriate cavity treatment and volume of fluid, allowing for individual case characteristics. 1.6 Remove invasive and non invasive medical paraphernalia as required.

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2. Perform treatments.	2.1 Determine trocar entry point for aspiration, make incision and insert trocar into abdomen using approved surgical techniques. 2.2 Aspirate upper body and thoracic areas, identifying organ placement and if any aspirated material would be expected from each. 2.3 Remove trocar and clean according to infection control practices. 2.4 Reinsert trocar into the abdomen and aspirate lower body and abdominal organs, identifying organ placement and if any aspirated material would be expected from each. 2.5 Inject correct volume of cavity fluid into aspirated regions. 2.6 Remove trocar and close entry point. 2.7 Evaluate effectiveness of aspiration and perform re-aspiration and re-injection if required. 2.8 Identify and manage hazards, complications and problems.
3. Complete documentation and clean instruments, equipment and mortuary area.	3.1 Complete case analysis report that includes reference to any complications that may have arisen and corrective actions taken. 3.2 Clean, disinfect or sterilise instruments and equipment. 3.3 Dispose of waste materials. 3.4 Store instruments and equipment and report faults. 3.5 Clean and disinfect mortuary area.

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

SIFMWK015A Treat abdominal and thoracic cavities.

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Assessment Requirements for SIFEMWK007 Treat abdominal and thoracic cavities

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify treatment requirements through a pre-embalming case analysis and perform abdominal and thoracic cavity treatments using correct techniques and following work health and safety/occupational health and safety and infection control practices
- prepare mortuary area and select and use the required instruments and equipment
- clean, disinfect and sterilise the mortuary area, instruments and equipment at conclusion of the treatment
- complete case analysis reports.

Evidence of performance of treating the abdominal and thoracic cavities of different cases on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- mortuary instruments and equipment used for treating abdominal and thoracic cavities and associated uses
- techniques for body examination
- organs relating to the abdominal and thoracic cavities and their treatment during the embalming process, including:
  - upper body and thoracic areas:
    - right atrium of the heart
    - right lung
    - left lung
    - thoracic cavity
  - lower body and abdominal organs:
    - abdominal cavity
    - viscera
    - alimentary canal
    - stomach
    - liver

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    - small and large intestine
    - pancreas
    - spleen
    - gall bladder
    - blood vessels
    - appendix
    - bladder
    - kidneys
    - uterus
    - rectum
- invasive and non-invasive medical paraphernalia
- trocar insertion and suturing procedures
- hazards, complications and problems that may be associated with abdominal and thoracic cavities treatment, including but not restricted to:
    - sharps injuries
    - needle stick injuries
    - blood splash
    - infection
    - chemical spill
    - wet area
- workplace policies and procedures for treating abdominal and thoracic cavities
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- funeral services industry parameters and protocols for dealing with the deceased, including social cultural and religious requirements considerations
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, infection control and handling human remains.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
    - deceased bodies requiring abdominal and cavity treatment
    - embalming equipment, instruments and chemicals including personal protective equipment
- 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

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

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In addition to mandatory requirements, assessors of this unit or at least one person in the assessment team must hold a Certificate IV in Embalming or equivalent.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFEMWK008 Dress the deceased and apply cosmetics

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to dress the deceased and prepare face, hair and nails for viewing by relatives and friends. It applies to funeral home staff members work autonomously with a reasonable level of responsibility 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct preparatory procedures for performing cosmetic body preparation.	1.1 Prepare and use personal protective equipment. 1.2 Identify and prepare mortuary area according to work requirements 1.3 Select and prepare appropriate instruments and equipment. 1.4 Move the deceased person to appropriate mortuary room and position.
2. Dress the deceased person.	2.1 Identify dressing requirements according to family instructions and assemble required

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	materials. 2.2 Dress or shroud the deceased person according to requirements.
3. Prepare face, hair and nails.	3.1 Select hairdressing implements and products as required. 3.2 Brush and style hair to meet presentation requirements. 3.3 Identify the need, extent and style of cosmetics required according to presentation instructions. 3.4 Apply cosmetics as required using appropriate products or cosmetics supplied by the family. 3.5 Apply nail polish as required. 3.6 Evaluate cosmetic application, and adjust as required.
4. Clean instruments, equipment and mortuary area.	4.1 Clean, disinfect or sterilise instruments and equipment according to manufacturer guidelines. 4.2 Dispose of waste materials according to infection control requirements. 4.3 Store instruments and equipment and report faults. 4.4 Clean and disinfect mortuary area.

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

SIFMWK011A Dress bodies and applies cosmetics.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK008 Dress the deceased and apply cosmetics

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify dress and cosmetic requirements through examination and review of family's instructions
- prepare mortuary area and select and use the required instruments, equipment, cosmetics and hair products
- dress, apply cosmetics and style hair using appropriate techniques to achieve identified presentation requirements
- clean, disinfect and sterilise the mortuary area, instruments and equipment at conclusion of the body preparation.

Evidence of performance of dressing deceased and applying cosmetics on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- mortuary instruments and equipment used for dressing the deceased and cosmetic application and their associated uses
- requirements for preparing the mortuary area
- cosmetic types and features
- basic hairstyling techniques used for dressing the deceased of different gender, ages and cultural backgrounds
- cosmetic application for effective shading, colouring and concealing of different gender, ages and cultural backgrounds
- nail polish application techniques
- workplace policies and procedures in relate to dressing deceased persons
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- funeral services industry parameters and protocols for dealing with the deceased, including social cultural and religious requirements considerations

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- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, infection control and handling human remains.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
  - deceased bodies
  - mortuary instruments and equipment including personal protective equipment and cleansing and disinfecting products
- 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

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

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SIFEMWK009 Apply anatomy and physiology principles to embalming

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to apply an understanding of human body structure, systems and terminology as they relate to embalming. It applies to embalming staff who work autonomously with a high level of responsibility and work 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Apply anatomical and physiological terminology to the embalming process.	1.1 Recognise the structures and functions of the body in relation to embalming. 1.2 Locate and explain the circulatory and lymphatic systems in terms of their importance to embalming.
2. Apply knowledge of anatomy and physiology to the embalming process.	2.1 Locate and examine the arterial sites used for injecting embalming fluid during the embalming process. 2.2 Locate and examine the venous sites used for draining venous fluid during the embalming

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process.

2.3 Locate and examine the organs treated during the embalming process.

Foundation Skills

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

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

- Learning skills to interpret and organise anatomical and physiological theories.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK009 Apply anatomy and physiology principles to embalming

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- use anatomical and physiological terminology as they apply to the embalming process
- apply knowledge of the structure and functions of anatomy and physiology to the embalming process.

Evidence of performance of applying anatomy and physiology principles to the embalming process on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- anatomy and physiology terminology as it relates to embalming
- anatomy and physiology as it relates to embalming, including:
  - the structural levels of organisation in the study of anatomy and physiology
  - the functions of the internal transportation systems of the body
  - the gas exchange that occurs within the respiratory system
  - role of the nervous system
  - role of the musculo-skeletal system
- body systems in regard to their interdependence and relationship to the muscles and nerves as related to the embalming process:
  - skeletal and muscular, including muscle contractibility and motor points
  - lymphatic, digestive, respiratory, and circulatory systems
- arterial sites and venous sites used for injecting embalming fluid
- physical and chemical changes that occur after death and their possible impact on the embalming process.

Assessment Conditions

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

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- using suitable facilities, equipment and resources, including:
  - a mortuary environment
  - deceased bodies or models of deceased bodies
  - mortuary instruments and equipment including personal protective equipment and chemicals
- under industry operating conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role

As well as satisfying the NVR/AQTF mandatory competency requirements, assessors must also be a qualified embalmer.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFEMWK010 Restore minor body damage

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to repair minor body damage caused by an accident in preparation for a viewing of the deceased person by the family. It applies to embalming staff who work autonomously with a high level of responsibility and 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to restore the body.	1.1 Prepare and use personal protective equipment. 1.2 Prepare mortuary area and appropriate instruments and equipment. 1.3 Identify restorative requirements through examination of the deceased person. 1.4 Access and analyse photographs of the deceased person, if available, to assist with restorative work.
2. Complete body restorative work	2.1 Inspect body for minor cuts and openings and identify appropriate repair techniques and required instruments. 2.2 Cauterise cuts and openings and where appropriate use a suitable needle and suture cord to close incision using sealing

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	powder. 2.3 Repair or conceal minor wounds or abrasions using appropriate repair techniques. 2.4 Conduct evaluation of restorative work and perform remedial action as required. 2.5 Identify hazards, complications and problems and take appropriate corrective action.
3. Clean equipment and mortuary area.	3.1 Clean, disinfect or sterilise instruments and equipment. 3.2 Dispose of waste materials. 3.3 Store instruments and equipment and report faults. 3.4 Clean and disinfect mortuary area.

Foundation Skills

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

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

- Reading skills to interpret work health and safety and infection control legislation.
- Numeracy skills to calculate ratio for disinfecting instruments and equipment.

Unit Mapping Information

SIFMWK008A Restore minor body damage.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK010 Restore minor body damage

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify restorative requirements through examination and repair or conceal minor body damage using correct techniques and following work health and safety/occupational health and safety and infection control practices
- prepare mortuary area and select and use the required instruments and equipment
- clean, disinfect and sterilise the mortuary area, instruments and equipment at conclusion of the treatment.

Evidence of performance of restoring minor body damage of different cases on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- mortuary instruments and equipment used for cleansing and disinfecting bodies and their associated uses
- requirements for preparing the mortuary area
- properties and uses of germicidal sprays and disinfectants
- structure and functions of the systems of the body in relation to restoring minor body
- areas requiring evaluation for restorative repair, including:
  - eyes
  - skin
  - bruising
  - intravenous line punctures
  - tracheotomy or colostomy openings
  - other openings not closed
  - incisions not sutured
  - leakage from sutures
- restorative repair techniques, including:
  - suturing

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  - gluing
  - concealment using cosmetics
  - use of wax and creams
- application of standard precautions, including
  - use of personal protective equipment
  - presumption that all blood and body fluids are infectious
  - covering exposed cuts and abrasions, particularly on workers' hands, with waterproof coverings prior to commencement of work
  - immediate treatment of puncture wounds or abrasions
- workplace policies and procedures for performing minor body restoration procedures
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- funeral services industry parameters and protocols for dealing with the deceased, including social, cultural and religious requirements considerations
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, infection control and handling human remains.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
  - deceased bodies requiring minor restoration
  - mortuary instruments and equipment including personal protective equipment and cleansing and disinfecting products
- 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

As well as satisfying the NVR/AQTF mandatory competency requirements, assessors must also hold formal qualifications as an embalmer.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFEMWK011 Treat the head and body after autopsies

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to perform head and body restoration on autopsied bodies. It applies to embalming staff who work autonomously with a high level of responsibility and 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to perform head and body restoration.	1.1 Prepare and use personal protective equipment. 1.2 Prepare mortuary area and appropriate instruments and equipment. 1.3 Identify extent of head and body restoration required through examination of the deceased person.
2. Perform head restoration.	2.1 Remove suturing from scalp. 2.2 Remove calvaria and packing material. 2.3 Treat calvaria, cranial cavity and scalp areas using a cauterising agent. 2.4 Pack cranial cavity as required. 2.5 Refix calvaria using skull clamps, glue or suture

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	technique as appropriate. 2.6 Cover gaps using sealing compounds as required. 2.7 Suture scalp and seal closed. 2.8 Wash and dry hair using germicidal soaps and shampoos as required. 2.9 Identify hazards, complications and problems and take appropriate corrective action.
3. Perform body restoration.	3.1 Remove all suturing from body. 3.2 Remove sternum, viscera and packing material. 3.3 Treat sternum, body cavity and exposed tissue areas using a cauterising agent, preserving gel, or powder. 3.4 Pack pelvic cavity as required. 3.5 Restore throat/neck area as appropriate. 3.6 Return treated viscera into cavity. 3.7 Put treated sternum in place. 3.8 For long bone donation, re-insert disinfected bone replacement material. 3.9 Apply appropriate suturing techniques and glue to all autopsy incisions. 3.10 Re-cleanse and disinfect body. 3.11 Identify hazards, complications and problems and take appropriate corrective action.
4. Clean instruments, equipment and mortuary area.	4.1 Clean, disinfect or sterilise instruments and equipment. 4.2 Dispose of waste materials. 4.3 Store instruments and equipment and report faults. 4.4 Clean and disinfect mortuary area.

Foundation Skills

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

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

- Reading skills to interpret work health and safety and infection control legislation.
- Numeracy skills to calculate ratio for disinfecting instruments and equipment.

Unit Mapping Information

SIFMWK009A Restore head damage on autopsied cases.

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Links

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Assessment Requirements for SIFEMWK011 Treat the head and body after autopsies

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify requirements through examination to treat the head and body after an autopsy using correct techniques and following work health and safety/occupational health and safety and infection control practices
- prepare mortuary area and select and use the required instruments and equipment
- clean, disinfect and sterilise the mortuary area, instruments and equipment at conclusion of the treatment.

Evidence of performance of treating the head and body after autopsy of different cases on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- mortuary instruments and equipment used for restoring the head and body after an autopsy and associated uses
- requirements for preparing the mortuary area
- properties and uses of germicidal sprays and disinfectants
- anatomical structure and functions of the head and body in relation to the restoration of the head and body after autopsy
- concept of suturing and basic techniques in relation to embalming
- hazards, complications and problems that may be associated with head and body restoration, including:
  - sharps injuries
  - needle stick injuries
  - blood splash
  - infection
  - chemical spill
  - wet area
- application of standard precautions, including
  - use of personal protective equipment

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  - presumption that all blood and body fluids are infectious
  - covering exposed cuts and abrasions, particularly on workers' hands, with waterproof coverings prior to commencement of work
  - immediate treatment of puncture wounds or abrasions
- workplace policies and procedures for performing head and body restorations
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- funeral services industry parameters and protocols for dealing with the deceased, including social, cultural and religious requirements considerations
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, infection control and handling human remains.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
  - deceased bodies on which autopsies have been performed
  - mortuary instruments and equipment including personal protective equipment and cleansing and disinfecting products
- 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

As well as satisfying the NVR/AQTF mandatory competency requirements, assessors must also hold formal qualifications as an embalmer.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFEMWK012 Restore and set eyes after eye donations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare and restore the eye area after eye donation in preparation for a viewing of the deceased person by the family. It applies to embalming staff who work autonomously with a high level of responsibility and 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct preparatory procedures.	1.1 Prepare and use personal protective equipment. 1.2 Prepare mortuary area and appropriate instruments and equipment. 1.3 Access and analyse photographs of the deceased person, if available, to assist with eye restorative work.
2. Unpack and clean eye sockets.	2.1 Remove and dispose of packed materials from eye socket. 2.2 Examine eye socket to determine presence of severed vessels. 2.3 Clean eye socket using cotton wool and appropriate disinfectant.
3. Complete restorative	3.1 Repack eye sockets using appropriate materials and processes

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work.	to prevent leakage. 3.2 Shape eyes into natural position using appropriate eye shaping techniques referring to photographs of the deceased person, if available, as required. 3.3 Close upper eyelid 2/3 down and lower eyelid 1/3 up. 3.4 Conduct evaluation of restorative work and take corrective action to ensure eye closure looks natural.
4. Clean instruments, equipment and mortuary area.	4.1 Clean, disinfect or sterilise instruments and equipment. 4.2 Dispose of waste materials. 4.3 Store instruments and equipment and report faults. 4.4 Clean and disinfect mortuary area.

Foundation Skills

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

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

- Reading skills to interpret work health and safety and infection control legislation.
- Numeracy skills to calculate ratio for disinfecting instruments and equipment.
- Problem-solving skills to identify and address hazards and complications.

Unit Mapping Information

SIFMWK010A Restore and set eyes after eye donation.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK012 Restore and set eyes after eye donations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify restorative requirements through examination and to restore and set eyes using correct techniques and following work health and safety/occupational health and safety and infection control practices
- prepare mortuary area and select and use the required instruments and equipment
- clean, disinfect and sterilise the mortuary area, instruments and equipment at conclusion of the treatment.

Evidence of performance of restoring and setting eyes after eye donation of different cases on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- mortuary instruments and equipment used for restoration of eyes after donation and associated uses
- requirements for preparing the mortuary area
- properties and uses of germicidal sprays and disinfectants
- structure and function of the eyes and head in relation to eye removal and restoration
- eye shaping techniques that may include use of eye caps and positioning of eyelids
- workplace policies and procedures for performing head treatments
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- funeral services industry parameters and protocols for dealing with the deceased, including social, cultural and religious requirements considerations
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, infection control and handling human remains.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

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- using suitable equipment and resources, including:
  - deceased bodies that have been subject to eye donation
  - mortuary instruments and equipment including personal protective equipment and cleansing and disinfecting products
- 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

As well as satisfying the NVR/AQTF mandatory competency requirements, assessors must also hold formal qualifications as an embalmer.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFEMWK013 Determine embalming requirements

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to transfer a deceased person to a mortuary room and ascertain the body condition, classify the body and evaluate the effects and treatments for a range of body conditions and problems. It applies to embalming staff who work autonomously with a high level of responsibility and 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify the deceased person.	1.1 Confirm identity of deceased on name tag. 1.2 Check and confirm details are accurate against documentation.
2. Prepare mortuary areas and equipment.	2.1 Prepare and use personal protective equipment. 2.2 Prepare mortuary area and appropriate mortuary instruments and equipment.
3. Prepare for a pre-embalming case analysis.	3.1 Transfer the deceased person from mortuary refrigerator to mortuary room. 3.2 Confirm death using appropriate non-invasive observation techniques. 3.3 Advise team members of the extent of the procedure to be

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	performed and associated precautions that may need to be taken.
	3.4 Discuss emotional issues likely to be encountered with a particular case.
4. Analyse embalming requirements.	4.1 Identify physical and chemical changes of the body.
	4.2 Inspect the body for a range of body conditions using appropriate instruments, apparatus and materials.
	4.3 Identify and evaluate effects and treatments required for any identified body conditions.
	4.4 Determine appropriate embalming techniques and required solution quantity, strength, pressures and rates of flow, taking into account identified body conditions and effects of different treatments.

Foundation Skills

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

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

- Learning skills to stay abreast with changing techniques and treatments.
- Writing skills to complete embalming requirements report.

Unit Mapping Information

SIFMWK013A Determine embalming requirements.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK013 Determine embalming requirements

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify the deceased and confirm details against documentation
- analyse the embalming requirements by examination and evaluate the treatments and effects for specified body conditions and problems
- calculate fluid dilutions for specific conditions using appropriate formulas
- determine the appropriate embalming techniques to be used and communicate these to mortuary staff advising of potential emotional issues.

Evidence of performance of determining embalming requirements of different cases on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- documentation for determining embalming requirements, including:
  - Medical Certificate or Certificate of Life Extinct
  - coroner’s warrant
  - medical report
  - transfer instructions
  - waterproof identification tag fixed securely to body
  - list of personal property, including clothing and shoes for dressing the deceased
  - receipts for jewellery and other valuables
  - mortuary occupancy register
  - embalming form
- requirements for preparing the mortuary facility
- mortuary equipment, instruments and materials and their associated uses
- process for body examination using non-invasive observation techniques, including:
  - checking for no pulse
  - looking for fixed and dilated pupils

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- structures and functions of the systems of the body and the physical and chemical changes following death and their possible impact on the embalming process, including:
  - body moisture content
  - vascular problems
  - delayed embalming
  - discolouration
  - exposure to drug therapies
  - trauma
- effects of embalming on various causes of death, medical treatments and procedures
- funeral services industry parameters and protocols for dealing with the deceased, including social, cultural and religious considerations
- federal, state or territory, and local government legislation and regulations in relevant to work health and safety/occupational health and safety, infection control and handling human remains
- workplace policies and procedures in relation to determining embalming requirements.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
  - deceased bodies
  - mortuary instruments and equipment including personal protective equipment and cleansing and disinfecting products
- 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 team members

As well as satisfying the NVR/AQTF mandatory competency requirements, assessors must also hold formal qualifications as an embalmer.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFEMWK014 Perform arterial embalming of natural cases

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify and perform the most appropriate arterial embalming procedures and techniques of natural cases based on body condition, including babies and infants up to 2 years of age. It applies to embalming staff responsible for carrying out arterial embalming as part of the embalming process. It involves working autonomously with a high level of responsibility and 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to perform arterial embalming.	1.1 Prepare and use personal protective equipment. 1.2 Prepare mortuary area and appropriate mortuary instruments and equipment 1.3 Identify type of body condition and evaluate embalming implications. 1.4 Remove invasive and non-invasive medical paraphernalia as required.
2. Complete arterial embalming procedures.	2.1 Determine primary injection and drainage sites using appropriate techniques. 2.2 Mix and prepare arterial embalming chemicals

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	according to pre-embalming case analysis. 2.3 Determine injection pressure and rate of flow according to pre-embalming case analysis. 2.4 Raise arteries for primary injection using linear and anatomical guides. 2.5 Maintain effectiveness of distribution and diffusion of arterial injection by massage of the limbs, hands, feet, neck and face. 2.6 Maintain adequate drainage using appropriate techniques and instruments. 2.7 Identify and raise secondary injection sites as required. 2.8 Apply alternative treatments for areas not reached by arterial fluid using appropriate methods. 2.9 Perform aspiration of cavities using appropriate techniques. 2.10 Apply appropriate suturing techniques to all incisions. 2.11 Re-cleanse and disinfect the body. 2.12 Identify and manage hazards, complications and problems.
3. Complete post-embalming case analysis and clean instruments, equipment and mortuary area.	3.1 Perform case analysis to evaluate success of the procedure and determine implications for further embalming procedures. 3.2 Complete case analysis report with reference to any complications that may have arisen and corrective actions taken. 3.3 Clean, disinfect or sterilise instruments and equipment. 3.4 Dispose of waste as appropriate. 3.5 Store instruments and equipment and report faults. 3.6 Clean and disinfect mortuary area.

Foundation Skills

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

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Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

- Reading skills to interpret work health and safety and infection control legislation.
- Numeracy skills to calculate ratio for disinfecting instruments and equipment.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK014 Perform arterial embalming of natural cases

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify treatment requirements through a pre-embalming case analysis
- perform arterial treatments using correct techniques, following work health and safety/occupational health and safety and infection control practices
- prepare mortuary area and select and use the required instruments and equipment
- clean, disinfect and sterilise the mortuary area, instruments and equipment and complete case analysis report at conclusion of the treatment.

Evidence of performance of performing arterial treatment of natural cases of different body conditions on twenty or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- requirements for preparing the mortuary facility
- mortuary equipment, instruments and materials and their associated uses
- process for body examination using non-invasive observation techniques, including:
  - checking for no pulse
  - looking for fixed and dilated pupils
- circulatory and lymphatic systems in terms of their importance to embalming
- arterial sites used for injecting embalming fluid
- physical and chemical changes that occur after death and their possible impact on the embalming process
- effects of embalming on various causes of death, medical treatments and procedures
- embalming implications for different types of body conditions including babies and infants up to 2 years of ages, including:
  - order for preparation
  - fluid strength
  - use of dyes
  - pressure and rates of flow
  - drainage

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    - techniques for dealing with conditions:
        - emaciation
        - oedema
        - jaundice
        - bariatric
- range of invasive and non-invasive medical paraphernalia
- anatomical and linear guides used for selected injection sites
- alternative treatments for areas not reached by arterial fluid that may include hypodermic injection, internal packs, preservative gels and external gels
- venous sites used for draining venous fluids
- various suture techniques used
- funeral services industry parameters and protocols for dealing with the deceased, including social, cultural and religious considerations
- federal, state or territory, and local government legislation and regulations in relevant to work health and safety/occupational health and safety, infection control and handling human remains
- environmental impacts regarding embalming procedures and minimal impact practices to reduce these
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- workplace policies and procedures in relation to performing arterial embalming.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
    - deceased bodies of natural cases requiring arterial embalming
    - mortuary instruments and equipment including personal protective equipment, chemicals and cleansing and disinfecting products
- 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

As well as satisfying the NVR/AQTF mandatory competency requirements, assessors must also hold formal qualifications as an embalmer.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFEMWK015 Perform arterial embalming of autopsied cases

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify and perform the most appropriate arterial embalming procedures and techniques on autopsied cases based on body condition, including babies and infants up to 2 years of age. It applies to embalming staff responsible for carrying out arterial embalming on autopsied cases as part of the embalming process. It involves working autonomously with a high level of responsibility and according to and 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to perform arterial embalming.	1.1 Prepare and use personal protective equipment. 1.2 Prepare mortuary area and appropriate mortuary instruments and equipment. 1.3 Identify type of autopsy performed and evaluate embalming implications. 1.4 Remove invasive and non invasive medical paraphernalia as required. 1.5 Remove all autopsy sutures using appropriate techniques.

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	1.6 Remove viscera bag and clean, disinfect and dry viscera.
2. Perform arterial embalming procedures.	2.1 Locate vessels to be used for arterial injection and drainage using appropriate techniques. 2.2 Mix and prepare arterial embalming chemicals according to pre-embalming case analysis. 2.3 Determine injection pressure and rate of flow according to pre-embalming case analysis. 2.4 Inject identified vessels. 2.5 Maintain effectiveness of distribution and diffusion of arterial injection by massage of the limbs, hands, feet, neck and face. 2.6 Maintain suitable drainage into cavity. 2.7 Identify and raise secondary injection sites as required. 2.8 Apply alternative treatments for areas not reached by arterial fluid using appropriate methods. 2.9 Return viscera to body cavity using appropriate techniques. 2.10 Apply appropriate suturing techniques to re-suture all autopsy incisions. 2.11 Re-cleanse and disinfect the body. 2.12 Identify and manage hazards, complications and problems.
3. Complete post-embalming case analysis and clean instruments, equipment and mortuary area.	3.1 Perform case analysis to evaluate success of the procedure and determine implications for further embalming procedures. 3.2 Complete case analysis report that includes reference to any complications that may have arisen and corrective actions taken. 3.3 Clean, disinfect or sterilise instruments and equipment. 3.4 Dispose of waste as appropriate. 3.5 Store instruments and equipment and report faults. 3.6 Clean and disinfect mortuary area.

Foundation Skills

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

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Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

- Reading skills to interpret work health and safety and infection control legislation.
- Numeracy skills to calculate ratio for disinfecting instruments and equipment.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK015 Perform arterial embalming of autopsied cases

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify treatment requirements through a pre-embalming case analysis
- perform arterial treatments on autopsied cases using correct techniques and following work health and safety/occupational health and safety and infection control practices
- prepare mortuary area and select and use the required instruments and equipment
- clean, disinfect and sterilise the mortuary area, instruments and equipment and complete a case analysis report at conclusion of the treatment.

Evidence of performance of performing arterial treatment of autopsied cases on ten or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- requirements for preparing the mortuary facility
- mortuary equipment, instruments and materials and associated uses
- process for body examination using non-invasive observation techniques, including:
  - checking for no pulse
  - looking for fixed and dilated pupils
- circulatory and lymphatic systems in terms of their importance to embalming
- arterial sites used for injecting embalming fluid
- physical and chemical changes and their possible impact on the embalming process
- effects of embalming on various causes of death, medical treatments and procedures
- concept and types of autopsies, and embalming implications for different types of autopsy procedures, including:
  - order for preparation
  - fluid strength
  - use of dyes
  - pressure and rates of flow
  - drainage

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  - techniques for dealing with:
    - cranial autopsies
    - thoracic autopsies
    - abdominal autopsies
    - infant or child autopsies
    - homicide autopsies
  - preparation of autopsied bodies
- range of invasive and non-invasive medical paraphernalia, not removed at autopsy
- anatomical references for locating arteries to be injected
- alternative treatments for areas not reached by arterial fluid that may include hypodermic injection, internal packs, preservative gels and external gels
- venous sites used for draining venous fluids
- various suture techniques that may be used
- funeral services industry parameters and protocols for dealing with the deceased, including social, cultural and religious considerations
- federal, state or territory, and local government legislation and regulations in relevant to work health and safety/occupational health and safety, infection control and handling human remains
- environmental impacts regarding embalming procedures and minimal impact practices to reduce these
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- workplace policies and procedures in relation to performing arterial embalming.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
  - deceased bodies of autopsied cases requiring arterial embalming
  - mortuary instruments and equipment including personal protective equipment, chemicals and cleansing and disinfecting products
- 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

As well as satisfying the NVR/AQTF mandatory competency requirements, assessors must also hold formal qualifications as an embalmer.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFEMWK016 Treat complex ante mortem cases

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to treat a variety of complex cases of ante mortem complications using radical techniques, where such action is required and likely to be successful, prior to a viewing of the deceased person by the family. The ante mortem cases requiring specialised embalming skills include bariatric deceased persons, deceased persons with emaciation, jaundice and oedema. It applies to embalming staff who work autonomously with a high level of responsibility and 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to treat complex cases of ante mortem complications.	1.1 Prepare and use personal protective equipment. 1.2 Prepare mortuary area and appropriate mortuary instruments and equipment. 1.3 Conduct case analysis to identify type of condition through physical examination of the deceased person. 1.4 Liaise with funeral staff and family, where appropriate, about the possible outcome of the treatment for viewing purposes.

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2. Treat bariatric deceased person.	2.1 Determine if assistance is required to move deceased. 2.2 Establish best positioning for the embalming procedure. 2.3 Confirm appropriate primary injection site. 2.4 Determine specific chemicals required including strength and volume. 2.5 Recognise and manage hazards, complications and problems.
3. Treat deceased persons with emaciation.	3.1 Cleanse and disinfect the body. 3.2 Check skin for skin slip and durability. 3.3 Identify extent of emaciation. 3.4 Confirm appropriate primary injection site. 3.5 Determine specific chemicals required including strength and volume. 3.6 Identify hypodermic injection sites for areas requiring feature building. 3.7 Recognise and manage hazards, complications and problems.
4. Treat deceased persons with jaundice.	4.1 Check whites of eyes for jaundice. 4.2 Cleanse and disinfect the body. 4.3 Check skin for skin slip and durability. 4.4 Identify extent of jaundice condition in relation to bilirubin/biliverdin conversion. 4.5 Confirm appropriate primary injection site. 4.6 Determine specific chemicals required including strength and volume. 4.7 Recognise and manage hazards, complications and problems.
5. Treat deceased persons with oedema.	5.1 Cleanse and disinfect the body. 5.2 Check skin for skin slip and durability. 5.3 Identify type, location and extent of oedema through physical examination of the deceased person’s skin. 5.4 Confirm appropriate primary injection site. 5.5 Determine specific chemicals required including strength and volume. 5.6 Use elevation or other techniques to reduce swelling. 5.7 Check for leakage areas. 5.8 Identify and manage hazards, complications and problems.
6. Complete documentation and	6.1 Complete case analysis report including reference to

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clean instruments, equipment and mortuary area.	any complications that occurred during treatment and corrective actions taken. 6.2 Clean, disinfect or sterilise instruments and equipment. 6.3 Dispose of waste materials as appropriate. 6.4 Store instruments and equipment and report faults. 6.5 Clean and disinfect mortuary area.

Foundation Skills

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

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

- Learning skills to identify and assess a variety of complex cases of ante mortem complications.
- Reading skills to interpret work health and safety and infection control legislation.
- Numeracy skills to calculate ratio for disinfecting instruments and equipment.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK016 Treat complex ante mortem cases

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify treatment requirements through a pre-embalming case analysis and treat complex cases of ante mortem complications using correct techniques and following work health and safety/occupational health and safety and infection control practices
- prepare mortuary area and select and use the required instruments and equipment
- clean, disinfect and sterilise the mortuary area, instruments and equipment at conclusion of the treatment
- complete the case analysis report.

Evidence of performance of treating two or more complex ante mortem cases is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- requirements for preparing the mortuary facility
- mortuary equipment, instruments and materials and associated uses
- cause and effect of people who have died of infectious and other diseases or complications and the embalming implications of these conditions
- specific body examination techniques for oedema
- case specific chemicals, strengths and volume
- properties of cauterising agents
- anatomical and linear guides for selected arteries raised
- hypodermic insertion procedures for emaciated cases
- hazards, complications and problems that may be associated with treating complex cases of ante mortem complications, including but not restricted to:
  - sharps injuries
  - needle stick injuries
  - blood splash
  - infection
  - chemical spill
  - wet area

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- application of standard precautions, including
  - use of personal protective equipment
  - presumption that all blood and body fluids are infectious
  - covering exposed cuts and abrasions, particularly on workers' hands, with waterproof coverings prior to commencement of work
  - immediate treatment of puncture wounds or abrasions
- funeral services industry parameters and protocols for dealing with the deceased, including social, cultural and religious considerations
- federal, state or territory, and local government legislation and regulations in relevant to work health and safety/occupational health and safety, infection control and handling human remains
- environmental impacts regarding embalming procedures and minimal impact practices to reduce these
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- workplace policies and procedures in relation to treating tissue gas
- funeral services industry parameters and protocols for dealing with the deceased, including social cultural and religious considerations.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
  - deceased bodies exhibiting a variety of complex ante mortem cases
  - mortuary instruments and equipment including personal protective equipment, chemicals and cleansing and disinfecting products
- 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 team members

As well as satisfying the NVR/AQTF mandatory competency requirements, assessors must also hold formal qualifications as an embalmer.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFEMWK017 Treat complex post mortem cases

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to treat a variety of complex cases of post mortem complications using radical techniques, where such action is required and likely to be successful, prior to a viewing of the deceased person by the family. The post mortem cases requiring specialised embalming skills include deceased persons with advanced decomposition, tissue gas, major trauma, frozen deceased bodies and deceased organ and tissue donors. It applies to embalming staff who work autonomously with a high level of responsibility and 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to treat complex cases of post mortem complications.	1.1 Prepare and use personal protective equipment. 1.2 Prepare mortuary area and appropriate mortuary instruments and equipment. 1.3 Conduct case analysis to identify type of condition through physical examination of the deceased person. 1.4 Liaise with funeral staff and family, where appropriate, about the possible outcome of the treatment for viewing purposes.

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2. Treat deceased persons with advanced decomposition.	2.1 Cleanse and disinfect the body. 2.2 Identify extent of decomposition. 2.3 Check skin for skin slip and durability. 2.4 Determine if arterial injection is possible and identify primary injection sites. 2.5 Conduct hypodermic and surface embalming as required. 2.6 If needed, securely wrap deceased in plastic and sheeting using embalming powders to contain odour and leakage. 2.7 Recognise and manage hazards, complications and problems.
3. Treat frozen deceased persons.	3.1 Determine extent of frozen condition. 3.2 Thaw to pliable condition to allow access to arteries. 3.3 Use hypodermic or surface embalming to areas not receiving arterial solution. 3.4 Wrap deceased in plastic and sheeting using embalming powders to contain leakage. 3.5 Cleanse and disinfect the body. 3.6 Check skin for skin slip and durability. 3.7 Determine specific chemicals required including strength and volume. 3.8 Recognise and manage hazards, complications and problems.
4. Treat deceased organ and tissue donors.	4.1 Determine extent of organ and tissue donation. 4.2 Remove all sutures. 4.3 Remove and disinfect any bone replacement material in limbs if present. 4.4 Dry area and apply cauterizing agent. 4.5 Perform arterial/hypodermic/surface embalming as required. 4.6 Reinsert disinfected bone replacement material into limbs if applicable. 4.7 Suture all incisions. 4.8 Apply appropriate glue to incision areas as required. 4.9 Wrap body appropriately to contain possible leakage.
5. Treat deceased persons with tissue gas.	5.1 Cleanse and disinfect the body. 5.2 Check skin for skin slip and durability. 5.3 Confirm appropriate primary injection site. 5.4 Determine specific chemicals required including strength and volume.

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	5.5 Identify exit points for the tissue gas. 5.6 Insert hypodermic needle into appropriate point to create a channelling effect toward the tissue gas. 5.7 Move gas in direction of hypodermic holes to facilitate its expulsion from the deceased person's body. 5.8 Create a barrier to prevent gas travelling into the face. 5.9 Apply cauterising agent as required. 5.10 Recognise and manage hazards, complications and problems.
6. Treat deceased persons with major trauma.	6.1 Cleanse and disinfect the body. 6.2 Check skin for skin slip and durability. 6.3 Determine extent and location of trauma. 6.4 Rejoin bones using wire or glue. 6.5 Reconstruct and position bones. 6.6 Form missing bony structures artificially formed if needed. 6.7 Treat trauma areas that will be covered by clothing, in appropriate manner to ensure preservation and restoration and bandage accordingly. 6.8 Treat visible trauma areas in appropriate manner to ensure preservation and restoration using wax, cosmetics or bandage accordingly for viewing. 6.9 Recognise and manage hazards, complications and problems.
7. Complete documentation and clean instruments, equipment and mortuary area.	7.1 Complete case analysis report that includes reference to any complications that occurred during treatment and corrective actions taken. 7.2 Clean, disinfect or sterilise instruments and equipment. 7.3 Dispose of waste materials as appropriate. 7.4 Store instruments and equipment and report faults. 7.5 Clean and disinfect mortuary area.

Foundation Skills

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

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

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- Learning skills to identify and assess a variety of complex cases of post mortem complications.
- Reading skills to interpret work health and safety and infection control legislation.
- Numeracy skills to calculate ratio for disinfecting instruments and equipment.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK017 Treat complex post mortem cases

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify treatment requirements through a pre-embalming case analysis and treat complex cases of post mortem complications using correct techniques and following work health and safety/occupational health and safety and infection control practices
- prepare mortuary area and select and use the required instruments and equipment
- clean, disinfect and sterilise the mortuary area, instruments and equipment at conclusion of the treatment
- complete the case analysis report.

Evidence of performance of treating two or more complex post mortem cases is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- requirements for preparing the mortuary facility
- mortuary equipment, instruments and materials and associated uses
- cause and effect of people who have died of infectious and other diseases or complications and the embalming implications of these conditions
- specific body examination techniques for tissue gas
- case specific chemicals, strengths and volume
- properties of cauterising agents
- anatomical and linear guides for selected arteries raised
- hypodermic insertion procedures for tissue gas cases
- areas to be treated with restorative work for trauma cases
- hazards, complications and problems that may be associated with treating complex cases of post mortem complications, including:
  - sharps injuries
  - needle stick injuries
  - blood splash
  - infection
  - chemical spill

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    - wet area
- application of standard precautions, including
    - use of personal protective equipment
    - presumption that all blood and body fluids are infectious
    - covering exposed cuts and abrasions, particularly on workers' hands, with waterproof coverings prior to commencement of work
    - immediate treatment of puncture wounds or abrasions
- funeral services industry parameters and protocols for dealing with the deceased, including social, cultural and religious considerations
- federal, state or territory, and local government legislation and regulations in relevant to work health and safety/occupational health and safety, infection control and handling human remains
- environmental impacts regarding embalming procedures and minimal impact practices to reduce these
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- workplace policies and procedures in relation to treating tissue gas.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
    - deceased bodies exhibiting a variety of complex post mortem cases
    - mortuary instruments and equipment including personal protective equipment, chemicals and cleansing and disinfecting products
- 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 team members

As well as satisfying the NVR/AQTF mandatory competency requirements, assessors must also hold formal qualifications as an embalmer.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFEMWK018 Supervise mortuary operations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to oversee mortuary operations and ensure that the mortuary environment remains hygienic and secure. It applies to supervisory funeral home and mortuary staff who monitor the implementation of mortuary body preparation procedures, 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

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Apply procedural knowledge to the operation of a mortuary.	1.1 Become familiar with duties and responsibilities of mortuary staff. 1.2 Identify mortuary procedures and body preparation procedures, including identification checks. 1.3 Recognise social, religious and cultural requirements for handling, preparing and embalming deceased persons. 1.4 Establish mortuary work health and safety procedures and infection control practices. 1.5 Communicate mortuary procedures and practices to staff as appropriate.

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2. Oversee mortuary scheduling and operations.	2.1 Supervise mortuary schedules and assist staff to resolve scheduling difficulties and contingencies. 2.2 Monitor application of mortuary procedures and address inconsistencies. 2.3 Administer application of body preparation procedures and address inconsistencies. 2.4 Communicate recommended changes to practices and procedures to appropriate personnel.

Foundation Skills

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

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

- Learning skills to interpret mortuary procedures.
- Problem-solving skills to identify and resolve scheduling difficulties and inconsistencies in practices.
- Planning and organisational skills to monitor mortuary schedules.

Unit Mapping Information

SIFMWK012A Supervise mortuary operations.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK018 Supervise mortuary operations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify roles of mortuary personnel and relevant mortuary and body preparation procedures and practices and communicate this information to staff
- monitor staff application of relevant procedures and identification and correction of inconsistencies on an ongoing basis.

Evidence of performance of supervising mortuary operations for two or more different cases is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- responsibilities of mortuary personnel, including:
  - transfer workers
  - embalmer
  - embalmer's assistant
  - mortuary technician
  - other mortuary staff
- workplace policies and procedures for supervising mortuary operations, including:
  - mortuary access
  - receiving and releasing deceased persons, ensuring identification checks take place
  - body preparation:
  - use and maintenance of personal protective equipment
  - use and maintenance of instruments and equipment
  - infection control practices
- effective communication strategies for:
  - informing staff of policies and procedures
  - monitoring work schedules and dealing with incomplete or incorrect practices
  - assisting staff to resolve mortuary operation contingences, including staff availability and power failures

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    - recommending changes to practices to appropriate personnel
- federal, state or territory, and local government legislation and regulations relating to transfer documentation, work health and safety/occupational health and safety, infection control and handling human remains
- environmental impacts regarding mortuary operations and minimal impact practices to reduce these
- funeral services industry parameters and protocols for dealing with the deceased, including respect for social, religious and cultural differences and traditions.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
    - mortuary schedules
    - mortuary equipment
- 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 team members

As well as satisfying the NVR/AQTF mandatory competency requirements, assessors must also hold formal qualifications as an embalmer.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFEMWK019 Design a mortuary

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify and prepare a design brief for a mortuary. It applies to funeral services managers who are responsible for managing mortuary operations, and ensuring all work is carried out according to legislative and budgetary requirements.

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

Competency Field

Mortuary Work and Embalming

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify mortuary requirements.	1.1 Determine expected work requirements of mortuary including the calculation of anticipated volume of work, number of staff and workflow. 1.2 Assess physical characteristics of the space in relation to its capacity to meet operational mortuary requirements. 1.3 Evaluate safety and environmental issues that may impact on the organisation of space. 1.4 Establish available budget and any constraints to mortuary design.
2. Prepare design brief.	2.1 Seek advice from specialist personnel to determine cost and timeframe projections for required materials and labour. 2.2 Develop design specifications according to organisational

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	requirements and operational mortuary requirements. 2.3 Analyse relevant data to develop design brief according to operational mortuary requirements, budgetary limitations and legislative requirements. 2.4 Review design brief to check for compliance with all requirements and develop solutions to address any inconsistencies.
3. Provide advice and recommendations	3.1 Consult relevant staff to gain feedback on design brief and to ensure all organisational requirements have been met. 3.2 Provide recommendations on use of mortuary facilities and design services to meet identified needs. 3.3 Prepare final design brief in accessible format according to organisational requirements. 3.4 Present final design brief within designated timelines and provide supporting documentation.

Foundation Skills

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

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

- Learning skills to identify and assess safety and environmental impacts and to stay abreast with changing design concepts and materials.
- Initiative and enterprise skills to generate a range of design options against organisational and operational requirements.

Unit Mapping Information

SIFMWK017A Design a mortuary.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEMWK019 Design a mortuary

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- source and analyse relevant information required to design a specific mortuary, including information for developing environmentally effective solutions
- prepare and present a mortuary design in an accessible format according to organisational requirements
- negotiate solutions to address inconsistencies between design brief and organisational and legislative requirements.

Evidence of performance preparing one or more design briefs for a mortuary is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- federal, state or territory, and local government legislation and regulations relating to mortuary operations, work health and safety/occupational health and safety, infection control and handling human remains
- design elements and principles for space use
- building control legislation, codes and relevant Australian standards, and local planning requirements
- building construction practices
- constraints that may impact on a design, including:
  - local, state or federal legislative requirements
  - building codes
  - space restrictions
  - cash flow restrictions
  - overall cost ceiling
  - time constraints
  - identification of formal and informal barriers
- range of specialists and technical experts to advise on building design
- environmental impact of a building over its life cycle, from construction to demolition:
  - efficient use of energy
  - efficient use of resources required for construction and maintenance

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  - elimination or minimisation of hazardous and toxic materials
  - minimisation of water use
  - reduced use of non-renewable resources
  - re-use and recycling of materials
  - use of solar or other alternative forms of energy
  - waste reduction
- products and services that support improved sustainability
- components of design specifications and brief including floor plan, anticipated cost, timelines, resources and contingency plans.

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:
  - comprehensive and sufficient information about a new or existing mortuary facility and its operational and work requirements to allow the individual to design a mortuary
  - computer and software
  - organisational budget
- under industry operating conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with specialist personnel as required

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

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SIFEWHS001 Follow mortuary work health and safety procedures

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to apply work health and safety/occupational health and safety legislation and codes of practice in a mortuary environment. It applies to embalming staff and other funeral home staff involved in mortuary work and body preparation and who are required to follow in accordance 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

Work Health and Safety

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Apply workplace safety, security and emergency procedures.	1.1 Identify and apply relevant workplace policies and procedures. 1.2 Recognise and report workplace hazards and unsafe situations to appropriate personnel. 1.3 Locate and use emergency equipment.
2. Perform safe manual handling.	2.1 Identify and assess manual handling requirements. 2.2 Select and plan lifting technique according to manual handling requirements.

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	2.3 Prepare and clear work area of obstacles and hazards as required. 2.4 Apply correct lifting, carrying and placement techniques according to manual handling requirements. 2.5 Apply safety precautions when using mechanical aids. 2.6 Coordinate multiple person manual handling tasks as required.
3. Implement strategies to prevent infection in the workplace.	3.1 Apply personal hygiene practices and standard precautions. 3.2 Select, use and maintain personal protective equipment. 3.3 Handle and dispose of potentially infectious waste.
4. Handle and store hazardous substances safely.	4.1 Recognise hazardous substances from available workplace information. 4.2 Identify and apply storage requirements for hazardous substances according to relevant legislation and workplace policies and procedures. 4.3 Comply with signage for hazardous substances. 4.4 Identify problems with signage and take corrective action when required. 4.5 Check and use personal protective equipment when handling hazardous chemicals according to workplace policies and procedures. 4.6 Use, handle and dispose of hazardous substances according to manufacturer guidelines, relevant legislation and workplace policies and procedures. 4.7 Identify and comply with accident reporting procedures. 4.8 Check and use trolleys and take corrective action where required. 4.9 Examine and use emergency equipment and take corrective action where required.
5. Use strategies to prevent work overload.	5.1 Observe nominated rest times and breaks. 5.2 Identify workload and raise potential issues with appropriate staff. 5.3 Clarify and observe work roles. 5.4 Ensure debriefing opportunities as required.
6. Carry out general housekeeping.	6.1 Monitor cleanliness, safety and tidiness of workplace and remove general waste as required. 6.2 Use, maintain and store housekeeping equipment and

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	supplies according to workplace policies and procedures and manufacturer guidelines. 6.3 Tag damaged items and notify appropriate personnel of maintenance requirements. 6.4 Report housekeeping issues to appropriate personnel according to workplace policies and procedures.
7. Comply with documentation and reporting requirements.	7.1 Complete work health and safety incident and accident reports according to relevant legislation and workplace policies and procedures. 7.2 Report ongoing workplace hazards to appropriate personnel according to and relevant legislation and workplace policies and procedures.

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

SIFOHS003A Follow mortuary OHS procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEWHS001 Follow mortuary work health and safety procedures

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 Knowledge Evidence and Assessment Conditions.
One	Reflects the Standards for Training Packages.

Performance Evidence

Evidence of the ability to:

- follow predetermined health, safety and infection control procedures
- handle hazardous substances for a given mortuary operation and in line with regulatory requirements.

Evidence of performance of incorporating mortuary work health and safety procedures in workplace activities on five or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and infection control for a mortuary environment
- purpose of the legal requirement to work according to health, safety and security procedures and inflection control in a mortuary environment, and the implications for not following those procedures
- employer's and employee's responsibilities under work health and safety/occupational health and safety legislation
- workplace policies and procedures in relation to work health and safety/occupational health and safety and inflection control for a mortuary environment
- mortuary workplace hazards, including:
  - manual handling
  - toxic substances

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    - industrial gases
    - body fluids and human tissue
    - infections
    - fire
    - infectious waste
    - sharps
    - chemical spills
    - dust and vapours
    - noise, light and energy sources
    - electrical equipment
    - vehicles
    - personal lifestyle
    - workplace stress
    - people
- reporting hazards procedures and responsible personnel
- use and purpose of emergency equipment
- manual handling procedures
- personal hygiene practices, including:
    - maintenance of cleanliness of work clothes
    - hand washing
    - food hygiene practices
    - use of personal protective equipment
- standard precautions, including:
    - use of personal protective equipment
    - presumption that all blood and body fluids are infectious
    - covering exposed cuts and abrasions, particularly on workers' hands, with waterproof coverings prior to commencing work
    - immediate treatment of puncture wounds or abrasions
    - use of protective clothing when cleaning spillage of body fluids
- infectious and contaminated waste in a mortuary, including:
    - body parts
    - human tissue
    - human blood and body fluid
    - materials and equipment containing human blood and body fluid
    - contaminated garments
    - soiled dressings, sharps, swabs, catheters and bandages
- properties of hazardous substances
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances disposal techniques in a mortuary
- equipment and materials used to carry out housekeeping.

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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:
  - a mortuary facility where deceased bodies and hazardous wastes are handled
  - housekeeping equipment, cleaning and disinfecting products and materials, infectious waste disposal equipment and personal protective equipment
  - workplace policies and procedures and template documents used for the management of work health and safety/occupational health and safety practices
- under industry operating conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with team members

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

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SIFEWHS002 Review and develop mortuary work health and safety policies and procedures

Modification History

Not applicable.

Application

This unit describes the performance outcomes and knowledge required to review and develop work health and safety/occupational health and safety policies and procedures for mortuaries. It applies to mortuary managers with responsibility for reviewing existing policies and procedures and practices, developing written mortuary work health and safety/occupational health and safety policy and monitoring its implementation and ongoing review.

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

Competency Field

Work Health and Safety

Unit Sector

Embalming

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Research policy needs.	1.1 Establish and document existing mortuary work health and safety/occupational health and safety policies and procedures and evaluate effectiveness in terms of currency, validity, clarity and staff awareness and acceptance. 1.2 Ascertain and document relevant legislation that will impact on mortuary work health and safety/occupational health and safety policies and procedures. 1.3 Determine and document areas of mortuary work health and

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	safety/occupational health and safety policy requiring development or revision.
2. Undertake consultation to develop policy.	2.1 Confirm internal personnel required to assist with policy development. 2.2 Engage external experts as required. 2.3 Establish informal and formal consultative methods to be used. 2.4 Implement consultative processes. 2.5 Collate relevant information and evaluate for inclusion in mortuary work health and safety/occupational health and safety policies and procedures.
3. Prepare draft policy and procedures.	3.1 Prepare draft policy according to mortuary requirements, relevant legislation and consultation feedback. 3.2 Prepare draft procedures to support policy implementation according to mortuary requirements, relevant legislation and consultation feedback. 3.3 Incorporate promotion and review mechanisms for mortuary work health and safety/occupational health and safety policy and procedures.
4. Finalise policy and procedures.	4.1 Review draft policy to ensure compliance with legislative and regulatory requirements. 4.2 Consult relevant personnel to gain final comments and make changes as required. 4.3 Edit and confirm final policy document. 4.4 Promote mortuary work health and safety/occupational health and safety policy and procedures to staff using appropriate promotion mechanisms. 4.5 File relevant documentation to workplace requirements.

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.

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Unit Mapping Information

SIFOHS008A Review and develop mortuary OHS policies and procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFEWHS002 Review and develop mortuary work health and safety policies and procedures

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- research, develop, review and revise the content of work health and safety/occupational health and safety policies and procedures that are appropriate to current mortuary workplace requirements
- apply effective consultation and communication with internal personnel on the content of policies and procedures
- develop a portfolio of relevant research material and policy drafts.

Evidence of performance of reviewing and developing mortuary work health and safety policies and procedures is required.

Knowledge Evidence

Demonstrated knowledge of:

- mortuary work health and safety/occupational health and safety procedures and practices
- industry trends and benchmarks for best practice work health and safety/occupational health and safety
- state or territory work health and safety/occupational health and safety legislation as it affects mortuary operations
- workplace policies and procedures for internal and external consultation and document preparation and recording
- effective consultation and communication strategies for the review, development, and promotion of policies and procedures.

Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
  - housekeeping equipment and materials and personal protective equipment
  - documentation including:
    - workplace policies and procedures, and hazard identification and risk assessment template documents

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    - federal, state or territory legislation, codes of practice and standards issued by regulatory authorities or industry groups
- under industry conditions where there is:
    - integration of tasks with possible interruptions to work typical of the job role
    - interaction with appropriate 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

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SIFFFNL001 Assist with the conduct of funerals

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to assist a funeral director to conduct funerals, including bearing coffins or caskets. It applies to funeral home assistant staff who carry out their work under supervision as part of a team and 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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to assist with a funeral.	1.1 Liaise with appropriate personnel to identify work requirements. 1.2 Identify and obtain required resources and equipment and check for serviceability. 1.3 Consult with team members as required to establish sequence of tasks and team member responsibilities. 1.4 Liaise with appropriate personnel to identify coffin or casket bearing requirements.
2. Provide assistance to funeral directors.	2.1 Accompany coffin or casket to burial locations. 2.2 Assist with conduct of funeral processions as instructed by

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appropriate personnel.

2.3 Communicate with family members, mourners and colleagues to facilitate efficient conduct of funeral according to workplace policies and procedures.

2.4 Move coffins or casket according to predetermined methods and procedures.

2.5 Respond to instructions from appropriate personnel 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

SIFFNL002A Assist with the conduct of a funeral.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFFFNL001 Assist with the conduct of funerals

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify and follow funeral service requirements and instructions promptly
- bear coffins or caskets using safe manual handling techniques and to use lifting and lowering devices
- communicate effectively with family members, mourners

Evidence of performance of assisting with the conduct of five or more funerals is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- roles and responsibilities of personnel involved in conducting a funeral
- considerations of work requirements for conducting funerals, including but not restricted to:
  - time of funeral
  - location of funeral:
    - monumental cemeteries
    - lawn cemeteries
    - mausoleum crypts
    - memorial gardens
    - cemeteries with historical or cultural significance
    - at sea
  - social, cultural and religious considerations:
    - the deceased person’s country of origin
    - funeral and mourning dress standards
    - funeral rites
    - full rites of services
    - cultural rituals to assist grieving
    - duration of mourning
    - wakes

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    - religious denomination
    - spiritual symbolism
    - public profile of the deceased
    - burial procedures
    - time required between death and burial or cremation
    - taboos regarding death
    - text readings or scriptures
    - placing special personal effects with the deceased person
    - specific coffin or casket design
    - orientation of coffin
    - coffin or casket bearing
  - transport requirements
  - other client requirements
  - required staff
- equipment and resources required for funerals:
  - selected text readings or scriptures
  - sound system
  - lighting and candles
  - flowers
  - photographs
  - lifting and lowering aids and devices
  - mats
  - protective restraints
  - church trucks
- social, religious and cultural differences and traditions that impact on the conduct of funerals
- professional funeral services industry parameters in dealing with the deceased and the bereaved
- workplace policies and procedures regarding conduct of funerals, including burial procedures and operating requirements of relevant lifting devices and equipment.

Assessment Conditions

Skills must be demonstrated in a funeral home, cemetery or crematoria workplace:

- using suitable equipment and resources, including:
  - coffins or caskets, lifting and lowering equipment
- 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 funeral director, team members and family members and mourners

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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

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SIFFFNL002 Transfer deceased persons

Modification History

Not applicable.

Application

This unit describes performance outcomes, skills and knowledge required to lift, move and transfer a deceased person to a funeral vehicle for transporting to a mortuary. This unit applies to funeral home staff who work as part of a team and may direct or supervise others 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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to collect deceased person.	1.1 Identify transfer requirements. 1.2 Locate and prepare appropriate transfer vehicle. 1.3 Locate and prepare transfer equipment and place in transfer vehicle. 1.4 Identify and use personal protective equipment.
2. Complete documentation and legal requirements to transfer deceased person.	2.1 Obtain positive identification of deceased person and label. 2.2 Consult with clients to obtain information to complete documentation. 2.3 Complete and check legal documentation.

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	2.4 Obtain Death Certificate from appropriate sources where available and check prior to transferring deceased person. 2.5 Check Death Certificate where applicable to identify presence of infectious disease and take appropriate precautions as required. 2.6 Report and document jewellery and valuables. 2.7 Provide completed documentation to manager or legal personnel as required. 2.8 Notify appropriate personnel of discrepancies in legal documentation. 2.9 Report suspicious deaths according to relevant legislation.
3. Conduct transfer to funeral vehicle.	3.1 Determine safest and most appropriate method of moving deceased person. 3.2 Identify wrapping considerations and wrap deceased person. 3.3 Apply manual handling techniques to transfer deceased person to funeral vehicle. 3.4 Return premises to original state.
4. Transport and conduct transfer to mortuary.	4.1 Prepare for transfer to mortuary. 4.2 Transfer deceased person from trolley or other apparatus to vacant mortuary tray. 4.3 Conduct immediate cleaning or purging of deceased body as required during transfer. 4.4 Position and store deceased person according to mortuary requirements. 4.5 Notify funeral arranger of coffin or casket requirements.
5. Reinstate transfer vehicle and equipment.	5.1 Return transfer vehicle to correct location. 5.2 Clean transfer vehicle and transfer equipment and return to correct location.

Foundation Skills

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

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

Unit Mapping Information

SIFFNL001A Transfer deceased persons.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFFFNL002 Transfer deceased persons

Modification History

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

Release	Comments
Two	Editorial correction to the Assessment Conditions.
One	Reflects the Standards for Training Packages.

Performance Evidence

Evidence of the ability to:

- identify transfer vehicle, equipment and documentary requirements to meet the needs of the specific transfer
- correctly identify the deceased person
- interact with the deceased's family to obtain accurate information
- accurately complete documentation and transfer to the correct destination
- use safe manual handling techniques.

Evidence of performance on five or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- considerations when transferring deceased persons, including but not restricted to:
  - speed and timing of transfer
  - pick-up point
  - social, cultural and religious requirements:
    - funeral and mourning dress standards
    - cultural rituals to assist grieving
    - taboos regarding death
  - work health and safety/occupational health and safety issues:
    - size and weight of deceased person

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    - infectious waste
    - toxic gases
    - cancer producing agents
    - blood borne viruses
    - droplet infections
    - bacterial infections
    - sharps
    - aerosol exposure from lungs of body
- transfer equipment including lifting devices and personal protective equipment
- documentation in relation to transferring the decreased, including but not restricted to:
    - Death Certificate or Certificate of Life Extinct
    - death registration form
    - coroner's warrant
    - medical report
    - transfer instructions
    - waterproof identification tag fixed securely to body
    - list of personal property, including clothing and shoes for preparation of the deceased
    - receipts for jewellery and other valuables
    - mortuary occupancy register
    - embalming form
- wrapping requirements and considerations in relation to transferring deceased persons
- workplace policies and procedures relating to transferring deceased persons
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, infection control practices and the transfer of deceased persons and associated documentation.

Assessment Conditions

Skills must be demonstrated in a funeral home, cemetery or crematoria workplace:

- using suitable equipment and resources, including:
    - transfer equipment and personal protective equipment
    - documentation including death certificates
- 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 team members and clients

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

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFFFNL003 Transfer coffins and caskets

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to move and transfer coffins and caskets from one location to another It applies to funeral home staff working as part of a team and may direct or supervise others 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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to transfer coffin or casket.	1.1 Interpret and complete documentation to transfer coffin or casket. 1.2 Liaise with manager to identify transfer time and any social, religious or cultural requirements. 1.3 Locate and prepare appropriately equipped transfer vehicle. 1.4 Locate and prepare appropriate transfer equipment. 1.5 Identify and use personal protective equipment.
2. Complete transfer.	2.1 Determine most appropriate method of moving coffin or casket. 2.2 Move coffin or casket using appropriate manual handling

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	techniques and transfer it to trolley or other appropriate apparatus.
	2.3 Transfer coffin or casket to and from appropriate vehicle.
3. Reinstate transfer vehicle and equipment.	3.1 Clean transfer vehicle and equipment according to manufacturer instructions.
	3.2 Return transfer vehicle and equipment to correct location.

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

SIFBCR002A Transfer coffins and caskets.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFFFNL003 Transfer coffins and caskets

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- interpret and complete transfer documentation in accordance with regulatory requirements
- select and prepare transfer vehicles and relevant equipment
- transfer coffins or caskets safely and efficiently

Evidence of performance on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- documentation required in relation to transferring coffins and casket, including:
  - Death Certificate or Certificate of Life Extinct
  - coroner’s warrant
  - medical report
  - transfer instructions
  - waterproof identification tag
  - coffin or casket nameplate
  - list of personal property of the deceased
  - receipts for jewellery and other valuables
  - mortuary occupancy register
- transfer requirements for coffins and caskets, including:
  - between place of death and funeral home
  - within a funeral home
  - between funeral home branches
  - between funeral home and location of funeral, burial or cremation
  - from one funeral, burial or cremation location to another
- transfer equipment including lifting aids, trolleys and stretchers and personal protective equipment
- social, cultural and religious differences in relation to transfer of coffins and caskets

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- workplace policies and procedures applicable to transfer of coffins and caskets, including appropriate dress standards in line with workplace policy
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and the transfer or coffins and caskets
- operating and maintenance requirements of vehicles and equipment
- professional funeral services industry parameters for dealing with the deceased and the bereaved.

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:
  - a funeral home, cemetery or crematoria
  - coffins and casket containing deceased bodies, transfer equipment and funeral transfer vehicle
  - documentation for a range of transfer requirements
- 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

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SIFFFNL004 Arrange and oversee viewings

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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Assess viewing needs.	1.1 Liaise with family of the deceased to identify viewing requests and requirements. 1.2 Communicate viewing guidelines to relatives.
2. Arrange viewing of the deceased person.	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

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	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

SIFFNL004A 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

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Assessment Requirements for SIFFFNL004 Arrange and oversee viewings

Modification History

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

Release	Comments
Two	Grammatical error corrected in the Knowledge Evidence.
One	Reflects the Standards for Training Packages.

Performance Evidence

Evidence of the ability to:

- determine family viewing requirements, liaise with family and relevant personnel to arrange and oversee viewings that meet family, legislative and workplace requirements
- use sensitive communication, according to funeral services industry parameters and protocols, with the bereaved at all times and sensitively respond to additional family requests and concerns during the viewing.

Evidence of performance on five or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- concept and sociological principles associate with the viewing of the deceased
- viewing requests and requirements, including but not restricted to:
  - public or private viewing
  - placing special personal effects with the deceased
  - use of music
  - placement of candles
  - choice and placement of flowers
  - photographs
  - time required between death and burial or cremation
  - specific coffin or casket design
  - special locations or time

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  - social, cultural and religious considerations:
    - funeral and mourning dress standards
    - funeral rites
    - cultural rituals to assist grieving
    - community support
    - duration of mourning
    - religious denomination
    - spiritual or cultural symbolism
    - public profile of the deceased
    - aesthetics
    - taboos regarding death
  - access and attitude to grief counselling
- viewing guidelines to inform the client, including:
  - range of legal requirements
  - embalming technique
  - condition of deceased
  - geographical location
  - special locations or time
- workplace policies and procedures regarding the conduct of viewings including the provision of first aid
- professional funeral services industry parameters and protocols for dealing with the deceased and the bereaved.

Assessment Conditions

Skills must be demonstrated in a funeral services workplace where viewings can take place:

- using suitable equipment and resources, including:
  - first aid facilities
  - computers, communication technology and software programs to arrange viewings
- 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 clients

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

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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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify funeral needs.	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. Carry out funeral arrangements.	2.1 Collaborate with relevant funeral personnel to negotiate funeral and burial or cremation scheduling arrangements.

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	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

SIFFNL003A Arrange funerals.

Links

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Assessment Requirements for SIFFFNL005 Arrange funerals

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify, organise and schedule funeral arrangements that meet client needs accurately
- liaise with funeral and external personnel to identify and organise required aspects of funeral
- deal with contingencies in organising and scheduling burials or cremations
- communicate with the bereaved according to funeral services industry parameters and protocols.

Evidence of performance of arranging funerals of diverse client needs on five or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- special funeral considerations and requirements, including but not restricted to:
  - social, cultural and religious considerations, requirements and rituals
  - viewing
  - vigil
  - prayers
  - dressing
  - blessing of the deceased
- guidelines that are communicated to the client in the event of viewing, including:
  - legal requirements
  - embalming technique
  - condition of deceased
  - geographical location, including special location of funeral
  - available time
- roles and responsibilities of the range of funeral services personnel and external contractors and agencies involved in funeral arrangements
- resources required for funeral arrangements
- documentation required for funeral arrangements, including:

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  - 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
- professional funeral services industry parameters in dealing with the deceased and the bereaved
- federal, state or territory, and local government legislation and regulations relating to consumer protection, and funeral arrangements and associated documentation
- workplace policies and procedures regarding arranging funerals and burial procedures.

Assessment Conditions

Skills must be demonstrated in a funeral home, cemetery or crematoria workplace:

- using suitable equipment and resources, including:
  - computers, communication technology and software programs to coordinate funeral arrangements
- 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 funeral services personnel and clients,

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

Links

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SIFFFNL006 Arrange intrastate and interstate repatriations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to assess, confirm, arrange and oversee the body preparation and transport arrangements required to transfer embalmed, un-embalmed and cremated human remains intrastate or interstate. It applies to funeral home staff whose responsibilities include the transportation of the deceased and involves working autonomously with a high level of responsibility and coordinating and supervising 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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Arrange preparation of deceased persons.	1.1 Identify correct human remains to be transported and ensure corroboration against body labels or mortuary records according to industry guidelines. 1.2 Acquire and confirm required documentation of death according to carrier requirements. 1.3 Liaise with family of deceased to explain and confirm transfer procedures and requirements. 1.4 Liaise with funeral directing staff at repatriation location to confirm transfer procedures and requirements.

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	1.5 Arrange full or partial embalming of non-cremated remains as required. 1.6 Determine and arrange preparation requirements of human remains for transport according to relevant legislation, regulations and industry guidelines.
2. Make transport arrangements.	2.1 Identify and document transfer location and consignee and transit director details. 2.2 Identify and liaise with appropriate carrier company to make transfer arrangements. 2.3 Notify consignee and transit director of transfer arrangements. 2.4 Organise and complete required documentation. 2.5 Arrange for required documentation to be forwarded to relevant agencies. 2.6 Arrange for transfer of shipping container to the carrier at correct time. 2.7 Review arrangements and documentation prior to departure.

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

SIFFNL005A Arrange intrastate and interstate repatriations.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFFFNL006 Arrange intrastate and interstate repatriations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- assess, confirm and coordinate the body preparations and transport of human remains and accurately complete and process relevant documentation
- communicate with family, funeral personnel and carriers to ensure that repatriation of human remains is conducted safely, efficiently and sensitively.

Evidence of performance on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- federal, state or territory, and local government legislation and regulations relating to intrastate or interstate transportation of human remains
- industry guidelines for body preparation, sealing of human remains and shipping containers
- carrier options and requirements for air, rail, motor vehicle and ship, including:
  - separate consignment
  - packaging requirements for cremated remains
  - packaging requirements for embalmed and non-embalmed remains
  - signed declarations
  - quarantine declarations
  - refrigeration requirements
  - timeframes for receipt of remains
- body preparation requirements, including:
  - urn and outer packaging for cremated remains
  - packaging materials and methods for embalmed and non-embalmed remains
  - transfer shells
  - labelling
- documentation requirement for transport, including:
  - statutory declaration in line with carrier requirements

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  - quarantine declaration
  - embalming certificate
  - mortuary occupancy register
  - dangerous goods declaration
  - transfer instructions
  - local health authority declarations
  - medical report identifying cause of death
  - receipts for jewellery and other valuables
  - list of personal property of the deceased person
- workplace policies and procedures and industry guidelines in relation to arranging transportation of the decreased within Australia
- funeral services industry protocols for dealing with the deceased and the bereaved.

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 repatriations
  - documentation, including transport documentation and schedules
- 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 family and transport carriers

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

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SIFFFNL007 Arrange international repatriations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to arrange and oversee the body preparation and transport arrangements required to transfer deceased persons from overseas to Australia or from Australia to overseas. It applies to funeral home staff whose responsibilities include the transportation of the decreased and involves working autonomously with a high level of responsibility and coordinating and supervising 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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Coordinate repatriation of deceased persons to Australia.	1.1 Confirm and document full consignee details. 1.2 Liaise with consignee to confirm requirements of consignee and Australian regulatory authorities. 1.3 Confirm date and cause of death where possible and arrange for health authority certification related to communicable diseases. 1.4 Liaise with Australian Quarantine and Inspection Service (AQIS) or appropriate body to gain approval for repatriation prior to departure of the body from its

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	originating location. 1.5 Arrange for appropriately endorsed death and embalming certificates, with English translations as necessary, to accompany human remains. 1.6 Liaise with consignee to identify and confirm full flight details. 1.7 Determine and confirm transfer arrangements of human remains.
2. Arrange preparation of deceased persons for international repatriation.	2.1 Identify correct human remains to be transported and ensure corroboration against body labels or mortuary records. 2.2 Acquire and confirm required documentation of death according to relevant legislation and carrier requirements. 2.3 Liaise with family of deceased to explain and confirm transfer procedures and requirements. 2.4 Liaise with funeral directing staff at repatriation location to confirm transfer procedures and requirements. 2.5 Arrange full or partial embalming of non-cremated remains as required. 2.6 Determine and arrange preparation requirements of human remains for transport according to relevant legislation, regulations and industry guidelines.
3. Make transport arrangements for international repatriations.	3.1 Identify and document transfer location and consignee and transit director details. 3.2 Identify and liaise with carrier to make transfer arrangements. 3.3 Notify consignee and transit director of transfer arrangements. 3.4 Organise and complete required documentation. 3.5 Arrange for required documentation to be forwarded to relevant agencies. 3.6 Arrange for transfer of shipping container to carrier at correct time. 3.7 Review arrangements and documentation prior to departure.

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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

SIFFNL006A Arrange international repatriations.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFFFNL007 Arrange international repatriations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- assess, confirm and coordinate the body preparations and international transport of human remains and accurately complete and process documentation as required by country of transfer
- communicate with family, funeral personnel and transport carriers to ensure that repatriation of human remains is conducted safely, efficiently and sensitively.

Evidence of performance on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- federal, state or territory, and local government legislation and regulations relating to international repatriation of human remains
- industry guidelines for body preparation, sealing of human remains and shipping containers
- carrier options and requirements for air, rail, motor vehicle and ship, including:
  - separate consignment
  - packaging requirements for cremated remains
  - packaging requirements for embalmed and non-embalmed remains
  - signed declarations
  - quarantine declarations
  - refrigeration requirements
  - timeframes for receipt of remains
- body preparation requirements, including:
  - urn and outer packaging for cremated remains
  - packaging materials and methods for embalmed and non-embalmed remains
  - transfer shells
  - labelling
- documentation requirement for transport, including:

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  - certified copy of Death Certificate
  - locally issued burial or transit permit
  - embalmer's affidavit
  - shipper's declaration for dangerous goods
  - non-contagious disease declaration
  - full flight itinerary
  - Australian passport
  - next of kin information
  - receipts for jewellery and other valuables
- list of personal property of the deceased person
- sources of information on legislative and operational requirements for international repatriation of human remains
- international electronic communication procedures
- workplace policies and procedures and industry guidelines
- funeral services industry protocols for dealing with the deceased and the bereaved.

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 repatriations
  - documentation, including transport documentation and schedules
- 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 family and transport carriers 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

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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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Coordinate and schedule funeral services.	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.

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2. Coordinate funeral staffing requirements.	2.1 Schedule and roster staff according to funeral schedules, 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

SIFFNL008B Coordinate funeral operations.

Links

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Assessment Requirements for SIFFFNL008 Coordinate funeral operations

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

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  - 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

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SIFFFNL009 Conduct funerals

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare and conduct a funeral. It applies to funeral conductors and requires coordination and supervision of others and working with a high level of responsibility 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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare to conduct funerals.	1.1 Liaise with family members to identify funeral service requirements. 1.2 Review funeral service requirements and documentation and liaise with appropriate personnel to confirm arrangements. 1.3 Identify and arrange availability of required resources and equipment. 1.4 Identify and arrange availability of required funeral and escort vehicles and check for serviceability, safety and presentation. 1.5 Identify and arrange coffin or casket bearers and drivers according to funeral service requirements. 1.6 Liaise with lead driver to confirm funeral procedures. 1.7 Identify contingency procedures and inform appropriate

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	personnel. 1.8 Verify identity of deceased.
2. Coordinate funerals.	2.1 Communicate with family members, mourners and colleagues. 2.2 Monitor operation of equipment and take corrective action where required to minimise disruption to proceedings. 2.3 Oversee and coordinate movement of coffin or casket according to funeral service requirements. 2.4 Coordinate movement of family members and mourners according to funeral service requirements.
3. Lead funeral processions on foot.	3.1 Assemble funeral procession. 3.2 Commence procession according to predetermined signals from relevant personnel, traffic flow and safety considerations. 3.3 Maintain pace of funeral procession according to funeral procedures. 3.4 Enter funeral vehicle according to funeral procedures.
4. Review conduct of funerals.	4.1 Review and complete funeral documentation as required. 4.2 Reflect on the conduct of funeral and note areas for improvement. 4.3 Advise appropriate personnel of outcomes and make recommendations where 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

SIFFNL007A Conduct a funeral.

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Assessment Requirements for SIFFFNL009 Conduct funerals

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- interpret client needs, pre-determined funeral arrangements accurately and coordinate and schedule operational details that meet these requirements
- liaise with funeral and external personnel to organise required aspects of funeral
- deal with contingencies in conducting a safe and efficient funeral
- communicate with the bereaved according to funeral services industry parameters and protocols.

Evidence of performance of conducting funerals of diverse client requests on five or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- features of funeral service requirements, including but not restricted to:
  - time
  - location:
    - monumental cemeteries
    - lawn cemeteries
    - mausoleum crypts
    - memorial gardens
    - cemeteries with historical or cultural significance
    - crematoria
    - at sea
  - state funeral
  - Services funeral
  - destitute funeral
  - committal instructions:
    - burial
    - entombment
    - cremation

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    - timing of committal
    - presence of mourners
  - return of deceased's personal effects, including jewellery or memorabilia
  - social, cultural and religious considerations:
    - funeral and mourning dress standards
    - funeral rites
    - full rites of services
    - cultural rituals to assist grieving
    - duration of mourning
    - wakes
    - religious denomination
    - spiritual symbolism
    - public profile of the deceased
    - burial procedures
    - time required between death and burial or cremation
    - taboos regarding death
    - text readings or scriptures
    - placing special personal effects with the deceased person
    - specific coffin or casket design
    - orientation of coffin
  - transport requirements
- roles and responsibilities of the range of funeral services personnel and external contractors and agencies involved in funeral arrangements
- resources required for funeral arrangements
- documentation required for funeral arrangements
- strategies to address contingencies that may occur during funerals
- strategies for evaluating funeral effectiveness and ways of improving performance
- funeral services industry parameters in dealing with the deceased and the bereaved
- workplace policies and procedures regarding the conduct of funerals and dealing with contingencies.

Assessment Conditions

Skills must be demonstrated in a funeral home, cemetery or crematoria workplace where funeral processions can be conducted and movement of coffins, caskets and mourners can be managed:

- using suitable equipment and resources, including:
  - coffins or caskets, funeral vehicles and resource and equipment used in the conduct of funerals
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role

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- speed and timing requirements that reflect commercial operating conditions
- interaction with funeral services personnel and clients

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

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SIFFFNL010 Plan and conduct funeral ceremonies

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare and perform a funeral ceremony in the absence of clergy or a celebrant according to the needs of clients, including making a funeral ceremony address. The unit applies to funeral-conducting staff and involves working autonomously with a high level of responsibility and 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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan funeral ceremonies.	1.1 Liaise with clients to plan and develop an appropriate funeral ceremony. 1.2 Collaborate with funeral personnel to identify and confirm funeral ceremony arrangements and requirements. 1.3 Liaise with ceremony participants to identify individual roles. 1.4 Identify and organise required resources.
2. Prepare ceremonial addresses.	2.1 Determine required length of address according to funeral arrangements and client requirements. 2.2 Review available information on the deceased.

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	2.3 Incorporate public speaking techniques to enhance quality of ceremonial address. 2.4 Prepare and review address with clients and colleagues.
3. Perform funeral ceremonies.	3.1 Deliver address according to appropriate public speaking strategies and agreed timeframe. 3.2 Take account of ceremony participants according to agreed funeral ceremony arrangements. 3.3 Close funeral ceremony according to agreed funeral ceremony arrangements.
4. Review funeral ceremonies.	4.1 Request client feedback and review responses. 4.2 Reflect on own performance and note areas for improvement and appropriate strategies. 4.3 Record and report evaluation.

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

SIFFNL009A Plan and conduct funeral ceremony.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFFFNL010 Plan and conduct funeral ceremonies

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- liaise with appropriate family members and friends of the deceased and funeral personnel to establish relevant information in order to prepare appropriate funeral ceremony
- communicate with the bereaved according to funeral services industry protocols and parameters
- identify and organise required resources
- use effective public speaking techniques to sensitively deliver appropriate funeral speeches according to client requirements and required timeframes
- evaluate ceremony based on client feedback.

Evidence of performance of planning and conducting funeral ceremonies of diverse client requests 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 ceremonies
- features of ceremony requirements, including but not restricted to:
  - committal style:
    - burial
    - inurnment
    - cremation
    - entombment
  - memorial service
  - selection of text readings or scriptures
  - public acknowledgment of deceased
  - choice of speakers or readers
  - inclusion of work and community colleagues
  - placing special personal effects with the deceased

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    - use of music
    - audiovisual, such as videos or DVDs
    - use of lighting
    - placement of candles
    - choice and placement of flowers
    - photographs
    - special locations:
        - outdoors
        - private home
        - cemetery
    - crematorium
- resources required conducting funeral ceremonies
- processes for burial and inurnment
- social, religious and cultural differences and traditions that impact on conducting a funeral ceremony
- professional funeral services industry parameters and protocols in dealing with the bereaved and the deceased
- workplace policies and procedures regarding performing funeral celebrancy
- techniques that allows for effective public speaking, including:
    - methods for managing nerves:
        - centred breathing
        - practising material
        - checking environment and facilities
        - positive thinking
    - tone, pitch and volume of voice
    - pace of delivery
    - use of body language and eye contact
- purpose and benefits of formal and informal client feedback mechanisms.

Assessment Conditions

Skills must be demonstrated in a funeral home, cemetery or crematoria workplace where a funeral address can be delivered to an audience and where friends or family members of the deceased can participate:

- using suitable equipment and resources, including:
    - a sound system
- under industry conditions where there is:
    - integration of tasks with possible interruptions to work typical of the job role
    - interaction with clients and funeral personnel

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

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Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFXADQ001 Control and order goods

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to receive and process goods, conduct a stock-take, re-order stock and dispatch outgoing goods. It applies to cemetery and crematorium staff and may involve either working autonomously or under supervision 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

Administration and Quality

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Conduct stock-take.	1.1 Conduct stock-take and complete stock records. 1.2 Report and record discrepancies. 1.3 Identify minimum stock levels and order stock. 1.4 Complete relevant documentation. 1.5 Operate and maintain electronic recording equipment as required according to manufacturer guidelines.
2. Receive and process	2.1 Check incoming goods against purchase orders and identify variations. 2.2 Record variations in quality and quantity and follow up with relevant

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incoming goods.	personnel. 2.3 Unpack incoming goods using correct manual handling techniques and equipment. 2.4 Remove and dispose of packaging materials in a safe and sustainable manner. 2.5 Store goods in appropriate area.
3. Return surplus goods to supplier.	3.1 Identify and label goods to be returned to supplier. 3.2 Complete accurate credit request documentation. 3.3 Store goods securely ready for dispatch. 3.4 Pack items and complete delivery documentation.

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.

Mapping Information

SIFGLC002A Control and order goods.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXADQ001 Control and order goods

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- conduct stock-take to ensure minimum stock levels are maintained according to business needs
- receive and process incoming goods and dispatch outgoing goods according to workplace policies and procedures
- use stock control documentation to accurately record all stock movements
- use safe manual handling techniques when handling stock.

Evidence of performance on two or more stock control and orders is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- goods relating to the funeral services industry, including:
  - coffins or caskets
  - coffin or casket accessories
  - urns or vases
  - headstones or grave markers
  - mortuary tools, equipment and materials
  - gravedigging or grounds maintenance tools, equipment and materials
  - stationery
  - promotional materials
  - first aid equipment and materials
- purpose and basic principles of stock control systems that includes process for inventory control
- workplace policies and procedures in relation to receiving and dispatching goods, and dealing with variations of orders against goods received
- relevant federal, state or territory, and local government legislation and regulations that impact on stock control process
- techniques for safe manual handling of stock

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- documentation and equipment use for stock control processes
- environmentally sound disposal methods for all types of waste, including packaging materials.

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:
  - a facility where funeral goods can be received, unpacked and dispatched
  - funeral services goods
  - equipment and technology currently used in industry, including a trolley jack
  - documentation, including stock records, stock requisition forms and delivery documentation
- 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

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SIFXADQ002 Conduct internal quality audits

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to conduct an internal audit and report on workplace compliance with relevant quality standards documentation. The unit applies to funeral services staff who conduct audits as part of their role 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

Administration and Quality

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare for internal audits.	1.1 Identify areas of compliance to be audited. 1.2 Establish benchmarks for the quality audit and liaise with technical staff and external consultants, as required. 1.3 Access required documents and sources of information. 1.4 Confirm methods for the conduct of audits according to workplace

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	policies and procedures. 1.5 Adjust audit frequency in response to workplace needs or client feedback. 1.6 Contact appropriate staff and organise appointments for audit.
2. Perform audits.	2.1 Conduct observations, review of documents and interviews. 2.2 Complete relevant audit documentation requirements. 2.3 Consult appropriate personnel about audit results. 2.4 Document compliance results in audit reports. 2.5 Complete non compliance reports that include evidence and supporting information on areas of non compliance. 2.6 Identify and document system variances and make suggestions for improvements.
3. Respond to audit report.	3.1 Note employee responses to audit reports and identify issues to report. 3.2 Identify areas for improved practices arising from audit and refer to appropriate staff. 3.3 Implement changes to operational processes as part of continuous improvement system. 3.4 Follow up and check results of changes to operational processes.

Foundation Skills

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

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

Unit Mapping Information

SIFGLC003A Conduct internal quality audits.

Links

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Assessment Requirements for SIFXADQ002 Conduct internal quality audits

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify audit requirements and select appropriate methods relevant to the quality system and regulatory requirements
- conduct audits, using appropriate methods and participation of staff and personnel in the audit process
- develop documentation, reports and other audit records according to workplace policies and procedures and requirements of the specific quality system.

Evidence of performance on two or more internal audits is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- purpose and principles of quality assurance systems and processes
- range of workplace procedures that may be audited, including:
  - work health and safety/occupational health and safety in terms of duties of employers, employees, suppliers and contractors
  - standards and certification requirements
  - maintenance
  - finance
  - record keeping
  - sources of documentation and information used to conduct audits, including quality or enterprise work specifications and procedures
  - manufacturer specifications and supplier handling and storage advice
  - workplace operating procedures and policies
  - supplier or client instructions
  - Material Safety Data Sheets (MSDS)
  - communications technology equipment
  - verbal, aural or signed communications

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    - personal and work area work procedures and practices
    - conditions of service, legislation and industrial agreements, including:
        - workplace agreements and awards
        - applicable federal, state and territory legislative framework
- features of processes used for quality audits, including:
    - techniques to encourage participation by employees, clients and suppliers
    - use of approved third party
    - allocation and delegation of tasks
    - information gathering techniques
- factors to be considered when conducting quality audits, including:
    - timing of audits
    - agreed intervals between audits
    - timeframes.

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:
    - a facility where funeral goods can be received, unpacked and dispatched
    - appropriate computers, communication technology and software programs to conduct quality audits
    - documentation, such as internal quality standards and workplace procedures
- 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

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SIFXADQ003 Monitor contracted services and supplies

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to monitor the delivery of contracted services and supplies, address variations in delivery, resolve contractual disputes and monitor the transition of contracts. It applies to funeral home and cemetery and crematorium staff whose work involves a high level of autonomy and responsibility for managing outsources. 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

Administration and Quality

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Monitor delivery of contracted services and supplies.	1.1 Identify contracted services and supplies. 1.2 Conduct regular checks and evaluations of contracted services and supplies and delivery timeframes. 1.3 Undertake ongoing liaison with contractors to ensure problems are identified and resolved.

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	1.4 Identify and document variations between contract and delivery of services or supplies and notify manager. 1.5 Take corrective action to rectify variations within scope of authority and document. 1.6 Authorise payment for contracted services and supplies according to conditions of contract.
2. Resolve contractual disputes.	2.1 Investigate disagreements and identify cause and validity. 2.2 Negotiate and agree on terms of resolution. 2.3 Follow contract provisions for dispute resolution. 2.4 Seek legal and management advice where required to resolve disputes.
3. Implement contract transitions.	3.1 Review contract conditions and responsibilities with appropriate personnel to ensure satisfactory completion of contract. 3.2 Authorise contract completion in writing to confirm completed services have been undertaken according to contract objectives and specifications. 3.3 Reconcile final statement. 3.4 Evaluate contractor performance level of service against agreed benchmark. 3.5 Coordinate end-of-service or renewed contracts to meet workplace requirements. 3.6 Assess quality of contract documentation.

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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

SIFGLC004A Monitor contracted services and supplies.

Links

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Assessment Requirements for SIFXADQ003 Monitor contracted services and supplies

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- monitor contractual agreements, including delivery timeframes and resolve contractual disputes
- complete evaluations of contracted services
- liaise with contractors and apply procedures for the authorisation of payments to contractors.

Evidence of performance on two or more contracts is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- range of commonly outsourced services and supplies for the funeral services industry, including:
  - products
  - maintenance
  - cleaning
  - waste
- outsourced services and supplies including supply arrangements, resources, management and workplace operating systems
- critical aspects when monitoring and evaluating the effectiveness of contracted services and supplies, including:
  - adherence to timelines
  - estimated costs
  - progress toward objectives
  - adherence to quality standards
  - sensitivity to work carried out in funeral operations areas
  - work health and safety/occupational health and safety
  - Equal Employment Opportunity (EEO) practices
- main conditions of contracted services and supplies, including:

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    - tender documentation
    - maintenance plan
    - defects liability
    - protection from exposure to sensitive areas of funeral operations, including grieving family
- contract formulation processes and authorities
- effective communication and negotiation strategies for enforcing contractual agreements
- workplace policies and procedures relating to outsourcing services and products.

Assessment Conditions

Skills must be demonstrated in funeral services workplace:

- using suitable equipment and resources, including:
    - computers, communication technology and software programs to monitor contracted services and supplies
    - documentation, such as contractual agreements
- 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 contractors

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

Links

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SIFXCSS001 Provide service to clients

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to deal with enquiries from internal and external funeral services clients. It applies to all staff working in the funeral services industry and involves ensuring that all work is performed 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

Client Service and Sales

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Receive and process client enquiries.	1.1 Receive client enquiries courteously and efficiently. 1.2 Clarify client needs or concerns, including any social and cultural needs. 1.3 Interact with clients with social and cultural sensitivity. 1.4 Seek assistance from manager or appropriate team member where required.
2. Deal with client feedback and complaints.	2.1 Assess options and solutions and provide information to clients. 2.2 Identify implications of options and solutions for clients and workplace. 2.3 Analyse appropriate options for resolution and explain and negotiate a resolution with client.

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3. Finalise resolution.	3.1 Refer matters beyond scope of own authority to appropriate personnel. 3.2 Record and report details of client enquiries, feedback and complaints.

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

SIFCCS001B Provide service to clients.

Links

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Assessment Requirements for SIFXCSS001 Provide service to clients

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- deal with client enquiries, feedback and complaints positively, sensitively and politely and in accordance with workplace policies and procedures
- use effective communication and negotiation skills to clarify and resolve complaints and address feedback.

Evidence of performance responding to two or more enquiries of a different nature is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- range of funeral services enquiries, including but not restricted to:
  - service cost
  - advice or general information
  - current funeral arrangements
  - special burial requests
  - incorrect invoices or prices
  - dissatisfaction with service quality
  - service errors
  - making or changing appointments
  - notifying of a death or impending death
  - options for prepayment of funerals
- products and services that assist in responding to client enquiries, including environmentally friendly options
- implications of options and solutions for dealing with client feedback and complaints, including but not restricted to:
  - social, religious or cultural impediments
  - time delays
  - increased costs to client or business
  - negative impact on business reputation

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  - negative impact on environment
  - increased staff workload
- workplace policies and procedures for dealing with client enquiries, feedback and complaints
- professional funeral services industry parameters when dealing with the bereaved
- funeral services industry communication protocols
- techniques for negotiation and dispute resolution
- social, religious or cultural implications in the context of client enquiries and complaint resolution
- relevant federal, state or territory, and local government legislation and regulations that may impact on providing service to clients, including:
  - work health and safety/occupational health and safety
  - antidiscrimination
  - Privacy Acts
  - Australian Consumer Law (ACL).

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:
  - an environment that allows for service to clients to be conducted
  - communication technologies
  - documentation including workplace policies and procedures, relevant legislation and industry codes of practice relating to customer service
- 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

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SIFXCSS002 Advise on funeral and burial products and services

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to advise on, and finalise the selection of appropriate funeral and burial products and services for a deceased person's family at the time of need. The unit applies to funeral home and cemetery and crematorium staff who work autonomously with limited supervision in a customer service role, and whose work is performed 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

Client Service and Sales

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify needs of client.	1.1 Identify client needs through consultation. 1.2 Provide clients with information about the range of products and services available. 1.3 Locate information from other sources or refer clients to supervisor, where information is not immediately available.
2. Respond to client needs.	2.1 Match products or services to client needs. 2.2 Provide product or service information to clients.

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	2.3 Assess client needs and provide options and suggestions for personalising available products and services. 2.4 Provide information on financial costs and available financing arrangements.
3. Finalise client selection of funeral products and services.	3.1 Confirm client decision. 3.2 Identify and access relevant documentation and agreements. 3.3 Complete documentation according to workplace policies and procedures. 3.4 Process financing and non-cash transactions according to relevant legislation and workplace policies and procedures. 3.5 Check cash transactions and tender change as required. 3.6 Prepare and issue receipts and relevant documents to client. 3.7 File and store documentation according to workplace policies and procedures.

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

SIFSLS001A Sell funeral and burial products and services.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXCSS002 Advise on funeral and burial products and services

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- interpret client requirements
- apply product knowledge to provide options and suggestions to meet client needs
- complete financial arrangements according to relevant legislation, including processing cash and non-cash transactions.

Evidence of performance providing advice to two or more different clients is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- communication techniques used in consulting with clients on products and services, including:
  - active questioning
  - active listening
  - negotiation skills
  - appropriate choice and use of language
  - non-verbal communication
- range, benefits and features of funeral products and services, including support service options, price, materials and differences between products, including:
  - funeral arrangements
  - embalming arrangements
  - cremation arrangements
  - burial arrangements
  - coffins or caskets
  - coffin or casket accessories
  - burial plots
  - mausoleum crypts
  - headstones
  - grave markers

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  - urns
  - nameplates
- alternative information sources to expand on product knowledge, including:
  - past and present staff members
  - relevant industry associations
  - books, magazines, newspapers and other references
  - internet
- basic principles and techniques for each stage of the sales process
- federal, state or territory, and local government legislation, regulations and codes of practice that may impact on the sale of funeral products and services, including:
  - Australian Consumer Law (ACL)
  - Funerals (Pre-paid Money) Act
  - Consumer Credit Code
  - Privacy Acts financial institution requirements, including:
    - finance approval and processing procedures
    - credit card approval and processing procedures
    - cheque acceptance procedures
- workplace policies and procedures in relation to client and sales services, including financing and financial transaction procedures
- social, religious and cultural differences and traditions that impact on advising on funeral and burial products and services
- professional funeral services industry parameters and protocols when dealing with the bereaved.

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:
  - an environment where consultations relating to funeral and burial services can be conducted
  - communication technologies and computers
  - documentation, including product information and workplace pricing and financing options
- 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 clients with varying requirements and requests

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

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SIFXCSS003 Advise on pre-need funeral and burial products and services

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to advise on, and finalise selection of the appropriate pre-need funeral and burial products and services to meet client needs. It applies to funeral home and cemetery and crematorium staff who work autonomously with limited supervision in a sales role, and whose work is performed 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

Client Service and Sales

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify needs of clients.	1.1 Identify particular needs of clients through consultation. 1.2 Provide clients with information about the range of pre-need products and services. 1.3 Locate information from other sources or refer clients to supervisor, where information is not immediately available.
2. Respond to client	2.1 Match pre-need products or services to client needs.

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needs using sales principles.	2.2 Provide information of benefits and features of pre-need product or service to clients. 2.3 Provide options and suggestions for personalising products and services. 2.4 Identify, monitor and respond to client objections. 2.5 Provide information on costs and available financing arrangements.
3. Finalise the selection of pre-need products and services.	3.1 Confirm client decision. 3.2 Identify and access relevant documentation and agreements. 3.3 Complete documentation according to workplace policies and procedures. 3.4 Process financing and non-cash transactions according to relevant legislation and workplace policies and procedures. 3.5 Check cash transactions and tender change as required. 3.6 Prepare and issue receipts and relevant documents to clients. 3.7 File and store documentation according to workplace policies and procedures.

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

SIFSLS002A Sell pre-need funeral and burial products and services.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXCSS003 Advise on pre-need funeral and burial products and services

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- interpret client requirements
- apply product knowledge to provide options and suggestions to meet client needs
- complete financial arrangements according to relevant legislation, including processing cash and non-cash transactions.

Evidence of performance providing advice to two or more different clients is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- communication techniques used in consulting with clients on products and services, including:
  - active questioning
  - active listening
  - negotiation skills
  - appropriate choice and use of language
  - non-verbal communication
- range, benefits and features of funeral products and services, including support service options, price, materials and differences between products, including:
  - funeral arrangements
  - embalming arrangements
  - cremation arrangements
  - burial arrangements
  - coffins or caskets
  - coffin or casket accessories
  - burial plots
  - mausoleum crypts
  - headstones
  - grave markers

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    - urns
    - nameplates
- alternative information sources to expand on product knowledge, including:
    - past and present staff members
    - relevant industry associations
    - books, magazines, newspapers and other references
    - internet
- basic principles and techniques for each stage of the sales process
- federal, state or territory, and local government legislation, regulations and codes of practice that may impact on the sale of funeral products and services, including:
    - Australian Consumer Law (ACL)
    - Funerals (Pre-paid Money) Act
    - Consumer Credit Code
    - Privacy Acts
    - financial institution requirements, including:
        - finance approval and processing procedures
        - credit card approval and processing procedures
        - cheque acceptance procedures
- documentation used in completing sales, including:
    - contracts of sale
    - invoices
    - receipts
    - financing documentation
- workplace policies and procedures in relation to sales services, including financing and financial transaction procedures
- social, religious and cultural differences and traditions that impact on advising on funeral and burial products and services
- professional funeral services industry parameters and protocols when dealing with the bereaved.

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:
    - an environment where consultations relating to funeral and burial services can be conducted
    - communication technologies and computers
    - documentation, including product information and workplace pricing and financing options
- under industry conditions where there is:

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- integration of tasks with possible interruptions to work typical of the job role
- speed and timing requirements that reflect commercial operating conditions
- interaction with clients with varying requirements and requests

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

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SIFXCSS004 Coordinate interaction with clients

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to implement and coordinate the customer service standards of a funeral services organisation. It applies to staff responsible for monitoring team members' interaction with clients 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

Client Service and Sales

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Implement customer service standards.	1.1 Identify workplace customer service standards. 1.2 Communicate workplace customer service standards to team members. 1.3 Monitor implementation of customer service standards. 1.4 Recognise deficiencies in service provision and take corrective action. 1.5 Provide feedback on quality of service provision to team members and management.
2. Implement workplace	2.1 Monitor client complaints.

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policy regarding client complaints.	2.2 Take corrective action to resolve client complaints. 2.3 Identify special needs of clients to apply the appropriate response.
3. Communicate with management.	3.1 Refer customer service issues that may affect workplace operation to management. 3.2 Provide information on enquiry types and flows and changing client needs to management in order to facilitate customer service planning.

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

SIFCCS004A Coordinate interaction with clients.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXCSS004 Coordinate interaction with clients

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- provide feedback to team members on customer service provided including addressing any deficiencies.
- report resolutions of client complaints according to workplace policies and procedures
- provide feedback to management on operational customer service matters.

Evidence of performance of coordinating interaction with clients is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- clients and stakeholders of funeral industry organisations, including:
  - internal or external
  - other agencies
  - individual members of the organisation
  - individual members of the public
- aims and characteristics of customer service standards, including:
  - identification of clients' special needs
  - timely provision of services
  - provision of feedback
  - resolution of complaints
- processes for monitoring service standards, including continuous improvement methods
- workplace policies and procedures in relation to customer service and dealing with complaints
- relevant federal, state or territory, and local government legislation and regulations relating to consumer protection and funeral services, burials and cremations
- range of social, religious and cultural differences and traditions of the organisation's clientele
- protocols used by the funeral services industry for effective communication.

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Assessment Conditions

Skills must be demonstrated in funeral services workplace where customer service of a funeral services organisation can be monitored:

- using suitable equipment and resources, including:
  - communication technologies
  - documentation, including service standards and client complaints
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with team members, management and clients

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

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SIFXCSS005 Lead customer service teams

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to plan, implement, direct and evaluate the activities of customer service teams. The unit applies to funeral home and cemetery and crematorium staff who lead and manage sales teams. It involves a high level of autonomy and responsibility 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

Client Service and Sales

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan customer service and sales operations.	1.1 Develop objectives for customer service teams. 1.2 Prepare sales plans to support attainment of objectives. 1.3 Determine size and structure of sales teams. 1.4 Select team members according to customer service team objectives. 1.5 Provide team members with initial training.
2. Direct the customer service team.	2.1 Monitor customer service team to ensure that products and services match client needs.

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	2.2 Monitor correct application of financial transactions, sales agreements and financing arrangements. 2.3 Monitor customer service team to ensure sales and financial agreement documentation are completed correctly. 2.4 Implement strategies to support customer service team members. 2.5 Identify and allocate resources to support attainment of sales.
3. Evaluate effectiveness of customer service team.	3.1 Establish systems to evaluate sales effectiveness against customer service team objectives. 3.2 Take corrective action where sub-standard performance is identified. 3.3 Adjust customer service team planning to reflect outcome of evaluations.

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

SIFSLS003A Lead a sales team.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXCSS005 Lead customer service teams

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- establish sales objectives and plans relevant to the nature of the customer service and sales operation and consistent with marketing and sales strategies
- select and train a customer service team according to sales objectives, budget and plan
- evaluate and monitor team performance.

Evidence of performance of leading a customer service team to meet the sales objectives of two or more different products or service promotions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- objectives of a sales team
- nature of sales operations
- marketing and sales strategies
- human resource principles and practices in relation to induction and training
- range of methods and resources used to provide training, including:
  - videotapes
  - lectures
  - one-on-one instruction
  - role plays
  - audio-tapes
  - simulations
  - slides
  - films
  - case studies
  - videoconferencing
  - teleconferencing
  - computer software packages
- strategies used to support sales team members:

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  - coaching
  - providing feedback
  - recognising and rewarding performance
- actions used for sub standard performance, including:
  - additional training
  - mentoring
  - ongoing feedback
  - goal-related feedback
  - individualised development plans
- federal, state or territory, and local government legislation, regulations and codes of practice that impact on the sale of funeral products and services, including:
  - Australian Consumer Law (ACL)
  - Funerals (Pre-paid Money) Act
  - Consumer Credit Code
  - Privacy Acts
  - equal employment opportunity.

Assessment Conditions

Skills must be demonstrated in a funeral services workplace where staff training and performance monitoring can take place:

- using suitable equipment and resources, including:
  - communication technologies and computers
  - documentation, including sales plans and budgets
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with team members

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

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SIFXIND001 Plan a career in the funeral services industry

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to access and use funeral services industry information and protocols and to determine future work and learning opportunities. It applies to individuals undertaking preliminary training in the funeral services industry under direct supervision. Work is performed according to work health and safety and workplace policies and procedures.

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

Competency Field

Working in Industry

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Use funeral services industry information.	1.1 Access sources of information on the funeral services industry, its sectors and occupations. 1.2 Review current and emerging issues that impact on employment in the Australian funeral services industry. 1.3 Review legislation and industry requirements relevant to employment in the funeral services industry. 1.4 Apply information to routine work activities.
2. Follow industry	2.1 Recognise effects of loss, grief and trauma on individuals, families

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protocols around loss, grief and trauma.	and communities. 2.2 Respect different responses of individuals, families and communities to loss, grief and trauma. 2.3 Recognise own personal values and attitudes around loss, grief and trauma. 2.4 Show sensitivity to those experiencing loss, grief and trauma.
3. Identify career opportunities.	3.1 Identify possible career pathways in the funeral services industry or workplace and discuss with supervisor. 3.2 Take into account personal values and attitudes regarding work and business in planning future work and career directions. 3.3 Assess current skills and knowledge required to work in the funeral services industry. 3.4 Identify opportunities for vocational development in consultation with supervisor.

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

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXIND001 Plan a career in the funeral services industry

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- source and apply funeral services industry information to work situations
- show sensitivity to those experiencing loss, grief or trauma
- review career options in consultation with supervisor.

Evidence of performance on at least one occasion is required.

Knowledge Evidence

Demonstrated knowledge of:

- types of resources that may be referred to develop industry knowledge, including:
  - media
  - reference books
  - training materials
  - libraries
  - unions
  - industry associations
  - industry publications
  - internet
  - personal observation and experience
  - colleagues, supervisors and managers
  - industry contacts, mentors and advisers
- stakeholders and structure of the funeral services industry
- legislation, regulations and codes of practice, including:
  - work health and safety/occupational health and safety
  - Workplace Relations Act
  - Equal Employment Opportunity (EEO)
  - Anti-discrimination
  - workers' compensation legislation and regulations
  - cemetery Acts and by-laws

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  - Crematorium Acts
  - local government regulations
  - Births, Deaths and Marriages Registration
  - code of practice for embalmers
  - Environmental Protection Act
  - Privacy Acts
- current issues faced by the Australian funeral services industry, including:
  - regulation
  - ageing population and death rate
  - migration and multiculturalism
  - societal and cultural shifts
  - technology developments
  - environmental sustainability
  - workforce issues
- common occupations within sectors of the funeral industry
- responsibilities and obligations of employers and employees for the funeral industry
- appropriate personal dress and presentation based on workplace requirements, type of work and degree of client contact
- effects of loss, grief and trauma including recognising culturally appropriate expressions of loss and grief and providing basic comforting responses to individuals and families
- funeral services protocols when dealing with the bereaved, including demonstrating tact, maintaining confidentiality of client and business information, respecting others' views, acting responsibly
- personal values and attitudes in relation to:
  - monitoring own stress levels in relation to working in the area of loss, grief and trauma
  - possible career directions in the funeral services industry
- steps for developing additional skills required for future career options.

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:
  - computer, internet and media
  - information sources including reference books, training materials, industry publications
  - documentation, including legislative and, regulatory and industry code of conduct and workplace policies and procedures

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

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Links

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SIFXIND002 Work effectively in the funeral services industry

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work within the cemeteries and crematorium, embalming and funeral directing sectors of the funeral services industry. It applies to all staff working autonomously or under supervision within the funeral services industry, whose work is performed 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

Working in Industry

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Develop funeral services knowledge and skills.	1.1 Access and review sources of information on the funeral services industry. 1.2 Develop knowledge of the historical context of the sectors of the industry and its influence on current practice. 1.3 Recognise ethical and legal issues of significance to the industry. 1.4 Become aware of current and emerging issues that impact on the Australian funeral services industry. 1.5 Obtain information to assist with effective work performance within the funeral services industry. 1.6 Develop and maintain knowledge of the local region and

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	Australian funeral services industry.
2. Identify and comply with workplace requirements.	2.1 Comply with relevant legislation and workplace policies and procedures. 2.2 Comply with own job role and designated responsibilities. 2.3 Prioritise and complete tasks within designated timelines according to workplace requirements. 2.4 Monitor and review work outcomes and document where required. 2.5 Identify areas for improvement and implement where appropriate according to workplace policies and procedures.
3. Work effectively with others.	3.1 Develop and apply knowledge of funeral services industry protocols. 3.2 Use effective communication strategies when dealing with others in workplace. 3.3 Share personal workplace strengths with other team members and seek support from peers and supervisors to build on skills gaps within context of required work activities.

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

SIFIND001B Work effectively in the funeral services industry.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXIND002 Work effectively in the funeral services industry

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- apply funeral services industry information and specific workplace policies and procedures to daily work
- use communication techniques and industry protocols in interactions with others.

Evidence of performance on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- range of resources used to develop industry knowledge, including:
  - media
  - reference books
  - training materials
  - libraries
  - Unions
  - industry associations
  - industry publications
  - internet
  - personal observation and experience
  - colleagues
  - supervisors and managers
  - industry contacts
  - mentors and advisers
- historical context of the relevant sector of the funeral services industry and its influence on current practices of the industry
- ethics and values of the relevant sector of the funeral services industry
- legislation, regulations and codes of practice, including:
  - work health and safety/occupational health and safety
  - Workplace Relations Act

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  - Equal Employment Opportunity (EEO)
  - Anti-discrimination
  - workers' compensation legislation and regulations
  - cemetery Acts and by-laws
  - Crematorium Acts
  - local government regulations
  - Births, Deaths and Marriages Registration
  - approved code of practice for embalmers
  - Environmental Protection Act
  - Privacy Acts.
- current issues faced by the Australian funeral services industry, including:
  - regulation
  - ageing population and death rate
  - migration and multiculturalism
  - societal and cultural shifts
  - technology developments
  - environmental sustainability
  - workforce issues
- industry awards and agreements relating to the funeral industry
- strategies for effective work outcomes, including:
  - managing time
  - improving work practices
  - setting goals
  - prioritising
  - giving and receiving feedback effective
- effective communication strategies when working with others
- funeral services protocols when dealing with the bereaved, including demonstrating tact, maintaining confidentiality of client and business information, respecting others' views, acting responsibly.

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:
  - a funeral services environment
  - computer and internet
  - documentation, including workplace policies and procedures, legislation, regulations and codes of practice and job role documentation
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role

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- interaction with clients and team members

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

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SIFXIND003 Deal with grief responses

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to respond appropriately to client expressions of grief according to work health and safety, relevant legislation and workplace policies and procedures. It includes dealing effectively with colleague and personal grief. It applies to a wide range of staff and forms part of a basic requirement for all work within the funeral services industry.

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

Competency Field

Working in Industry

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Interact with grieving clients.	1.1 Recognise grief responses for grieving clients. 1.2 Become familiar with social, cultural and religious differences that may affect grief responses. 1.3 Apply appropriate communication and interpersonal skills when responding to grieving clients.
2. Provide support for colleagues in grief situations.	2.1 Recognise colleagues experiencing difficulty in coping with grief. 2.2 Apply appropriate communication techniques and interpersonal skills to respond to colleague's grief needs.

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	2.3 Apply strategies for providing informal grief support.
3. Deal with personal grief.	3.1 Be aware of personal grief responses. 3.2 Apply strategies for responding to personal grief. 3.3 Access workplace information resources for meeting staff grief needs. 3.4 Participate in debriefing and peer support sessions with other staff members.

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

SIFIND002A Deal with grief and trauma.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXIND003 Deal with grief responses

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- recognise and respond to clients and colleagues grief according to workplace policies and procedures, job role requirements and industry protocols
- use appropriate communication techniques with grieving clients and colleagues from a range of social, cultural and religious backgrounds and implement strategies for dealing with own grief.

Evidence of performance responding to two or more grieving clients and colleagues is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- features of physical and emotional manifestations of grief, including:
  - crying
  - fear
  - pain
  - depression
  - anger
  - sadness
  - disbelief
  - denial
  - shock
  - violence
  - humour
  - relief
  - withdrawal
  - confusion
- social, religious, cultural and other differences affecting grief responses, including:
  - religion of client or colleague

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  - cultural response to death
  - age of deceased person
  - relationship of client or colleague to deceased person
  - circumstances surrounding the death
  - number of losses experienced by client or colleague
  - level of family or community support
  - existence of family conflict
  - health of client or colleague
  - disability
- effective communication strategies for providing a healing response to individuals and families for dealing with grief workplace policies and procedures, in regard to identifying colleagues having difficulty coping with grief, maintaining confidentiality of colleagues and debriefing and peer support systems
- funeral services protocols when dealing with the bereaved, including demonstrating tact, maintaining confidentiality of client and business information, respecting others' views, acting responsibly
- types of workplace support materials for dealing with grief, including location and contact details of grief care services, print references, videos, websites, support groups and grief care service information
- strategies for monitoring own stress levels in relation to working in the area of grief situations.

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:
  - a funeral services environment where grief reactions and appropriate responses can be assessed
  - documentation, including information resources related to loss, grief
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with grieving clients and colleagues

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

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SIFXIND004 Participate in industry networks

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify, select, participate in and maintain networks according to work health and safety, relevant legislation and workplace policies and procedures. It applies to a wide range of staff within the funeral services industry.

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

Competency Field

Working in Industry

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify and select appropriate networks.	1.1 Prioritise workplace networking requirements. 1.2 Select formal and informal networks relevant to workplace requirements.
2. Participate in relevant networks.	2.1 Participate in and contribute to networks according to workplace policies and procedures. 2.2 Use effective communication techniques to participate in workplace networks. 2.3 Access information and other support that can be provided by network. 2.4 Communicate outcomes of network participation to relevant

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	workplace staff and other personnel as required.
3. Maintain networks.	3.1 Maintain networks according to workplace policies and procedures. 3.2 Follow communication protocols between different networks and network participants.

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

SIFIND003A Participate in industry networks.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXIND004 Participate in industry networks

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select and participate in and maintain at least two different funeral industry networks that are relevant to and support the workplace and specific job role according to time and resource constraints
- communicate the utility of network participation to relevant workplace personnel
- develop strategies to maintain networking activities.

Knowledge Evidence

Demonstrated knowledge of:

- purpose and benefits of participation in industry networks, including but not restricted to:
  - expanding workplace business network
  - learning about roles, services and resources of other workplaces
  - learning about roles and resources of other workers
  - providing advice and information about own workplace services, roles and resources
  - peer support and review
  - professional development
  - maintaining coordination among different workers and workplaces
  - supporting joint programs or activities
  - providing information for policy development
- formal and informal networks relevant to funeral services industry, including:
  - interest and support groups
  - regional, specialist and peak associations
  - professional bodies and associations
  - care agencies and hospitals
  - other workers, particularly those in funeral services industry
  - contacts in policy and funding bodies
- workplace policies and procedures, in regard to industry networks, including but not restricted to:
  - codes of behaviour
  - time constraints

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  - resource constraints
  - use of individual expertise
- range of resources that may be used to develop knowledge on funeral services industry, including;
  - media
  - unions
  - industry associations
  - industry publications
  - internet
  - colleagues
  - supervisors and managers
  - industry contacts
  - mentors and advisers
- effective communication strategies for developing and maintaining industry networks.

Assessment Conditions

Skills must be demonstrated in funeral services workplace:

- using suitable equipment and resources, including:
  - computers, communication technology and software programs to support networking
  - sources of industry information
- under industry conditions where there is:
  - interaction with industry networks

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

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SIFXMGT001 Coordinate teams

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to coordinate and facilitate team development and team performance. It applies to funeral home and cemetery and crematorium staff responsible for coordinating teams as part of their role. It involves ensuring that all work carried out is 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

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Facilitate team development.	1.1 Identify team purpose and communicate to team members. 1.2 Inform team members of workplace requirements. 1.3 Support the team in making decisions. 1.4 Assist team to develop team objectives and goals according to team purpose.
2. Motivate and build the team.	2.1 Facilitate development of positive and constructive relationships with and between team members. 2.2 Facilitate team communication processes.

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	2.3 Create environment supportive of innovation and enterprise.
3. Facilitate and develop team performance.	3.1 Consult with team members to review and revise team objectives and goals according to workplace policies and procedures. 3.2 Monitor team and individual performance against identified team goals. Identify strengths and weaknesses of the team against current and expected workplace requirements. 3.3 Assist team members to suggest improvements in team performance. 3.4 Assist team members to monitor their own performance and to identify professional development needs according to personal and workplace requirements. 3.5 Conduct team meetings to review work operations and address issues. 3.6 Support team in identifying and resolving problems that may impede performance.
4. Coach on the job.	4.1 Provide on-the-job coaching opportunities to staff to improve work performance. 4.2 Identify and use appropriate communication techniques to coach team members. 4.3 Provide staff with opportunities to give feedback and make suggestions to improve workplace operations.

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

SIFMGT001A Coordinate a team.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXMGT001 Coordinate teams

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- facilitate the development and performance of at least one team
- collaboratively develop team objectives and communication processes
- support team members to identify and solve problems that may impede performance.

Evidence of performance coordinating teams to provide at least two coaching sessions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- basic principles of leadership, motivation and teamwork
- concepts of team dynamics
- processes for team facilitation including effective communication processes and techniques
- concept and principles of mentoring and coaching
- techniques to assist in conflict resolution
- general measure of work performance that include but are not restricted to:
  - general standard of work
  - completing assigned tasks within expected timeframes
  - preparing work plans
  - following work schedules
  - job planning
  - attitude to clients and team members
  - following administrative procedures
- relevant federal, state or territory, and local government legislation, regulations and codes of practice that may impact human resources including Equal Employment Opportunity (EEO) and anti-discrimination
- workplace policies and procedures in relation to coordinating a team, including:
  - workplace change processes
  - disciplinary procedures

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  - award procedures
  - pay procedures
- organisational structures.

Assessment Conditions

Skills must be demonstrated in funeral services workplace:

- using suitable equipment and resources, including:
  - communication technologies and computers
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with team members.

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

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SIFXMGT002 Coordinate staff

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to coordinate staff work schedules, rosters and completion of tasks. It applies to funeral home and cemetery and crematorium staff responsible for coordinating others as part of their role, ensuring that all work carried out is 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

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Coordinate staff rosters and schedules.	1.1 Identify work requirements in consultation with supervisor. 1.2 Develop work schedules and rosters to meet work requirements in consultation with supervisor. 1.3 Provide information to staff on work schedules and rosters. 1.4 Monitor work schedules and rosters and identify problems or difficulties. 1.5 Take corrective action to address problems and difficulties according to workplace policies and procedures.
2. Coordinate completion	2.1 Allocate tasks to staff members according to supervisor

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of tasks.	instructions and individual areas of expertise. 2.2 Use appropriate communication techniques to communicate task requirements to staff members. 2.3 Monitor staff progress in completing tasks according to work requirements. 2.4 Recognise staff problems or difficulties in completing tasks and assist staff to find solutions. 2.5 Seek advice from supervisor when 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

SIFMGT002A Coordinate staff.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXMGT002 Coordinate staff

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- develop and communicate work schedules to staff members
- monitor completion of tasks
- respond to operational and service issues in the workplace.

Evidence of performance of coordinating staff on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- role of quality assurance, workflow planning, delegation and problem-solving required in a frontline management role
- effective communication techniques for allocating tasks, including:
  - encouraging questions
  - providing prompt feedback
  - providing clarification
- federal, state or territory, and local government legislation, regulations and codes of practice that impact human resources including Equal Employment Opportunity (EEO) and anti-discrimination
- workplace policies and procedures in relation to coordinating staff, including:
  - human resources
  - privacy
  - code of conduct
  - authorities and responsibilities of staff
- workplace job roles and work requirements aligned to staff skills and areas of expertise in relation to required tasks.

Assessment Conditions

Skills must be demonstrated in funeral services workplace:

- using suitable equipment and resources, including:

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  - communication technologies and computers
  - workplace policies and procedures relevant to personnel and rostering
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with team members

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

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SIFXMGT003 Supervise staff

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to organise and monitor staffing levels and rosters, develop staff performance and maintain staff records. It applies to funeral home and mortuary staff responsible for supervising others as part of their role, ensuring that all work carried out is 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

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Roster and monitor staffing levels and workload.	1.1 Roster staff according to workplace needs, anticipated peaks and relevant legislation. 1.2 Monitor staff workload and assist staff to prioritise workloads according to work requirements. 1.3 Take corrective action according to staff availability and workplace policies and procedures. 1.4 Maintain staffing levels and rosters according to budget requirements. 1.5 Provide feedback on rostering and staffing issues to appropriate personnel as required.

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2. Monitor and support individual and team performance.	2.1 Monitor work performance of individual staff and teams regularly. 2.2 Provide constructive feedback to individual staff and teams. 2.3 Identify and address performance issues.
3. Support employee development.	3.1 Recognise and record expertise of staff for reference when allocating tasks. 3.2 Assist staff to identify their own skills and knowledge in relation to current job roles and career development. 3.3 Develop professional development options in consultation with staff.
4. Maintain staffing records.	4.1 Create and maintain staff records. 4.2 Monitor personnel and payroll systems and seek specialist advice. 4.3 Maintain security and confidentiality of staff records according relevant legislation.

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

SIFMGT003A Supervise staff.

Links

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Assessment Requirements for SIFXMGT003 Supervise staff

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- develop and implement at least two staff rosters and other staffing arrangements to meet anticipated workplace operational and budgetary requirements
- consult with, and provide advice to, at least two different staff members about work performance and professional development opportunities
- respond to the need to adjust rosters based on work requirements
- create, monitor and maintain staff records, ensuring security and confidentiality of information.

Knowledge Evidence

Demonstrated knowledge of:

- human resources principles in relation to maintaining staffing levels and rostering to budgeting requirements
- methods for assessing staff expertise and professional development requirements according to current job roles and career development
- potential rostering and staffing issues, including:
  - staff shortages
  - inadequate training levels
  - required skills of workforce
- range of strategies for addressing staff availability, including:
  - revising work schedules
  - reallocating tasks
  - calling in additional staff
  - reporting staffing issues to appropriate personnel
- factors that impact on individual work performance, including:
  - general standard of work
  - completing assigned tasks according to workplace timeframes
  - preparing work plans
  - following work schedules
  - job planning
  - attitude to clients and team members
  - following administrative procedures

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- providing constructive feedback to individual staff and teams
- professional development options to support staff development, including additional training, recognition processes and future career pathways
- workplace policies and procedures relevant to personnel, employment, staff development, rostering and creating and maintaining staff records
- relevant federal, state or territory legislation relating to WHS, workers' compensation, industrial relations, Equal Employment Opportunity (EEO), anti-discrimination and privacy
- provisions of relevant awards and workplace agreements
- position descriptions of relevant staff
- career pathways in the funeral services industry.

Assessment Conditions

Skills must be demonstrated in funeral services workplace with a team of staff:

- using suitable equipment and resources, including:
  - communication technologies and computers
  - documentation, including:
    - workplace budget requirements
    - workplace policies and procedures relevant to personnel and rostering
    - relevant awards and workplace agreements
    - personnel and payroll systems
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with team members

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

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SIFXMGT004 Support people dealing with grief and trauma

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop strategies for providing support to those experiencing loss, grief and trauma. It applies to managers of funeral services organisations responsible for providing a healing response to their clients experiencing loss and grief and addressing workplace stress in dealing with grief situations 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

Management and Leadership

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Implement strategies to provide a healing response to grief and trauma.	1.1 Identify and respect specific approaches and cultural considerations in relation to loss, grief and trauma. 1.2 Determine appropriate healing responses for individuals, family and communities in relation to experiences of loss, grief and trauma. 1.3 Identify culturally appropriate strategies for responding to loss, grief and trauma at the individual, family and community level. 1.4 Provide appropriate support and available resources to assist individuals, families and communities to deal

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	with their loss, grief and trauma. 1.5 Maintain duty of care, confidentiality and cultural protocols.
2. Provide welfare support for staff.	2.1 Identify complex demands of the workplace within the context of the funeral services industry. 2.2 Recognise symptoms of stress in staff. 2.3 Implement appropriate support, safety and welfare measures for staff.
3. Manage own stress.	3.1 Identify personal stress triggers and develop strategies to deal with them. 3.2 Recognise and respond appropriately to physical, behavioural, interpersonal and attitudinal symptoms of personal grief responses. 3.3 Identify, access and incorporate into daily routine relevant resources or activities to relieve stress.

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

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXMGT004 Support people dealing with grief and trauma

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- develop organisational strategies and support for clients experiencing loss, grief and trauma
- develop strategies to provide support, safety and welfare measures for staff dealing with grief situations.

Evidence of performance developing at least one set of strategies for clients and staff is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- concepts of loss and grief
- nature and effects of psychological, spiritual and transgenerational trauma
- effects of grief on the physical, emotional, cognitive, behavioural, social and spiritual domains of a person's experience
- effective strategies that may assist in providing a healing response to grief and trauma, including but not restricted to:
  - individual and family counselling
  - community action
  - print or audio-visual resources
  - narrative approach
- funeral services industry codes of conduct and ethical codes
- negative effects of stress/stress indicators
- community and professional support systems for reducing occupational stress, including referrals to specialist services
- workplace policies and procedures in relation to client service, human resources including duty of care requirements.

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Assessment Conditions

Skills must be demonstrated in a funeral services workplace:

- using suitable equipment and resources, including:
  - information resources related to grief and trauma
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with grieving clients and team members

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

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SIFXMPR001 Implement marketing and promotional activities

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to implement a marketing strategy and plan. It applies to funeral home and cemetery and crematorium staff overseeing the marketing and promotion of funeral products and services. The work is performed 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

Marketing and Public Relations

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Implement marketing strategies and plans.	1.1 Develop an understanding of the business's marketing strategy and marketing plan. 1.2 Communicate the business's marketing strategy and specific marketing plans to team members. 1.3 Train staff to implement marketing strategy and marketing plans. 1.4 Assist in production and distribution of relevant marketing materials as required. 1.5 Monitor marketing plans against business's marketing strategy and assess outcomes. 1.6 Prepare and distribute reports of marketing

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	outcomes to appropriate staff. 1.7 Provide suggestions to improve marketing activities or results.
2. Coordinate promotional displays for funeral services products and services.	2.1 Identify funeral services products and services to be promoted according to marketing strategy and plans. 2.2 Plan and communicate display requirements according to workplace display and pricing and ticketing standards. 2.3 Supervise completion of construction of displays, ensuring correct pricing and ticketing. 2.4 Monitor replenishment of promotional merchandise and rotation of stock on display and take corrective action. 2.5 Assess and evaluate display presentation standards.

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

SIFMPR001A Implement marketing and promotional activities.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXMPR001 Implement marketing and promotional activities

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- implement and monitor marketing and promotional strategies and plans, including completing relevant staff training, and recording and reporting marketing results
- communicate the plan to team members including informing them of specific pricing details and promotional activities
- plan and supervise construction and maintenance of promotional displays for identified products according to timeframes, work health and safety/occupational health and safety and workplace policies and procedures.

Evidence of the implementation of two or more marketing and promotional activities to support two or more different products or services is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- range of funeral services products and services
- marketing principles and practices, including:
  - development of marketing strategies that incorporate:
    - method for delivery of products and services
    - implications for implementation of strategy
    - implications for review and assessment of strategy
  - features of the marketing plans:
    - aims and objectives
    - expected outcomes
    - resources
    - staff roles and responsibilities
    - implementation timeframes
  - types of marketing materials that are effective for the funeral services industry
  - visual merchandising principles, that ensure balance and visual impact and accurate depiction of product or service being promoted

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  - stock control and display maintenance
  - display construction techniques, including load bearing capacity of fixtures and display areas and availability and use of materials
- relevant federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and consumer protection
- workplace marketing strategy and marketing plans
- workplace display of products and range
- workplace policies and procedures in relation to marketing and promotional activities.

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 support marketing and promotional activities,
  - display equipment and pricing and ticketing systems
  - documentation including business marketing strategy and plan
- under industry conditions where there is:
  - integration of tasks with interruptions to work typical of the job role
  - speed and timing requirements that reflect commercial operating conditions
  - interaction with team members

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

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SIFXMPR002 Make presentations to community groups

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare, deliver and review presentations on funeral services topics to a range of target audiences. It applies to funeral home and cemetery and crematorium staff who present to various student and community groups 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

Marketing and Public Relations

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Prepare presentations.	1.1 Liaise with appropriate staff to identify presentation requirements. 1.2 Select presentation strategies to meet presentation requirements. 1.3 Select and prepare aids and materials to support delivery of presentations according to presentation strategies and audience requirements.
2. Address student and community groups.	2.1 Schedule presentations according to client requirements. 2.2 Provide client groups with general information about the

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	funeral services industry as required. 2.3 Address client groups according to workplace policies and procedures. 2.4 Identify and use instruction and communication techniques appropriate for client group.
3. Evaluate liaison activities.	3.1 Apply feedback and review processes according to workplace policies and procedures. 3.2 Undertake self-assessment of performance. 3.3 Respond to feedback from audience.

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

SIFCCS003A Liaise with community.

Links

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Assessment Requirements for SIFXMPR002 Make presentations to community groups

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- prepare and present to a range of target audiences using appropriate presentation strategies, techniques and aids that enhance target audience understanding of key concepts and ideas
- review and evaluate performance.

Evidence of performance of presenting to at least two different groups is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- information sources on funeral services industry structure and protocols
- range of funeral services industry and funeral, burial and cremation practices
- social, religious and cultural differences and traditions that may impact on audiences
- presentation methods and strategies
- presentation resources and equipment
- methods for evaluating presentation performance and audience expectations
- workplace policies and procedures relating to workplace communication and public relations.

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:
  - a commercially realistic delivery environment, in a group delivery environment, meeting room or in a conference, school or community venue
  - presentation equipment and aids appropriate for the operational context of delivering the presentation
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role

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- interaction with groups

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

Links

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SIFXMPR003 Prepare and conduct tours

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare, conduct and evaluate funeral home, cemetery or crematorium tours. It applies to funeral home and cemetery and crematorium staff employed in the marketing and promotion of funeral products and services. The work is performed 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

Marketing and Public Relations

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Research tour information.	1.1 Access and review information from publications and experts to inform tour knowledge. 1.2 Evaluate information sources for reliability and currency. 1.3 Develop and maintain general knowledge of local region and Australian funeral, burial and cremation practices. 1.4 Develop and maintain knowledge of history and operations of the funeral home, cemetery or crematorium.
2. Plan tours.	2.1 Determine purpose, size, composition and specialised requirements for each tour group.

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	2.2 Identify and select tour routes according to purpose, size, composition, and specialised requirements. 2.3 Identify and prepare information materials for clients. 2.4 Determine and arrange equipment for presentation requirements. 2.5 Prepare tour commentary according to special requirements and timing and route of tour.
3. Conduct pre-tour briefings.	3.1 Greet clients and provide summary of tour program and location of facilities. 3.2 Inform clients of health and safety requirements and any specific restrictions including unsafe areas and funerals in progress. 3.3 Provide opportunity for client clarification of information and instructions.
4. Conduct tours.	4.1 Direct physical movement of tour groups according to tour program. 4.2 Present tour commentary using presentation aided equipment as required. 4.3 Encourage client participation and address client questions through direct response or later follow-up as required. 4.4 Identify and address conflicts or difficulties promptly.
5. Evaluate tours.	5.1 Request and review client feedback and review. 5.2 Reflect on own performance and note areas for improvement and develop appropriate strategies for addressing these. 5.3 Record and report evaluation outcomes.

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.

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Unit Mapping Information

SIFMPR002A Prepare and conduct tours.

Links

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Assessment Requirements for SIFXMPR003 Prepare and conduct tours

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- Conduct, research and prepare information for delivery to tour participants
- conduct tours safely according to planned timing and client needs
- deliver tour commentaries at a pace and level suited to identified needs and characteristics of tour group
- identify and resolve conflict and difficulties.

Evidence of performance of conducting tours to two or more different groups is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- sources used to develop funeral industry knowledge, including but not restricted to:
  - books, magazines, newspapers and other references
  - statistical information
  - internet
  - relevant industry associations
  - past and present staff members
  - local experts
  - descendants of deceased persons, especially historic figures
  - own knowledge, memory and experiences
  - videos and television
- historical operations of funeral homes, cemeteries and crematorium
- local and Australian funeral, burial and cremation practices, including:
  - layout and features of funeral home, cemetery or crematorium
  - impact of social, religious and cultural differences and traditions
- conflict resolution principles for dealing with:
  - personal conflict between clients
  - dominant or disruptive clients
  - negative clients

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  - subgroups or cliques within group
  - perception of favouritism by guide
  - dissatisfaction with tour
  - ill or distressed clients
- basic principles and practices for conducting tours
- public liability issues and responsibilities, including:
  - location of open gravesites
  - cemetery or crematorium equipment movement
  - emergency evacuation procedures
  - procedures in case of separation from main group
- industry parameters in dealing with the bereaved
- operating features and procedures for relevant presentation equipment
- workplace policies and procedures in relation to conducting tours
- legislation that impacts on tour 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:
  - a funeral home, cemetery or crematorium facility where tours are conducted
  - tour and presentation equipment
  - equipment to meet specialised requirements, including wheelchairs or use of interpreters where required
  - information materials, such as brochure, pamphlets and business cards
- 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 tour groups

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

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SIFXMPR004 Liaise with the media

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare and provide information to the media. It applies to funeral home and cemetery and crematorium staff required to liaise with the media for public relations purposes, including arranging the placement of public notices and negotiating the coverage of a public funeral. The work is performed 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

Marketing and Public Relations

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions statement.
1. Prepare for media liaison.	1.1 Establish purpose for contacting and liaising with the media. 1.2 Determine aims and desired outcomes of media liaison. 1.3 Identify limitations on information to be provided to the media. 1.4 Select appropriate media outlets to liaise with according to purpose for liaison and aims and desired outcomes. 1.5 Select appropriate personnel for contact within chosen media outlets. 1.6 Contact selected media personnel.

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2. Provide information to the media.	2.1 Determine needs of each media outlet and balance against workplace limitations. 2.2 Prepare information according to media outlet's information needs. 2.3 Supply prepared information to media personnel. 2.4 Establish and maintain ongoing relationships with media personnel. 2.5 Record and maintain information provided to media.

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

SIFMPR003A Liaise with the media.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXMPR004 Liaise with the media

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- select appropriate media outlets and personnel according to the purpose for liaison, aims and desired outcomes and to develop a successful ongoing relationship with media personnel
- prepare and present information in a format to suit the requirements of the media outlet.

Evidence of performance of two or more media liaisons is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- purposes for media in the funeral industry, including:
  - public relations
  - placement of public notices
  - coverage of public or celebrity funeral
- public relations principles, including:
  - types of media, including print, television and radio
  - role of the media in disseminating information
  - requirements of different media outlets regarding presentation of information, deadlines, amenities, briefing areas and media liaison personnel requirements, and bilingual personnel and information
- social, religious and cultural differences and traditions in relation to public notices for funeral coverage
- workplace policies and procedures relating to media liaison
- federal, state or territory legislation relating to privacy and consumer protection.

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:

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  - computers, communication technology and software programs to liaise with the media
  - documentation including organisation information and promotional materials
- 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 media representatives

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

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SIFXMPR005 Develop marketing strategies and activities

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to develop and implement marketing strategies and activities to improve market performance. It applies to funeral home and cemetery and crematorium staff overseeing the marketing or promotion of funeral products and services for micro and small businesses or a department in a larger organisation. The work is performed 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

Marketing and Public Relations

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Develop marketing strategies.	1.1 Analyse business and its key funeral services products and services to determine focus of marketing strategies according to business plan objectives. 1.2 Determine and document marketing strategies and objectives in consultation with relevant stakeholders according to business plan. 1.3 Balance range and pricing of products and services to meet client needs and fiscal responsibilities. 1.4 Brief staff involved in marketing effort on their roles and responsibilities to ensure success of marketing strategies.

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2. Develop marketing and promotional activities.	2.1 Determine marketing and promotional activities to suit each target market. 2.2 Plan and implement marketing and promotional activities according to marketing objectives and budgetary requirements. 2.3 Develop marketing and promotional materials in conjunction with appropriate personnel.
3. Monitor and improve marketing performance.	3.1 Monitor marketing promotional activities and evaluate effectiveness accordance to sales objectives and targets. 3.2 Analyse issues affecting effectiveness and take corrective action. 3.3 Provide opportunities to relevant people to suggest ways to improve marketing performance. 3.4 Seek and analyse client feedback on all aspects of marketing and promotional activities to improve targeting and outcomes. 3.5 Conduct ongoing research of client requirements to identify opportunities for change and improvement.

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

SIFMPR004A Develop marketing strategies and activities.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXMPR005 Develop marketing strategies and activities

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- develop marketing strategies for a specific funeral service product, service or organisation that identify current and relevant industry organisation marketing issues and include a detailed, realistic implementation program of activities
- implement a range of marketing activities and evaluate their utility.

Evidence of performance of two or more marketing strategies and suite of marketing activities is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- concept of marketing
- concept and principles of marketing strategies, including:
  - trend analysis
  - promotion and advertising
  - product and service range and type
  - pricing, presentation and display of products and services
  - pursuing product differentiation and cost leadership within a specialist market segment
  - creating a very different product or service so that the business becomes a class leader in the industry
  - industry marketing trends
  - cost-benefit analysis methods
- marketing and promotional activities, including but not restricted to:
  - advertising in national, state or local newspapers
  - website
  - social media
  - word of mouth, referrals and testimonials
  - professional and industry journals
  - advertising on radio or television

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    - display posters
    - exhibitions and in-house promotions
    - sponsorship
    - information sessions
    - developing networks and strategic alliances
- client feedback mechanisms
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and consumer protection
- workplace policies and procedures in relation to marketing plans.

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 develop marketing strategies and activities
    - funeral organisation business plan, pricing and service information
- under industry conditions where there is:
    - integration of tasks with possible interruptions to work typical of the job role.

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

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SIFXVHC001 Drive funeral vehicles

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to safely and professionally drive mourning coaches, limousines, hearses and funeral escort vehicles. It applies to funeral home staff who drive funeral vehicles under supervision or as part of a team, and 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

Vehicles

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Plan and prepare for journey.	1.1 Liaise with appropriate staff to identify and confirm work requirements. 1.2 Place courtesy equipment in vehicle as required. 1.3 Identify destination on map. 1.4 Determine most appropriate route and an alternative route according to workplace policies and procedures. 1.5 Liaise with security personnel or consultants and confirm police assistance or escorts for funeral processions when required.

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2. Drive funeral vehicles.	2.1 Drive funeral vehicle according to relevant legislation and workplace policies and procedures. 2.2 Refer to map where required and follow planned route. 2.3 Determine and follow funeral cortege positioning, move off sequence and signalling. 2.4 Anticipate and avoid road and traffic hazards using defensive driving tactics. 2.5 Park and secure funeral vehicle at destination.
3. Use electronic equipment.	3.1 Check equipment according to manufacturer guidelines. 3.2 Confirm backup communication strategies and liaise with relevant personnel regarding operation and coordination procedures. 3.3 Use electronic equipment according to relevant legislation. 3.4 Transmit and receive messages. 3.5 Implement backup communication strategies.
4. Interact with mourners.	4.1 Communicate with mourners in an appropriate manner. 4.2 Open and close vehicle doors for mourners. 4.3 Adjust vehicle climate according to client requirements. 4.4 Provide courtesy equipment according to client requirements.

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

SIFTVM001A Drive funeral vehicles.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXVHC001 Drive funeral vehicles

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- plan journey and select the most appropriate route to destination
- drive safely, respectfully and fluently in cortege conditions at correct speed and following designated signalling procedures.
- communicate and provide assistance to mourners according to industry protocols.

Evidence of performance on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- work requirements that need to be considered when driving vehicles for funerals, including but not restricted to:
  - type of funeral vehicle:
    - mourning coaches
    - limousines
    - hearses
    - escort motorcycles
  - time of funeral
  - location of funeral
  - equipment:
    - first aid kit
    - mobile phone
    - electronic communication equipment
    - street directory
    - religious ornaments
    - courtesy equipment
- workplace policies and procedures with regard to planning and preparing the journey, driving funeral vehicles while observing relevant legislation, first aid in the event of an accident

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- road laws and regulations
- vehicle handling procedures
- vehicle controls and indicators
- telecommunication codes and conventions for the equipment:
  - CB radio
  - mobile phone
  - two-way radio
  - global positioning system
- environmental impacts and minimal impact practices
- funeral services industry parameters and protocols for dealing with the deceased and the bereaved.

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:
  - road or street locations between funeral service facilities
  - funeral vehicle and electronic communication equipment
  - documentation, including street maps or directories
- 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 appropriate personnel, team members and mourners

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

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SIFXVHC002 Inspect and maintain vehicles and equipment

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to carry out standard vehicle and equipment checks, clean and detail vehicles and equipment and carry out minor maintenance and repairs in a funeral services environment. It applies to both funeral home and cemetery and crematorium staff who inspect and maintain vehicles under supervision or part of a team, and 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

Vehicles

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Inspect and check vehicles and equipment.	1.1 Carry out visual checks and inspections of internal and external condition of vehicles. 1.2 Maintain an inventory of vehicle equipment.
2. Clean and detail vehicles and equipment.	2.1 Wash vehicle exteriors and clean vehicle according to manufacturer guidelines. 2.2 Clean and disinfect equipment according to manufacturer guidelines.

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	2.3 Detail vehicles according to manufacturer guidelines. 2.4 Maintain vehicle and equipment presentation as required by organisation standards.
3. Carry out maintenance and minor repairs.	3.1 Carry out minor repairs according to scope of job role. 3.2 Arrange periodic service of vehicles and equipment according to manufacturer guidelines. 3.3 Complete documentation for maintenance records.

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

SIFTVM002A Inspect and maintain vehicles and equipment.

Links

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Assessment Requirements for SIFXVHC002 Inspect and maintain vehicles and equipment

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- implement vehicle checks, maintenance and repairs, cleaning and detailing according to work health and safety/occupational health and safety legislation and workplace policies and procedures.

Evidence of performance of conducting vehicle and equipment maintenance on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- components of a vehicle requiring visual checks and inspections, including tyres, fluid levels, lights, repair equipment, warning systems and instruments and gauges
- workplace policies and procedures regarding the maintenance of vehicles and maintaining documentation for vehicle maintenance, service and repairs
- vehicle equipment and associated maintenance and repair requirements
- processes for minor repairs, including:
  - changing or repairing vehicle tyres and wheels
  - jump starting vehicles
  - changing fuses and light globes
- operation and maintenance requirements of relevant tools and equipment including the application of infection control practices
- environmental impacts regarding maintaining vehicles and minimal impact practices to reduce these
- workplace policies and procedures in regard to the maintenance of vehicles.

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:

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  - a vehicle maintenance workshop where funeral vehicles can be inspected and detailed and minor repairs can be carried out
  - funeral vehicles, tools and cleaning and maintenance equipment
  - manufacturers operating guidelines
- 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

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

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SIFXWHS001 Follow work health and safety procedures

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to apply work health and safety/occupational health and safety legislation and codes of practice in a funeral services industry environment. It applies to gravediggers, grounds maintenance workers and funeral, cemetery and crematorium staff who are required to follow work health and safety/occupational health and safety procedures as part of legislative and workplace requirements.

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

Competency Field

Work Health and Safety

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Apply workplace safety, security and emergency procedures.	1.1 Become familiar with relevant workplace work health and safety/occupational health and safety policies and procedures. 1.2 Recognise and report workplace hazards and unsafe situations to appropriate personnel. 1.3 Determine location and use of emergency equipment. 1.4 Review work strategy, equipment and staffing options. 1.5 Participate and contribute to work health and safety consultations.

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2. Perform safe manual handling.	2.1 Select handling and lifting technique according to weight and dimensions of the object or deceased person and manual handling procedures. 2.2 Prepare and clear work area of obstacles and hazards. 2.3 Apply correct lifting, carrying and placement techniques to move object or deceased person. 2.4 Coordinate multi-person manual handling tasks as required.
3. Prevent infection and contamination in the workplace.	3.1 Apply personal hygiene practices. 3.2 Identify, use and maintain personal protective equipment. 3.3 Handle and dispose of hazardous items and potentially infectious or contaminated waste.
4. Carry out general housekeeping.	4.1 Monitor cleanliness, safety and tidiness of workplace and remove general waste as required. 4.2 Use, maintain and store housekeeping equipment and supplies according to manufacturer guidelines. 4.3 Tag damaged items and notify appropriate personnel of maintenance requirements. 4.4 Report housekeeping issues to appropriate personnel.

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

SIFOHS001A Follow OHS procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXWHS001 Follow work health and safety procedures

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- follow predetermined health, safety and security procedures
- participate in consultation, hazard identification and risk assessment activities for a given funeral services industry operation and in line with regulatory requirements.

Evidence of performance of incorporating safe work practices into workplace activities on five or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- legal requirements for work health, safety and security procedures, and the implications for not following those procedures
- employer and individual employee responsibilities in relation to ensuring safety of self, other workers and other people in the workplace under work health and safety/occupational health and safety legislation
- work health and safety/occupational health and safety workplace policies and procedures
- nature of funeral services industry workplace hazards and how these are managed, including:
  - toxic substances
  - industrial gases
  - body fluids and human tissue
  - infections
  - fire
  - infectious waste
  - sharps
  - chemical spills
  - dust and vapours
  - noise, light and energy sources
  - electrical equipment

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    - vehicles
    - personal lifestyle
    - workplace stress
- manual handling procedures
- reporting hazards procedures and responsible personnel
- use and purpose of emergency equipment
- manual handling procedures
- personal hygiene practices, including:
    - maintenance of cleanliness of work clothes
    - hand washing
    - food hygiene practices
    - use of personal protective equipment
- use and purpose of personal protective equipment
- methods of disposal for infectious and contaminated waste in the funeral services industry, including:
    - body parts
    - human tissue
    - human blood and body fluid
    - materials and equipment containing human blood and body fluid
    - contaminated garments
    - contaminated soil
    - soiled dressings
    - sharps
    - catheters
    - swabs and bandages
- equipment and materials use to carry out housekeeping.

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:
    - a funeral services facility
    - housekeeping equipment and materials and personal protective equipment
    - commercial policies and procedures and template documents used for the management of work health and safety/occupational health and safety practices
- under industry conditions where there is:
    - integration of tasks with possible interruptions to work typical of the job role
    - interaction with team members

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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

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SIFXWHS002 Follow infection and contamination control procedures

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to maintain established infection and contamination control practices and duty of care to prevent the spread of infectious diseases in workplaces in the funeral services industry. It applies to funeral home and cemetery and crematorium staff members who come into contact with deceased persons or infectious or contaminated materials and are required to follow relevant legislation and workplace policies and procedures in relation to infection control.

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

Competency Field

Work Health and Safety

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Maintain personal hygiene.	1.1 Maintain cleanliness of work clothes according to workplace policies and procedures. 1.2 Apply hand washing procedures according to infection control practices. 1.3 Use and maintain personal protective equipment.
2. Clean and sanitise equipment and surfaces.	2.1 Identify appropriate cleaning and sanitising requirements.

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	2.2 Select, prepare and use appropriate cleaning chemicals and equipment. 2.3 Apply workplace cleaning schedule to maintain cleanliness of equipment and surfaces. 2.4 Store cleaning chemicals and equipment according to material safety data sheets.
3. Handle materials and deceased persons in a manner that prevents contamination and spread of infectious disease.	3.1 Apply standard precautions to deceased persons and to materials that have come into contact with deceased persons. 3.2 Identify and address work health and safety/occupational health and safety issues involved in handling materials and deceased persons. 3.3 Use appropriate personal protective equipment when handling deceased persons or materials that have come into contact with deceased persons.
4. Dispose of infectious or contaminated material.	4.1 Use appropriate personal protective equipment when disposing of infectious or contaminated material. 4.2 Sort and separate infectious waste. 4.3 Dispose of infectious waste according to infection control practices.
5. Identify and act on hazards and spillage.	5.1 Determine potential hazards and take remedial action. 5.2 Assess actual hazards and spillages and implement appropriate responses. 5.3 Respond to situations of risk. 5.4 Place hazard notification notices 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.

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Unit Mapping Information

SIFOHS002A Follow infection and contamination control procedures.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXWHS002 Follow infection and contamination control procedures

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- access and interpret hygiene, infection and contamination control procedures

Evidence of performance of incorporating inflection and contamination control procedures in workplace activities on five or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- importance of following hygiene, infection and contamination control procedures and of the potential implications of disregarding those procedures
- infection control practices, including:
  - checking for infectious and transmittable disease
  - using personal protective equipment
  - sterilising apparatus and instruments
  - providing sterile storage areas for instruments
  - using disinfectants
  - safe removal and disposal of soiled and contaminated garments
  - safe ventilation
  - avoiding invasive procedures on bodies
  - immunisation
  - periodic X-rays
  - seeking medical advice
  - recording injury and incidence
  - reporting injury and incidence
  - providing first aid kit
  - performing first aid as necessary
  - labelling clothing

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- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, infection control, and handling human remains
- use, care and maintenance of personal protective equipment
- preparation, use and storage of workplace cleaning chemicals
- infectious or contaminated material in handling deceased persons
- work health and safety/occupational health and safety issues involved in handling materials and deceased persons, including:
  - toxic gases
  - cancer producing agents
  - blood borne viruses
  - droplet infections
  - bacterial infections
  - sharps
  - aerosol exposure from lungs of body
  - radioactivity
- environmentally sound disposal methods for all types of waste and in particular for hazardous substances in relation to infection control
- identification of potential hazards and remedial action in responding or reporting hazard risks.

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:
  - a funeral home, cemetery or crematorium facility where deceased bodies and potentially infectious or contaminated waste are handled
  - infectious waste disposal equipment, cleaning products and personal protective equipment
  - legislation and regulations relating to work health and safety/occupational health and safety, infection control, and handling human remains
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with team members

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

Links

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SIFXWHS003 Implement and monitor work health and safety procedures

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to communicate work health and safety/occupational health and safety information to staff and to assist staff to address any unsafe work practices. It applies to funeral home and cemetery and crematorium staff responsible for coordinating or supervising staff 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

Work Health and Safety

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Provide information about work health and safety in the workplace.	1.1 Advise staff members of relevant work health and safety/occupational health and safety legislation and regulations and workplace policies and procedures through verbal and written communication. 1.2 Maintain currency of information using relevant sources. 1.3 Update and maintain accessible storage or filing of work health and safety/occupational health and safety documentation.

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2. Implement and monitor safe work practices.	2.1 Establish breaches of safe work practices and assist staff to change unsafe practices. 2.2 Implement and monitor safe work practices for specific tasks or situations. 2.3 Monitor staff practices for handling hazardous materials and infectious or contaminated waste. 2.4 Monitor staff practices for safe manual handling techniques. 2.5 Monitor the use, care and maintenance of personal protective equipment.
3. Implement and monitor security and emergency procedures.	3.1 Implement and monitor workplace security policies and procedures and assist staff to address breaches. 3.2 Address identified workplace hazards and unsafe situations or report to appropriate personnel. 3.3 Monitor staff familiarity with accident, fire and emergency procedures and address deficiencies in staff knowledge or implementation.
4. Implement and monitor housekeeping and documentation procedures.	4.1 Monitor general cleanliness and sanitation of workplace for ongoing implementation of housekeeping procedures. 4.2 Monitor disposal of general waste and hazardous or infectious waste materials and assist staff to address breaches of relevant policies, procedures or legislation. 4.3 Implement and monitor maintenance schedule for tools and equipment. 4.4 Review work health and safety/occupational health and safety documentation for accurate completion and maintenance of record keeping.

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

SIFOHS006A Implement and monitor OHS procedures.

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Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXWHS003 Implement and monitor work health and safety procedures

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- source, compile and present work health and safety/occupational health and safety information, and security and emergency procedures to staff
- implement and monitor safe work practices, workplace policies and procedures and address at least five or more breaches or inconsistencies.

Knowledge Evidence

Demonstrated knowledge of:

- range of resources that inform workplace requirements for work health and safety/occupational health and safety and infection control
- employer's responsibilities under relevant state or territory work health and safety/occupational health and safety legislation, especially:
  - requirements for hazard identification, risk assessment and risk control; and acceptable mechanisms
  - requirements for record keeping and acceptable record keeping mechanisms
  - provision of information and training
  - issue resolution
- employee responsibilities in relation to:
  - ensuring safety of self, other workers and other people in the workplace
  - participating in work health and safety/occupational health and safety practices and consultation under relevant state or territory work health and safety/occupational health and safety legislation
- workplace reporting and referral procedures and practices
- effective communication strategies to:
  - inform staff of legislative and work requirements
  - monitor staff performance
  - address non-compliance.

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:

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- using suitable facilities, equipment and resources, including:
  - a funeral home, cemetery or crematorium
  - housekeeping equipment and materials and personal protective equipment
  - documentation, including equipment maintenance schedules
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with team members

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

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SIFXWHS004 Implement and monitor infection and contamination control practices

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to implement and monitor infection and contamination control practices according to work health and safety, relevant legislation and workplace policies and procedures. It applies to funeral home and cemetery or crematorium staff who are responsible for coordinating or supervising staff whose work requires the application of infection and contamination control practices.

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

Competency Field

Work Health and Safety

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Provide information about infection and contamination control practices.	1.1 Ensure information on workplace infection and contamination control practices is available to all staff in an accessible location and format. 1.2 Advise staff members of relevant information. 1.3 Maintain currency of information using relevant sources.
2. Implement and monitor infection and contamination	2.1 Implement and monitor personal hygiene and infection and contamination control practices.

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control practices.	2.2 Monitor cleanliness and sanitation of equipment and surfaces. 2.3 Implement and monitor infection and contamination control practices for handling deceased persons. 2.4 Implement and monitor practices for removal of infectious or contaminated materials and waste.
3. Address non compliance with infection and contamination control practices.	3.1 Investigate instances of non compliance with infection and contamination control in consultation with relevant personnel. 3.2 Develop and implement action plan to address non compliance issues in consultation with relevant personnel. 3.3 Review implementation of action plan and undertake further consultation to address ongoing issues of non compliance.

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

SIFOHS005A Implement and monitor infection and contamination control practices.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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Assessment Requirements for SIFXWHS004 Implement and monitor infection and contamination control practices

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- source, compile and present current infection and contamination control information to staff
- implement and monitor at least two safe work practices for infection and contamination control
- develop at least two action plans to address non-compliance issues.

Knowledge Evidence

Demonstrated knowledge of:

- resources that inform of relevant federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, infection control and handling human remains
- workplace policies and procedures in relation to work health and safety/occupational health and safety infection and contamination control
- features of infection and contamination control practices, including:
  - checking for infectious and transmittable disease
  - using personal protective equipment
  - sterilising apparatus and instruments
  - providing sterile storage areas for instruments
  - using disinfectants
  - safe removal and disposal of soiled and contaminated garments
  - safe ventilation
  - avoiding invasive procedures on bodies
  - immunisation
  - periodic X-rays
  - seeking medical advice
  - recording injury and incidence
  - reporting injury and incidence
  - providing first aid kit
  - performing first aid as necessary
  - labelling clothing

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- types of hazardous materials and environmentally sound disposal methods for all types of waste and in particular for contamination and hazardous substances disposal techniques
- workplace reporting and referral procedures and practices
- effective communication strategies to:
  - inform staff of legislative and work requirements
  - monitor staff performance
  - address non-compliance.

Assessment Conditions

Skills must be demonstrated in a funeral home, cemetery or crematorium workplace:

- using suitable equipment and resources, including:
  - housekeeping equipment and materials and personal protective equipment
  - workplace policies and procedures and template documents used for the management of work health and safety/occupational health and safety practices
- 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 team members

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

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AHCIRG305A Operate pressurised irrigation systems

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of operating pressurised irrigation systems and defines the standard required to: read and follow operations manual and irrigation schedules; carry out pre-start checks; operate and inspect the system; measure and interpret flow rates and pressures; identify adverse environmental impacts of irrigation activities and take appropriate remedial action; shut down in response to irrigation indicators.

Application of the Unit

Application of the unit	This unit applies to workers in irrigated farming systems and is likely to be carried out under routine supervision within enterprise guidelines.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

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Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Perform pre-start checks for pressurised irrigation system	1.1. Checks of water, power, fuel and lubricants ensure that all are available and the control system is operational. 1.2. Pumps are primed, if necessary, and valves and controls are open or closed as directed. 1.3. Pressure and flow testing equipment are calibrated and available as required. 1.4. Other pre-start system checks are carried out in accordance with manufacturer's requirements and enterprise procedures.
2. Start up and inspect system	2.1. Start up sequence is implemented in accordance with operations manual. 2.2. All malfunctions, leaks and blockages are corrected or repaired immediately and reported in accordance with enterprise procedures. 2.3. Pressure at the headworks and control valves is checked against design specifications 2.4. Water distributed is checked for even coverage over the targeted areas with minimal wastage and run-off.
3. Shut down system based upon irrigation indicators	3.1. Water is applied for sufficient time to achieve required soil moisture levels in accordance with irrigation schedule, environmental considerations and allowing for weather conditions. 3.2. System components are shut down and drained in sequence in accordance with manufacturer's specifications and enterprise procedures. 3.3. Drainage and treatment systems are checked in

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ELEMENT	PERFORMANCE CRITERIA
	accordance with enterprise procedures. 3.4. Irrigation activities are recorded and in reported accordance with regulatory requirements and enterprise procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- identify hazards and implement safe work procedures
- read and follow operations manual and irrigation schedules
- calibrate pressure and flow testing equipment
- carry out pre-start checks and prime pumps
- start up system and carry out operational checks
- measure and interpret flow rates and pressures
- perform shut down procedures
- identify adverse environmental impacts of irrigation activities and appropriate remedial action
- implement and follow relevant OHS and environmental policies and procedures relating to the operation of pressurised irrigation systems
- use literacy skills to read, interpret and follow organisational policies and procedures, follow sequenced written instructions, record accurately and legible information collected and select and apply procedures for a range of tasks
- use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning techniques, active listening, clarifying information and consulting with supervisors as required
- use interpersonal skills to work with and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.

Required knowledge

- general irrigation methods for pressurised systems
- main components of pressurised irrigation systems
- pump types used in pressurised irrigation systems and their operation
- environmental impacts of irrigation using water from any ground or underground source
- soil/plant/water relationships

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REQUIRED SKILLS AND KNOWLEDGE
• water requirements of plants/crops consistent with sound environmental management • shutdown sequence • OHS, environmental and enterprise policies and procedures relating to the operation of pressurised irrigation systems.

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • read and follow operations manual and irrigation schedules • carry out pre-start checks • operate and inspect the system • measure and interpret flow rates and pressures • identify adverse environmental impacts of irrigation activities and take appropriate remedial action • shut down in response to irrigation indicators.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

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Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
System may require:	• pressurised irrigation systems such as micro-irrigation systems and spray irrigation systems.

Unit Sector(s)

Unit sector	Irrigation

Co-requisite units

Co-requisite units		

Competency field

Competency field	

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AHCLSC203A Install aggregate paths

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of installing aggregate paths and defines the standard required to: set out the path on a site; undertake ground preparation for an aggregate path; construct the aggregate path and supporting structures; minimise the impact of the aggregate path on the surrounding natural area; dispose of waste materials according to requirements.

Application of the Unit

Application of the unit	This unit applies to the process of installing aggregate paths in landscape projects. The standard relates to working under direct supervision with regular checking. It requires the application of knowledge in Occupational Health and Safety (OHS) responsibilities, setting out, reading of plans, use of different aggregate materials, tools and equipment used in installation of paths and methods of disposing of soil and waste materials in order to minimise damage to the environment.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

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Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	**PERFORMANCE CRITERIA**
1. Plan and prepare for installation	1.1. Required workplace information is interpreted and confirmed with supervisor. 1.2. Tools and equipment are prepared and used according to supervisors' instructions. 1.3. The quantity and quality of materials are checked to ensure they conform to the requirements of the job. 1.4. OHS hazards are identified, risks assessed and reported to the supervisor. 1.5. Personal Protective Equipment (PPE) and clothing is selected, used and maintained. 1.6. Plans for public risk protection are developed in liaison with the supervisor according to statutory obligations and enterprise guidelines. 1.7. The potential for environmental damage are assessed and measures are planned to avoid or control/minimise those impacts.
2. Set out the site for path construction	2.1. The location of the proposed path is marked out according to the site plan and contract documents or supervisors instructions. 2.2. The marked out area is checked with the supervisor

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ELEMENT	PERFORMANCE CRITERIA
	for compliance with the site plan, contract documents and OHS requirements. 2.3. Public risk protection measures are put in place and used throughout the course of construction work.
3. Undertake ground preparation	3.1. The area is cleared of debris and excavated to base level and soil and waste materials are relocated or disposed of as directed. 3.2. Measures to avoid environmental impacts are put in place prior to commencement of work. 3.3. Base material is placed and compacted to the required finished level. 3.4. Work carried out conforms to site plan, contract documents and instructions. 3.5. Set out work is checked at regular intervals with supervisor. 3.6. 3Edge restraints, where required, are installed according to site plan and instructions. 3.7. Install drainage structures as directed. 3.8. Site problems and discrepancies are reported to the supervisor.
4. Lay surface aggregate materials	4.1. Surface aggregate materials are spread over the area to the designated depth. 4.2. Material is screed to ensure consistent depth of materials. 4.3. Aggregate materials are levelled to the designated level and falls. 4.4. Aggregate materials are compacted using appropriate machinery.
5. Make good the site	5.1. Soil and waste material from the site is disposed of or recycled to ensure minimal impact on the environment. 5.2. Areas disturbed by installation works are reinstated according to good environmental practices. 5.3. All tools&equipment are cleaned and stored according to supervisors' instructions.

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE This section describes the skills and knowledge required for this unit.
Required skills
• plan and prepare for installation and site safety • set out the site for path construction • undertake ground preparation • lay surface aggregate materials • make good the site • use literacy skills to follow sequenced written instructions and record information accurately and legibly • use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification and seeking advice from supervisor • use numeracy skills to estimate, calculate and record routine workplace measures • use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities.
Required knowledge
• OHS responsibilities of employees • OHS regulations regarding the erection of signs and barriers around the work area and responsibilities to the public • the environmental impact of soil disturbance when preparing the site and the environmental effects of altering water flow when installing paths • setting out site for path construction • reading of plans and contract documents • different base and aggregate materials and their performance • tools and equipment used for installing paths • methods of disposing of soil and waste materials in order to minimise damage to the environment • machinery used in path construction • ordering and estimating materials.

Evidence Guide

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the

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EVIDENCE GUIDE	
performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • set out the path on a site • undertake ground preparation for an aggregate path • construct the aggregate path and supporting structures • minimise the impact of the aggregate path on the surrounding natural area • dispose of waste materials according to requirements.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Aggregate paths may include:	• all types of aggregate paths used in landscaping.

Unit Sector(s)

Unit sector	Landscape

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Co-requisite units

Co-requisite units		

Competency field

Competency field	

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AHCLSC303A Construct brick and/or block structures and features

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of constructing brick and/or block structures and features and defines the standard required to: interpret site plans and specifications; set out and prepare a landscape construction site; construct landscape structures; check quality of work and clean up site.

Application of the Unit

Application of the unit	This unit applies to constructing brick and/or block structures and features as a component of landscape project works.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

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Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan and prepare work	1.1. Plans and specifications are interpreted and clarified with the supervisor. 1.2. The quantity and quality of materials are checked to ensure they conform to design drawings and specifications. 1.3. Tools and equipment are selected and checked for serviceability according to enterprise guidelines. 1.4. Occupational Health and Safety (OHS) hazards are identified, risks assessed and controls implemented. 1.5. Environmental implications of erecting brick and/or block structures are identified and reported to the supervisor.
2. Set out and prepare the site	2.1. Services are determined and located from site plans. 2.2. The position of the structure or feature is marked out according to design drawings and specifications. 2.3. Profiles are established to conform to the tolerances nominated within the design drawings and specifications. 2.4. Subsoil is prepared by removing all debris, vegetable matter and topsoil to provide a solid foundation for construction. 2.5. Drainage systems are installed according to design drawings and specifications. 2.6. Sub-base material is placed and compacted to the required finished levels.
3. Construct structure or feature	3.1. Mortar is mixed to determined ratio and appropriate admixes including bonding and colouring agents are

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ELEMENT	PERFORMANCE CRITERIA
	added, as required, and in accordance with specifications. 3.2. Damp proofing and base course of brick and/or block work is laid according to design drawings and specifications. 3.3. Courses of brick and/or block work are laid using designated bond(s) in a manner that will ensure the viability and stability of the structure, and according to design drawings and specifications. 3.4. Finishes are applied to brick or block work in accordance with specifications.
4. Check quality of work and clean up site	4.1. Quality of finished works is inspected to ensure the standard of the finished structure or feature is in accordance with design drawings and specifications. 4.2. Brick and/or block work surfaces are cleaned down in an environmentally safe and sensitive manner. 4.3. Tools and equipment are cleaned and stored according to enterprise guidelines.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• measure and construct profiles using mathematical techniques • use of levelling equipment • use literacy skills to read, interpret and follow organisational policies and procedures, follow sequenced written instructions, record accurately and legible information collected and select and apply procedures for a range of tasks • use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning techniques, active listening, clarifying information and consulting with supervisors as required • use interpersonal skills to work with and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.
Required knowledge
• comparative environmental implications associated with soil disturbance and the establishment of drainage systems

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REQUIRED SKILLS AND KNOWLEDGE
• components of mortar, including admixes such as bonding and colouring agents, used in the construction of brick and/or block structures and features.

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • interpret site plans and specifications • set out and prepare a landscape construction site • construct landscape structures • check quality of work and clean up site.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Structures and features may include:	• stone, brick or block features such as walling, steps, edgings, walls, fences, BBQ and entertaining areas, and ornamental garden elements not covered by engineering specifications.

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Unit Sector(s)

Unit sector	Landscape

Co-requisite units

Co-requisite units		

Competency field

Competency field	

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AHCLSC308A Install metal structures and features

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of installing metal structures and features as a component of landscape project works and defines the standard required to: plan and set out a site for the installation; prepare and cut metal components; assemble and erect structure; check quality of work and clean up site.

Application of the Unit

Application of the unit	This unit applies to the installation of metal structures and features as a component of landscape project works.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

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Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Plan and prepare work	1.1. Plans and specifications are interpreted and clarified with the supervisor. 1.2. The quantity and quality of materials are checked to ensure they conform to design drawings and specifications. 1.3. Tools and equipment are selected and checked for serviceability according to enterprise guidelines. 1.4. Occupational Health and Safety (OHS) hazards are identified, risks assessed and controls implemented. 1.5. Environmental implications of installing metal structures are identified and reported to the supervisor.
2. Set out the site for the structure	2.1. Services are determined and located from site plans. 2.2. The position of the structure or feature is marked out according to design drawings and specifications. 2.3. Profiles are established to conform to the tolerances nominated within the design drawings and specifications. 2.4. Footings are excavated and prepared according to the type of structure or feature to be installed.
3. Prepare and cut metal components	3.1. Components are laid out ready for assembly to the requirements contained in the design drawings and specifications. 3.2. The length of components and the positions of joins are marked out according to designated specifications in design drawings. 3.3. Cutting tools are selected, used and maintained

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ELEMENT	PERFORMANCE CRITERIA
	according to manufacturer's recommendations and OHS specifications. 3.4. Components are cut and joined in preparation for assembly.
4. Assemble and erect structure	4.1. Metal components are assembled into position and fixed into place according to design drawings and specifications. 4.2. Remaining components are installed and fixed into position according to design drawings and specifications. 4.3. Structure is finished off to ensure all components are secure and complete. 4.4. Coatings are applied according to specifications, manufacturer's recommendations and OHS guidelines.
5. Check quality of work and clean up site	5.1. Quality of finished work is inspected to ensure the standard of the finished structure or feature is in accordance with design drawings and specifications. 5.2. Debris is cleaned from structure and site according to enterprise guidelines. 5.3. Waste material is disposed of in an environmentally aware and sensitive manner. 5.4. Unused metal components are stored for future re-use according to enterprise guidelines. 5.5. Tools and equipment are cleaned and stored according to enterprise guidelines.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• measure and mark lengths of metal components accurately • join and cut metal components using different techniques and methods • use some surveyor's instruments • use literacy skills to read, interpret and follow organisational policies and procedures, follow sequenced written instructions, record accurately and legible

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REQUIRED SKILLS AND KNOWLEDGE
information collected and select and apply procedures for a range of tasks • use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning techniques, active listening, clarifying information and consulting with supervisors as required • use interpersonal skills to work with and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.
Required knowledge
• surveying principles and techniques • the correct use of hand and power tools and other OHS requirements associated with installing structures and features • comparative environmental implications associated with excavation and construction activity.

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • plan and set out a site for the installation • prepare and cut metal components • assemble and erect structure • check quality of work and clean up site.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

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Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Installation may include:	• fences • handrails • screens • seats • bollards • playground equipment • rubbish bins • plant surrounds • sculptures • other ornamental features.

Unit Sector(s)

Unit sector	Landscape

Co-requisite units

Co-requisite units		

Competency field

Competency field	

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AHCMOM205A Operate vehicles

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of maintaining and operating vehicles and defines the standard required to: carry out routine checks and maintenance; store loads securely; drive a range of vehicles safely and defensively; record details of vehicle use and maintenance.

Application of the Unit

Application of the unit	This unit applies to working under minimal supervision within enterprise guidelines.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare vehicle for use	1.1. Occupational Health and Safety (OHS) hazards in the work area are identified and reported to the supervisor. 1.2. Routine checks and maintenance of vehicle are conducted prior to use according to manufacturers specifications and enterprise requirements. 1.3. Faults or malfunctions are identified and reported for repair according to enterprise requirements. 1.4. Loads are secured according to safe operational specifications, OHS, legislative and enterprise requirements.
2. Drive vehicle	2.1. Suitable personal protective equipment is selected, used, maintained and stored according to OHS and enterprise requirements. 2.2. Vehicle is driven in a safe and controlled manner and monitored for performance and efficiency. 2.3. Driving hazards are identified, anticipated and controlled through the application of safe and defensive driving techniques. 2.4. Environmental implications associated with vehicle operation are recognised and positive enterprise environmental procedures applied where relevant.
3. Complete and record vehicle performance	3.1. Shut-down procedures are conducted according to manufacturer's specifications and enterprise requirements. 3.2. Malfunctions, faults, irregular performance or damage to vehicle is detailed and reported according to enterprise requirements. 3.3. Vehicle is cleaned and decontaminated (where necessary), secured and stored according to enterprise and OHS requirements.

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ELEMENT	PERFORMANCE CRITERIA
	3.4. Vehicle operational reports are maintained to industry standards according to enterprise requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• identify hazards and implement safe operating procedures • steer, manoeuvre and position vehicles in a smooth and controlled manner in on and off-road conditions • demonstrate safe and environmentally responsible workplace practices • obtain relevant licenses and permits • demonstrate emergency procedures and safe driving techniques • read and comprehend operator manuals • effectively communicate faults, malfunctions and workplace hazards • interpret and apply task instructions, report and maintain operational records • use numeracy skills to estimate, calculate and record routine workplace measures • use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities.
Required knowledge
• components, controls and features of vehicles and their functions • operating principles and operating methods • load limits and the principles of weight distribution with regard to load shifting and vehicle movement • effects of adverse weather and terrain conditions on the operation of vehicles • OHS legislative requirements and Codes of Practice • Environmental Codes of Practice with regard to the operation of vehicles • Relevant State/Territory legislation and regulations with regard to licensing, road and traffic requirements.

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Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • carry out routine checks and maintenance • store loads securely • drive a range of vehicles safely and defensively • record details of vehicle use and maintenance.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Vehicles may include:	• utilities • four wheel drive vehicles • light trucks.

Unit Sector(s)

Unit sector	Machinery operation and maintenance

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Co-requisite units

Co-requisite units		

Competency field

Competency field	

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AHCPGD201A Plant trees and shrubs

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of manual planting of trees and shrubs and defines the standard required to: carry out ground preparation; excavate planting holes; apply suitable tree planting techniques for the tree species; inspect root ball quality; apply a range of treatments; apply post planting applications; monitor and record plantings.

Application of the Unit

Application of the unit	This unit applies to the process of planting of trees, shrubs and other containerised and bare-rooted plants.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

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Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for planting operations	1.1. Occupational Health and Safety (OHS) hazards are identified and reported to the supervisor. 1.2. Personal Protective Equipment (PPE) is used and maintained according to procedures. 1.3. Tools and equipment for planting are used according to directions. 1.4. Site is marked out according to planting plan and according to directions. 1.5. Competing plants are controlled. 1.6. Soil is modified according to directions.
2. Prepare trees and shrubs for planting	2.1. Planting holes are excavated according to the needs of the plant. 2.2. Trees and shrubs are watered prior to planting. 2.3. Root ball is verified to be damp. 2.4. Trees and shrubs are removed from containers.
3. Inspect plants and report problems	3.1. Plant and root ball are inspected 3.2. Dry, water repellent and loose root balls are reported to the supervisor. 3.3. Presence of symptoms of pests or disease is reported to the supervisor. 3.4. Root treatments are applied according to directions.
4. Install trees, shrubs and/or other plants	4.1. Plants are placed in hole. 4.2. Planting hole is back-filled and soil consolidated. 4.3. Plants are watered in where required to eliminate air pockets.

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ELEMENT	PERFORMANCE CRITERIA
	4.4. Apply mulch as directed.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• identify hazards • use tools and equipment for planting • mark out planting site • excavate planting holes • inspect root ball condition • observe problems of root balls • install plants • apply root treatments • follow work procedures • participate in teams and contribute to team objective • use literacy skills to follow sequenced written instructions and record information accurately and legibly • use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification and seeking advice from supervisor • use numeracy skills to estimate, calculate and record routine workplace measures • use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities.
Required knowledge
• basic botany and physiology • chemical use, toxicity and mode of action of chemicals used • awareness of the impact of planting activities on the surrounding environment • planting techniques relating to specific species • factors affecting the timing and method of tree or shrub planting • initial establishment needs of juvenile plants • soil amelioration techniques • principles relating to the application of mulches and fertilisers • basic plant structure and the physical and nutritional requirements of plants • OHS legislative requirements and Code of Practice

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REQUIRED SKILLS AND KNOWLEDGE
• manual handling techniques • the effect of adverse outdoor climatic conditions.

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • carry out ground preparation • excavate planting holes • apply suitable tree planting techniques for the tree species • inspect root ball quality • apply a range of treatments • apply post planting applications • monitor and record plantings.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT
The range statement relates to the unit of competency as a whole.

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RANGE STATEMENT	
Plants may include:	• trees, shrubs and other containerised and bare-rooted plants.
Planting may include:	• all plant installations and planting activities in parks and gardens • domestic and commercial landscapes • sporting facilities • planting of windbreaks and shelter belts • programmed environmental maintenance • rehabilitation of natural areas • reversal of environmental degradation.

Unit Sector(s)

Unit sector	Parks and gardens

Co-requisite units

Co-requisite units		

Competency field

Competency field	

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AHCPGD203A Prune shrubs and small trees

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of pruning shrubs and small trees and defines the standard required to: confirm the pruning method; prepare tools and equipment; and prune shrubs and trees to AS 4373-2007 Pruning of amenity trees, as required.

Application of the Unit

Application of the unit	This unit applies to the process of pruning shrubs and small trees while working from the ground.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.

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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify pruning requirements	1.1. Occupational Health and Safety (OHS) hazards are identified and safety concerns reported to the supervisor. 1.2. Personal protective equipment (PPE) is used according to procedures. 1.3. Pruning tools and equipment are appropriate to the location, access and size of material to be pruned. 1.4. Plants that require pruning are identified according to the pruning program and directions. 1.5. Pruning method to be used is confirmed by the supervisor.
2. Undertake pruning of shrubs and small trees	2.1. Pre-operational and safety checks are carried out on pruning tools and equipment according to manufacturer specifications and documented low risk work procedures. 2.2. Machinery, equipment and tools are operated according to documented low risk work procedures. 2.3. Pruning cuts are implemented according to directions and AS 4373 Pruning of amenity trees. 2.4. Correct manual handling techniques are used when lifting or moving heavy loads. 2.5. Work outcomes are recorded or reported to the supervisor according to enterprise work procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• recognise plants, shrubs and trees • operate tools • adjust fuel levels • use appropriate tools, equipment and safety equipment • identify and report site and tree hazards • participate in teams and contribute to team objectives • minimise environmental disturbance • use literacy skills to follow sequenced written instructions and record information accurately and legibly • use oral communication skills/language competence to fulfil the job role as specified by the organisation, including questioning, active listening, asking for clarification and seeking advice from supervisor • use numeracy skills to estimate, calculate and record routine workplace measures • use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities.
Required knowledge
• principles of pruning • effects of pruning on plant growth and habit • plant health principles (e.g. CODIT) relevant to pruning • AS 4373 Pruning of amenity trees • plant names and growth habits • basic botany and physiology • correct and safe use and care of tools and equipment • understanding of work procedures • the effect of outdoor climatic conditions on pruning programs and tool selection • awareness of potential public nature of pruning work • use of hygienic practices.

Evidence Guide

EVIDENCE GUIDE
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment

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EVIDENCE GUIDE	
Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • confirm the pruning method • prepare tools and equipment • prune shrubs and trees to AS 4373-2007 Pruning of amenity trees, as required.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Small trees may include:	• trees less than three metres in height.
Pruning may include:	• modifying the shape, form, vigour, correction or control of growth • prevention of disease or damage • promotion of health • modifying the canopy and fruit and flower production • providing ornamental effects or aesthetic appeal • providing clearance for services, access or cultural practices.

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Unit Sector(s)

Unit sector	Parks and gardens

Co-requisite units

Co-requisite units		

Competency field

Competency field	

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AHCPMG202A Treat plant pests, diseases and disorders

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of treating plant pests, diseases and disorders and defines the standard required to: identify significant plant pests, diseases and disorders for the enterprise; apply a range of control or treatment options; recognise and control risks to environment (including spray drift and chemical spillage); clean and store equipment correctly; observe the treatment site and record plant treatments.

Application of the Unit

Application of the unit	This unit applies to supervised workers in plant or pasture-based industries and is carried out following strict work instructions and under supervision.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

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Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare to treat plant pests, diseases and disorders	1.1. Plant pests, diseases and disorders are recognised by common name. 1.2. Details of the plant pest, disease and disorder occurrence are recorded and reported to the supervisor. 1.3. Treatment methods are selected in consultation with the supervisor. 1.4. Equipment is selected and prepared for use according to enterprise guidelines and manufacturer's specifications. 1.5. Occupational Health and Safety (OHS) hazards are identified and safety concerns reported to the supervisor.
2. Apply treatments to plant pests, diseases and disorders	2.1. Personal Protective Equipment (PPE) is used and maintained according to procedures. 2.2. Treatments are prepared according to supervisor's instructions and manufacturers guidelines. 2.3. Treatments are applied in such a way that non-target damage is minimised. 2.4. Treatments are applied according to OHS and regulatory requirements.
3. Carry out post treatment operation	3.1. Equipment is shut down and cleaned with full consideration of environmental impacts. 3.2. Treatment waste is disposed of causing minimal environmental damage. 3.3. Records are maintained according to enterprise guidelines.

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Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- read and interpret chemical labels, Material Safety Data Sheets (MSDSs), manufacturer's specifications for setting up equipment
- recognise a range of plant pests, diseases and disorders
- monitor and record the severity of the plant pest or disease problem
- prepare to treat plant pests and diseases
- apply plant pest, disease and disorder treatments
- carry out post treatment operations
- use and maintain PPE appropriate to task
- maintain spray and other treatment records
- use literacy skills to follow sequenced written instructions and record information accurately and legibly
- use oral communication skills/language competence to fulfil the job role as specified by the organisation including questioning, active listening, asking for clarification and seeking advice from supervisor
- use numeracy skills to estimate, calculate and record routine workplace measures
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities.

Required knowledge

- recognition of common plant pests, diseases and disorders for a particular enterprise/situation
- different types of control measures and their principles
- modes of action of different chemicals
- legislation relation to the use of chemicals for plant pest, disease and disorder control
- OHS legislative and enterprise requirements and Codes of Practice
- correct use and maintenance of PPE.

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Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • identify significant plant pests, diseases and disorders for the enterprise • apply a range of control or treatment options • recognise and control risks to environment (including spray drift and chemical spillage) • clean and store equipment correctly • observe the treatment site • record plant treatments.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Plant pests, diseases and disorders may include:	• those which impact on commercial crops, pastures, amenity areas, gardens and turf, and natural areas.
Plant pests may include:	• chewing, sucking and boring invertebrates • nematodes • fungi • viruses • bacteria.

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RANGE STATEMENT	
Plant disorders may include:	• toxic soil, air and water.
Plant pests, diseases and disorders does not include:	• vertebrate pests • nutrient deficiencies • extreme environmental conditions.

Unit Sector(s)

Unit sector	Pest management

Co-requisite units

Co-requisite units		

Competency field

Competency field	

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AHCWRK305A Coordinate work site activities

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of coordinating work site activities for small-scale projects and defines the standard required to: prepare and plan worksite activities; identify and allocate resources required; schedule activities and allocate tasks and responsibilities; use communication and team supervision strategies; monitor activities and record costs and production levels; convey issues and suggested improvements to management.

Application of the Unit

Application of the unit	This unit applies to workers in agricultural, horticultural and land management industries that are responsible for small small-scale projects. It is likely to be under limited supervision with checking only related to overall progress.

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

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Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Prepare for work site activities	1.1. Requirements of the work are clarified with supervisor of the project. 1.2. Personnel, equipment and material resource requirements are identified according to the scope of the project and supervisors instructions. 1.3. The order of activities and time allocation is identified, documented and presented to the supervisor for verification. 1.4. The environmental implications of the proposed work site activities are identified and the likely outcomes assessed and reported to the supervisor. 1.5. Occupational Health and Safety (OHS) hazards are identified, risks assessed and risk controls are implemented. 1.6. Personal Protective Equipment (PPE) is selected, used, maintained and stored according to the type of work site activities to be undertaken.
2. Organise resources	2.1. Materials are purchased and equipment/machinery is hired as authorised by the supervisor and according to enterprise guidelines. 2.2. External agency permits are gained in the correct order as necessary. 2.3. Neighbours and affected parties are notified of works to be undertaken as necessary. 2.4. Delivery of materials and equipment/machinery to site is organised according to documented order of activities. 2.5. Personnel are organised to be on site when they are

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ELEMENT	PERFORMANCE CRITERIA
	required.
3. Coordinate and report on activities	3.1. All resources are coordinated and timed to suit the scope of the project and order of activities. 3.2. Personnel are directed in activities for each period of work. 3.3. Personnel, activities, timelines and resource usage are monitored and documented according to enterprise guidelines. 3.4. Contingency situations are recognised and reported to the supervisor, and corrective actions taken according to enterprise guidelines. 3.5. A simple project report is written to inform management of work site activities undertaken and completed.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE
This section describes the skills and knowledge required for this unit.
Required skills
• read and interpret documentation associated with work site activities • calculate material and resource requirements • coordinate a team to achieve optimum performance • communicate with personnel at all levels • document results clearly and concisely • perform an OHS risk assessment • use interpersonal skills to work with and relate to people from a range of cultural, social and religious backgrounds and with a range of physical and mental abilities.
Required knowledge
• environmental awareness associated with undertaking project works to ensure the impact on the environment is minimal • work schedule programming • hiring and subcontracting of labour • possible causes of disruption to work activities and their effect on quality and time schedules • responsibilities and requirements for obtaining external agency permits as

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REQUIRED SKILLS AND KNOWLEDGE
necessary • the range, use and availability of materials, equipment and machinery that may be required for the project • OHS issues, legislative requirements and Codes of Practice.

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following: • prepare and plan worksite activities • identify and allocate resources required • schedule activities and allocate tasks and responsibilities • use communication and team supervision strategies • monitor activities and record costs and production levels • convey issues and suggested improvements to management.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

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Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Work site activities may include:	• all materials, equipment and personnel used for small-scale projects.

Unit Sector(s)

Unit sector	Work

Co-requisite units

Co-requisite units		

Competency field

Competency field	

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SIRXHRM001A Administer human resources policy

Modification History

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

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to plan and manage human resources.

Application of the Unit

This unit applies to managers responsible for administering the organisation's human resources policy. It involves implementing staffing levels, monitoring staff performance, identifying and minimising potential industrial relations problems and developing and implementing training plans.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

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Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Implement staffing levels.	1.1. Maintain and monitor ***store policy and procedures*** in regard to ***staffing levels***. 1.2. Maintain store staffing plans involving total store operation. 1.3. Ensure store staffing plan is comprehensive, concise and easily understood by ***staff and management***. 1.4. Base all staffing figures on accurate and current information. 1.5. Develop ***contingency plans*** to cope with extreme situations. 1.6. Identify, analyse and rectify staff turnover problems as required by store policy.
2. Monitor staff performance.	2.1. Analyse, monitor and maintain store policy and procedures in regard to staff performance requirements. 2.2. Conduct performance appraisal and counselling interviews as required according to store policy. 2.3. Give clear, constructive ***feedback*** on performance at a level and pace appropriate to the team member. 2.4. Recognise performance and achievement and encourage individuals to contribute to their own assessment. 2.5. Encourage individuals to contribute to improving policy and procedures. 2.6. Discipline and counsel staff as required according to store policy and ***statutory requirements***. 2.7. Implement staff dismissals according to store policy and procedures and statutory requirements. 2.8. Conduct terminal and exit interviews, according to store policy and procedures and statutory requirements. 2.9. Accurately and completely record details of all procedures and made available to authorised personnel.
3. Identify and minimise potential industrial relations problems.	3.1. Develop and implement strategies in regard to ***interpersonal conflict*** and dispute resolution, according to store policy and procedures. 3.2. Actively encourage consultation and cooperation within team. 3.3. Provide constructive support to resolve problems where

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	interpersonal conflict arises. 3.4. Accurately ***communicate*** current dispute resolution and grievance procedures to team members. 3.5. Concisely and accurately record details of proceedings and make available to authorised personnel. 3.6. Treat team members with integrity, respect and compassion.
4. Develop and implement training plans.	4.1. Develop ***training objectives and activities*** based on considered assessment of existing individual and team competencies, potential competency and career aspirations according to store policy. 4.2. Regularly review, update and improve training plans in consultation with staff and management. 4.3. Ensure training plans contain clear, realistic ***objectives***. 4.4. Encourage and assist individuals to evaluate their own development and training needs and to contribute to development planning and review. 4.5. Plan training activities to optimise the use of available resources. 4.6. Identify training needs using accurate and current information. 4.7. Clearly define training requirements relating to specific competencies necessary to perform a specified role or function. 4.8. Provide ongoing training information to all staff. 4.9. Delegate responsibility for training to ***specific staff***. 4.10. Document planned training needs and specified outcomes. 4.11. Monitor and maintain budget in regard to training and assessment of staff according to store policy.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

The following skills must be assessed as part of this unit:

- interpersonal communication skills to:
  - conduct performance appraisal and counselling and terminal and exit interviews
  - give feedback and provide information
  - encourage individual contribution and evaluation of training and development needs
  - discipline and counsel staff and resolve conflicts
  - encourage consultation and cooperation in the team through clear and direct communication
  - ask questions to identify and confirm requirements,

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    - use language and concepts appropriate to cultural differences
    - use and interpret non-verbal communication
- analysing training needs
- monitoring staff performance
- conducting performance appraisal
- negotiating
- literacy skills in regard to:
    - researching, analysing and interpreting a broad range of written material
    - preparing reports
    - documenting results
    - numeracy skills in regard to interpreting and maintaining data.

Required knowledge

The following knowledge must be assessed as part of this unit:

- store policy and procedures in regard to:
    - staffing
    - performance appraisal
    - employee relations
    - staff development
- relevant statutory, legal and industrial relations requirements in regard to:
    - monitoring staff performance
    - counselling
    - disciplinary procedures
    - dismissal procedures
    - agreements, awards and wages and conditions
    - anti-discrimination
    - equal opportunity
    - sexual harassment
    - WHS
- a range of responsibilities and job descriptions
- Australian apprenticeship legislation
- Training Packages and competency standards
- store staffing plan
- staff levels and turnover
- existing competencies
- resources available for training
- principles and techniques in training and development.

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Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- maintains and monitors optimum staff levels according to store policy and procedures by:
  - maintaining staffing plans
  - communicating with staff and management
  - developing contingency plans
  - analysing and rectifying staff turnover problems
- maintains and monitors staff performance according to store policy and procedures and according to legislation and statutory requirements by:
  - monitoring and analysing performance
  - identifying performance and skill gaps
  - applying on the job training and coaching processes to develop employees
  - developing performance improvement plans
  - conducting performance appraisal interviews
  - demonstrating discipline and counselling processes
  - demonstrating dismissal processes
- accurately records and maintains details of staff performance procedures, taking into account privacy requirements
- communicates with team members to minimise potential industrial relations problems
- develops, implements and evaluates relevant and effective training plans aligned to business goals and company policies.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:
  - store policy and procedures on employee relations and staff development
  - legislative requirements
  - store staffing plan
  - job descriptions
- statutes, awards and agreements relating to:
  - monitoring staff performance

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- performance appraisal
- counselling
- disciplinary procedures.

Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of performance in the workplace • third-party reports from a supervisor • research report • written or verbal questioning to assess knowledge and understanding • review of portfolios of evidence and third-party workplace reports of on-the-job performance.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Store policy and procedures in regard to:	• employee relations and staff development • systems for recording employee relations information.
Staffing levels may vary according to:	• peak trading times • special events • promotion • stocktakes • refurbishment.
Staff and management may include:	• full-time, part-time, casual or contract staff • people with varying degrees of language and literacy • people from a range of cultural, social and ethnic backgrounds • people with a range of responsibilities and job descriptions.
Contingency plans may include:	• unpredicted staff shortages • unpredicted customer demand • accidents or emergencies.

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Techniques for providing ***feedback*** may include:	• using open and inclusive language • speaking clearly and concisely • using appropriate language • non-verbal communication.
Statutory requirements and legislation may include:	• equal employment opportunity (EEO) • Australian apprenticeships • disciplinary procedures • awards and agreements • wages and conditions • anti-discrimination • sexual harassment • WHS • privacy.

Interpersonal conflict:	• may occur with or between:
	  • individuals
	  • teams
	  • customers
	  • management
	• may be minimised:
	  • formally
	  • informally
	• is minimised to:
	  • promote effective working relationships
	  • prevent disciplinary or grievance procedures becoming necessary.

Methods to ***communicate*** information may include:	• verbal • written, including email.
Training objectives and activities may relate to:	• existing staff competencies • level of competencies required by staff • budget allocation for staff training.
Objectives may apply to:	• individuals • teams • managers.
Specific staff responsible for training may include:	• supervisor and manager • training coordinator • external consultant.

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Unit Sector(s)

Cross-Sector

Competency field

Human Resources Management

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SIRXHRM002A Recruit and select personnel

Modification History

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

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to recruit and select personnel.

Application of the Unit

This unit applies to managers responsible for recruiting and selecting personnel. It involves defining future personnel requirements, determining job specifications, evaluating and selecting applicants, and recruiting staff.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

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Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Define future personnel requirements.	1.1. Accurately identify ***store policy and procedures*** in regard to ***staffing levels***. 1.2. Access and utilise accurate and current ***information*** to define personnel requirements. 1.3. Clearly identify competencies and attitudes required of ***staff members*** and ***teams***. 1.4. Consult ***relevant personnel*** as required. 1.5. Support estimates of ***staffing requirements*** with ***appropriate calculations*** where necessary.
2. Determine job specifications.	2.1. Ensure ***job specifications*** accurately reflect the role that the appointee will play in relation to the team as a whole. 2.2. Take into account the views and requirements of all relevant personnel prior to completing the specification. 2.3. Write clear and concise job specifications according to ***relevant legislation***. 2.4. Confirm specifications with relevant personnel prior to recruitment action according to store policy.
3. Recruit staff.	3.1. Maintain and monitor ***staff recruitment procedures***. 3.2. Advertise employment vacancies internally and externally according to store policy. 3.3. Conduct job interviews and ***employment appraisal tests*** according to store policy. 3.4. Enact staff selection policy and procedures to comply with equal opportunity and equal employment opportunity legislation. 3.5. Ensure wages and conditions comply with relevant awards and agreements and store policy.
4 Assess and select applicants.	4.1. Conduct assessment and selection process according to store policy and procedures and legal requirements. 4.2. Judge information obtained from each candidate against specified selection criteria, and note any additional influencing factors. 4.3. Promptly seek advice from relevant personnel where difficulty in

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interpreting the selection criteria exists, or there appears to be a conflict of criteria.

4.4. Identify and correct unintended deviations from agreed procedures before making selection decisions.

4.5. Maintain complete, accurate and clear ***records*** of assessment and selection processes.

4.6. Ensure selection recommendations are communicated to authorised personnel only.

4.7. Promptly and accurately inform all candidates of selection decisions following each stage of the selection process.

4.8. Promptly communicate recommendations for improvements to any aspect of the selection process to appropriate personnel.

4.9. Ensure that assessment and selection processes used and evidence gained justify the selection choice.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- interpersonal communication skills to:
  - consult personnel
  - confirm specifications
  - seek advice and communicate recommendations
  - conduct interviews and inform candidates of results through clear and direct communication
  - ask questions to identify and confirm requirements
  - obtain information from candidates at interview
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
- analytical skills to:
  - evaluate information from resumes, letters, references, interviews and aptitude tests against criteria
  - check references, security clearances and personal documentation
- literacy skills to:
  - research, analyse and interpret a broad range of written material
  - write clear accurate job descriptions and specifications
  - prepare reports
  - record details of processes

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- document results

Required knowledge

- store policy and procedures in regard to:
  - job role and responsibilities
  - personnel planning, including current and projected staff numbers
  - recruitment , assessment and selection of candidates
- relevant legislation and statutory requirements, including:
  - equal opportunity and Equal Employment Opportunity (EEO) legislation
  - awards and agreements
  - anti-discrimination
  - recruitment sourcing methods
  - government subsidies and support functions for traineeships
  - Australian Apprenticeships
- Training Packages and competency standards
- principles and techniques in:
  - interpersonal communication
  - identifying competency requirements in relation to work demands
  - identifying, defining and assessing competency of individuals
  - consultation
  - interviewing
  - knowledge of special needs in relation to recruitment and selection, including reasonable adjustments for interviews, interview techniques and provision of appropriate documentation

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential:
	• identifies existing and required competencies and attitudes of individuals and teams
	• develops job specifications to effectively meet the needs of the store and company
	• recruits suitable staff according to:
	  • relevant store policy and procedures
	  • relevant legislation
	  • relevant awards and agreements

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	• assesses and selects candidates according to store policy and procedures and legal requirements • accurately records selection processes.

Context of and specific resources for assessment	Assessment must ensure access to:
	• a retail work environment
	• relevant documentation, such as:
	  • store policy and procedures on personnel planning, selection and recruitment
	  • equal opportunity and equal employment opportunity (EEO) legislation
	  • awards and agreements
	• job descriptions and specifications.

Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of performance in the workplace • a role play • third-party reports from a supervisor • written or verbal questioning to assess knowledge and understanding • review of portfolios of evidence and third-party workplace reports of on-the-job performance.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Store policy and procedures in regard to:	• personnel planning • selection and recruitment • maintaining records.
Staffing levels may vary according to:	• peak trading cycles • special events • promotion • stocktakes • market trends.
Sources of accurate and current	• colleagues, supervisors and managers

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information may include:	• store records • personal observation and experience • store policy and procedures documents • unions • industry associations.
Staff members may include:	• full-time, part-time, casual or contract staff • people with varying degrees of language and literacy • people from a range of cultural, social and ethnic backgrounds • people with a range of responsibilities and job descriptions.
Teams may include:	• small work teams • store team • corporate team.
Relevant personnel may include:	• internal or external consultants • employees • supervisors • human resources personnel • store and area manager.
Staffing requirements may include:	• permanent • temporary • full-time • part-time • casual • contract.
Appropriate calculations may include:	• financial considerations • current and projected staff numbers • current staff competencies and estimation of competencies required • succession planning • personnel forecasts • business plan and strategic directions.
Job specifications should include:	• job title and purpose of position • responsibilities • competencies required.
Relevant legislation may include:	• equal employment opportunity (EEO) • anti-discrimination • awards and agreements • confidentiality laws.
Staff recruitment procedures may be delegated to:	• individuals • specialist personnel.

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Employment appraisal tests may include:	• assessment of relevant competencies • personality profiling.
Records may be:	• manual • electronic • access restricted.

Unit Sector(s)

Cross-Sector

Competency field

Human Resources Management

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SIRXMGT003A Lead and manage people

Modification History

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

Release	Comments
Second Release	Editorial updates

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to lead and manage teams.

Application of the Unit

This unit applies to team leaders or managers who are responsible for communicating team objectives, developing and improving teams, delegating responsibility, consultation and actively supporting team members to achieve goals and store plans and targets.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

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Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Lead the team.	1.1. Ensure leadership style reflects the ***store image and culture***. 1.2. Create an environment in which ***team members*** are motivated to achieve high standards of performance. 1.3. Analyse and evaluate personal leadership style in terms of effects on motivation and performance of team members.
2. Lead by example.	2.1. Demonstrate high standards of personal performance. 2.2. Demonstrate willingness to confront ***difficult situations and problems***. 2.3. Use honest, open consultation to facilitate ***communication*** with team members. 2.4. Deal with difficult situations fairly, openly and promptly according to ***store policy and procedures***.
3. Develop and communicate team objectives.	3.1. Develop clear, accurate and relevant team objectives, including expected performance standards. 3.2. Ensure objectives are achievable within designated time limits and according to ***resources*** available. 3.3. Explain objectives clearly and at a level and pace appropriate to team members. 3.4. Regularly review objectives, according to team or store policy changes. 3.5. Encourage team members to provide ***feedback*** on objectives and to clarify areas of uncertainty.
4. Establish, develop and improve teams.	4.1. Access ***relevant information*** to develop plans based on accurate assessment of current ***competencies*** and career aspirations, according to current and future store requirements. 4.2. Assist and encourage individuals to take responsibility for their self-development. 4.3. Ensure team building and development plans contain clear, realistic objectives. 4.4. Minimise unproductive friction between team members. 4.5. Take collaborative approach with team members, colleagues and management to establish constructive relationships.

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	4.6. Encourage team members to offer ideas, views or suggestions. 4.7. Recognise suggestions offered by team members, and provide explanations if proposals rejected. 4.8. Recognise outstanding achievements. 4.9. Ensure promises and undertakings to team are realistic and honoured. 4.10. Give team members appropriate support in areas that may affect work performance and morale.
5. Develop self.	5.1. Identify own current competencies and development needs according to current position description and future career aspirations. 5.2. Develop realistic, achievable and challenging objectives and regularly review them. 5.3. Accept responsibility for achieving self-development objectives. 5.4. Regularly review own progress and performance with ***appropriate personnel***. 5.5. Use feedback received to improve future performance.
6. Delegate responsibility and authority.	6.1. Clearly define team and individual responsibilities and limits of responsibility according to store policy. 6.2. Provide information in a manner and at a pace appropriate for the individual. 6.3. Ensure delegation is unambiguous, explicit and able to be carried out within a designated timeframe. 6.4. Negotiate resources and implementation methods effectively with team members. 6.5. Ensure support and resources available are accessible and sufficient for the needs of the operation. 6.6. Review delegation regularly and revise as required.
7. Consult with team.	7.1. Clearly and concisely communicate policies, plans, problems and solutions to team according to store policy. 7.2. Demonstrate active and clear communication to team on store policy and operational issues. 7.3. Clearly establish meeting purposes. 7.4. Present information clearly. 7.5. Encourage positive contributions from all members of group. 7.6. Allocate discussion time to items according to importance, urgency or complexity. 7.7. Ensure leadership style is appropriate for purpose and membership of group. 7.8. ***Record*** decisions accurately and act upon them as required. 7.9. Perform written and verbal communication in a clear and concise manner according to store policy.

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8. Support the team.	8.1. Actively support staff, colleagues and management within store policy guidelines in situations involving store policies or operations. 8.2. Actively support team members in achievement of realistic goals. 8.3. Actively focus team members towards store plans and targets.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills

- interpersonal and leadership skills to:
  - consult with team members
  - deal with difficult situations
  - develop and communicate team objectives including encouraging feedback
  - encourage ideas, views or suggestions from team members
  - review own progress and performance with appropriate personnel
  - provide information on responsibilities
  - negotiate resources and implementation methods through clear and direct communication
  - ask questions to identify and confirm requirements
  - give instructions and constructive feedback
  - use language and concepts appropriate to cultural differences
  - use and interpret non-verbal communication
  - resolve conflict
- literacy skills to communicate ideas and information

Required knowledge

- store policy and procedures in regard to:
  - job role and responsibilities
  - people management
  - staff development
  - leadership
  - team and company objectives
- principles and techniques in interpersonal communication skills, including:
  - conflict resolution
  - negotiation
  - consultation
  - team building

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  - training and mentoring
  - delegation
- Training Packages and competency standards
- relevant legislation

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- establishes effective and collaborative teams to achieve common objectives
- manages teams to perform effectively and collaboratively by:
  - using a leadership style that supports store image, culture and business strategic direction
  - creating an environment to achieve high standards
  - maintaining effective communication with staff
  - leading by example
  - consulting honestly and openly
  - dealing with difficult situations fairly, openly and promptly
  - evaluates, analyses and enhances own leadership style
  - evaluates and improves the effective performance of teams
  - leads teams in an effective, open, consultative and supportive manner
  - delegates appropriate responsibility and authority to team members.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:
  - store policy and procedures on people management and staff development
  - team and company objectives
- a team.

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Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of performance in the workplace • third-party reports from a supervisor • customer feedback • written or verbal questioning to assess knowledge and understanding • review of portfolios of evidence and third-party workplace reports of on-the-job performance.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below.

Store image and culture may relate to:	• range of products and services • personal and store presentation • organisational structure, including own position and role within the structure • chain of command • workplace policy and procedures • organisational values • mission statement • workplace goals.
Team members may:	• come from a variety of social, cultural or ethnic backgrounds • vary in literacy and numeracy skills • vary in competencies.
Difficult situations and problems may include:	• unsafe work practices • dealing with difficult customers • dealing with customer complaints • resolving staff conflict • managing emergency situations.
Communication may include:	• verbal • individuals or groups

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	• formal or informal meetings • written correspondence, memos • email, fax, telephone • use of languages other than English including local community languages, Indigenous languages and visual languages such as sign language.
Store policy and procedures in regard to:	• staff development, people management and leadership style • conflict resolution and grievance procedures.
Resources may include:	• training materials • equipment • relevant information.
Feedback may be sought and given:	• verbally • in languages other than English including local community languages, Indigenous languages and visual languages such as sign language • in writing • in groups • individually.
Sources of ***relevant information*** may include:	• personal observation and experience • colleagues, supervisors and managers • personnel documentation and files • unions • industry associations • industry publications • internet • information services • industry contacts, mentors and advisers.
Competencies may include:	• customer service skills • communication skills • conflict resolution skills • team building skills • industry specific skills.
Appropriate personnel may include:	• supervisor and manager • team members.
Methods used to ***record*** decisions may include:	• manual • digital • allocated proformas.

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Unit Sector(s)

Cross-Sector

Competency field

Management and Leadership

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SIRXWHS403 Provide a safe work environment

Modification History

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

Release	Comments
First Release	This is a revised unit, based on and equivalent to SIRXOHS003A Provide a safe working environment.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to develop and implement policies and procedures relating to work health and safety (WHS) issues.

It involves consulting with staff, assessing and controlling risks, establishing and maintaining record systems, and evaluating policies and procedures. It is based on the National Occupational Health and Safety Commission (NOHSC) guidelines.

Application of the Unit

This unit applies to senior management personnel responsible for ensuring that the workplace environment complies with WHS requirements.

Licensing/Regulatory Information

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

Pre-Requisites

Nil

Employability Skills Information

This unit contains employability skills.

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Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Develop and resource WHS policies.	1.1. Establish commitment to WHS and review ***relevant legislation*** to ensure development of ***store policy and procedures*** is based on sound principles. 1.2. Establish policy and resource requirements for the identification, control and reporting of existing and potential ***hazards*** and safety incidents. 1.3. Establish policy and resource requirements for safe handling and storage of ***hazardous goods***. 1.4. Establish policy and resource requirements to ensure ***equipment*** is maintained and stored safely. 1.5. Establish policy and resource requirements to ensure safe lifting or shifting and manual handling techniques are applied by staff. 1.6. Establish policy and resource requirements for store ***emergency procedures***. 1.7. Identify and seek or provide financial and human resources for the development and implementation of WHS procedures based on determined policies. 1.8. Establish systems to encourage staff members to identify and report matters likely to affect workplace safety.
2. Establish and maintain risk assessment and hazard management procedures.	2.1. Identify potentially hazardous events and assess risks presented by identified hazards according to WHS legislation and codes of practice. 2.2. Develop risk control measures according to the ***hierarchy of controls*** and legislative requirements, in consultation with appropriate emergency services. 2.3. Establish and maintain procedures for ***risk assessment*** and integrate with systems of work and procedures to facilitate identification and prevention of hazards by staff. 2.4. Establish and maintain ***reporting procedures*** to facilitate communication and recording of details of safety-related incidents. 2.5. Monitor staff activities to ensure risk assessment procedure is adopted effectively.

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	2.6. Address risk identification and assessment of workplace changes at planning, design and evaluation stages to prevent creation of new hazards.
3. Establish and maintain safe work procedures.	3.1. Establish and maintain procedures to ensure safe handling and storage of hazardous goods. 3.2. Establish and maintain procedures to ensure equipment is maintained and stored safely according to store policy. 3.3. Establish and maintain procedures to ensure safe lifting, shifting and manual handling techniques are used by staff according to store policy. 3.4. Establish and maintain store emergency procedures according to store policy.
4. Train and consult with staff.	4.1. Develop and implement WHS ***training*** program to ensure staff members are trained in ***WHS issues*** and procedures. 4.2. Ensure information on the WHS system is readily accessible and clearly explained to ***staff***. 4.3. Establish and maintain appropriate ***consultation processes*** in consultation with staff according to WHS legislation and store policy. 4.4. Promptly deal with and resolve issues raised through consultation according to store policy. 4.5. Clearly and promptly provide information to staff on outcomes of consultation.
5. Evaluate policies and procedures.	5.1. Establish and monitor system for maintaining WHS ***records*** to facilitate identification of patterns of occupational injury and disease according to store policy. 5.2. Assess effectiveness of the WHS system and related policies, procedures and programs according to store policy. 5.3. Develop and implement improvements to the WHS system to ensure more effective achievement of store policy. 5.4. Assess compliance with WHS legislation and codes of practice to ensure that legal WHS standards are maintained.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication and interpersonal skills to:
  - ask questions to identify and confirm requirements
  - define and allocate WHS responsibilities and duties

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    - explain information on the WHS system and provide information and training for staff through clear and direct communication
    - give instructions
    - report unsafe work practices
    - share information
    - use and interpret non-verbal communication
    - use language and concepts appropriate to cultural differences
- initiative and enterprise skills to develop processes and procedures to prevent safety hazards, including fire, chemical and electrical hazards
- literacy and numeracy skills to:
    - document results
    - prepare reports
    - research, analyse and interpret a broad range of written material
    - undertake finance and risk assessment
- technical skills to:
    - identify emergency exits
    - use safety alarms and fire extinguishers

Required knowledge

- first aid procedures
- handling and storage procedures for hazardous and non-hazardous goods and equipment
- organisational policy and procedures in regard to:
    - emergency evacuation of store
    - events likely to endanger staff or customers
    - hierarchy of control in emergency situations
    - relevant industry codes of practice
    - WHS and emergency procedures, taking into account state and local government regulations and codes of practice
    - place of consultative committees
    - recording system for accidents, illness and incidents
- procedures for spills, leakage of materials, accidents and sickness
- relevant legislation and statutory requirements, including WHS legislation and codes of practice
- safe lifting and manual handling procedures
- waste disposal methods, including hazardous substances

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with

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the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- maintains, manages and applies safe work practices, including necessary resources, control measures and risk assessments, in all areas of the store, according to relevant legislation
- maintains, manages and applies emergency procedures according to store policy and procedures
- develops and manages store policy and procedures in regard to the consistent application by staff members of safe work practices, for the provision of services and safe use of products
- establishes and maintains consultative processes in regard to WHS
- allocates and manages staff responsibility for WHS guidelines
- develops and implements staff training programs that relate to WHS, health and hygiene legislation, and industry codes of practice
- establishes and maintains systems for maintaining WHS records
- evaluates, reviews and makes recommendations for improvements with regard to store policy and procedures in WHS and store emergency procedures.

Context of and specific resources for assessment

Assessment must ensure access to:

- a retail work environment
- relevant documentation, such as:
  - WHS legislation and codes of practice
  - store policy and procedures manuals
  - industry codes of practice
  - enterprise agreements in regard to consultative committees
- staff members
- emergency equipment.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of performance in the workplace
- role play
- written or verbal questioning to assess knowledge and understanding

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- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIRXHRM001A Administer human resources policy
- SIRXHRM002A Recruit and select personnel.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the individual, accessibility of the item, and local industry and regional contexts) may also be included.

Relevant legislation may include:

- federal, state and local health and hygiene
- WHS regulations
- privacy legislation.

Store policy and procedures may relate to:

- delegation
- emergency procedures
- job roles and responsibilities
- WHS use of technology.

Hazards may include:

- broken or damaged equipment or technology
- chemical spills
- damaged packing material or containers
- electricity and water
- fires
- manual handling
- sharp cutting tools and instruments
- stress
- unguarded equipment.

Hazardous goods may include:

- chemicals
- electrical equipment
- flammable goods
- waste.

Equipment may include:

- electrical equipment, including:
  - cleaning equipment
  - electrical tools
  - food storage equipment

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- food warming and preparation equipment
- retail technology
- hand tools
- knives and scissors
- manual cleaning equipment
- manual handling equipment
- steps and ladders.

Emergency procedures may relate to:

- accidents
- armed robbery
- bomb threats
- chemical spills
- events likely to endanger staff or customers
- fires
- locating and using alarms
- sickness
- store evacuations.

Hierarchy of controls includes:

- eliminating hazards
- substitution
- isolating hazards
- using engineering controls
- using administrative controls
- appropriate use of personal protective clothing and equipment.

Risk assessment may include:

- assessing individual tasks and job design
- conducting regular reviews of injury or accident registers
- consultation processes, including discussions with employees.

Reporting procedures may be:

- digital or electronic
- manual
- scheduled
- standardised.

Training may include:

- fire and emergency evacuation training
- induction training
- ongoing professional development training, including WHS implications
- on-the-job training, off-the job training or a combination of both
- training for specific hazards identified in the industry.

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WHS issues may include:	• checking equipment prior to and during work • chemical containment • customers and staff, equipment, premises and stock • first aid procedures • range of responsibilities or job description, including general duty of care of employees and employers • reporting process for and issues resolution, injury or accidents • safe lifting and manual handling procedures • sickness and accident reporting procedures • storage and use of flammable materials • store evacuation • workplace inspection and safety audits.
Staff may include:	• full-time, part-time, casual or contract • new or existing staff • people from a range of cultural, social and ethnic backgrounds • people with a range of job roles and responsibilities • people with varying levels of language and literacy.
Consultation processes may involve:	• minutes from health and safety meetings • staff meetings and management meetings • suggestions for improvements put forward by employees.
Records may include:	• manufacturer instructions, including material safety data sheet (MSDS) maintenance records • revision of policies and procedures to ensure relevance through audits against state and territory legislation and regulations • training records for existing employees • training records for new employees • workplace inspection and audit reports.

Unit Sector(s)

Cross-Sector

Competency Field

Work Health and Safety

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SITXEVT504 Organise event infrastructure

Modification History

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

Version	Comments
1.0	E Replaces and is equivalent to SITXEVT016B Organise and monitor event infrastructure. Simplified title. Re-worked Elements, Performance Criteria, Required skills and Required knowledge to more fully articulate content. Re-worked Evidence Guide to better articulate rigorous assessment requirements.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to organise event infrastructure and facilities, where these do not already exist at a venue or site. The unit focuses only on the additional knowledge and skills required in this context. The unit SITXEVT503 Manage event staging components covers the coordination of all other event products and services.

Application of the Unit

Events are diverse in nature and this unit is relevant to any type of event coordinated in any industry context, including the tourism, hospitality, sport, cultural and community sectors.

This unit applies to event coordinators who operate independently, and are responsible for making a range of operational decisions. They may work in event management companies, in event venues, or in organisations that organise their own events.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

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Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Analyse infrastructure requirements.	1.1 Evaluate ***infrastructure and facility requirements*** based on detailed review of the proposed ***event*** and ***venue***. 1.2 Liaise with ***relevant authorities*** at the commencement of the event management cycle and integrate regulatory requirements into the planning process. 1.3 Develop an accurate summary of infrastructure requirements for each event component in consultation with ***key stakeholders***. 1.4 Develop a work schedule to address staging requirements identifying key activities, interrelationships and timelines. 1.5 Incorporate risk and sustainability issues into planning processes.
2. Source and organise infrastructure requirements.	2.1 Identify and source infrastructure and facilities contractors according to work schedule. 2.2 Provide accurate and complete specifications to contractors about infrastructure requirements. 2.3 Obtain complete and timely quotations for the provision of products and services. 2.4 Evaluate quotations against specifications and other relevant quality criteria. 2.5 Involve relevant authorities in the planning process by providing relevant and timely information. 2.6 Confirm agreements with contractors in writing to include details and costs of all services.
3. Monitor event infrastructure.	3.1 Monitor event preparations through ongoing liaison with contractors and other stakeholders. 3.2 Evaluate work completed against event requirements and schedules, and take appropriate action to address delays or other problems. 3.3 Assess the need for staging adjustments to maintain event

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	quality and integrity. 3.4 Negotiate and confirm required changes.
4. Evaluate success of event infrastructure operations.	4.1 Obtain feedback from stakeholders according to predetermined ***evaluation criteria***. 4.2 Evaluate infrastructure arrangements in terms of operational efficiency and service quality. 4.3 Use information to enhance future event planning.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication and negotiation skills to:
  - conduct negotiations for the supply of products and services
  - manage relationships with staging contractors and other stakeholders
- critical thinking skills to analyse complex event requirements and make assessments about most appropriate infrastructure options
- learning skills to maintain and expand knowledge of infrastructure options and services
- initiative and enterprise skills to pro-actively identify potential for innovative approaches
- literacy skills to:
  - interpret complex event documentation
  - develop contractor specifications
- numeracy skills to:
  - evaluate event budgets
  - assess contractor quotations and negotiate costs
- planning and organising skills to:
  - organise and monitor varying infrastructure requirements
  - integrate potentially competing operational and management requirements
- problem-solving skills to:
  - anticipate and analyse risks associated with event infrastructure
  - monitor progress and develop responses to potentially complex operational problems
- self-management skills to take responsibility for the complete process of organising infrastructure.

Required knowledge

- roles and responsibilities of organisations involved in staging of events
- infrastructure requirements for a range of event types, including suitability of infrastructure for different venues
- suppliers of event infrastructure and facilities

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- sources of information on infrastructure and facilities
- product and service terminology, features and options, current technology and risk considerations in key areas related to event infrastructure and facilities, including:
  - temporary water and power supply
  - portable and demountable toilets
  - temporary structures, including marquees and demountables
  - mobile catering outlets
  - waste disposal and recycling
- sustainability considerations when introducing event infrastructure and facilities to venues and sites:
  - community and cultural values
  - environmental impacts
- regulatory considerations associated with event infrastructure and facilities, including those related to:
  - builders
  - catering facilities
  - electricians
  - plumbers
  - local government noise regulations
  - special effects
  - waste management
- typical problems that occur in event contractor management, and ways to avoid or manage these
- key inclusions for contractor briefing and specification documents.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- organise infrastructure for events involving:
  - staging at a venue or site without existing infrastructure
  - comprehensive event plans
  - dedicated event budgets
  - formal communications plans

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- multiple operational components
- an event operations team
- a wide range of stakeholders

- organise infrastructure for multiple and diverse events
- liaise with contractors and other stakeholders during the event organisation process
- integrate knowledge of:
  - issues that impact on the organisation of events in venues without infrastructure, including:
    - range of options available
    - regulatory requirements
    - sustainability considerations.

Context of and specific resources for assessment

Assessment must ensure use of:

- actual events for which infrastructure is organised. Events may be created for the specific purpose of skills assessment, but must still meet the requirements outlined under Critical aspects of assessment, and have commercial, community or business relevance. Small personal events are not appropriate as a means of assessing an individual's skills and knowledge
- venues and sites that require infrastructure; these can be:
  - real event venues and sites
  - event venues and sites within a training organisation where real events are staged
- comprehensive event plans
- dedicated event budgets formal communications plans
- suppliers, local authorities and stakeholders with whom the individual can interact.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- evaluation of event infrastructure through attendance at an event managed by the individual
- review of documentation used to coordinate infrastructure prepared by the individual
- questioning of contractors to assess the organisational skills of the individual
- use of case studies to assess individual's ability to determine infrastructure requirements for different events
- written or oral questioning to assess individual's knowledge of infrastructure services and terminology
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

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Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, organisation and job role, for example:

- SITXEVT502 Select event venues and sites.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Infrastructure and facility requirements may include:

- emergency services:
  - first aid stations
  - police
- parking
- signage
- temporary structures:
  - access structures (disabled access)
  - accommodation
  - camping
  - catering
  - dining
  - marquees
  - scaffolding
  - tents
  - toilets
- utilities:
  - air conditioning or heating
  - power supply
  - waste disposal and recycling facilities
  - water supply.

Event may include:

- business and corporate
- entertainment and leisure
- exhibitions, expositions and fairs
- festivals
- fundraising
- government and civic
- marketing

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	• meetings and conventions • social • sports.
Venue may be:	• established event location • indoor • outdoor • untested event location.
Relevant authorities may include:	• emergency services • land management and protection authorities • local government • state or territory government.
Key stakeholders may include:	• business associations • clients • local businesses • local residents • organising committees • potential and actual attendees • sponsors.
Evaluation criteria may relate to:	• communication • contingency management • operational efficiency • profitability • resource efficiency • success in meeting event objectives • stakeholder feedback.

Unit Sector(s)

Cross-Sector

Competency Field

Events

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SITXEVT505 Manage on-site event operations

Modification History

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

Version	Comments
1.0	E Replaces and is equivalent to SITXEVT017B Provide on-site event management services. New title. Re-worked Elements, Performance Criteria, Required skills and Required knowledge to more fully articulate content. Re-worked Evidence Guide to better articulate rigorous assessment requirements.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to manage on-site operational activities for the staging of events. It requires the ability to finalise operational plans, oversee event set up, execution and break down and evaluate the operational success of events.

Application of the Unit

Events are diverse in nature and this unit is relevant to any type of event coordinated in any industry context, including the tourism, hospitality, sport, cultural and community sectors.

This unit applies to event coordinators and managers as well as venue duty, front of house and operations managers who operate independently, and are responsible for making a range of operational decisions. They may work in event management companies, in event venues, or in organisations which organise their own events.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

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Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Finalise event preparations.	1.1 Check final arrangements for ***event*** and address any discrepancies or outstanding matters. 1.2 Analyse event requirements and develop ***plans and procedures*** for event staging. 1.3 Prepare and collate ***operational documentation*** to facilitate effective on-site management and distribute to ***relevant personnel***. 1.4 Develop and provide ***event briefings*** to relevant personnel in advance of the event. 1.5 Minimise use of printed materials and maximise electronic transmission of documents to reduce waste.
2. Oversee event set up.	2.1 Establish on-site contact with ***contractors*** and reconfirm all requirements. 2.2 Assess all aspects of event set up against prearranged service agreements and check for safety and ease of attendee access. 2.3 Identify any ***deficiencies and discrepancies*** and take prompt action to resolve. 2.4 Conduct final briefing on event operational details including ***communication and control mechanisms***.
3. Monitor event operation.	3.1 Monitor event operation through observation and communication with relevant personnel to ensure effective delivery of services. 3.2 Identify and quickly evaluate operational problems as they arise and take prompt action to resolve. 3.3 Monitor compliance with environmental and social sustainability procedures to ensure minimal impacts. 3.4 Liaise with client throughout event to ensure satisfaction with service delivery and make necessary adjustments.
4. Oversee event break down.	4.1 Ensure ***event break down*** is completed according to agreements.

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	4.2 Check and sign invoices according to contractor agreements. 4.3 Debrief relevant personnel to improve future event service delivery.
5. Evaluate operational success of event.	5.1 Obtain feedback from customers and seek input from personnel and contractors on event operations. 5.2 Reflect on and evaluate operational problems. 5.3 Provide recommendations for improvements to future event management practices.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
  - provide clear and accurate verbal briefings to event team and contractors about operational details of event staging
  - liaise with clients to ensure satisfaction with service delivery
  - provide precise instructions to event team members and contractors throughout the operation of the event
  - negotiate solutions and provide clear instructions when problems arise
- critical thinking skills to:
  - analyse event requirements and develop plans and procedures to facilitate effective event staging
  - quickly evaluate problems as they arise and determine solutions
  - evaluate feedback from clients and event personnel and use to benefit future events
- literacy skills to:
  - read and interpret complex event planning documentation
  - write complex and detailed, yet easily accessible, event operational documents
- numeracy skills to:
  - interpret event budgets and event service agreement costings to ascertain correct on-site supply of contracted services
  - work quickly and accurately with budget figures to calculate effect on event profitability when resolving on-site problems
- planning and organising skills to collate event staging documentation and finalise all operational aspects of event within designated deadlines
- problem-solving skills to:
  - identify operational problems as they arise, make quick evaluations and resolve all issues immediately
  - negotiate solutions with clients, internal and external personnel under pressure where time constraints play a key factor

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- self-management skills to take responsibility for the finalisation of event plans and on-site coordination of the delivery of the event
- teamwork skills to:
  - lead a team of event staging personnel and external contractors to effectively deliver events
  - consult with team members and take account of suggested solutions to on-site staging problems
- technology skills to use calculators, computers, software programs and printers for processing event documentation and two-way communication equipment for on-site management.

Required knowledge

- characteristics of different types of events; their purpose, format and running order
- roles and responsibilities and hierarchy of controls and reporting, for event staging, of:
  - corporate clients
  - internal event team members, venue personnel and external contractors
  - on-site event manager
- features and functions of a range of two-way communication equipment used to facilitate communication between event personnel
- techniques for managing stress and time during operation of events
- key features and functions of event staging products and services including:
  - catering
  - displays, stands and signage
  - exhibitor services
  - security
  - talent:
    - entertainers
    - speakers
  - technical equipment and services:
    - audio-visual
    - lighting
    - rigging
    - sets
    - sound
    - special effects
    - stage design
  - venue or site:
    - furniture
    - layouts
    - registration areas and equipment
    - styling

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- a range of styles for setting up venue rooms and their different purposes including:
  - banquet
  - classroom
  - conference
  - theatre
  - u shape
- a range of formats for, inclusions and uses of:
  - operational plans and procedures used to manage on-site event logistics
  - event documentation issued to operational personnel and contractors including, briefing papers, running sheets for delivery of event, registration reports and layout plan for venue or site
  - event service agreements
- key environmental and social impacts of event delivery and minimal impact procedures to reduce these including issues surrounding:
  - lifestyle of neighbouring residents
  - maintenance of natural and cultural integrity
  - recycling and disposal of all waste, especially hazardous substances
  - safety for crowds and the movement of large numbers of attendees
  - use of energy, water and other resources during event set up, operation and break down.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the ability to:

- manage on-site event operations for events involving:
  - comprehensive event plans
  - dedicated event budgets
  - formal communications plans
  - multiple operational components
  - an event operations team
  - a wide range of stakeholders
- efficiently manage on-site operations of multiple and diverse events including overseeing event set up, operation and break down

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- develop accurate and comprehensive plans, procedures and operational documentation for staging events
- integrate knowledge of:
  - purpose, format and running order for different types of events
  - key features and functions of event staging products and services
  - roles and responsibilities of different personnel in event staging
  - formats for and inclusions of event documentation
- manage on-site events in live time where commercially realistic time pressures and constraints play a key factor.

Context of and specific resources for assessment

Assessment must ensure use of:

- actual events for which on-site event operations are managed. Events may be created for the specific purpose of skills assessment, but must still meet the requirements outlined under Critical aspects of assessment, and have commercial, community or business relevance. Small personal events are not appropriate as a means of assessing an individual's skills and knowledge
- venues and sites where events are operated; these can be:
  - real event venues and sites
  - event venues and sites operated within a training organisation such as auditoria, exhibition areas, conference rooms, restaurants and sporting facilities where real events are staged
- customers with whom the individual can interact
- internal event team members, venue personnel and external contractors with whom the individual can interact
- computers, software programs and printers currently used by the events industry to prepare event documentation
- two-way communication equipment for on-site management
- comprehensive event plans
- dedicated event budgets
- industry current template documents:
  - documents used to manage on-site event logistics including plans, procedures briefing papers, running sheets event, registration reports and layout plans for venues or sites
  - event service agreements.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct observation, using role plays, of the individual:

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- providing pre-event briefing to event personnel
- interacting with internal venue staff and external contractors to facilitate effective event delivery

- evaluation of the operational efficiency and service quality at an event site-managed by the individual
- evaluation of reports prepared by the individual on the on-site event management process, including the issues and challenges associated with delivering effective outcomes
- review of documents prepared by the individual:
  - operational plans and procedures used to manage on-site event logistics
  - briefing papers and running sheets for delivery of event
- case studies and problem-solving exercises to allow the individual to analyse and respond to different staging deficiencies and discrepancies
- written or oral questioning to assess knowledge of:
  - purpose, format and running order for different types of events
  - key features and functions of event staging products and services
  - roles and responsibilities of different personnel in the event staging process
  - formats for and inclusions of event documentation
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.

Guidance information for assessment

The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, organisation and job role, for example:

- BSBWRT401A Write complex documents
- SITXCCS501 Manage quality customer service
- SITXMGT401 Monitor work operations
- SITXWHS301 Identify hazards, assess and control safety risks.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

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Event may include:

- business and corporate
- entertainment and leisure
- exhibitions, expositions and fairs
- festivals
- fundraising
- government and civic
- marketing
- meetings and conventions
- social
- sports.

Plans and procedures may be developed to manage:

- bump-in and bump-out of:
  - client displays and livery
  - exhibitor or sponsor stands
  - merchandising stands
  - on-site registration area
  - seating
  - tables
  - technical equipment and services
  - venue styling
- communication channels with and between:
  - clients
  - event operational team
  - exhibitors
  - organising committee
  - sponsors
  - suppliers
  - volunteers
- crowd control
- hazard identification and risk assessment
- minimal impacts on lifestyle of local residents
- on-site registrations
- record keeping and reporting
- recycling and correct and environmentally sound disposal practices for waste
- regulatory requirements
- roles and responsibilities of internal staff, contractors and volunteers
- reporting structures for resolution of problems
- risk to and control measures for:
  - attendees
  - contract staff

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- local community
- personnel
- site and environment
- volunteers

- security
- storage facilities for client and outside contractors
- use of energy, water and other resources during event set up, operation and break down
- transportation and timelines
- work health and safety.

Operational documentation may include:

- briefing papers
- contact numbers for:
  - contractors
  - emergency services
- copies of agreements with:
  - contractors
  - clients
- event program and scheduled time for activities
- event orders
- itemised lists of resources, suppliers and costs
- layout plan for venue or site
- plans and procedures
- registration reports:
  - attendance lists per session, site, venue or table
  - name lists
  - special requests
- running sheet for delivery of event
- service vouchers
- signage
- site maps
- staffing rosters.

Relevant personnel may include:

- clients
- contractors
- event operational team
- exhibitors
- internal personnel
- merchandisers
- organising committee
- sponsors
- suppliers
- venue coordinators or duty managers

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- volunteers.

Event briefings may:

- be:
  - face-to-face
  - in writing
  - on telephone
- involve clarification of:
  - access times for service personnel, client and attendees
  - client expectations
  - client role in event management
  - event program and scheduled time for activities
  - hierarchy of responsibility for instructions, controls and resolution of problems during event operation
  - procedures for event staging
  - regulatory compliance and roles and responsibilities of individual team members
  - roles and responsibilities of internal staff, contractors and volunteers
  - service expectations
  - staffing rosters.

Contractors may include:

- caterers
- display suppliers
- entertainers
- food and beverage personnel
- florists
- equipment hire companies
- registration and ticket sales specialist companies
- security personnel
- speakers and facilitators
- suppliers of technical equipment and services:
  - audio-visual
  - pyrotechnics
  - rigging
  - sound and lighting
  - special effects
  - stage design and construction
  - venue styling
- venue coordinators or duty managers.

Deficiencies and discrepancies may include:

- client dissatisfaction
- delays
- faulty or unavailable technical equipment

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- inadequate supplies
- incorrect set up of:
  - client displays and livery
  - exhibitor or sponsor stands
  - merchandising stands
  - on-site registration area
  - seating
  - tables
  - technical equipment and services
  - venue styling
- inappropriate space for on-site registration areas
- inappropriate management of risk to personnel, participants and the site environment
- lack of equipment to manage displays and signage
- non-arrival of key talent or speakers
- non-compliance with environmental and social sustainability practices
- non-compliance with legislative requirements and local council requirements
- shortage of or incorrect food and beverage
- staff shortages.

Communication and control mechanisms may include:

- guidelines on hierarchy of control and reporting lines during the event
- operational procedures
- regularity of updates to:
  - clients
  - event managers.

Event break down may involve:

- correct removal of infrastructure and facilities to ensure site is left in good condition
- debriefing participants, exhibitors and contractors
- directing event team member participation
- liaising with venue and site personnel
- overseeing recycling and environmentally sound disposal of waste
- packing and removing items.

Unit Sector(s)

Cross-Sector

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Competency Field

Events

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SITXMPR401 Coordinate production of brochures and marketing materials

Modification History

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

Version	Comments
1.0	E Replaces and is equivalent to SITXMPR001A Coordinate production of brochures and marketing materials. Minor adjustments to expression of content to streamline and improve unit. Added trade practices to Required knowledge. Added sustainability. More emphasis on physical and virtual.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to coordinate the development process for brochures and other marketing materials from a content and production perspective.

Application of the Unit

This unit applies to all industry sectors and all types of marketing materials, both physical and virtual. People working independently with limited supervision undertake this role. Depending on the business context, this could include sales and marketing personnel, managers, and owner-operators of small businesses.

This unit reflects the general skills needed by those involved in sales and marketing activities and does not include the skills required by professional graphic designers or copywriters.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

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Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Plan production of brochures and marketing materials.	1.1 Plan production of ***brochures and marketing materials*** according to marketing objectives. 1.2 Evaluate ***factors*** that impact nature of materials and the development process, including sustainability considerations. 1.3 Create production plans, including timelines, responsibilities, budget and contingency measures.
2. Produce information for inclusion.	2.1 Produce or obtain accurate and complete ***information for inclusion***. 2.2 Present information in a clear format. 2.3 Present information in a culturally appropriate way.
3. Obtain quotations for artwork and printing as appropriate.	3.1 Provide ***accurate and complete specifications*** to quoting organisations within appropriate timeframe. 3.2 Obtain quotations with details of potential variations to cost and conditions that may apply.
4. Develop final copy for brochures and marketing materials.	4.1 Develop copy using basic creative writing techniques or obtain from relevant source. 4.2 Integrate accurate, practical and operational details. 4.3 Present accurate information about costs and conditions. 4.4 Check copy for accuracy prior to submission for production.
5. Coordinate production of brochures and marketing materials.	5.1 Liaise with production personnel and monitor schedule. 5.2 Check and correct production work as required. 5.3 Approve artwork according to organisational guidelines. 5.4 Obtain and deliver materials on schedule or action contingency measures.

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Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to collaborate with others on technical, organisational and creative issues
- critical thinking skills to evaluate factors that impact on production of marketing materials
- literacy skills to:
  - read and interpret quotations and product conditions
  - proofread draft materials
  - create copy or check quality of outsourced copy
  - research information for inclusion from varied and potentially unfamiliar sources
- planning and organising skills to plan and coordinate all aspects of the production process
- problem-solving skills to respond to challenges that arise in the production of marketing materials
- numeracy skills to:
  - calculate costs and quantities of materials to be produced
  - work with numerical concepts of size, shape and layout
  - work with detailed product costings
- technology skills to:
  - liaise with others about technical production issues
  - work with current industry marketing technologies.

Required knowledge

- objectives of materials and the market for which material is required
- physical and virtual media marketing opportunities and factors that impact production of materials in those contexts
- current digital print production technologies, processes and terminology
- printing and industry conventions in relation to placement of information, page numbering and copyright information
- quality indicators in marketing material production, including:
  - readability
  - photographic quality
  - effective use of colour
  - spacing requirements
- creative writing techniques used for the content of brochures and other marketing materials
- procedures and requirements for preparation and proofing of material
- copyright laws and restrictions that apply to the inclusion of certain content in brochures and other marketing materials
- procedures for copyright clearance of restricted materials

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- trade practices requirements around the need for accuracy of information in marketing materials.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • coordinate all aspects of the development process and produce materials within specified deadlines • produce materials that meet stated objectives, provide current and accurate information, and are free of errors • demonstrate knowledge of current production processes, terminology and copyright restrictions.
Context of and specific resources for assessment	Assessment must ensure use of: • a real or simulated product or service for which brochures and marketing materials can be developed • current information and communications technology for the development of content • suppliers, such as graphic designers, print production organisations and copywriters with whom the individual can interact.
Method of assessment	A range of assessment methods should be used to assess the practical skills and knowledge required to coordinate the production of brochures and marketing materials. The following examples are appropriate for this unit: • evaluation of brochures or other physical or virtual marketing materials produced by the individual • written or oral questioning to assess knowledge of coordination and production processes, copyright laws and clearance procedures • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the individual.
Guidance information for assessment	The assessor should design integrated assessment activities to holistically assess this unit with other units relevant to the industry sector, workplace and job role, for example: • SITXMGT501 Establish and conduct business

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relationships
- SITXMPR404 Coordinate marketing activities.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Brochures and marketing materials may include:	• advertising materials • conference programs and registration forms • destination guides • direct mail pieces • display materials • event prospectus • invitations • product brochures • product support manuals • promotional flyers and leaflets.

Factors for consideration during planning may relate to:	• accessibility, such as the need to provide materials in alternative formats
	• availability of information
	• design issues:
	  • style
	  • size
	• legal requirements
	• marketing considerations:
	  • distribution considerations
	  • market for review of competitive materials
	  • objectives
	• resource constraints:
	  • budget
	  • in-house capability
	• technology:
	  • digital media opportunities
	• objectives of the material
	• sustainability considerations
	• time parameters.

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Information for inclusion may be:

- advertisements
- logos
- maps
- photos
- special offers or incentives
- sponsor messages
- supplier information
- tariff details.

Accurate and complete specifications include:

- conditions of contract
- delivery platform
- interactivity requirements
- layout and style of text
- number of colours
- number of photographs
- production and delivery deadlines
- size
- total number required
- type of paper (for print-based materials).

Unit Sector(s)

Cross-Sector

Competency Field

Marketing and Public Relations

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SISXEMR201A Respond to emergency situations

Modification History

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

Release	Comments
3	Updated and equivalent. Reduction of repetition. No changes to competency outcome.

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to recognise and respond appropriately in emergency situations, such as those caused by fire, accident or weather. The unit focuses on the application of organisational policies and procedures to maintain the welfare of participants in an activity in response to emergency situations.

Application of the Unit

This unit applies to those who work in a range of roles and settings in the sport, fitness and recreation industry. This may include those working in after-school or holiday-care programs in a range of locations; those assisting in coaching activities, competitions and events, as attendants at sporting grounds or facilities; or those undertaking a role in indoor recreation activities including fitness venues and outdoor recreation activities, such as camps and other guided activities. This unit also applies to those working in aquatic centres, such as instructors, operators or lifeguards.

Licensing/Regulatory Information

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

Pre-Requisites

Not applicable.

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Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

Element	Performance Criteria
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Identify workplace emergency procedures.	1.1. Identify relevant ***organisation policies*** and ***procedures***. 1.2. Recognise emergency and potential ***emergency situations***. 1.3. Identify personnel responsible for the appropriate area. 1.4. Identify location and use of ***emergency equipment*** as required. 1.5. Identify exits and assembly points.
2. Respond to an emergency.	2.1. Report workplace emergency situations to ***appropriate personnel***. 2.2. Use ***communication systems*** during the emergency. 2.3. Follow instructions from appropriate personnel during the emergency. 2.4. Select and use emergency equipment where appropriate.
3. Coordinate and monitor participant response.	3.1. Convey emergency instructions to participants in the activity and colleagues. 3.2. Identify and implement strategies for group control and remove participants and colleagues from danger. 3.3. Monitor the condition and location of participants. 3.4. Provide information on developments to participants.

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Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
  - follow instructions and procedures during emergencies
  - report emergency situations
  - inform participants of evacuation procedures
  - debrief participants on the emergency situation
- planning and organising skills to:
  - coordinate participant movement away from the emergency
  - monitor participants during the emergency
- literacy and numeracy skills to interpret and follow policies and safety signage
- technology skills to use emergency and communications equipment
- problem-solving skills to identify emergency situations and respond safely and promptly.

Required knowledge

- organisational policies and procedures to:
  - enable safe response to an emergency
  - ensure safe response to situations according to own work role and level of responsibility
- first-aid knowledge appropriate to the location and level of responsibility
- contingency management techniques
- local call-out procedures and information to access emergency services personnel.

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to: • identify and follow all organisational emergency policies and procedures in relation to own work role and level of responsibility • respond to emergency situations safely and promptly with consideration for the welfare of all participants and colleagues

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	• apply contingency-management techniques to respond to emergencies • respond to different types of emergency situations relevant to the individual's current or intended work situation.
Context of and specific resources for assessment	Assessment must ensure: • prompt response to emergency situations, which may be simulated in an environment that reflects the individual's current or intended work situation to demonstrate consistency of performance. Assessment must also ensure access to: • emergency response equipment appropriate to the work environment • documentation, such as organisational policies and procedures for responding to emergency situations.
Method of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • observation of applying organisational procedures to respond to emergencies • observation of coordinating participant movement during the emergency • third-party reports from a supervisor detailing work performance • oral and or written questioning to assess knowledge of accessing and interpreting organisational policies and procedures.
Guidance information for assessment	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Organisational policies and	• communication lines

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procedures may include:	• debrief procedures • duty of care • emergency procedures • environment protection • exit and assembly points • hazardous substances and dangerous goods • industry codes of practice • Work Health and Safety (WHS) • public health and safety • reporting incidents.
Emergency situations may include:	• fire • hazardous releases, such as chemical spills • bomb threats • medical • injuries • accidents • panic and other emotional responses • equipment failure • lost party or party member • changing environmental conditions • activity-specific.
Emergency equipment may include:	• fire extinguisher • fire blanket • first-aid kit • emergency-signalling devices • portable emergency shelter • thermal blankets and sheets • emergency lighting • dehydration equipment.

Appropriate personnel may include:	• internal personnel, such as:
	  • WHS representative
	  • human resources personnel
	  • colleague
	  • team leader
	  • manager
	  • supervisor
	  • fire warden
	• emergency services, including:
	  • Police Search and Rescue
	  • State Emergency Service
	  • Fire Brigade

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	• Ambulance Service • Land Management Authorities • Australian Volunteer Coastguard.
Communication systems may include:	• emergency warning and alarm systems • hand signals • telephone and radio communications • whistles • flares.
Clients may include:	• participants in an activity or program • colleagues • small and larger groups.

Unit Sector(s)

Cross-Sector.

Competency Field

Emergency Response.

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TAEDEL301A Provide work skill instruction

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to conduct individual and group instruction and demonstrate work skills, using existing learning resources in a safe and comfortable learning environment. The unit covers the skills and knowledge required to determine the success of both the training provided and one's own personal training performance. It emphasises the training as being driven by the work process and context.

Application of the Unit

Application of the unit	This unit supports a wide range of applications across any workplace setting and so can be used by any organisation. Its use is not restricted to training organisations.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

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Employability Skills Information

Employability skills	This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Organise instruction and demonstration	1.1. Gather information about ***learner characteristics*** and learning needs 1.2. Confirm a ***safe learning environment*** 1.3. Gather and check ***instruction and demonstration objectives*** and seek assistance if required 1.4. Access and review relevant ***learning resources*** and ***learning materials*** for suitability and relevance, and seek assistance to interpret the contextual application 1.5. Organise access to necessary equipment or physical resources required for instruction and demonstration 1.6. Notify learners of ***details*** regarding the implementation of the learning program and/or delivery plan
2. Conduct instruction and demonstration	2.1. Use interpersonal skills with learners to establish a safe and comfortable learning environment 2.2. Follow the learning program and/or delivery plan to cover all learning objectives 2.3. Brief learners on any ***OHS procedures*** and requirements prior to and during training 2.4. Use ***delivery techniques*** to structure, pace and enhance learning 2.5. Apply ***coaching*** techniques to assist learning 2.6. Use communication skills to provide information,

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ELEMENT	PERFORMANCE CRITERIA
	instruct learners and demonstrate relevant work skills 2.7. Provide opportunities for practice during instruction and through work activities 2.8. Provide and discuss feedback on learner performance to support learning
3. Check training performance	3.1. Use ***measures*** to ensure learners are acquiring and can use new technical and generic skills and knowledge 3.2. Monitor learner progress and outcomes in consultation with learner 3.3. Review relationship between the trainer/coach and the learner and adjust to suit learner needs
4. Review personal training performance and finalise documentation	4.1. Reflect upon personal performance in providing instruction and demonstration, and document strategies for improvement 4.2. Maintain, store and secure learner records according to organisational and legal requirements

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- verbaland non-verbal communication techniques, such as:
  - asking relevant and appropriate questions
  - providing explanations
  - demonstrating
  - using listening skills
  - providing information clearly
- safety skills to implement OHS requirements, by acting and responding safely in order to:
  - identify hazards
  - conduct prestart-up checks if required
  - observe and interpret learner behaviour that may put people at risk
- time-management, skills to:

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REQUIRED SKILLS AND KNOWLEDGE

- ensure all learning objectives are covered
- pace learning

- reflection skills in order to:
  - identify areas for improvement
  - maintain personal skill development
- literacy skills to:
  - complete and maintain documentation
  - read and follow learning programs and plans
  - read and analyse learner information
- technology skills to operate audio-visual and technical equipment
- interpersonal skills to:
  - engage, motivate and connect with learners
  - provide constructive feedback
  - maintain appropriate relationships
  - establish trust
  - use appropriate body language
  - maintain humour
  - demonstrate tolerance
  - manage a group
  - recognise and be sensitive to individual difference and diversity
- observation skills to:
  - monitor learner acquisition of new skills, knowledge and competency requirements
  - assess learner communication and skills in interacting with others
  - identify learner concerns
  - recognise learner readiness to take on new skills and tasks

Required knowledge

- learner characteristics and needs
- content and requirements of the relevant learning program and/or delivery plan
- sources and availability of relevant learning resources and learning materials
- content of learning resources and learning materials
- training techniques that enhance learning and when to use them
- introductory knowledge of learning principles and learning styles
- key OHS issues in the learning environment, including:
  - roles and responsibilities of key personnel
  - responsibilities of learners
  - relevant policies and procedures, including hazard identification, risk assessment, reporting requirements, safe use of equipment and emergency

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REQUIRED SKILLS AND KNOWLEDGE
procedures • risk controls for the specific learning environment

Evidence Guide

EVIDENCE GUIDE	
The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	Assessment must address the scope of this unit and reflect all components of the unit. A range of appropriate assessment methods and evidence-gathering techniques must be used to determine competency. A judgement of competency should only be made when the assessor is confident that the required outcomes of the unit have been achieved and that consistent performance has been demonstrated.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the ability to:
	• carry out aminimum of three training sessions, involving demonstrating and instructing particular work skills for different groups; with each session addressing:
	  • different learning objectives
	  • a range of techniques and effective communication skills appropriate to the audience.

Context of and specific resources for assessment	Evidence must be gathered in the workplace wherever possible. Where no workplace is available, a simulated workplace must be provided.
Method of assessment	
Guidance information for assessment	For further information about assessment of this and other TAE units, refer to relevant implementation guidance published on the IBSA website (www.ibsa.org.au).

Range Statement

RANGE STATEMENT

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RANGE STATEMENT	
The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.	
Learner characteristics may include:	• language, literacy and numeracy levels • learning styles • past learning and work experiences • specific needs • workplace culture.
Safe learning environment may include:	• exit requirements • personal protective equipment • safe access • safe use of equipment.

Instruction and demonstration objectives may include:	• competencies to be achieved
	• generic and technical skills, which may be:
	  • provided by the organisation
	  • developed by a colleague
	  • individual or group objectives
	  • learning outcomes.

Learning resources may include:	• any material used to support learning, such as:
	  • learner and user guides
	  • trainer and facilitator guides
	  • example training programs
	  • specific case studies
	  • professional development materials
	  • assessment materials
	• a variety of formats
	• those produced locally
	• those acquired from other sources.

Learning materials may include:	• handouts for learners • materials sourced from the workplace, e.g. workplace documentation, operating procedures, and specifications.
Details may include:	• location and time • outcomes of instruction or demonstration • reason for instruction or demonstration • who will be attending instruction session.

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RANGE STATEMENT	
OHS procedures may include:	• emergency procedures • hazards and their means of control • incident reporting • use of personal protective equipment • safe work practices • safety briefings • site-specific safety rules.
Delivery techniques may include:	• coaching • demonstration • explanation • group or pair work • providing opportunities to practise skills and solve problems • questions and answers.
Coaching may include:	• learning arrangements requiring immediate interaction and feedback • on-the-job instruction and 'buddy' systems • relationships targeting enhanced performance • short-term learning arrangements • working on a one-to-one basis.
Measures may include:	• informal review or discussion • learner survey • on-the-job observation • review of peer coaching arrangements.

Unit Sector(s)

Unit sector	Delivery and facilitation

Competency field

Competency field	

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Co-requisite units

Co-requisite units		

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TLIR4002A Source goods/services and evaluate contractors

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to source goods/materials/services and evaluate contractors including analysing supply requirements, and evaluating and selecting appropriate potential contractor(s). Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work is performed under general guidance on progress and outcomes of work. It involves discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within organisational policy and procedures. This includes the application of established workplace procedures to source goods and to evaluate potential contractors.

A range of opportunities may be used to develop the work area and to support the development of work systems and innovative strategies to deal with contingencies and to encourage the achievement of the organisations' goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

Pre-Requisites

Not Applicable

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Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Analyse supply requirements	1.1 Purpose and specifications of required goods/services are identified 1.2 Criteria to evaluate potential or existing contractor performance is established 1.3 Quantities of required goods/services are determined 1.4 Frequency of ordering/requesting of goods/services is identified
2 Evaluate potential contractors	2.1 Contractors of requested goods/materials/services are identified 2.2 Comparative costings for goods/materials/services are obtained 2.3 Contractors' ability to provide a consistent level of performance on repeat jobs is assessed 2.4 Contractors are evaluated in relation to established criteria and in accordance with workplace and regulatory procedures 2.5 A prioritised contractor shortlist is established based on the capacity of contractors to provide a cost competitive quality service 2.6 The outcomes of the contractor selection process are documented including recommendations for actioning agreements/contracts with selected contractors 2.7 Information and data generated during the selection process is filed and maintained in accordance with workplace procedures

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Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Relevant regulatory and code requirements
- Relevant OH&S responsibilities and procedures
- Workplace policies, procedures and protocols for the sourcing and supply of goods/services, and the evaluation of potential supply contractors
- Workplace grievance and disputation handling policies and procedures
- Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality
- Focus of operation of recording, reporting and statistical analysis systems and resources
- Resource availability including the processing capacity of equipment and software systems for statistical analysis of data
- Typical problems that can occur when sourcing goods and services and evaluating contractors, and related appropriate action that can be taken

Required skills:

- Communicate and negotiate effectively with others when sourcing goods and services and evaluating contractors
- Read and interpret instructions, procedures and information and signs relevant to the sourcing of goods and services and the evaluation of contractors
- Interpret and follow operational instructions and prioritise work
- Complete documentation related to the sourcing of goods and services and the evaluation of contractors
- Operate electronic communication equipment to required protocol
- Work collaboratively with others when sourcing goods and services and evaluating contractors
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when sourcing goods and services and evaluating contractors in accordance with regulatory requirements and workplace procedures
- Monitor work activities in terms of planned schedule
- Modify activities depending on differing operational contingencies, risk situations and environments
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and appropriately apply technology, information systems and procedures to workplace

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Required skills:

tasks

- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

- The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
  - the underpinning knowledge and skills
  - relevant legislation and workplace procedures
  - other relevant aspects of the range statement

Context of and specific resources for assessment

- Performance is demonstrated consistently over a period of time and in a suitable range of contexts
- Resources for assessment include:
  - a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
  - access to an appropriate range of relevant operational situations in the workplace
- In both real and simulated environments, access is required to:
  - relevant and appropriate materials and equipment, and
  - applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment

- Assessment of this unit must be undertaken by a registered training organisation
- As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
- Practical assessment must occur:
  - through activities in an appropriately simulated environment at the registered training organisation,

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EVIDENCE GUIDE

	and/or • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

The workplace environment may involve twenty-four hour operation and may include:	• single and multi-site location • large, medium or small companies
Services, products, risks, work systems and requirements may:	• potentially vary across different sections of the workplace
Operations require:	• customer and supplier contact and coordination
Contractors may be:	• for one-off or repeat supplies/contract services
Document/data interchange may be:	• electronic • paper-based
Selection processes include:	• procedures for maintenance of confidentiality and integrity
Personnel in work area may include	• other employees and supervisors • customers and suppliers • external authorities and agencies • management and union representatives • industrial relations, occupational health and safety specialists • other professional or technical staff, contractors and maintenance personnel
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Information/documentation may include:	• quality and work specifications and procedures • specifications for required products or services • manufacturers specifications and/or suppliers handling and storage advice

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RANGE STATEMENT

	• workplace procedures, policies and instructions • OH&S regulations and procedures • supplier and/or client instructions • materials safety data sheets • relevant agreements, codes of practice including the national standards for manual handling and the industry safety code • legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection • reports of accidents and incidents within regulatory requirements and enterprise procedures • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • quality assurance procedures
Applicable regulations and legislation may include:	• relevant regulations, standards and codes of practice • relevant Australian and state/territory OH&S legislation • equal employment legislation and related policies • environmental protection regulations • hazardous substances and dangerous goods codes • relevant Australian standards and certification requirements • licence, patent or copyright arrangements

Unit Sector(s)

Not Applicable

Competency Field

Competency Field R - Contract Procurement

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TLIR4003A Negotiate a contract

Modification History

Not Applicable

Unit Descriptor

Unit Descriptor

This unit involves the skills and knowledge required to contract transport and distribution services in accordance with relevant regulatory requirements and workplace procedures. This includes negotiating the contract with a contractor, finalising the contract negotiations, and completing all enterprise contract requirements. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Application of the Unit

Application of the Unit

Work must be must be carried out in compliance with the relevant regulations, standards, legal requirements and codes of practice.

Work is under general guidance on progress and outcomes of work. It requires discretion and judgement for self and others in planning and using resources, services and processes to achieve required outcomes within workplace policy and procedures.

A range of opportunities may be used to develop the work area and to support the development of work systems, innovative strategies to deal with contingencies and to encourage the achievement of the workplace's goals and key performance objectives by the work area and the individuals and teams within it.

The unit generally applies to those with responsibility for resource coordination and allocation and who provide leadership of others individually or in teams.

Licensing/Regulatory Information

Refer to Unit Descriptor

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Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Negotiate contract with contractor	1.1 Requirements of the contract are clearly documented and understood by the relevant parties 1.2 Areas of ambiguity or concern are clarified and resolved 1.3 Negotiations are undertaken with selected contractor for the contracting of required goods/services on a 'without prejudice' basis 1.4 Conditions for service and/or supply of goods/services are agreed between the enterprise and the contractor including the determination of key performance indicators 1.5 Alternative contractors are negotiated with if agreement is unable to be reached with preferred contractor 1.6 Contract negotiations conform to established workplace requirements and relevant legislation
2 Complete contract negotiations	2.1 Contract documentation is drafted in accordance with relevant legislation, workplace procedures and negotiated conditions of service and supply 2.2 Technical support in the drafting of contracts is accessed where required 2.3 Contract documentation is signed and exchanged between the relevant parties
3 Complete enterprise	3.1 Documentation systems are established to ensure traceability of

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ELEMENT	PERFORMANCE CRITERIA
contract requirements	orders and financial transactions 3.2 Workplace systems that require interaction with contractors are identified and actioned 3.3 Quality assurance procedures for supplied goods/services are initiated 3.4 Contract and ancillary documentation is completed and stored in accordance with workplace procedures and, where applicable, regulatory requirements

Required Skills and Knowledge

REQUIRED KNOWLEDGE AND SKILLS

This describes the essential knowledge and skills and their level required for this unit.

Required knowledge:

- Regulations, codes of practice and legal requirements relevant to contractual arrangements
- Relevant OH&S and environmental protection procedures and regulations
- Workplace procedures for the negotiation of a contract
- Problems that may occur during the negotiation of a contract and action that can be taken to report or resolve the problems
- Risks that may exist when negotiating a contract and ways of controlling the risks involved
- Focus of operation supply arrangements, resources, management and workplace operating systems
- Applicable aspects of contract law
- Processes for contract formulation and negotiation
- Workplace business policies and plans including procedures for maintenance of confidentiality
- Equipment applications, capacities, and configurations
- Resource availability including the competencies of individuals in the team/group
- Relevant contract documentation requirements

Required skills:

- Communicate effectively with others when negotiating a contract
- Read and interpret instructions, procedures, information and regulatory requirements relevant to the negotiation of a contract
- Prioritise work and coordinate self and others in relation to workplace activities

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Required skills:

- Complete documentation related to the negotiation of a contract
- Operate electronic communication equipment to required protocol
- Provide leadership and work collaboratively with others when negotiating a contract
- Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others
- Promptly report and/or rectify any identified problems that may arise when negotiating a contract in accordance with regulatory requirements and workplace procedures
- Apply precautions and required action to minimise, control or eliminate risks that may exist when negotiating a contract
- Plan and organise work activities
- Monitor work activities in terms of planned schedule
- Modify activities to cater for variations in workplace contexts and environment
- Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
- Select and apply appropriate technology and information systems
- Adapt to differences in equipment in accordance with standard operating procedures

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:
	  • the underpinning knowledge and skills
	  • relevant legislation and workplace procedures
	  • other relevant aspects of the range statement

Context of and specific resources for assessment	• Performance is demonstrated consistently over a period of time and in a suitable range of contexts
	• Resources for assessment include:
	  • a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
	  • access to an appropriate range of relevant operational

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	situations in the workplace
	• In both real and simulated environments, access is required to:
	  • relevant and appropriate materials and equipment, and
	  • applicable documentation including workplace procedures, regulations, codes of practice and operation manuals

Method of assessment	• Assessment of this unit must be undertaken by a registered training organisation
	• As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests
	• Practical assessment must occur:
	  • through activities in an appropriately simulated environment at the registered training organisation, and/or
	  • in an appropriate range of situations in the workplace

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

Work may be undertaken:	• in various work environments in warehousing, storage, transport and distribution industries
Customers may be:	• internal or external
Operations may be conducted:	• by day or night
The workplace environment may involve:	• twenty-four hour operation • single and multi-site location • large, medium and small workplaces
Services, products, risks, work systems and requirements:	• potentially vary in different sections of the enterprise
Contracts may be for:	• singular or continuous supply of goods and/or services
Document/data interchange may be:	• electronic • paper-based

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RANGE STATEMENT

Clients/customers/suppliers may include:	• domestic and international contractors • corporations • individuals • government agencies
Contract must conform to:	• relevant legislation in regard to issues of probity and fair dealings
Consultative processes may involve:	• employees, supervisors and managers • contractors • suppliers and current or potential clients • legal representatives, financial managers, accountants • relevant authorities, government departments and institutions • representatives of other enterprises and organisations related to the international transfer of freight • industrial relations and OH&S specialists • other professional, maintenance and technical staff
Communications systems may involve:	• fixed and mobile telephone • radio • fax • email • electronic data transfer of information • mail, forms and internal memos
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	• company procedures • enterprise procedures • organisational procedures • established procedures
Documentation/records may include:	• codes of practice and regulations relevant to the transport and distribution contractual arrangements • legal and contract documentation • workplace operating procedures and policies • operations manuals, job specifications and procedures and induction documentation • supplier and/or client instructions • Australian and International standards, criteria and certification requirements • communications technology equipment and oral, aural or signed communications • quality assurance standards and procedures • emergency procedures • relevant competency standards and training materials

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RANGE STATEMENT

Applicable procedures and codes may include:	• QA plans, data and document control • conditions of service, legislation and industrial agreements including workplace agreements and awards • regulations and codes of practice relevant to contractual arrangements • Australian and international regulations and codes of practice for the handling and transfer of dangerous goods and hazardous substances • relevant financial regulations • Australian and international standards and certification requirements • relevant state/territory OH&S legislation • relevant state/territory environmental protection legislation • relevant licence or permit requirements and associated regulations • relevant workplace relations legislation • relevant workers compensation legislation • equal opportunity, equal employment opportunity and affirmative action legislation

Unit Sector(s)

Not Applicable

Competency Field

Competency Field R - Contract Procurement

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SIF Funeral Services

Modification History

Not applicable.

Credit Arrangements

Qualification Code	Qualification Title	Credit Arrangement Details
		At the time of endorsement of this Training Package no national credit arrangements exist.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6

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SIFSS00003 Induction to the Funeral Services Industry

Modification History

Not applicable.

Skill Set Description

Not applicable.

Pathways Information

These units provide a credit towards a range of qualifications within the SIF Funeral Services Training Package.

Licensing/Regulatory Information

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

Skill Set Requirements

Unit Code	Unit Title
SIFXCSS001	Provide service to clients
SIFXIND002	Work effectively in the funeral services industry
SIFXIND003	Deal with grief responses

Target Group

This skill set provides the essential skills and knowledge required for work in the funeral services industry. The intent is to meet the need of new employees for structured and meaningful induction while also furthering completion of a full national qualification.

Suggest words for Statement of Attainment

These competencies from the SIF Funeral Services Training Package meet the induction requirements to work within the funeral services industry.

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SIFSS00004 Safe Gravedigging

Modification History

Not applicable.

Skill Set Description

Not applicable.

Pathways Information

These units provide a credit towards the SIF30213 Certificate III in Gravedigging, Grounds and Maintenance.

Licensing/Regulatory Information

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

Skill Set Requirements

Unit Code	Unit Title
SIFCBCR002	Backfill and make good graves
SIFCBCR003	Dig graves manually
SIFCBCR006	Prepare for gravedigging
SIFCBCR007	Dig graves using machinery
SIFCBCR008	Consolidate collapsed graves
SIFCBCR010	Exhume burial sites
SIFCWHS001	Identify hazards and assess risks in a cemetery or crematorium
SIFCWHS002	Work in confined spaces
SIFXWHS001	Follow work health and safety procedures

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Target Group

This skill set provides the skills and knowledge required by individuals working in a cemetery preparing, digging and backfilling graves.

It targets those existing cemetery workers who currently fulfil a generalist grounds maintenance and labouring role, and require specialist technical skills in safe gravedigging to allow them to operate as multi-skilled cemetery personnel.

Suggest words for Statement of Attainment

These competencies from the SIF Funeral Services Training Package meet industry requirements for ground maintenance personnel involved in safe gravedigging.

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SIFSS00005 Safe Exhumation of Burial Sites

Modification History

Not applicable.

Skill Set Description

Not applicable.

Pathways Information

These units provide a credit towards the SIF30213 Certificate III in Gravedigging, Grounds and Maintenance.

Licensing/Regulatory Information

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

Skill Set Requirements

Unit Code	Unit Title
SIFCWHS001	Identify hazards and assess risks in a cemetery or crematorium
SIFCWHS002	Work in confined spaces
SIFCBCR010	Exhume burial sites

Target Group

This skill set provides the skills and knowledge required by those working in the funeral services industry to safely exhume burial sites. It targets those existing cemetery and crematoria workers and funeral directors who require specialist technical skills in safe exhumation of burial sites to allow them to operate as multi-skilled personnel.

Suggest words for Statement of Attainment

These competencies from the SIF Funeral Services Training Package meet skills required to undertake safe exhumation of burial sites.

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