



Australian Government

Department of Education, Employment and Workplace Relations

SIF20108 Certificate II in Funeral Operations

Revision Number: 1

SIF20108 Certificate II in Funeral Operations

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in assisting funeral directors to conduct funerals or to undertake mortuary assistant duties, depending on the qualification stream chosen. All qualification outcomes require knowledge and application of funeral services industry protocols when dealing with the bereaved. Work would be undertaken in a funeral home or mortuary.

This qualification is designed to reflect the role of employees who work under supervision. It involves the use of a broad knowledge base incorporating some theoretical concepts and requires the identification, analysis and evaluation of information from a variety of sources. This qualification is suitable for an Australian apprenticeship pathway.

Job roles

Graduates with this qualification who undertake the specialist funeral stream could 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.

Graduates with this qualification who undertake the specialist mortuary administration stream could work in a funeral home mortuary providing administration and operational support, which may include contact with deceased remains.

Possible job titles include:

- funeral director's assistant
- mortuary assistant
- funeral escort or driver.

Prerequisite requirements

There are no prerequisites for entry to this qualification or units within this qualification with prerequisites.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY SIF20108 Certificate II in Funeral Operations

The following table contains a summary of the employability skills required by the funeral services industry for this qualification. The employability skills facets described here are broad industry requirements that may vary depending on qualification packaging options.

Employability skill	Industry/enterprise requirements for this qualification include:
Communication	Use written and verbal communication skills to determine and confirm work requirements and client needs and to share workplace-related information with internal and external personnel. Read and interpret workplace documentation and complete written documentation to meet workplace and regulatory requirements. Conduct all communications according to funeral services industry communication protocols for dealing with the bereaved.
Problem solving	Identify and clarify problems and develop solutions using existing workplace policies, procedures and practices. Recognise and refer issues beyond own scope of authority for resolution by a supervisor or manager, depending on workplace policy and procedure.
Initiative and enterprise	Take proactive responsibility for own areas of work performance and actively apply workplace policies and procedures to work roles. Take positive action to report hazards or risk situations to supervisors.
Teamwork	Work collaboratively with other team members and external personnel according to workplace policy and procedures and within boundaries of own work responsibilities. Support the team by taking responsibility for own work and acting on instructions from supervisor or manager.
Planning and organising	Understand scope of own work based on relevant workplace information. Use and maintain required resources and manage risk in the context of the job role, established authorities and workplace policy and procedures.
Self-management	Understand and follow legislative and workplace requirements relevant to scope of own work. Monitor own grief responses. Take responsibility for own work performance according to workplace policy and procedures and established workplace practices.
Learning	Identify personal strengths and weaknesses in the context of the job role and take responsibility for formal and informal ongoing learning. Identify and assess sources of funeral services industry information sources. Share skills and knowledge in the workplace through the provision of feedback to other staff, including managers and supervisors.
Technology	Use and maintain a range of technology such as electronic

Employability skill	Industry/enterprise requirements for this qualification include:
	communication equipment for those performing job roles associated with the specialist funeral stream of the qualification. Use and maintain a range of engraving and sterilising equipment for those performing job roles associated with the specialist mortuary administration stream of the qualification. Recognise and report faulty equipment and follow workplace OHS procedures.

Due to the variations in job outcomes related to the specialist streams required by this qualification, the industry/enterprise requirements described above for each employability skill are representative of the industry in general and may not reflect specific job roles. Learning and assessment strategies for this qualification should be based on the requirements of the units of competency for this qualification.

Packaging Rules

QUALIFICATION RULES

To achieve a Certificate II in Funeral Operations, 12 units must be completed:

- 5 core units
- 3 units from one of the following Specialist Streams:
 - Specialist Stream A: Funeral
 - Specialist Stream B: Mortuary Administration
- 4 elective units:
 - a minimum of two elective units must be selected from the elective units listed below
 - a maximum of two elective units not appearing in the list below may be selected from any endorsed Training Package or accredited course.
 - 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

SIFCCS001B	Provide service to clients
SIFIND001B	Work effectively in the funeral services industry
SIFIND002A	Deal with grief and trauma
SIFOHS002A	Follow infection and contamination control procedures
SIFOHS001A	Follow OHS procedures

or

SIFOHS003A Follow mortuary OHS procedures

SPECIALIST STREAM UNITS

Specialist Stream A: Funeral

SIFFNL001A Transfer deceased persons

SIFFNL002A Assist with the conduct of a funeral

SIFTVM001A Drive funeral vehicles

SIFTVM002A Inspect and maintain vehicles and equipment

TLIC107C Drive vehicle

Specialist Stream B: Mortuary Administration

BSBINM201A Process and maintain workplace information

SIFMWK001A Encoffin the deceased person

SIFMWK002A Maintain linen supplies

SIFMWK003A Clean and sterilise mortuary items and equipment

ELECTIVE UNITS

Burials and Cremations

SIFBCR002A Transfer coffins and caskets

SIFBCR004A Bury coffins and caskets

SIFBCR006A Coordinate chapel operations

Building and Grounds Maintenance

SIFBGM002A Maintain property and structures

Client and Customer Service

SIFCCS002A Prepare and present finger food

Funeral Operations

SIFFNL001A Transfer deceased persons

SIFFNL002A Assist with the conduct of a funeral

Mortuary Work and Embalming

SIFMWK001A Encoffin the deceased person

SIFMWK002A Maintain linen supplies

SIFMWK003A Clean and sterilise mortuary items and equipment

Tools, Vehicles and Machinery

SIFTVM001A Drive funeral vehicles

SIFTVM002A Inspect and maintain vehicles and equipment

Imported units of competency

BSBADM101A	Use business equipment and resources
BSBCMN207A	Prepare and process business/financial documents
BSBINM201A	Process and maintain workplace information
BSBINM202A	Handle mail
BSBITU202A	Create and use spreadsheets
BSBWOR204A	Use business technology
HLTFA301B	Apply first aid
SITHFAB009A	Provide responsible service of alcohol
SITHFAB010A	Prepare and serve non-alcoholic beverages
TLIC107C	Drive vehicle
TLID1007C	Operate a forklift
TLIJ107C	Apply quality procedures