



Australian Government

Department of Education, Employment and Workplace Relations

SIF30108 Certificate III in Cemetery and Crematorium Operations

Revision Number: 1

SIF30108 Certificate III in Cemetery and Crematorium Operations

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of roles in a cemetery or crematorium depending on the specialist stream and elective options chosen. All qualification outcomes require knowledge and application of funeral services industry protocols when dealing with the bereaved. Work would be undertaken in a cemetery or crematorium.

This qualification is designed to reflect the role of employees who work relatively autonomously and may coordinate and supervise others. 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 administration stream could work in a cemetery or crematorium providing sales and customer services and scheduling burial or cremation operations.

Graduates with this qualification who undertake the specialist burials stream could work in a cemetery coordinating staff in the preparation and reinstatement of burial sites and associated burial works.

Graduates with this qualification who undertake the specialist cremations stream could work in a crematorium performing cremations.

Possible job titles include:

- customer service consultant
- sales consultant
- administrative officer
- crematorium operator
- leading hand.

Prerequisite requirements

There are no prerequisites for entry to this qualification.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS SUMMARY

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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 information sourced from existing workplace policies and procedures and through consultation with other staff. 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 positive action to report hazards or risk situations to supervisors and to recommend possible treatments. Take proactive responsibility for own areas of work performance and actively apply workplace policies and procedures to work roles.
Teamwork	Work collaboratively with other team members and with external personnel according to workplace policy and procedures and within the boundaries of own work responsibilities. Support the team by taking responsibility for own work, providing feedback to and acting on instructions from supervisor or manager.
Planning and organising	Understand the scope of own work based on relevant workplace information. Use and maintain required resources and report faults. Prepare staff rosters for those performing job roles associated with the specialist burials stream of the qualification.
Self-management	Understand and follow legislative and workplace requirements relevant to the scope of work. Monitor own grief responses. Take responsibility for own work performance according to workplace policy and procedures and established workplace practices. Take responsibility for the use of equipment and resources.
Learning	Take responsibility for formal and informal ongoing learning. Identify and assess sources of funeral services industry information sources.

Employability skill	Industry/enterprise requirements for this qualification include:
	Share skills and knowledge in the workplace through the provision of feedback to other staff, including managers and supervisors.
Technology	Recognise and report faulty equipment and follow workplace OHS procedures. Use computer equipment to access records and information for those performing job roles associated with the specialist administration stream of the qualification. Use and maintain cremator and associated equipment for those performing job roles associated with the specialist cremations stream of the qualification.

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 III in Cemetery and Crematorium Operations, 13 or 14 units must be completed, depending on the specialist stream undertaken:

- all 4 core units
- all units from one of the following Specialist Streams:
 - Specialist Stream A: Administration: 2 units
 - Specialist Stream B: Burials: 2 units
 - Specialist Stream C: Cremations: 1 unit
- 8 elective units:
 - a minimum of six elective units must be chosen 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)
 - elective units must be additional to those already counted towards a lower level qualification within this Training Package.

CORE UNITS

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

SPECIALIST STREAM UNITS**Specialist Stream A: Administration**

SIFBCR008A	Schedule burials or cremations
BSBRKG303B	Retrieve information from records

Specialist Stream B: Burials

SIFBCR001B	Coordinate burial site preparation and reinstatement
SIFMGT002A	Coordinate staff

Specialist Stream C: Cremations

SIFBCR011A	Cremate coffins and caskets
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ELECTIVE UNITS	
Burials and Cremations	
SIFBCR001B	Coordinate burial site preparation and reinstatement
SIFBCR004A	Bury coffins and caskets
SIFBCR008A	Schedule burials or cremations
SIFBCR011A	Cremate coffins and caskets
SIFBCR013A	Coordinate the collection or memorialisation of cremated remains
SIFBCR015A	Memorialise cremated remains
SIFBCR026A	Manage lift and reposition or deepen operations
Client and Customer Service	
SIFCCS003A	Liaise with community
SIFCCS004A	Coordinate interaction with clients
Governance and Legal Compliance	
SIFGLC001A	Maintain and care for historical records
SIFGLC002A	Control and order goods
SIFGLC003A	Conduct internal quality audits
Working in Industry	
SIFIND003A	Participate in industry networks

Management and Leadership

SIFMGT001A Coordinate a team

SIFMGT002A Coordinate staff

Marketing and Public Relations

SIFMPR001A Implement marketing and promotional activities

Occupational Health and Safety

SIFOHS006A Implement and monitor OHS procedures

SIFOHS007A Identify hazards and assess risks in a cemetery or crematorium

Sales

SIFSLS001A Sell funeral and burial products and services

SIFSLS002A Sell pre-need funeral and burial products and services

Imported units of competency

BSBFIA301A	Maintain financial records
BSBITU306A	Design and produce business documents
BSBRKG301B	Control records
BSBRKG303B	Retrieve information from records
BSBRKG304B	Maintain business records
HLTFA301B	Apply first aid
RTC2012A	Plant trees and shrubs
SRXEMR001A	Respond to emergency situations
TAADEL301C	Provide training through instruction and demonstration of work skills