



Australian Government

Department of Education, Employment and Workplace Relations

SIF30308 Certificate III in Funeral Operations

Revision Number: 1

SIF30308 Certificate III in Funeral Operations

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of funeral operations or mortuary work roles 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 and the deceased. Work would be undertaken in a funeral home or mortuary.

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 mortuary administration stream could work in a mortuary carrying out support activities and body preparation procedures under supervision.

Graduates with this qualification who undertake the specialist funeral stream could work in a funeral home carrying out funeral and burial sales activities and assisting with the conduct of funerals.

Possible job titles include:

- funeral director's assistant
- funeral arranger or conductor
- mortuary assistant
- customer service consultant.

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

SIF30308 Certificate III 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. Use negotiation skills to advise on and recommend burial and funeral products for those performing job roles associated with the specialist funeral stream of the qualification.
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 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 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 manage risk in the context of 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. Take responsibility for the use of equipment.
Learning	Take responsibility for formal and informal ongoing learning. Share

Employability skill	Industry/enterprise requirements for this qualification include:
	skills and knowledge in the workplace through the provision of feedback to other staff, including managers and supervisors.
Technology	Use and maintain OHS equipment. Recognise and report faulty equipment and follow workplace OHS procedures. Use and maintain sterilising equipment for those performing job roles associated with the specialist mortuary administration stream of the qualification. Use payment processing equipment for those performing job roles associated with the specialist funeral 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 Funeral Operations, 13 or 14 units must be completed, depending on the specialist stream undertaken:

- all 5 core units
- 1 or 2 units from one of the following Specialist Streams:
 - Specialist Stream A: Mortuary Administration: 1 unit
 - Specialist Stream B: Funeral: 2 units
- 7 elective units:
 - a minimum of four elective units must be selected from the elective units listed below
 - a maximum of three 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.

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 A: Mortuary Administration

SIFMWK004B	Coordinate mortuary operations
------------	--------------------------------

Specialist Stream B: Funeral

SIFFNL003A	Arrange funerals
SIFFNL004A	Arrange and oversee viewings
SIFSLS001A	Sell funeral and burial products and services
SIFSLS002A	Sell pre-need funeral and burial products and services

Burials and Cremations

SIFBCR002A	Transfer coffins and caskets
SIFBCR025A	Exhume a burial site

Client and Customer Service

SIFCCS003A	Liaise with community
SIFCCS004A	Coordinate interaction with clients

Funeral Operations

SIFFNL003A	Arrange funerals
SIFFNL004A	Arrange and oversee viewings
SIFFNL007A	Conduct a funeral

Governance and Legal Compliance

SIFGLC001A	Maintain and care for historical records
SIFGLC002A	Control and order goods

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
------------	--

Mortuary Work and Embalming

SIFMWK001A	Encoffin the deceased person
SIFMWK004B	Coordinate mortuary operations
SIFMWK005A	Determine body preparation requirements
SIFMWK006A	Cleanse and disinfect deceased bodies
SIFMWK007A	Set facial features
SIFMWK008A	Restore minor body damage
SIFMWK009A	Restore head damage on autopsied cases
SIFMWK010A	Restore and set eyes after eye donation
SIFMWK011A	Dress bodies and apply cosmetics

Occupational Health and Safety

SIFOHS003A	Follow mortuary OHS procedures
SIFOHS004A	Work in confined spaces
SIFOHS005A	Implement and monitor infection and contamination control practices
SIFOHS006A	Implement and monitor OHS procedures
SIFOHS007A	Identify hazards and assess risks in a cemetery or crematorium

Sales

SIFSL002A	Sell pre-need funeral and burial products and services
-----------	--

Imported units of competency

SRXEMR001A	Respond to emergency situations
TAADEL301C	Provide training through instruction and demonstration of work skills