



Australian Government

Department of Education, Employment and Workplace Relations

SIF40108 Certificate IV in Funeral Services

Revision Number: 1

SIF40108 Certificate IV in Funeral Services

Modification History

Not applicable.

Description

This qualification provides the skills and knowledge for an individual to be competent in a range of funeral services activities and functions requiring funeral services industry management knowledge and skills. 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, cemetery or crematorium.

This qualification is designed to reflect the role of employees who work autonomously and coordinate and supervise others. It involves the use of a broad knowledge base incorporating 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 a funeral home as a funeral director responsible for all aspects of the conduct of funerals and the coordination and management of all staff involved.

Graduates with this qualification who undertake the specialist burials and cremations stream could work in a cemetery or crematorium managing burials, burial works and cremation services.

Graduates with this qualification who undertake the specialist building and grounds maintenance stream could work in a cemetery managing grounds and maintenance works and activities.

Possible job titles include:

- funeral director
- cemetery manager
- crematorium manager.

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	Communicate effectively with staff and managers or supervisors on day-to-day operational matters and workplace policy or procedural requirements. Provide constructive feedback to staff on work performance. Read, analyse and communicate workplace information to staff and other managers or supervisors. Write reports and complete business documentation in the context of the job role.
Problem solving	Identify operational and performance management problems, individually or in the context of a team management structure. Clarify issues and apply existing policies and infrastructure to source information and resources and develop practical and sustainable solutions. Monitor OHS implementation and identify and address areas of concern.
Initiative and enterprise	Provide positive feedback, encourage staff to improve performance and be receptive to staff feedback on operational and performance issues. Translate ideas into action by developing and implementing appropriate staff development.
Teamwork	Develop teams and individuals through systematic identification and analysis of staff development needs. Work independently to complete own tasks while supporting other staff members where appropriate.
Planning and organising	Establish and communicate clear goals and deliverables for self and staff members within the context of organisational objectives. Develop and implement strategies to monitor and achieve product and service standards. Coordinate resources to ensure that work is carried out according to timelines and priorities.
Self-management	Understand and apply legislative requirements and responsibilities. Understand how own job role fits into the context of wider business values and directions. Maintain own knowledge of the job role, review own performance and actively seek and act upon advice and guidance. Monitor own grief responses.
Learning	Accept opportunities to learn new ways of doing things and share knowledge and skills in the workplace to improve overall work performance. Support the learning of other staff by developing and

Employability skill	Industry/enterprise requirements for this qualification include:
	implementing staff development plans. Establish and use funeral services industry and business networks.
Technology	Adapt to new business-related technology skill requirements and select and use business or other information and communications technology where relevant, to support business operations and planning in the context of key business performance objectives and personal job role.

Due to the variations in job outcomes related to the specialist streams and the proportion of electives 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 IV in Funeral Services, 14 units must be completed:

- all 7 core units
- 1 unit from one of the following Specialist Streams:
 - Specialist Stream A: Funeral
 - Specialist Stream B: Burials and Cremations
 - Specialist Stream C: Building and Grounds Maintenance
- 6 elective units:
 - a minimum of four 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)
 - elective units must be additional to those already counted towards a lower level qualification within this Training Package.

CORE UNITS

SIFIND001B	Work effectively in the funeral services industry
SIFIND002A	Deal with grief and trauma

SIFMGT001A	Coordinate a team
SIFMGT003A	Supervise staff
BSBLED401A	Develop teams and individuals
BSBCUS501A	Manage quality customer service
SIRXOHS003A	Provide a safe working environment

SPECIALIST STREAM UNITS

Specialist Stream A: Funeral

SIFFNL003A	Arrange funerals
SIFFNL007A	Conduct a funeral
SIFFNL008B	Coordinate funeral operations

Specialist Stream B: Burials and Cremations

SIFBCR010A	Supervise burials
SIFBCR014A	Supervise cremations
SIFBCR019A	Coordinate burial works

Specialist Stream C: Building and Grounds Maintenance

SIFBGM006A	Evaluate building and grounds maintenance and development needs
SIFBGM007A	Coordinate building and grounds maintenance and development

ELECTIVE UNITS (CONTINUED)	
Burials and Cremations	
SIFBCR005B	Install burial vaults
SIFBCR006A	Coordinate chapel operations
SIFBCR007A	Prepare vaults or crypts for burials
SIFBCR008A	Schedule burials or cremations
SIFBCR009A	Reinstate vaults or crypts
SIFBCR010A	Supervise burials
SIFBCR012A	Arrange and oversee viewings of cremations
SIFBCR016A	Supervise exhumations
SIFBCR022A	Coordinate monument installation
Building and Grounds Maintenance	
SIFBGM006A	Evaluate building and grounds maintenance and development needs
SIFBGM007A	Coordinate building and grounds maintenance and development
Client and Customer Service	
SIFCCS003A	Liaise with community

Funeral Operations

SIFFNL003A	Arrange funerals
SIFFNL004A	Arrange and oversee viewings
SIFFNL005A	Arrange intrastate and interstate repatriations
SIFFNL006A	Arrange international repatriations
SIFFNL007A	Conduct a funeral
SIFFNL008B	Coordinate funeral operations
SIFFNL009A	Plan and conduct a funeral ceremony

Governance and Legal Compliance

SIFGLC002A	Control and order goods
SIFGLC003A	Conduct internal quality audits
SIFGLC004A	Monitor contracted services and supplies

Working in Industry

SIFIND003A	Participate in industry networks
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Marketing and Public Relations

SIFMPR002A	Prepare and conduct tours
SIFMPR003A	Liaise with the media
SIFMPR004A	Develop marketing strategies and activities

Occupational Health and Safety

SIFOHS003A	Follow mortuary OHS procedures
SIFOHS004A	Work in confined spaces
SIFOHS007A	Identify hazards and assess risks in a cemetery or crematorium

Sales

SIFSL001A	Sell funeral and burial products and services
SIFSL003A	Lead a sales team

Imported units of competency

BSBITS401A	Maintain business technology
BSBITU402A	Develop and use complex spreadsheets
BSBMGT403A	Implement continuous improvement
BSBRKG402B	Provide information from and about records
BSBRKG403B	Set up a business or records system for a small office
BSBSBM301A	Research business opportunities
BSBSMB402A	Plan small business finances
BSBSMB404A	Undertake small business planning
BSBSMB405A	Monitor and manage small business operations
BSBSMB406A	Manage small business finances
FNSACCT503B	Manage budgets and forecasts
FNSICORG516B	Prepare financial reports to meet statutory requirements
RTC3805A	Coordinate work site activities
SIRXHRM001A	Administer human resources policy
SIRXHRM002A	Recruit and select personnel
TAADEL301C	Provide training through instruction and demonstration of work skills
TLIR207C	Source goods/services and evaluate contractors
TLIR307C	Negotiate a contract