



Australian Government

Department of Education, Employment and Workplace Relations

SIFFNL008B Coordinate funeral operations

Release: 1

SIFNL008B Coordinate funeral operations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to oversee and coordinate all funeral-related operations and scheduling.

Application of the Unit

Application of the unit

This unit applies to funeral coordinating staff and requires the application of communication, planning and problem-solving skills to liaise with clients and funeral and external personnel to identify, organise and schedule funerals. It involves working autonomously with a high level of responsibility and coordinating and supervising the work of others.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units

Nil

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 Coordinate and schedule funeral services.	1.1 Liaise with <i>funeral staff</i> to identify <i>funeral requests and requirements</i> and check <i>relevant documentation</i> . 1.2 Identify <i>resourcing requirements</i> for individual funeral operations. 1.3 Identify availability of resources by checking schedules and consulting with <i>relevant personnel</i> . 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 according to <i>workplace policies and procedures</i> .
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 according to workplace policies and procedures. 2.3 Address scheduling or availability difficulties identified by staff.

ELEMENT	PERFORMANCE CRITERIA
	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 according to workplace policies and procedures.
	3.3 Oversee vehicle and equipment preparation according to workplace policies and procedures.
	3.4 Develop contingency plans to allow for unforeseen vehicle and equipment issues and implement as required.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills, including clear and direct communication and active listening and questioning techniques to liaise with appropriate personnel, using language and concepts appropriate to cultural differences and using and interpreting non-verbal communication to display empathy, respect and courtesy to clients
- organisational and self-management skills to complete required tasks according to client requirements and workplace policies and procedures and required timeframes
- problem-solving skills to deal with contingencies when scheduling staff and using vehicles and equipment
- teamwork skills to consult with staff and other funeral personnel to confirm schedules and identify and organise required resources
- literacy and numeracy skills to interpret written documentation and instructions, check relevant documentation and develop funeral schedules
- customer service skills, including ability to maintain confidentiality of client information.

Required knowledge

- procedures for funeral operations
- workplace policies and procedures regarding funeral operations
- 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.

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.

Critical aspects for assessment and evidence required to

Evidence of the following is essential:

- ability to accurately interpret a schedule for a series of

EVIDENCE GUIDE

demonstrate competency in this unit

pre-determined funeral arrangements and coordinate operational details for multiple funerals that meet these requirements

- ability to 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
- effect vive coordination and management of staff and resources demonstrating leadership and decision making skills
- coordinating funeral operations on multiple occasions to ensure consistency of performance and ability to respond to different situations.

Context of and specific resources for assessment

Assessment must ensure:

- access to appropriate computers, communication technology and software programs to coordinate funeral operations
- liaison with relevant personnel and monitoring of vehicle preparation
- access to relevant documentation, such as staffing rosters and funeral schedules and rosters
- access to funeral vehicle.

EVIDENCE GUIDE

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 candidate:
 - identifying procedures and resources required to coordinate and schedule funeral services
 - coordinating funeral staff and vehicle and equipment requirements
 - consulting staff and liaising with funeral and external personnel to identify, organise and confirm operation schedule
- written or verbal questioning to assess knowledge and understanding of relevant procedures regarding funeral arranging
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIFFNL003A Arrange funerals.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

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. 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. 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.

Funeral staff may include:

- funeral director
- funeral arranger
- transfer staff
- transportation services
- mortuary technician
- embalmer
- cemetery representatives
- church or chapel coordinator.

Funeral requests and requirements may include:

- time
- date
- location
- viewings
- transport requirements
- special requirements
- catering
- audiovisual recording of funeral
- music and visual presentations.

RANGE STATEMENT

Relevant documentation may include:

- funeral arranger's briefing notes
- casket or coffin orders
- application for burial or cremation
- order for cremation
- permit for cremation
- celebrant's instructions
- embalming form and details
- prearrangement costing details.

Resourcing requirements may include:

- staff
- transfer vehicles
- hearses
- motorcycles
- transfer equipment
- lifting equipment.

Relevant personnel may include:

- clergy or celebrant
- organist
- choir
- florist
- caterer
- printer
- hospital or nursing home staff
- stonemason
- legal representative
- embassy officials
- support groups
- government regulators
- registrar of births, deaths and marriages
- treating doctor
- coroner.

RANGE STATEMENT

Workplace policies and procedures may include:

- OHS
- manual handling
- personal presentation, such as:
 - company uniform
 - business unit
 - morning suit
- communication protocols
- authorisations and responsibilities of staff
- contingency procedures
- quality assurance procedures
- emergency procedures, including fire and accident procedures
- security procedures
- workplace practices in regard to environmental considerations
- reporting requirements.

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Funeral Operations