



Australian Government

Department of Education, Employment and Workplace Relations

SIFMWK004B Coordinate mortuary operations

Release: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to receive deceased persons at a funeral home mortuary and release deceased persons to other agencies where authorised, implementing infection control and security procedures to ensure that the mortuary environment remains hygienic and secure. It involves liaison with external personnel and agencies.

Application of the Unit

Application of the unit

This unit applies to funeral home staff and involves working under direction with a reasonable level of autonomy.

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 Receive deceased persons at a mortuary.	<p>1.1 Check transfer <i>documentation</i> is correct and complete and process according to <i>workplace policies and procedures</i>, and <i>relevant legislation</i>.</p> <p>1.2 Transfer the deceased person from vehicle to mortuary according to workplace policies and procedures, and relevant legislation.</p> <p>1.3 Position the deceased person in mortuary according to workplace policies and procedures.</p> <p>1.4 Complete personal effects register according to workplace policies and procedures.</p>
2 Maintain mortuary environment.	<p>2.1 Update mortuary occupancy register according to workplace policies and procedures, and relevant legislation.</p> <p>2.2 Monitor and maintain required temperature of mortuary according to workplace policies and procedures.</p> <p>2.3 Monitor and maintain cleanliness, tidiness and security of the mortuary according to workplace policies and procedures.</p>

ELEMENT	PERFORMANCE CRITERIA
3 Maintain mortuary equipment.	<p>3.1 Maintain inventory of specialist and non-specialist <i>mortuary equipment</i> according to workplace policies and procedures.</p> <p>3.2 Conduct regular inspections of equipment and determine serviceability according to manufacturer guidelines.</p> <p>3.3 Monitor equipment servicing schedules according to workplace policies and procedures and arrange routine service and repairs as required.</p> <p>3.4 Maintain equipment service or repair records according to workplace policies and procedures.</p>
4 Release deceased persons to other relevant agencies.	<p>4.1 Liaise with <i>key personnel</i> as required to determine arrangements for release of the deceased person to <i>relevant agency</i>.</p> <p>4.2 Complete required release documentation and processes according to workplace policies and procedures, and relevant legislation.</p> <p>4.3 Remove the deceased person from mortuary at appointed time according to workplace policies and procedures, and relevant legislation.</p>

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- infection control practices and safe manual handling techniques
- communication skills, including clear and direct communication and active listening and questioning techniques to liaise with relevant agencies and key personnel to manage receipt and release of deceased persons
- organisational skills to manage receipt and release of deceased persons
- literacy and numeracy skills to accurately check and complete required documentation
- problem-solving skills to monitor and manage the maintenance of mortuary equipment.

Required knowledge

- workplace policies and procedures for receiving and releasing deceased persons
- documentation requirements
- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to transfer documentation, OHS, infection control and handling human remains
- environmental impacts regarding mortuary operations and minimal impact practices to reduce these
- correct and environmentally sound disposal methods for all types of waste and in particular for hazardous substances
- funeral services industry parameters and protocols for dealing with the deceased.

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 demonstrate competency in this unit

Evidence of the following is essential:

- the ability to receive, position and release deceased persons and to accurately review and complete documentation for receiving and releasing deceased persons

EVIDENCE GUIDE

- monitoring and maintenance of mortuary equipment availability and serviceability, the cleanliness and security of mortuary
- knowledge of infection control practices and safe manual handling techniques
- coordinating mortuary operations over a period of time to ensure consistency of performance and ability to respond to and evaluate different situations.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills in a mortuary facility where deceased persons can be received and correct temperature and security requirements can be maintained
- access to relevant documentation, such as mortuary occupancy register
- access to mortuary equipment.

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 receiving, positioning and releasing deceased persons at a mortuary and applying relevant legislation and workplace policies and procedures to maintain mortuary environment
- written or verbal questioning to assess knowledge and understanding of relevant procedures with regard to maintaining a mortuary and releasing deceased persons to other relevant agencies
- review of workplace documents completed by candidate
- 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:

- SIFMWK005A Determine body preparation requirements.

Employability skills embedded in this unit should be

EVIDENCE GUIDE

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.

Documentation may include:

- Death Certificate or Certificate of Life Extinct
- notification of life extinct
- coroner's warrant
- medical report
- transfer instructions
- waterproof identification tag fixed securely to body
- list of personal property, including clothing and shoes for dressing the deceased
- receipts for jewellery and other valuables
- mortuary occupancy register
- embalming form.

RANGE STATEMENT

Workplace policies and procedures may include:

- standard operating policies and procedures
- reporting and recording procedures
- standards and certification requirements
- quality assurance procedures
- OHS procedures, including:
 - infection control
 - manual handling
 - material handling procedures, including hazardous or infectious materials
- emergency procedures, including fire and accident procedures
- security procedures.
- workplace practices in regard to environmental considerations.

Relevant legislation, regulations and codes of practice may include:

- OHS
- Anatomy Act
- Coroner's Act
- federal transportation regulations
- Airlines Act
- Public Health Act
- Environment Protection Act
- Births, Deaths and Marriages Registration
- approved code of practice for embalmers
- Dangerous Goods Act
- local government regulations
- funeral services industry code of practice
- cemetery Acts and by-laws
- Crematorium Acts
- Worksafe Australia certification and standards.

RANGE STATEMENT

Mortuary equipment may include:

- personal protective equipment, including:
 - disposable gloves
 - heavy duty gloves
 - protective overgarments
 - overshoes
 - waterproof aprons
 - masks and goggles
- positioning devices
- aspirating instruments
- sterilisation equipment
- sterilisation chemicals and solutions
- portiboy
- feature setting devices
- instruments and instrument tray
- dressing table
- tubing for aspirating or injecting
- electric drill or grinder
- disinfectant hand solution, paper towels and soap
- body grooming equipment
- plastic laundry bags
- plastic infectious waste bags
- biomedical waste containers for infectious and radioactive human tissue
- pedestal lamps
- linen
- flow meter
- first aid kit
- packs of padding
- cotton packer
- plastic sheeting for wrapping bodies
- waterproof tape
- capsules for transporting babies.

RANGE STATEMENT

- Key personnel** may include:
- transfer workers
 - embalmer
 - embalmer's assistant
 - mortuary technicians
 - other mortuary staff
 - other relevant agency staff.

- Relevant agency** may include:
- Coroner's Office
 - other funeral homes
 - hospitals.

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Mortuary Work and Embalming