

Service and Creative Skills Australia SIF Funeral Services Training Package

Companion Volume Implementation Guide
Version 3.0



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ABOUT SERVICE AND CREATIVE SKILLS AUSTRALIA

As the Jobs and Skills Council for the Arts, Personal Services, Retail, Tourism, and Hospitality sectors, Service and Creative Skills Australia (SaCSA) plays a vital role in ensuring Australia's Vocational Education and Training (VET) system delivers the best outcomes for learners and employers.

Jobs and Skills Councils (JSCs) are industry owned and led not-for-profit organisations, that work in a tripartite arrangement with Government, industry and unions to provide leadership in addressing skills and workforce needs, ensuring a collaborative approach to finding solutions to skills gaps and workforce challenges.

Funded by the Australian Government and managed by the Department of Employment and Workplace relations, ten JSCs have been established to represent and champion a range of in demand sectors.

Jobs and Skills Councils have **four (4) broad roles**:

- **Industry Stewardship** which involves gathering industry intelligence to reliably represent the views and needs of industry back to the VET system and its decision-makers
- **Workforce Planning** which enables industry to identify its workforce development issues and design high-impact solutions, which are then captured in the Committee's national Workforce Plan for the industry
- **Training Product Development** which focusses on improving the quality, speed to market and responsiveness of training products to employer and workforce needs
- **Implementation, promotion and monitoring** which involves supporting training providers, promoting careers and monitoring how well the system is meeting the needs of industry and learners.

Jobs and Skills Councils replace and subsume the work of previous Industry Reference Committees, Skills Service Organisations and Skills Organisations.

OVERVIEW INFORMATION

This Companion Volume Implementation Guide (CVIG) is designed to assist assessors, trainers, Registered Training Organisations (RTOs) and enterprises in delivering the SIF Funeral Services Training Package. It provides advice about the structure of the Training Package; its key features and useful links to more detailed information on a range of related topics.

COMPANION VOLUME IMPLEMENTATION GUIDE DEVELOPMENT PROCESS

A CVIG is initiated in accordance with the requirements of the Standards for Training Packages.

The steps in the Quality Assurance (QA) process as they apply to the CVIG are:

1. The CVIG is developed by the JSC in accordance with Standards 11 and 12:
 - Standard 11: A quality assured Companion Volume Implementation Guide produced by the Training Package developer is available at the time of endorsement and complies with the Companion Volume Implementation Guide template
 - Standard 12: Training Package developers produce other quality assured companion volumes to meet the needs of their stakeholders as required.
2. Content is validated and amended as part of the validation stage in the implementation of the Standards.
3. The CVIG is submitted for external QA with the Training Package changes, to ensure it is available at the time of endorsement.
4. The CVIG is reviewed by the JSC to ensure mapping tables are updated and any additional information is added as required. Proposed changes are subject to industry validation as part of the endorsement process.
5. Where changes are made to a Training Package and minor amendments are required for the CVIG, the JSC includes amendments as part of the validation phase and incorporates the reference in the version control modification history at the front of the CVIG.

VERSION CONTROL AND MODIFICATION HISTORY

Training Packages are dynamic documents and are amended periodically to reflect the latest industry practices. Training Packages are version controlled and so it is essential that the latest release is always used.

In the version control and modification history table below, the latest information is provided first.

Release	Release Date	Comments
3.0	May 2025	6 updated qualifications: • SIF20113 Certificate II in Funeral Operations • SIF30113 Certificate III in Cemetery and Crematorium Operations • SIF30213 Certificate III in Gravedigging, Grounds and Maintenance • SIF30313 Certificate III in Funeral Operations • SIF40125 Certificate IV in Funeral Services • SIF40213 Certificate IV in Embalming Imported units from the following training packages updated: • AHC Agriculture, Horticulture and Conservation and Land Management • BSB Business Services • HLT Health • ICT Information and Communications Technology • SIR Retail Services • SIT Tourism, Travel and Hospitality • SIS Sport, Fitness and Recreation • TAE Training and Education • TLI Transport and Logistics

		The changes reflect removal of deleted units of competency and replacement of superseded elective units of competency within the qualifications.
2.3	April 2022	First Aid unit/s updated in the following qualifications: • SIF20113 Certificate II in Funeral Operations • SIF30113 Certificate III in Cemetery and Crematorium Operations • SIF30213 Certificate III in Gravedigging, Grounds and Maintenance • SIF40213 Certificate IV in Embalming
2.2	March 2021	In response to Skills Reform Ministerial Statement - 9 October 2020, modifications include the removal of unused qualifications and units of competency from the SIF Training Package: Qualifications removed: • SIF10113 Certificate I in Funeral Services • SIF50113 Diploma of Funeral Services Management Units removed: • SIFCCAC007 Arrange and oversee viewings of cremations • SIFFFNL001 Assist with the conduct of funerals • SIFBCR001 Bury coffins and caskets • SIFCBGM003 Clean and maintain public conveniences and amenities • SIFXADQ002 Conduct internal quality audits • SIFCBGM006 Construct signs • SIFCCAC008 Coordinate burial works • SIFCCAC005 Coordinate chapel operations • SIFCCAC009 Coordinate monument installations • SIFXMG002 Coordinate staff • SIFXMPR005 Develop marketing strategies and activities • SIFXVHC001 Drive funeral vehicles • SIFXMPR001 Implement marketing and promotional activities • SIFCBGM004 Install basic masonry structures • SIFBCR012 Install burial vaults • SIFXCSS005 Lead customer service teams • SIFCCAC004 Maintain and care for historical records • SIFCCAC006 Manage lift and reposition or deepen operations • SIFBCR011 Manufacture vault lids • SIFXADQ003 Monitor contracted services and supplies • SIFCBGM005 Place and finish concrete for cemetery or crematorium structures • SIFXIND001 Plan a career in the funeral services industry • SIFBCR009 Remove ledgers and concrete lids • SIFCCAC002 Schedule burials or cremations • SIFCCAC010 Supervise burials • SIFCCAC011 Supervise cremations • SIFCCAC012 Supervise exhumations • SIFXMG004 Support people dealing with grief and trauma • SIFFFNL002 Transfer deceased persons
2.1	July 2015	ISC upgrade. Imported units from the following training packages updated: • BSB Business Services • HLT Health • ICT Information and Communications Technology
2.0	October 2013	Endorsement and release of the following qualification:

		• SIF40213 Certificate IV in Embalming Endorsement and release of the following units of competency: • SIFEMWK009 Apply anatomy and physiology principles to embalming • SIFEMWK010 Restore minor body damage • SIFEMWK011 Treat the head and body after autopsies • SIFEMWK012 Restore and set eyes after eye donations • SIFEMWK013 Determine embalming requirements • SIFEMWK014 Perform arterial embalming of natural cases • SIFEMWK015 Perform arterial embalming of autopsied cases • SIFEMWK016 Treat complex ante mortem cases • SIFEMWK017 Treat complex post mortem cases • SIFEMWK018 Supervise mortuary operations • SIFEMWK019 Design a mortuary
1.1	July 2013	ISC upgrade. Addresses editorial corrections and upload errors in qualification descriptions and packaging rules.
1.0	June 2013	Primary release – replaces SIF08 version 1.0

TRAINING PACKAGES, THE AUSTRALIAN QUALIFICATIONS FRAMEWORK (AQF) AND COMPETENCY STANDARDS

Training Packages

Training packages specify the knowledge and skills required by individuals to perform effectively in the workplace, known as 'competencies' and expressed in units of competency. Training packages also detail how units of competency can be packaged into nationally recognised skill sets and qualifications that align with the AQF.

Training packages prescribe assessment requirements, but they do not prescribe how an individual should be trained.

Training packages are used for a number of purposes, but they are predominantly used:

- by RTOs, to design training curriculum tailored to support individual learner needs, and the needs of employers and industry
- by employers, to assist with workforce design, development and structure.

Training packages consist of the following nationally endorsed training products, which are:

- units of competency, which specify the standard of performance required in the workplace
- assessment requirements (associated with each unit of competency)
- qualifications aligned to the AQF (Certificate I to Advanced Diploma, and Graduate Certificate and Graduate Diploma)
- credit arrangements specifying existing arrangements between training package qualifications and higher education qualifications in accordance with the AQF.

Training packages also consist of the following non-endorsed training product components:

- skill sets
- companion volume implementation guides

Training package products development rules, owned by Skills Ministers, are reviewed regularly to ensure they remain fit-for-purpose. These rules, referred to as the Training Package Organising Framework (TPOF), comprise the:

- **Standards for Training Packages ('the Standards')** – setting the overarching design and development requirements of training products for endorsement by Skills Ministers.
- **Training Package Products Policy (TPPP)** – outlining the design rules that must be adhered to when developing or modifying a training product.
- **Training Package Products Development and Endorsement Process Policy (TPPDEPP)** – outlining the process for developing and seeking the endorsement of training products.

Also, of relevance to the design, development and delivery of training packages are the:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- Standards for Vocational Education and Training Regulators 2015
- National Register of Vocational Education and Training
- Australian Qualifications Framework
- Standards for VET Accredited Courses 2021

The above mentioned legislation can be located on the Australian Government ComLaw website.

Australian Qualifications Framework

The Australian Qualifications Framework (AQF) provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the Vocational Education and Training (VET) sector the AQF enables national recognition of qualifications and Statements of Attainment.

Competency Standards

The broad concept of industry competency is the ability to perform particular tasks and duties to the standard of performance expected in the workplace. Competency standards cover all aspects of workplace performance and involve:

- performing individual tasks
- managing a range of different tasks
- responding to contingencies or breakdowns
- dealing with the responsibilities of the workplace, including working with others.

Workplace competency is the ability to apply relevant skills and knowledge consistently over time and in the required workplace situations and environments.

Competency standards are determined by industry to meet industry skill needs and focus on what is expected of a competent individual in the workplace.

AUSTRALIAN QUALIFICATIONS FRAMEWORK QUALIFICATIONS, SKILL SETS AND UNITS OF COMPETENCY IN THE SIF FUNERAL SERVICES TRAINING PACKAGE

Qualifications

The *SIF Funeral Services Training Package* provides details of the Units of Competency and their Assessment Requirements that must be achieved to award AQF qualifications.

The rules around which Units of Competency can be combined to make up a valid AQF qualification are referred to as the packaging rules. The packaging rules must be followed to ensure the integrity of nationally recognised qualifications issued.

Codes and titles

There are mandatory conventions specified in the Standards for Training Packages for the titles and codes used in Training Packages and their components.

QUALIFICATION CODE Mandatory Field	The qualification code contains the three alpha characters identifying the Training Package, a numeric character identifying the AQF level, a two numeric character sequence identifier, and two numeric characters identifying the year the qualification was endorsed. It must comply with the length specified in the AVETMIS Standard.
QUALIFICATION TITLE Mandatory Field	A Unique title that reflects the qualification outcome. It must comply with the length specified in the AVETMIS Standard (no more than 100 characters).

Each qualification has an eight-character code where the:

- first three characters identify the Training Package
- first number identifies the AQF qualification level
- second and third numbers identify a qualification's position in the sequence of qualifications at that AQF qualification level
- fourth and fifth numbers identify the year in which the qualification was endorsed.

The title of each endorsed Training Package qualification is unique. Qualification titles use the following sequence:

- first, the qualification is identified as either Certificate I, Certificate II, Certificate III, Certificate IV, Diploma, Advanced Diploma, Graduate Certificate, or Graduate Diploma
- this is followed by the words 'in' for Certificates I to IV and Graduate Certificate, and 'of' for Diploma, Advanced Diploma and Graduate Diploma
- then, the industry descriptor, for example Cemetery and Crematorium Operations
- then, if applicable, the occupational or functional stream in brackets.

For example: SIF20113 Certificate II in Funeral Operations

Qualifications in the SIF Funeral Services Training Package

The following AQF qualifications are in the SIF Funeral Services Training Package:

Code	Qualification Title
AQF 2	
SIF20113	Certificate II in Funeral Operations
AQF 3	
SIF30113	Certificate III in Cemetery and Crematorium Operations
SIF30213	Certificate III in Gravedigging, Grounds and Maintenance
SIF30313	Certificate III in Funeral Operations
AQF 4	
SIF40125	Certificate IV in Funeral Services
SIF40213	Certificate IV in Embalming

Skill Sets

Codes and titles

Skill Sets are single Units of Competency or combinations of Units of Competency from an endorsed Training Package/s that link to a licensing or regulatory requirement or a defined industry need.

A Skill Set is awarded with the issuing of a Statement of Attainment.

Each Skill Set has a code that is automatically issued by www.training.gov.au (TGA) where the:

- first three characters identify the Training Package
- next two characters indicate that it is a Skill Set
- numbers identify the Skill Set's position in the sequence of Skill Sets.

Skill Sets in the SIF Funeral Services Training Package

The following skill sets are in the SIF Funeral Services Training Package:

Code	Skill Set Title	Pathways
SIFSS00003	Induction to the Funeral Services Industry	These units provide a credit towards a range of qualifications within the SIF Funeral Services Training Package.
SIFSS00004	Safe Gravedigging	These units provide a credit towards the SIF30213 Certificate III in Gravedigging, Grounds and Maintenance.
SIFSS00005	Safe Exhumation of Burial Sites	These units provide a credit towards the SIF30213 Certificate III in Gravedigging, Grounds and Maintenance.

Units Of Competency

Codes and titles

Units of Competency are nationally agreed statements about the skills and knowledge required for effective performance in the workplace. They outline work outcomes as defined by regulatory requirements and agreed by industry.

As such, they identify the skills and knowledge (as outcomes) that contribute to the whole job function – they do not describe how to perform a particular role.

Each Unit of Competency covers a specific work activity, the range of conditions under which the activity is conducted and the foundation skills essential to performance.

The same Unit of Competency (i.e. specific work activity) can be relevant across a range of AQF qualification levels. It is important to check the packaging rules in qualifications to establish how units can apply.

UNIT CODE Mandatory Field	The unit code contains the three alpha characters identifying the Training Package, followed by alpha and /or a numeric character. It must comply with the length specified in the AVETMIS Standard (no more than 12 characters)
UNIT TITLE Mandatory Field	The title that concisely describes the outcome. It must comply with the length specified in the AVETMIS Standard (no more than 100 characters).

There are mandatory conventions specified in the Standards for Training Packages for the codes and titles used in Training Packages and their components.

The codes are assigned to Units of Competency when the Training Package is endorsed, or when new Units of Competency are added to an existing endorsed Training Package.

Each Unit of Competency has a specific character code where the:

- first three characters identify the Training Package, *for example: SIF*
- next character/s indicates the competency field
- numbers identify a unit's position in the sequence of units in the competency field in the Training Package.

For example: SIFBCR002 Backfill and make good graves

Assessment Requirements

Each Unit of Competency has its own assessment requirements that identify the:

- Performance evidence
- Knowledge evidence
- Assessment conditions.

TITLE Mandatory Field	Assessment Requirements for [Insert Unit of Competency Code and Title]
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The same code is used for the Unit of Competency and its associated assessment requirements.

Units of Competency in the SIF Funeral Services Training Package

The following Units of Competency are in the SIF Funeral Services Training Package:

Code	Unit Title	Usage
C Cemetery and Crematoria		
BCR	Burial and Cremation Operations	
SIFBCR002	Backfill and make good graves	Current
SIFBCR003	Dig graves manually	Current
SIFBCR004	Cremate coffins and caskets	Current
SIFBCR005	Memorialise cremated remains	Current
SIFBCR006	Prepare for gravedigging	Current
SIFBCR007	Dig graves using machinery	Current
SIFBCR008	Consolidate collapsed graves	Current
SIFBCR010	Exhume burial sites	Current
SIFBCR013	Prepare vaults or crypts for burials	Current
SIFBCR014	Reinstate vaults or crypts	Current
SIFBCR015	Operate a backhoe, front-end loader or excavator	Current
BGM	Building and Grounds Maintenance	
SIFCBGM001	Provide general grounds care	Current
SIFCBGM002	Maintain property and structures	Current
SIFCBGM007	Evaluate building and grounds maintenance and development needs	Current
SIFCBGM008	Coordinate building and grounds maintenance and development	Current
CAC	Cemetery and Crematoria Administration and Coordination	
SIFCCAC001	Coordinate burial site preparation and reinstatement	Current
SIFCCAC003	Coordinate the collection or memorialisation of cremated remains	Current
WHS	Work Health and Safety	
SIFCWS001	Identify hazards and assess risks in a cemetery or crematorium	Current
SIFCWS002	Work in confined spaces	Current
E Embalming		
MWK	Mortuary Work and Embalming	
SIFEMWK001	Encoffin deceased persons	Current
SIFEMWK002	Clean and sterilise mortuary items and equipment	Current
SIFEMWK003	Determine body preparation requirements	Current
SIFEMWK004	Coordinate mortuary operations	Current
SIFEMWK005	Cleanse and disinfect deceased persons	Current
SIFEMWK006	Set facial features	Current
SIFEMWK007	Treat abdominal and thoracic cavities	Current
SIFEMWK008	Dress the deceased and apply cosmetics	Current
SIFEMWK009	Apply anatomy and physiology principles to embalming	Current
SIFEMWK010	Restore minor body damage	Current
SIFEMWK011	Treat the head and body after autopsies	Current
SIFEMWK012	Restore and set eyes after eye donations	Current
SIFEMWK013	Determine embalming requirements	Current

SIFEMWK014	Perform arterial embalming of natural cases	Current
SIFEMWK015	Perform arterial embalming of autopsied cases	Current
SIFEMWK016	Treat complex ante mortem cases	Current
SIFEMWK017	Treat complex post mortem cases	Current
SIFEMWK018	Supervise mortuary operations	Current
SIFEMWK019	Design a mortuary	Current
WHS	Work Health and Safety	
SIFEWHS001	Follow mortuary work health and safety procedures	Current
SIFEWHS002	Review and develop mortuary work health and safety policies and procedures	Current
F Funeral Directing		
FNL	Funeral Operations	
SIFFFNL003	Transfer coffins and caskets	Current
SIFFFNL004	Arrange and oversee viewings	Current
SIFFFNL005	Arrange funerals	Current
SIFFFNL006	Arrange intrastate and interstate repatriations	Current
SIFFFNL007	Arrange international repatriations	Current
SIFFFNL008	Coordinate funeral operations	Current
SIFFFNL009	Conduct funerals	Current
SIFFFNL010	Plan and conduct funeral ceremonies	Current
X Cross Sector		
ADQ	Administration and Quality	
SIFXADQ001	Control and order goods	Current
CSS	Client Service and Sales	
SIFXCSS001	Provide service to clients	Current
SIFXCSS002	Advise on funeral and burial products and services	Current
SIFXCSS003	Advise on pre-need funeral and burial products and services	Current
SIFXCSS004	Coordinate interaction with clients	Current
IND	Working in Industry	
SIFXIND002	Work effectively in the funeral services industry	Current
SIFXIND003	Deal with grief responses	Current
SIFXIND004	Participate in industry networks	Current
MGT	Management and Leadership	
SIFXMGT001	Coordinate teams	Current
SIFXMGT003	Supervise staff	Current
MPR	Marketing and Public Relations	
SIFXMPR002	Make presentations to community groups	Current
SIFXMPR003	Prepare and conduct tours	Current
SIFXMPR004	Liaise with the media	Current
WHC	Vehicles	
SIFXVHC002	Inspect and maintain vehicles and equipment	Current
WHS	Work Health and Safety	

SIFXWHS001	Follow work health and safety procedures	Current
SIFXWHS002	Follow infection and contamination control procedures	Current
SIFXWHS003	Implement and monitor work health and safety procedures	Current
SIFXWHS004	Implement and monitor infection and contamination control practices	Current

Qualification Mapping Information

The qualification mapping information maps the SIF Funeral Services Training Package qualifications to previous releases. See [Appendix A: Qualification mapping](#)

Skill Set Mapping Information

The qualification mapping information maps the SIF Funeral Services Training Package skill sets to previous releases. See [Appendix B: Skill Set mapping](#)

Unit Of Competency Mapping Information

The unit of competency mapping information maps the SIF Funeral Services Training Package units of competency to previous releases. See [Appendix C: Unit of Competency mapping](#)

Prerequisite Units of Competency

Candidates must be deemed competent in the required prerequisite unit/s of competency prior to the determination of competency in the Units of Competency they appear in.

The following units of competency have prerequisite requirements:

Unit Code and Title	Prerequisite(s)
SIFBCR003 Dig graves manually	SIFCWS001 Identify hazards and assess risks in a cemetery or crematorium
SIFBCR006 Prepare for gravedigging	SIFCWS001 Identify hazards and assess risks in a cemetery or crematorium
SIFBCR007 Dig graves using machinery	SIFCWS001 Identify hazards and assess risks in a cemetery or crematorium
SIFBCR008 Consolidate collapsed graves	SIFCWS001 Identify hazards and assess risks in a cemetery or crematorium
SIFBCR010 Exhume burial sites	SIFCWS001 Identify hazards and assess risks in a cemetery or crematorium SIFCWS002 Work in confined spaces
SIFBCR014 Reinstall vaults or crypts	SIFCWS001 Identify hazards and assess risks in a cemetery or crematorium SIFCWS002 Work in confined spaces
SIFBCR015 Operate a backhoe, front-end loader or excavator	SIFCWS001 Identify hazards and assess risks in a cemetery or crematorium
SIFCWS002 Work in confined spaces	SIFCWS001 Identify hazards and assess risks in a cemetery or crematorium

Imported Units of Competency and Their Prerequisite Units

The SIF Funeral Services Training Package includes imported Units of Competency from other Training Packages.

Please check the relevant assessment requirements of the source Training Package by accessing the national training website www.training.gov.au (TGA) or a physical copy regarding any special conditions that may apply to the assessment of imported Units of Competency.

For up-to-date releases of the imported units, refer to www.training.gov.au or the respective JSC.

Where any of the Units of Competency listed below are used to form a qualification or Skill Set they do not count as Units of Competency imported under the qualification packaging rules:

- Elective units may be selected from any relevant endorsed Training Package. The elective units must contribute to the vocational outcomes of the qualification

Where imported Units of Competency are selected, care must be taken to ensure that all prerequisite Units of Competency specified are complied with.

Note: *An asterisk after a Unit of Competency code indicates prerequisite requirements for that Unit of Competency.

Unit Code	Unit Title	Usage
Agriculture, Horticulture and Conservation and Land Management		
AHCIRG346	Operate pressurised irrigation systems	Current
AHCLSC208	Install aggregate paths	Current
AHCLSC312 *	Construct brick and block structures and features	Current
AHCLSC321	Install metal structures and features	Current
AHCMOM205	Operate vehicles	Current
AHCPGD207	Plant trees and shrubs	Current
AHCPGD209	Prune shrubs and small trees	Current
AHCPMG202	Treat plant pests, diseases and disorders	Current
AHCWRK317	Coordinate work site activities	Current
Business Services		
BSBESB401	Research and develop business plans	Current
BSBESB403	Plan finances for new business ventures	Current
BSBESB406	Establish operational strategies and procedures for new business ventures	Current
BSBESB407	Manage finances for new business ventures	Current
BSBFIN302	Maintain financial records	Current
BSBINS201	Process and maintain workplace information	Current
BSBINS309	Maintain business records	Current
BSBSUS211	Participate in sustainable work practices	Current
BSBSUS411	Implement and monitor environmentally sustainable work practices	Current
BSBTEC201	Use business software applications	Current
Health		
HLTAID011	Provide First Aid	Current
Information and Communications Technology		
ICTICT221	Identify and use specific industry standard technologies	Current
Retail Services		
SIRXHRM001	Recruit, select and induct team members	Current

Sport, Fitness and Recreation		
SISXEMR003	Respond to emergency situations	Current
Tourism, Travel and Hospitality		
SITEEVT027	Organise event infrastructure	Current
SITEEVT028	Manage on-site event operations	Current
SITXMPR009	Coordinate production of brochures and marketing materials	Current
Training and Education		
TAEDEL311	Provide work skill instruction	Current
Transport and Logistics		
TLIR0004	Negotiate a contract	Current
TLIR4002	Source goods/services and evaluate contractors	Current

REGULATION AND LICENSING IMPLICATIONS FOR IMPLEMENTATION

Licensing and registration requirements that apply to specific industries, and the VET system, vary between each State and Territory, and can regularly change.

There are no occupational and licensing requirements impacting on the SIF Funeral Services Training Package. However, the following requirement applies to the embalming of bodies in NSW:

- Under an NSW public health regulation relating to the disposal of bodies, a person must not embalm a body unless that person has a certificate of proficiency of, or equivalent to, a Certificate IV [Embalming] standard issued by an institute approved by the Director-General of the NSW Department of Health. Candidates in NSW should seek advice from the NSW Department of Health for a current list of approved providers.

Contact the relevant State or Territory Department(s) to check if the licensing/registration requirements described above still apply, and to check if there are any others with which you must comply.

IMPLEMENTATION INFORMATION

KEY FEATURES OF THE TRAINING PACKAGE PATHWAYS

Pathways define a sequence of learning or experience that can be followed to attain competency and describe the way in which training, and assessment is undertaken in an education or training program. They are **not mandatory** and may vary depending on the qualification or training program, the needs of the individual and the industry.

The SIF Funeral Services Training Package is flexible, and many pathways can be constructed to align with individual requirements and business needs. RTOs can work with their clients to apply the flexibility available in the packaging rules to ensure 'fit for purpose outcomes'.

INDUSTRY SECTORS AND OCCUPATIONAL OUTCOMES OF QUALIFICATIONS

The funeral services industry is characterised by small businesses. Over the past couple of decades, the industry has seen the entrance of conglomerate organisations and a greater number of women working in the funeral directing sector of the industry.

The industry offers a broad range of careers, such as coordinating and managing funerals, landscaping and horticultural roles in cemeteries and memorial gardens, embalming and mortuary work as well as accounting, business management and communication roles.

While the industry has a low labour turnover, the majority of employees enter at an older age than in many other industries. Employees in the sector tend to be characterised as experienced and mature, with the average age of employees tending to be above 35 years. This reflects the nature of the work undertaken and the importance placed on tact, empathy and sensitivity. These attributes are seen as a consequence of age and life experience, suggesting that school leavers are not typically appropriate for the industry as they lack this life experience.

There is no formal pathway into the funeral services industry. Training has traditionally been on-the-job, except for specialised roles such as embalming or horticulture. Some companies offer in-house training in a range of skills, such as arranging funerals, dealing with grieving people, administration skills and machinery operation. Some new entrants perform roles similar to those in other industries, such as administration and management, but many others enter the industry in specific funeral services industry roles, such as embalming and cemetery/crematorium operations. This results in a need for significant retraining.

In addition to these training requirements, there is an ongoing need to provide training and skills recognition to existing employees. While there has traditionally been a high degree of support for in-house training, the industry increasingly recognises the value of formalised training to:

- meet the challenges of increased competition from independent and conglomerate funeral businesses and the low-cost funeral market; reflected in growing business integration and amalgamation which ties in with the 'one service' or 'end to end' integrated business approach
- meet changing customer demands, including an increasing demand for cremations and for services tailored to specific cultural groups
- continuously improve customer service provision
- better utilise emerging technologies to improve business outcomes.

The industry is also characterised by an unpredictable demand for services, and this impacts on the availability of staff to undertake structured training.

Funeral services industry sectors

The funeral services industry in Australia consists of different types of businesses providing services and products to members of the Australian community dealing with death and bereavement. It consists of the following sectors:

Cemeteries and Crematoria

Cemeteries and crematoria are involved in the burial or cremation of the deceased. Cemeteries in all states and territories operate on a not-for-profit basis under the State Cemeteries Act and are usually run by local councils, state trustees, or publicly listed companies in some states.

Funeral Directing

The funeral directing sector is involved in the coordination of the activities involved in performing a funeral. This includes arranging and managing the funeral event, transporting, preparing and embalming the deceased and preparation of the coffin or casket.

Embalming

Embalmers primarily work within the funeral directing sector and perform a range of specialised embalming procedures in a mortuary or funeral home mortuary.

Occupational outcomes of qualifications

Qualification	Outcome
SIF20113 Certificate II in Funeral Operations	This qualification reflects the role of individuals who undertake routine work in a range of operations that generally lead to pathways within the funeral services industry. These roles are generally performed working under supervision, with limited autonomy and judgement to complete routine but variable tasks in collaboration with others. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved. These individuals may work in: • funeral homes, assisting the funeral director in transferring deceased remains; preparing, driving and maintaining funeral vehicles; and assisting in the conduct of funerals • funeral home mortuaries, providing administration and operational support, which may include contact with deceased remains • cemeteries, as a handy man or leading hand in grounds maintenance, maintaining properties and
SIF30113 Certificate in Cemetery and Crematoria Operations	This qualification reflects the role of individuals who perform a range of skilled operations in a cemetery or crematorium. Individuals in these roles work relatively autonomously, participate in teams and may coordinate and supervise others. They require discretion and judgement in the provision of service and contingency measures. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved. These individuals, depending on their expertise, may work in: • cemeteries or crematorium, providing sales, customer services and scheduling burial or cremation operations • cemeteries, coordinating staff in the preparation and reinstatement of burial sites and associated burial works • crematorium, performing cremations.

SIF30213 Certificate III in Gravedigging, Grounds and Maintenance	This qualification reflects the role of individuals who perform a range of skilled operations in cemeteries. These operations include preparing, digging and backfilling graves and carrying out grounds and garden care, general maintenance activities and limited construction works. These individuals work relatively autonomously, participate in teams and may coordinate and supervise others. They require discretion and judgement in the selection of equipment, work requirements and contingency measures. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved.
SIF30313 Certificate III in Funeral Operations	This qualification reflects the role of individuals who are employed to perform a range of skilled operations in funeral homes or mortuaries. Individuals in these roles work relatively autonomously, participate in teams and may coordinate and supervise others. They require discretion and judgement in the provision of service, work requirements and contingency measures. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved. These individuals, depending on their expertise, may work in: • mortuaries, carrying out support activities and body preparation procedures under supervision • funeral homes, carrying out funeral and burial sales activities and assisting with the conduct of funerals.
SIF40125 Certificate IV in Funeral Services	This qualification reflects the role of individuals who perform a broad range of specialised activities and functions in relation to a funeral home, cemetery or crematorium. These individuals work autonomously, with responsibility for own outputs and those of others in a team. These individuals, depending on their expertise, may work in: • funeral homes, as a funeral director responsible for all aspects of the conduct of funerals and the coordination and supervision of their team • cemeteries or crematorium, managing burials, burial works and cremation services or managing grounds and maintenance works and activities.
SIF40213 Certificate IV in Embalming	This qualification reflects the role of individuals who perform a range of specialised embalming procedures in a mortuary or funeral home mortuary. Individuals in this role work relatively autonomously and may coordinate, train and supervise others. Embalmers require theoretical knowledge in anatomy, physiology, chemistry and biology and practical skills to sanitise, present and preserve a deceased person as part of the embalming process. Embalmers also possess specialised skills to minimise visible post-mortem changes that may have begun to appear, the results of trauma and devastation caused by many long-term diseases and illnesses in order to enhance the appearance of the body, and thus return the deceased person to a more natural presentation for family and friends.

QUALIFICATION ENTRY REQUIREMENTS

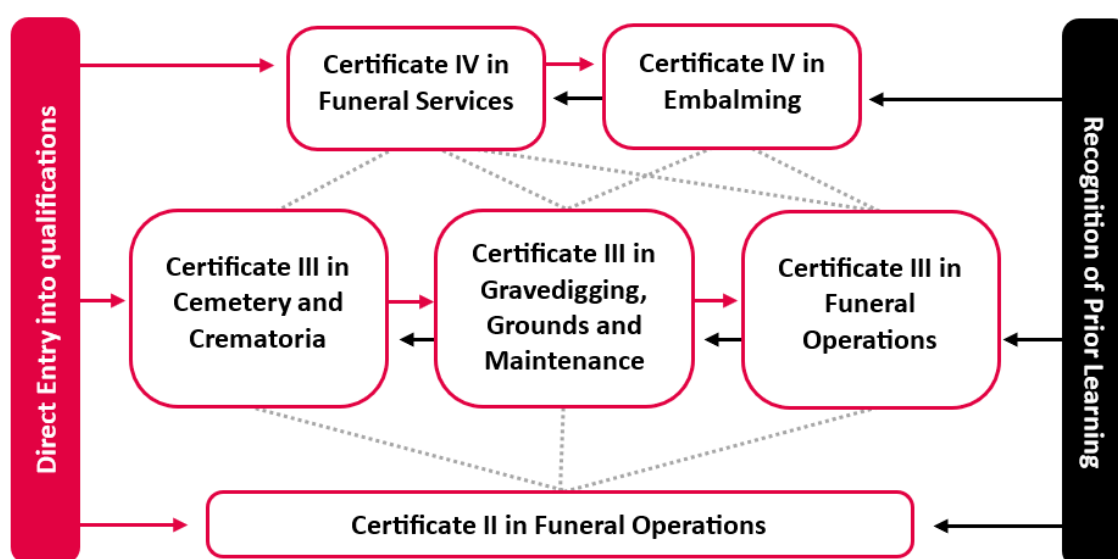
Entry requirements are the knowledge, skills or experience required to enter a qualification. They may be expressed as Units of Competency, qualifications or vocational outcomes and must be demonstrated prior to commencing the qualification.

The SIF Funeral Services Training Package does not mandate entry requirements for any qualifications.

PATHWAYS ADVICE

The following pathways chart and tables are provided to show the types of pathways into and from Qualifications that are possible within this training package.

SIF Funeral Services Training Package qualifications provides clear progression from entry level to more senior, and to supervisory and management job roles.



Qualifications suited to Australian Traineeships or Apprenticeships

The following qualifications have been identified by industry as suitable for an Australian Apprenticeship pathway.

- SIF20113 Certificate II in Funeral Operations
- SIF30113 Certificate III in Cemetery and Crematorium Operations
- SIF30213 Certificate III in Gravedigging, Grounds and Maintenance
- SIF30313 Certificate III in Funeral Operations
- SIF40125 Certificate IV in Funeral Services
- SIF40213 Certificate IV in Embalming

The Australian Apprenticeships and Traineeships Information Service website www.aatinfo.com.au/home provides information and resources for Australian Apprenticeships Centres, RTOs, Group Training Organisations, Job Services Australia providers and other service providers and stakeholders. It includes information about availability and duration of traineeships for SIF qualifications in each state and territory as monitored by the state and territory training authorities.

CREDIT ARRANGEMENTS

Credit transfer arrangements between qualifications in the SIF Funeral Services Training Package and higher education qualifications are encouraged between providers, but no national credit arrangements exist at this time.

ACCESS AND EQUITY

Good vocational education and training, and assessment include making adjustments to meet the learning and assessment needs of individuals. An open mind, common sense and tailoring training and assessment to individual circumstances should ensure individuals achieve the standards employers and RTOs expect.

Adjustments can be made to assist learners to access and participate in vocational education and training. Adjustments are reasonable if they achieve this purpose and take into account factors such as the nature of the learner's ability and disability, the views of the learner, the potential effect of the adjustment on the learner and others, and the costs and benefits of making the adjustment.

Reasonable adjustments need only be that – reasonable. It is about identifying what adjustments might reasonably be made and how they may be put into place.

Assessment processes and techniques should be modified for distance-based learners, be culturally appropriate and suitable to the communication skill level, language, literacy and numeracy capacity of the candidate and the work being performed.

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment.

FOUNDATION SKILLS

All units of competency in the SIF Funeral Services Training Package clearly describe the foundation skills that are essential to performance in the elements and performance criteria of the unit.

There is a distinction between 'core skills' and 'foundation skills' in Training Packages, which can be summarised as follows:

Core skills are those described in the ACSF: learning, numeracy, oral communication (speaking and listening), reading and writing.

Foundation skills is the term that the Australian Government uses in a number of different contexts, including vocational units of competency, to capture language, literacy and numeracy skills and employment skills.

FSK Foundation Skills Training Package

The FSK Foundation Skills Training Package allows RTOs to choose and deliver foundation skills Units of Competency, qualifications and Skill Sets that will enable learners to build the specific foundation skills they need to achieve vocational competency.

Foundation skills units provide additional information about the types of language, literacy and numeracy skills that are needed to meet the requirements of vocational units.

The Training Package can be downloaded from www.training.gov.au.

HEALTH AND SAFETY IMPLICATIONS IN THE INDUSTRY

There are a number of hazards that can create a risk to health and safety in the funeral services industry. The more common hazards include manual tasks, exposure to infectious diseases and hazardous substances.

Learners in the workplace or simulated environment are equally exposed to these risks. These risks can be managed through:

- the provision of procedures to manage risks
- work health and safety induction and training
- involvement of learners in hazard identification and risk assessment practices
- close supervision by trainers, assessors, workplace supervisors and managers.

Each qualification in the *SIF Funeral Services Training Package* contains work health and safety unit(s) of competency requiring learners to achieve skills and knowledge to participate, implement or manage safe work practices as appropriate to the qualification and job outcome. RTOs are required to integrate the acquisition of these workplace skills and knowledge into daily training and assessment activities.

RESOURCES AND EQUIPMENT RELEVANT TO THE TRAINING PACKAGE

The assessment requirements relevant to each Unit of Competency refer to the relevant resources and equipment required for assessment.

Where specific equipment is referred to, it must be used in the relevant assessment.

In particular, for assessment, access is required to:

- applicable documentation, including workplace procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment and personal protective equipment (PPE) that replicate and are currently used in industry.

Specific assessment requirements and strategies are defined in the relevant Unit of Competency where applicable.

RTOs can only conduct training and/or assessment of the qualifications and/or Units of Competency in this Training Package provided they are covered by their Scope of Registration.

The assessment requirements for each Unit of Competency specify the relevant resources and equipment required to achieve the vocational outcomes of the SIF Funeral Services Training Package

Simulated environments and activities for assessment

The funeral services industry has long had a training culture where the emphasis is on knowledge and skills that can be demonstrated on-the-job in a real workplace environment.

The industry strongly encourages practical assessment of skills and knowledge in the workplace and encourages on-the-job assessment, mentoring and coaching.

However, assessment in the workplace is not always possible. It may also be the case that the assessment can, in fact, be conducted in the workplace environment but cannot happen on-the-job so that a simulated activity is undertaken, e.g. some gravedigging units.

It would not be possible to design realistic simulations for some funeral services activities as the resource requirements would preclude this. These include mortuary work and embalming units of competency that are characterised by the requirement to deal with human remains.

Wherever a simulated assessment is conducted it is vital that the assessment environment is as industry realistic as possible. It is essential that assessment is conducted using suitable resources and equipment and under industry-relevant conditions as close to a real work situation as possible.

The required equipment and material for a unit of competency are specified within the Assessment Conditions section of their associated assessment requirements.

LEGAL CONSIDERATIONS FOR LEARNERS IN THE WORKPLACE / ON PLACEMENTS

Legal requirements that apply to specific industries and VET vary across each state and territory, and the Commonwealth.

The following additional requirement applies to the embalming of bodies in NSW:

Under a NSW public health regulation relating to the disposal of bodies, a person must not embalm a body unless that person has a certificate of proficiency of, or equivalent to, a Certificate IV standard issued by an institute approved by the Director-General of the NSW Department of Health. Candidates in NSW should seek advice from the NSW Department of Health for a current list of approved providers.

Consideration of legal requirements such as the NSW Public Health Regulation needs to be made when developing appropriate training and assessment strategies, in particular the suitability of workplace / on placements.

Contact the relevant state or territory department/s to check if legal requirements apply.

DISCLAIMER: TRAINING PACKAGE HISTORIC CHANGES MAPPING

SaCSA is undertaking work to complete the full mapping of changes actioned by previous training package developers. Future versions of the SIF Companion Volume Implementation Guide will include this full SIF training package history.

APPENDIX A: QUALIFICATION MAPPING

SIF Release 3.0	Qualification Release	Mapping	Equivalency	Mapping Information
SIF20113 Certificate II in Funeral Operations	6	Not applicable	Equivalent	All superseded imported units have been replaced with the most current unit.
SIF30113 Certificate III in Cemetery and Crematorium Operations	6	Not applicable	Equivalent	All superseded imported units have been replaced with the most current unit.
SIF30213 Certificate III in Gravedigging, Grounds and Maintenance	5	Not applicable	Equivalent	All superseded imported units have been replaced with the most current unit.
SIF30313 Certificate III in Funeral Operations	4	Not applicable	Equivalent	All superseded imported units have been replaced with the most current unit.
SIF40125 Certificate IV in Funeral Services	1	Supersedes SIF40113 Certificate IV in Funeral Services	Equivalent	All superseded imported units have been replaced with the most current unit. All deleted imported units have been removed.
SIF40213 Certificate IV in Embalming	5	Not applicable	Equivalent	All superseded imported units have been replaced with the most current unit.

APPENDIX B: SKILL SET MAPPING

SIF Release 3.0 does not include any changes to SIF skill sets

APPENDIX C: UNIT OF COMPETENCY MAPPING

SIF Release 3.0 does not include any changes to SIF units of competency