



Australian Government

Department of Education, Employment and Workplace Relations

HLTMT303D Maintain a mortuary service

Release: 1

HLTMT303D Maintain a mortuary service

Modification History

HLT07 Version 4	HLT07 Version 5	Comments
HLTMT303C Maintain a mortuary service	HLTMT303D Maintain a mortuary service	ISC upgrade changes to remove references to old OHS legislation and replace with references to new WHS legislation. No change to competency outcome.

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required for a mortuary worker to maintain the day-to-day operation of a hospital or forensic mortuary involving the receipt and release of deceased persons, preparing deceased persons for viewing and maintaining the mortuary environment

Application of the Unit

Application

Work performed requires a broad knowledge base and the ability to apply solutions to a defined range of unpredictable problems

Individuals will take responsibility for their own outputs and limited responsibility for the quantity and quality of output of others

All tasks are conducted in accordance with organisation policies and procedures including WHS and infection control guidelines

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in *italics* are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Receive bodies at mortuary

- 1.1 Undertake thorough and complete *checking processes* to ensure identification and confirmation with records
- 1.2 Transfer from trolley according to *organisation policy and procedures*
- 1.3 Process *documentation* and registration in accordance with legal requirements and established procedures
- 1.4 Store body in accordance with *organisation policy and procedures*
- 1.5 Follow *infection control policy and procedures* strictly

ELEMENT**PERFORMANCE CRITERIA****2. Prepare bodies for viewing**

- 2.1 Select and prepare *equipment* and materials
- 2.2 Use *personal protective equipment*
- 2.3 Prepare and present body is in accordance with *organisation policy and procedures*
- 2.4 Treat body with respect and, where practicable, in accordance with *cultural requirements*
- 2.5 Maintain correct lines of communication with *key personnel*
- 2.6 Show empathy to bereaved family and friends
- 2.7 Store body in refrigeration cabinets in accordance with organisation policy and procedures

3. Maintain the mortuary environment

- 3.1 Clean the *mortuary environment* according to *organisation policy and procedures*
- 3.2 Dispose of *waste* according to *organisation policy and procedures* and taking into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- 3.3 Maintain inventory of linen, consumables and stock and replenish in accordance with *organisation policy and procedures*

4. Release bodies to Funeral Director/Conveyor

- 4.1 Liaise with *key internal and external personnel*
- 4.2 Undertake thorough and complete *checking processes* to ensure identification and confirmation with records
- 4.3 Process *documentation* in accordance with established procedures

ELEMENT**PERFORMANCE CRITERIA**

- | | |
|---------------------------------|--|
| 5. Follow security requirements | 5.1 Handle and safeguard evidence or potential evidence |
| | 5.2 Follow <i>security procedures</i> |
| | 5.3 Liaise with <i>internal and external personnel</i> as required |
| | 5.4 Maintain visitor register as required and checked to ensure accuracy |

Required Skills and Knowledge

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Appreciation of cultural and religious considerations in relation to bodies
- Confidentiality policy and procedure
- Documentation requirements
- Environmental standards for the operation of a mortuary
- Legislative requirements which directly affect the role and practice of the Mortuary Worker
- Organisation policy and procedures in relation to the operation of the mortuary
- Policy and procedures for the handling and storage of bodies
- Stock requirements and procedures

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes the ability to:

- Apply problem solving skills, including an ability to use available resources
- Deal with conflict
- Demonstrate:
 - cleaning and appropriate use of cleaning chemicals
 - communication skills for dealing with medical staff, funeral directors, police, coroner's court officers and families
 - effective liaison with health professionals and other key personnel
 - effective telephone techniques
 - inventory control in the mortuary environment
 - procedures for maintenance of equipment
 - safe handling of clinical and other wastes
 - safe manual handling

- time management
- use of personal and protective equipment
- Follow correct checking procedures and complete relevant document in relation to the receipt and release of bodies
- Follow procedures for checking identification
- Handle decomposing and dismembered bodies
- Identify and use effective stress management strategies in response to workplace issues
- Maintain a professional approach with key personnel and bereaved families and friends
- Maintain cleaning and infection control standards
- Maintain security
- Prepare bodies for viewing
- Use numeracy skills including the ability to complete basic arithmetic calculations and recording stock levels
- Use oral communication skills required to fulfil job roles in a safe manner and as specified by the organisation, including skills in:
 - asking questions
 - providing clear information
 - listening to and understanding workplace instructions
 - clarifying workplace instructions when necessary
 - using effective verbal and non verbal communication skills with a range of internal and external persons
- Use reading and writing skills required to fulfil job role in a safe manner and as specified by the organisation at a level of skill that includes reading workplace policy and procedure manuals and documenting administrative and clinical information
- Use the organisation's computer and other business technology
- Work independently

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, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- This unit will be most appropriately assessed in the workplace under the normal range of workplace

EVIDENCE GUIDE

unit:

conditions

- Consistency of performance should be demonstrated over the required range of situations relevant to the workplace
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

Method of assessment

- Observation of work activities
- Observation of simulation and/or role play
- Written tasks
- Relevant formal and informal education/training courses
- Case studies and scenarios
- Interviews/questioning

Resource implications:

- Access to appropriate workplace where assessment can take place
- Relevant organisation policy, guidelines, procedures and protocols
- Relevant legislation

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

EVIDENCE GUIDE

Related units:

- This unit can be assessed independently, however holistic assessment practice with other mortuary units of competency is encouraged

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. Add any 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.

Checking processes must include:

- Identification of body
- Search of body and clothing procedures
- Recording of valuables, identification documents and other items found with and on the body
- Identification and recording of scars, tattoos and distinctive features

Documentation may include or relate to:

- Completion of Mortuary Register (computer or manual)
- Legal documents (e.g. death certificates, cremation forms, Coroner's approval)
- Record of Release
- Overseas burials
- Donation to Science documents
- Medical Records
- Receipts for Medical Records
- Organisation documents (e.g. request for hospital autopsy form)
- Records of valuables and items found with and on the body

Legal requirements may include:

- State/territory laws concerning coroner's matters
- Receipt, handling and storage of bodies in a mortuary

Organisation policy and procedures may relate to:

- Identification procedures
- Safe keeping of valuables
- Work health and safety (WHS)
- Waste handling and disposal
- Manual handling
- Cleaning and use of cleaning chemicals
- Infection control
- Preparation of bodies for viewing
- Viewing of bodies by relatives and others
- Documentation
- Security
- Training
- Confidentiality
- Admission and release of bodies
- Storage of deceased persons
- Stock requisitions
- Stock control
- Stocktaking
- Authority to incur expenditure

Infection control policy and procedures may relate to:

- Standard and additional precautions
- Cleaning procedures
- Cleaning of surfaces and equipment
- Use of cleaning chemicals
- Personal protective equipment
- Standards of hygiene
- Disposal of clinical and other wastes

Equipment may include:

- Head rests
- Drapes
- Sheets
- Pillows
- Shrouds
- Cleaning materials

Personal protective equipment may include:

- Face protection
- Eye protection
- Gown
- Apron
- Surgical suits
- Gloves
- Protective footwear

Cultural requirements may relate to:

- Religious beliefs and practices in relation to death
- Ethnic beliefs/practices in relation to death
- Beliefs and practices of Aboriginal and Torres Strait Islander persons in relation to death

Key internal and external personnel may include:

- Hospital Medical staff
- Relatives
- Management
- Pathologist
- Government medical officer
- Other relevant medical practitioners
- Coroner/coroner's officers
- Nursing staff
- Police
- Social worker
- Medical students
- Funeral director/conveyor

Mortuary environment may include:

- Autopsy room
- Viewing room
- Admission Room
- Refrigeration
- Waiting room
- Changes areas and staff room
- Wet areas
- Autopsy bench and drains
- Tables
- Floors
- Walls
- Storage areas
- Vehicle delivery/collection bay

Waste may include:

- Human tissue
- Clinical wastes
- General waste
- Toxic waste

Security procedures may relate to:

- Retained tissue
- Specimens
- Documents and records
- Information concerning the deceased
- Photographs
- Items found with body
- Confidentiality
- Entry control
- Key control
- Physical security
- Authorisation of entry

Unit Sector(s)

Not Applicable