



Australian Government

Department of Education, Employment and Workplace Relations

HLTMT409C Assist in the development of procedures for mortuary services

Release: 1

HLTMT409C Assist in the development of procedures for mortuary services

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit describes the knowledge and skills required for a mortuary worker to assist in the development, implementation and monitoring of procedures for mortuary services

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 OHS and infection control guidelines

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Pre-requisite unit

This unit must be assessed after successful achievement of pre-requisite:

- HLTMT303C Maintain a mortuary service

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. Collect and assess information on mortuary procedures

- 1.1 Access *information* held by the organisation and assess for accuracy and relevancy
- 1.2 Use appropriate *techniques* to access information from teams and individuals
- 1.3 Compare information collected with relevant *standards* and other organisation practices
- 1.4 Use business technology to organise and monitor information in accordance with organisation policy and procedures

ELEMENT**PERFORMANCE CRITERIA**

2. Assist in the review of mortuary procedures

- 2.1 Develop or review procedures in consultation with mortuary staff
- 2.2 Present recommendations and issues in an appropriate format, style and structure
- 2.3 Present final draft procedures to management for review and authorisation

3. Implement and monitor mortuary procedures

- 3.1 Enter documentation accurately into document control system
- 3.2 *Document and distribute* procedures in accordance with organisation policy and procedures
- 3.3 *Implement and monitor* system in accordance with organisation policy and procedures
- 3.4 Modify procedures as required
- 3.5 Ensure compliance with procedures

Required Skills and Knowledge

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:

- Difference between qualitative and quantitative processes
- Methods to identify new sources of information
- Organisation policies and procedures relating to the distribution of workplace information and legal and ethical requirements
- Organisation's business and structure
- Organisation's record keeping systems and security procedures
- Principles of report writing and data presentation

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 deal with information which is contradictory, ambiguous, inconsistent or inadequate
- Follow organisation procedures for the review of processes
- Implement and monitor mortuary processes to ensure quality outcomes
- Review data for relevance and accuracy
- Use numeracy skills including the ability to complete arithmetic calculations and interpret numerical data
- 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

REQUIRED SKILLS AND KNOWLEDGE

- 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 the ability to:
 - summarise and analyse information
 - present reasoned and logical arguments based on this analysis
- Use research skills to identify and access information
- Utilise a variety of techniques to access information from a range of sources

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 unit:

- 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 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

EVIDENCE GUIDE

Method of assessment

- Observation of work activities
- Written tasks
- Relevant formal and informal education/training courses
- Interviews/questioning
- Feedback from medical officer

Resource implications:

- Access to a mortuary service where assessment can take place
- Access to business technology
- Relevant organisation policy, guidelines, procedures and protocols
- Information relating to the operation of mortuary services
- Relevant legislative requirements

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

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. 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.

Information may include:

- Organisation policy and procedures in respect to:
 - admissions
 - release
 - removal of organs
 - staffing
 - quality assurance
 - OHS, infection control, security
- Code of Ethics/ Code of Conduct
- Client feedback
- Benchmarking data
- Correspondence
- Computer databases and files
- Business plans

Techniques may include:

- External and internal audit reports
- Complaints register
- Client feedback forms
- Recruitment applications
- Observation and listening
- Checking written material including referrals and client files
- Individual research
- Interviews with staff and clients
- Information from other organisations
- Focus groups

RANGE STATEMENT*Standards may include:*

- International Standard (ISO17025)
- NATA guidelines
- Australian Human Ethics Commission (AHEC)
- Autopsy guidelines
- National Health and Medical Research Council (NHMRC)
- Australian Health Advisory Commission (AHAC)

Distribution may include:

- Electronic (e.g. fax, email)
- Manual
- Photocopied
- Displayed
- Memo
- Newsletter

Implementation may include:

- Training of staff
- Staff meetings
- Transition period

Monitoring may include:

- Internal audits
- Non compliance reports
- Client feedback
- Correspondence

Unit Sector(s)

Not Applicable