



Australian Government

SIFCCAC002 Schedule burials or cremations

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to handle enquiries from funeral homes and schedule burials or cremations in a manner that meets all parties' needs. It applies to cemetery and crematorium staff working under the direction of a manager or supervisor and according to work health and safety, relevant legislation and workplace policies and procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Competency Field

Cemetery and Crematoria Administration and Coordination

Unit Sector

Cemetery and Crematoria

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Respond to enquiries.	1.1 Respond to enquiries regarding burials, cremations and services from funeral home personnel. 1.2 Confirm details of burial or cremation and service requirements, including social, cultural and religious requirements.
2. Schedule burials or cremations.	2.1 Consult with relevant personnel to schedule burials, cremations and services. 2.2 Enter scheduling data and records into workplace information systems. 2.3 Communicate schedules to relevant personnel. 2.4 Complete bookings correctly. 2.5 Check and complete relevant documentation.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFBCR008A Schedule burials or cremations.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>

Assessment Requirements for SIFCCAC002 Schedule burials or cremations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- handle enquiries and communicate with funeral home personnel to schedule burials or cremations in a manner that meets all parties' needs
- identify details of burial or cremation and service requirements, including social, cultural and religious requirements
- communicate scheduling information to relevant personnel.

Evidence of performance of scheduling burials or cremations on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- roles and responsibilities of funeral home and cemetery and crematoria personnel
- burial or cremation procedures
- workplace information systems used to schedule burial or cremations, including electronic and manual
- documentation in relation to scheduling burials or cremations, including:
 - Death Certificate
 - standard operating procedures
 - work orders
 - burial documentation
 - cremation documentation
 - council permits
 - schedule running sheets
 - site identification details
 - cemetery plan or map
- social, religious and cultural differences and traditions in relation to burials or cremations
- workplace policies and procedures regarding scheduling burials or cremations
- federal, state or territory, and local government legislation and regulations relating to documentation and confidentiality requirements for burials and cremations
- professional funeral services industry parameters when dealing with the bereaved.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that is as industry realistic as possible. In a simulated environment, it is essential that assessment is conducted:

- using suitable facilities, equipment and resources, including:
 - a cemeteries or crematoria office environment
 - communication equipment, computers, printers, information programs, record systems and software programs to control scheduling of burials and cremations
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - speed and timing requirements that reflect commercial operating conditions
 - interaction with team members and relevant personnel

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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