



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

Elements describe the essential outcomes.

1. Respond to enquiries.

2. Schedule burials or cremations.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

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.

2.1 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 Guide - <http://www.serviceskills.com.au/resources>