



Australian Government

Assessment Requirements for SIFCCAC003

Coordinate the collection or memorialisation of cremated remains

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- liaise with, and determine family requirements and arrange memorialisation or collection of remains
- communicate arrangements with colleagues
- complete all documentation accurately.

Evidence of performance on two or more collection or memorialisation of cremated remains is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- crematorium operating procedures
- social, religious and cultural differences and traditions in relation to memorialisation of cremated remains, including:
 - traditional expressions of grief and mourning
 - dress standards
 - cultural rituals to assist grieving
 - duration of mourning
 - behaviour appropriate to client beliefs
 - types of monuments
 - religious denomination
 - spiritual symbolism
 - inurnment procedures
 - taboos regarding death
 - choice and placement of flowers
- types of memorial sites for cremated remains
- professional funeral services industry parameters in dealing with the bereaved and the deceased's remains
- federal, state or territory, and local government legislation and regulations relating to collecting and memorialising cremated remains and associated documentation

- workplace policies and procedures regarding collecting or memorialising cremated remains, including relevant documentation in relation to issuing cremated remains to designated persons.

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 crematorium office environment
 - appropriate communication equipment, computers, printers, information programs, records systems and software programs to coordinate memorialisation
 - vessels for cremated remains
 - documentation, including work orders and site identification details
- 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 clients and relevant personnel

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

Links

Companion Volume implementation guides are found in VETNet -

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