



Australian Government

SIFCCAC003 Coordinate the collection or memorialisation of cremated remains

Release: 1

SIFCCAC003 Coordinate the collection or memorialisation of cremated remains

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to advise families and arrange the collection or memorialisation of cremated remains. It applies to crematorium staff working with relative autonomy 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. Identify wishes of family.

- 1.1 Discuss collection and memorialisation options, services, ceremony and procedures with family of deceased person.
- 1.2 Recognise any social, cultural and religious considerations, requirements and rituals of family.
- 1.3 Assist family to determine collection or memorialisation arrangements that best suit their needs.

2. Arrange for collection of cremated remains.

- 2.1 Locate cremated remains and prepare according to family requirements.
- 2.2 Obtain appropriate vessel or container for cremated remains according to family requirements.
- 2.3 Complete and file documentation.

2.4 Issue cremated remains to designated person as required after completing relevant documentation.

3. Arrange for memorialisation of cremated remains.

3.1 Determine suitable time for memorialisation in consultation with family.

3.2 Liaise with appropriate staff to arrange for memorialisation and communicate requirements.

3.3 Confirm appropriate memorial site according to family requirements.

3.4 Arrange for manufacture of memorial plaque.

3.5 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

SIFBCR013A Coordinate the collection or memorialisation of cremated remains.

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 SIFCCAC003 Coordinate the collection or memorialisation of cremated remains

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.

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