



Australian Government

Assessment Requirements for SIFCCAC007 Arrange and oversee viewings of cremations

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- liaise with, and determine family viewing requirements and arrange viewing in keeping with these requirements
- apply sensitive and empathetic verbal and non-verbal communication with the bereaved before and during viewing and clear
- communicate effectively with colleagues to ascertain viewing arrangements.

Evidence of performance of arranging and oversee viewings of two or more cremations 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 viewing of cremations, including but not restricted to:
 - dress standards
 - cultural rituals to assist grieving
 - funeral rites according to religious denomination
 - taboos regarding death
- strategies for dealing with contingencies in relation to viewings of cremations
- workplace policies and procedures regarding viewing of cremations
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety, conduct of cremations and associated documentation
- first aid procedures in relation to overseeing viewings of cremations
- professional funeral services industry parameters and protocols for dealing with the deceased and the bereaved.

Assessment Conditions

Skills must be demonstrated in a crematoria workplace:

- using suitable equipment and resources, including:
 - first aid facilities
- under industry operating conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - interaction with family members and relevant personnel

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

Links

Companion Volume Implementation Guide - <http://www.serviceskills.com.au/resources>