



Australian Government

SIFCCAC007 Arrange and oversee viewings of cremations

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to deal with enquiries from families and oversee the viewing of cremations. 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. Arrange viewing of a cremation.

1.1 Liaise with family to identify viewing requests and special needs.

1.2 Assess request for viewing and respond to family.

1.3 Liaise with appropriate personnel to identify and arrange viewing requirements, including social, cultural and religious needs.

1.4 Communicate viewing schedule and relevant information to family.

1.5 Arrange viewing area, including first aid facilities according to family needs.

2. Oversee viewing of a cremation.

2.1 Escort family to viewing area at appropriate time.

2.2 Explain proceedings to family using clear, sensitive and empathetic language.

- 2.3 Monitor viewing of cremation, dealing with contingencies as required.
- 2.4 Escort family from viewing area at appropriate time.
- 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

SIFBCR012A Arrange and oversee viewing of 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 SIFCCAC007 Arrange and oversee viewings of cremations

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.

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