



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