



Australian Government

SIFCCAC011 Supervise cremations

Release: 1

SIFCCAC011 Supervise cremations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify and communicate cremation procedures to staff, other personnel, clients and the general public and to oversee the conduct of cremations. It applies to crematorium staff who ensure that all work is carried 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

Elements describe the essential outcomes.

1. Confirm and advise cremation requirements.

2. Supervise conduct of cremations.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Liaise with appropriate personnel to confirm cremation requirements.
- 1.2 Advise relevant staff of relevant legislation and workplace policies and procedures for carrying out cremations as required.
- 1.3 Review and communicate cremation schedules to appropriate personnel.
- 1.4 Advise appropriate personnel of special requirements and cremation procedures as required.
- 1.5 Advise relevant staff of cremation equipment operations.
- 2.1 Monitor cremation schedules to assist with efficient operations.
- 2.2 Assist staff to resolve scheduling difficulties and deal with

contingencies.

2.3 Monitor conduct of cremations.

2.4 Address general and technical problems that arise during and after cremation and assist staff in their resolution as appropriate.

2.5 Identify potential or actual breaches of relevant legislation or workplace policies and procedures and take appropriate action.

2.6 Monitor relevant documentation and take corrective action as required.

2.7 Evaluate cremations to inform continuous improvement processes.

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

SIFBCR014A Supervise 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 SIFCCAC011 Supervise cremations

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- communicate legislative and cremation requirements and schedules to appropriate personnel
- coordinate required personnel, tools, equipment and machinery and monitor operations to ensure all cremations are conducted safely and efficiently and in accordance with work requirements and burial schedules.

Evidence of performance of supervising staff on the conduct of five or more cremations is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- roles and duties of cemetery and crematorium personnel
- regulatory requirements and methods for cremations and ability to deal with contingencies
- federal, state or territory, and local government legislation and regulations relating to work health and safety/occupational health and safety and conduct of cremations
- workplace policies and procedures regarding conduct of cremations
- crematorium operation procedures, including procedures for operating and maintaining cremation equipment
- social, religious and cultural differences and traditions in relation to cremations
- professional funeral services industry parameters and protocols in dealing with the deceased and the bereaved
- effective strategies for dealing with breaches in relation to:
 - inappropriate staff behaviour
 - inappropriate response to client behaviour
 - inefficient work performance
- documentation in relation to supervising cremations, including but not restricted to:
 - cremation documentation
 - council permits
 - schedule running sheets.

Assessment Conditions

Skills must be demonstrated in a crematoria workplace:

- using suitable equipment and resources, including:
 - cremation schedules
- under industry operating 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 relevant personnel

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

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