



**Australian Government**

# **SIFEMWK018 Supervise mortuary operations**

**Release: 1**

# SIFEMWK018 Supervise mortuary operations

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to oversee mortuary operations and ensure that the mortuary environment remains hygienic and secure. It applies to supervisory funeral home and mortuary staff who monitor the implementation of mortuary body preparation procedures, ensuring that all work is carried out 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

Mortuary Work and Embalming

## Unit Sector

Embalming

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

1. Apply procedural knowledge to the operation of a mortuary.
2. Oversee mortuary scheduling and operations.

### PERFORMANCE CRITERIA

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

- 1.1 Become familiar with duties and responsibilities of mortuary staff.
- 1.2 Identify mortuary procedures and body preparation procedures, including identification checks.
- 1.3 Recognise social, religious and cultural requirements for handling, preparing and embalming deceased persons.
- 1.4 Establish mortuary work health and safety procedures and infection control practices.
- 1.5 Communicate mortuary procedures and practices to staff as appropriate.
- 2.1 Supervise mortuary schedules and assist staff to resolve scheduling difficulties and contingencies.
- 2.2 Monitor application of mortuary procedures and

address inconsistencies.

2.3 Administer application of body preparation procedures and address inconsistencies.

2.4 Communicate recommended changes to practices and procedures to appropriate personnel.

## Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed below:

- Learning skills to interpret mortuary procedures.
- Problem-solving skills to identify and resolve scheduling difficulties and inconsistencies in practices.
- Planning and organisational skills to monitor mortuary schedules.

## Unit Mapping Information

SIFEMWK012A Supervise mortuary operations.

## 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 SIFEMWK018 Supervise mortuary operations

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to:

- identify roles of mortuary personnel and relevant mortuary and body preparation procedures and practices and communicate this information to staff
- monitor staff application of relevant procedures and identification and correction of inconsistencies on an ongoing basis.

Evidence of performance of supervising mortuary operations for two or more different cases is required to demonstrate consistency of performance and ability to respond to different situations.

## Knowledge Evidence

Demonstrated knowledge of:

- responsibilities of mortuary personnel, including:
  - transfer workers
  - embalmer
  - embalmer's assistant
  - mortuary technician
  - other mortuary staff
- workplace policies and procedures for supervising mortuary operations, including:
  - mortuary access
  - receiving and releasing deceased persons, ensuring identification checks take place
  - body preparation:
    - use and maintenance of personal protective equipment
    - use and maintenance of instruments and equipment
    - infection control practices
- effective communication strategies for:
  - informing staff of policies and procedures
  - monitoring work schedules and dealing with incomplete or incorrect practices
  - assisting staff to resolve mortuary operation contingences, including staff availability and power failures
  - recommending changes to practices to appropriate personnel

- federal, state or territory, and local government legislation and regulations relating to transfer documentation, work health and safety/occupational health and safety, infection control and handling human remains
- environmental impacts regarding mortuary operations and minimal impact practices to reduce these
- funeral services industry parameters and protocols for dealing with the deceased, including respect for social, religious and cultural differences and traditions.

## Assessment Conditions

Skills must be demonstrated in a mortuary workplace:

- using suitable equipment and resources, including:
  - mortuary schedules
  - mortuary equipment
- 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 team members

As well as satisfying the NVR/AQTF mandatory competency requirements, assessors must also hold formal qualifications as an embalmer.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>