



Australian Government

Assessment Requirements for SIFFFNL001 Assist with the conduct of funerals

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify and follow funeral service requirements and instructions promptly
- bear coffins or caskets using safe manual handling techniques and to use lifting and lowering devices
- communicate effectively with family members, mourners

Evidence of performance of assisting with the conduct of five or more funerals is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- roles and responsibilities of personnel involved in conducting a funeral
- considerations of work requirements for conducting funerals, including but not restricted to:
 - time of funeral
 - location of funeral:
 - monumental cemeteries
 - lawn cemeteries
 - mausoleum crypts
 - memorial gardens
 - cemeteries with historical or cultural significance
 - at sea
 - social, cultural and religious considerations:
 - the deceased person's country of origin
 - funeral and mourning dress standards
 - funeral rites
 - full rites of services
 - cultural rituals to assist grieving
 - duration of mourning
 - wakes
 - religious denomination
 - spiritual symbolism
 - public profile of the deceased
 - burial procedures
 - time required between death and burial or cremation
 - taboos regarding death
 - text readings or scriptures
 - placing special personal effects with the deceased person
 - specific coffin or casket design
 - orientation of coffin
 - coffin or casket bearing
 - transport requirements
 - other client requirements
 - required staff
- equipment and resources required for funerals:
 - selected text readings or scriptures
 - sound system
 - lighting and candles
 - flowers
 - photographs
 - lifting and lowering aids and devices
 - mats
 - protective restraints
 - church trucks

- social, religious and cultural differences and traditions that impact on the conduct of funerals
- professional funeral services industry parameters in dealing with the deceased and the bereaved
- workplace policies and procedures regarding conduct of funerals, including burial procedures and operating requirements of relevant lifting devices and equipment.

Assessment Conditions

Skills must be demonstrated in a funeral home, cemetery or crematoria workplace:

- using suitable equipment and resources, including:
 - coffins or caskets, lifting and lowering equipment
- under industry 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 funeral director, team members and family members and mourners

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

Links

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