



Australian Government

Assessment Requirements for SIFFNL004 Arrange and oversee viewings

Release: 2

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Modification History

The details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
Two	Grammatical error corrected in the Knowledge Evidence.
One	Reflects the Standards for Training Packages.

Performance Evidence

Evidence of the ability to:

- determine family viewing requirements, liaise with family and relevant personnel to arrange and oversee viewings that meet family, legislative and workplace requirements
- use sensitive communication, according to funeral services industry parameters and protocols, with the bereaved at all times and sensitively respond to additional family requests and concerns during the viewing.

Evidence of performance on five or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- concept and sociological principles associate with the viewing of the deceased
- viewing requests and requirements, including but not restricted to:
 - public or private viewing
 - placing special personal effects with the deceased
 - use of music
 - placement of candles
 - choice and placement of flowers
 - photographs
 - time required between death and burial or cremation
 - specific coffin or casket design
 - special locations or time

- social, cultural and religious considerations:
 - funeral and mourning dress standards
 - funeral rites
 - cultural rituals to assist grieving
 - community support
 - duration of mourning
 - religious denomination
 - spiritual or cultural symbolism
 - public profile of the deceased
 - aesthetics
 - taboos regarding death
- access and attitude to grief counselling
- viewing guidelines to inform the client, including:
 - range of legal requirements
 - embalming technique
 - condition of deceased
 - geographical location
 - special locations or time
- workplace policies and procedures regarding the conduct of viewings including the provision of first aid
- professional funeral services industry parameters and protocols for dealing with the deceased and the bereaved.

Assessment Conditions

Skills must be demonstrated in a funeral services workplace where viewings can take place:

- using suitable equipment and resources, including:
 - first aid facilities
 - computers, communication technology and software programs to arrange viewings
- 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 clients

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

Links

Companion Volume implementation guides are found in VETNet -

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