



Australian Government

SIFFFNL004 Arrange and oversee viewings

Release: 2

SIFFNL004 Arrange and oversee viewings

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to arrange and oversee viewing of a deceased person in a manner conducive to the religious, social, cultural and emotional needs of the family. It applies to funeral home staff working autonomously with a high level of responsibility and who liaise with other staff. It involves 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

Funeral Operations

Unit Sector

Funeral Directing

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. Assess viewing needs.	1.1 Liaise with family of the deceased to identify viewing requests and requirements. 1.2 Communicate viewing guidelines to relatives.
2. Arrange viewing of the deceased person.	2.1 Collaborate with mortuary personnel to arrange appropriate preparation and transfer times of body for viewing. 2.2 Liaise with appropriate funeral and associated personnel to arrange a viewing time and location. 2.3 Determine viewing details and information and inform the family. 2.4 Establish boundaries for the conduct of viewing and inform the family. 2.5 Arrange viewing area according to social, cultural and

- religious requirements and family's instructions.
- 2.6 Position coffin or casket correctly for viewing the deceased person.
- 2.7 Provide first aid facilities to deal with intense cases of grief reactions that require care.
- 3. Oversee viewing of the deceased person.
 - 3.1 Meet and escort family to viewing area at appointed time.
 - 3.2 Explain proceedings to the family and answer questions that may arise.
 - 3.3 Oversee viewing discreetly and respond to additional family requests or grief reactions.
 - 3.4 Enforce time restraints sensitively as required.
 - 3.5 Escort family from viewing area at appropriate time.

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

SIFFFNL004A Arrange and oversee viewings.

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 SIFFNL004 Arrange and oversee viewings

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.

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