



Australian Government

Assessment Requirements for SIFFFNL005 Arrange funerals

Release: 1

Assessment Requirements for SIFFFNL005 Arrange funerals

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- identify, organise and schedule funeral arrangements that meet client needs accurately
- liaise with funeral and external personnel to identify and organise required aspects of funeral
- deal with contingencies in organising and scheduling burials or cremations
- communicate with the bereaved according to funeral services industry parameters and protocols.

Evidence of performance of arranging funerals of diverse client needs on five or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- special funeral considerations and requirements, including but not restricted to:
 - social, cultural and religious considerations, requirements and rituals
 - viewing
 - vigil
 - prayers
 - dressing
 - blessing of the deceased
- guidelines that are communicated to the client in the event of viewing, including:
 - legal requirements
 - embalming technique
 - condition of deceased
 - geographical location, including special location of funeral
 - available time
- roles and responsibilities of the range of funeral services personnel and external contractors and agencies involved in funeral arrangements
- resources required for funeral arrangements
- documentation required for funeral arrangements, including:
 - funeral arranger's briefing notes

- identification of body
- death and funeral notices
- memorial book
- contract for funeral service
- clothing and jewellery receipts
- casket or coffin orders
- application for burial or cremation
- order for cremation
- permit for cremation
- embalming form and details
- pre-arrangement costing details
- professional funeral services industry parameters in dealing with the deceased and the bereaved
- federal, state or territory, and local government legislation and regulations relating to consumer protection, and funeral arrangements and associated documentation
- workplace policies and procedures regarding arranging funerals and burial procedures.

Assessment Conditions

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

- using suitable equipment and resources, including:
 - computers, communication technology and software programs to coordinate funeral arrangements
- 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 services personnel and 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>