



Australian Government

SIFFFNL005 Arrange funerals

Release: 1

SIFFNL005 Arrange funerals

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to identify funeral needs and make appropriate funeral arrangements. It applies to funeral directing staff whose primary role includes arranging funerals locally, interstate or overseas. It involves working autonomously and coordinating the work of others and 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

Elements describe the essential outcomes.

1. Identify funeral needs.

2. Carry out funeral arrangements.

PERFORMANCE CRITERIA

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

- 1.1 Consult client to determine funeral service location and identify special requirements.
- 1.2 Explain range and cost of funeral arrangements to client.
- 1.3 Offer option of viewing the deceased and explain relevant guidelines.
- 1.4 Confirm funeral arrangements with client.

- 2.1 Collaborate with relevant funeral personnel to negotiate funeral and burial or cremation scheduling arrangements.
- 2.2 Liaise with appropriate contractors and agencies to determine their needs and requirements.
- 2.3 Consult with client to finalise and confirm funeral

- arrangements.
- 2.4 Identify and organise required resources.
- 2.5 Brief associated staff members on funeral arrangements and their roles and responsibilities.
- 3. Review and finalise funeral arrangements.
 - 3.1 Prepare and complete documentation in consultation with client and obtain client's endorsement.
 - 3.2 Receive and review completed funeral documentation.
 - 3.3 Confirm costs and payment arrangements.
 - 3.4 Maintain contact with family to ensure changes to arrangements are identified and addressed.

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

SIFFFNL003A Arrange funerals.

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 SIFFNL005 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.

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