



Australian Government

SIFFFNL008 Coordinate funeral operations

Release: 2

SIFFNL008 Coordinate funeral operations

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to oversee and coordinate all funeral-related operations and scheduling. It applies to funeral coordinating staff who work autonomously with a high level of responsibility and coordinate and supervise the work of others. 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

Elements describe the essential outcomes.

1. Coordinate and schedule funeral services.

2. Coordinate funeral staffing

PERFORMANCE CRITERIA

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

- 1.1 Liaise with funeral staff to identify funeral requests and requirements and check relevant documentation.
- 1.2 Identify resourcing requirements for individual funeral operations.
- 1.3 Determine availability of resources by checking schedules and consulting with relevant personnel.
- 1.4 Develop funeral schedules to accommodate funeral requirements and resource availability.
- 1.5 Address any scheduling difficulties that may arise.
- 1.6 Consult funeral arrangement staff to confirm funeral schedules.

- 2.1 Schedule and roster staff according to funeral schedules,

requirements.

staff availability and logistical practicalities.

2.2 Inform staff members of rosters and schedules.

2.3 Address scheduling or availability difficulties identified by staff.

2.4 Liaise with staff to identify specific operational resource requirements.

2.5 Develop contingency plans to allow for unforeseen staffing issues and implement as required.

3. Coordinate funeral vehicle and equipment requirements.

3.1 Schedule vehicles and equipment for use according to funeral requirements, availability and logistical practicalities.

3.2 Inform staff members of vehicle and equipment schedules.

3.3 Oversee vehicle and equipment preparation.

3.4 Develop contingency plans to allow for unforeseen vehicle and equipment issues and implement as required.

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

SIFFFNL008B Coordinate funeral operations.

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 SIFFNL008 Coordinate funeral operations

Modification History

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

Release	Comments
Two	Grammatical errors corrected in the Knowledge Evidence and Assessment Conditions.
One	Reflects the Standards for Training Packages.

Performance Evidence

Evidence of the ability to:

- interpret a schedule for pre-determined funeral arrangements and coordinate operational details that meet these requirements
- liaise with funeral and external personnel to organise required aspects of all scheduled funerals and to deal with contingencies in coordinating a series of safe and efficient funerals
- coordinate and manage staff and resources demonstrating leadership and decision making skills.

Evidence of performance of coordinating funeral operations of diverse funeral arrangements on five or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- roles and responsibilities of the range of funeral services personnel and external contractors and agencies involved in funeral arrangements
- features of funeral requests and requirements
- resources required for funeral arrangements
- range of 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
- workplace policies and procedures for funeral arrangements
- environmental impacts regarding funeral operations and minimal impact practices to reduce these
- professional funeral services industry parameters in dealing with the deceased and the bereaved
- social, religious and cultural differences and traditions that impact on coordinating funeral operations.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that is as industry realistic as possible. In a simulated environment, it is essential that assessment is conducted:

- using suitable facilities, equipment and resources, including:
 - computers, communication technology and software programs to coordinate funeral operations
 - funeral vehicles
 - staffing rosters and funeral schedules and rosters
- 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 relevant personnel

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>