



Australian Government

SIFFFNL009 Conduct funerals

Release: 1

SIFFNL009 Conduct funerals

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to prepare and conduct a funeral. It applies to funeral conductors and requires coordination and supervision of others and working with a high level of responsibility 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. Prepare to conduct funerals.

PERFORMANCE CRITERIA

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

- 1.1 Liaise with family members to identify funeral service requirements.
- 1.2 Review funeral service requirements and documentation and liaise with appropriate personnel to confirm arrangements.
- 1.3 Identify and arrange availability of required resources and equipment.
- 1.4 Identify and arrange availability of required funeral and escort vehicles and check for serviceability, safety and presentation.
- 1.5 Identify and arrange coffin or casket bearers and drivers according to funeral service requirements.
- 1.6 Liaise with lead driver to confirm funeral procedures.
- 1.7 Identify contingency procedures and inform appropriate personnel.
- 1.8 Verify identity of deceased.

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|--------------------------------------|---|
| 2. Coordinate funerals. | 2.1 Communicate with family members, mourners and colleagues.
2.2 Monitor operation of equipment and take corrective action where required to minimise disruption to proceedings.
2.3 Oversee and coordinate movement of coffin or casket according to funeral service requirements.
2.4 Coordinate movement of family members and mourners according to funeral service requirements. |
| 3. Lead funeral processions on foot. | 3.1 Assemble funeral procession.
3.2 Commence procession according to predetermined signals from relevant personnel, traffic flow and safety considerations.
3.3 Maintain pace of funeral procession according to funeral procedures.
3.4 Enter funeral vehicle according to funeral procedures. |
| 4. Review conduct of funerals. | 4.1 Review and complete funeral documentation as required.
4.2 Reflect on the conduct of funeral and note areas for improvement.
4.3 Advise appropriate personnel of outcomes and make recommendations where 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

SIFFFNL007A Conduct a funeral.

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 SIFFFNL009 Conduct funerals

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- interpret client needs, pre-determined funeral arrangements accurately and coordinate and schedule operational details that meet these requirements
- liaise with funeral and external personnel to organise required aspects of funeral
- deal with contingencies in conducting a safe and efficient funeral
- communicate with the bereaved according to funeral services industry parameters and protocols.

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

Knowledge Evidence

Demonstrated knowledge of:

- features of funeral service requirements, including but not restricted to:
 - time
 - location:
 - monumental cemeteries
 - lawn cemeteries
 - mausoleum crypts
 - memorial gardens
 - cemeteries with historical or cultural significance
 - crematoria
 - at sea
 - state funeral
 - Services funeral
 - destitute funeral
 - committal instructions:
 - burial
 - entombment
 - cremation
 - timing of committal

- presence of mourners
- return of deceased's personal effects, including jewellery or memorabilia
- social, cultural and religious considerations:
 - funeral and mourning dress standards
 - funeral rites
 - full rites of services
 - cultural rituals to assist grieving
 - duration of mourning
 - wakes
 - religious denomination
 - spiritual symbolism
 - public profile of the deceased
 - burial procedures
 - time required between death and burial or cremation
 - taboos regarding death
 - text readings or scriptures
 - placing special personal effects with the deceased person
 - specific coffin or casket design
 - orientation of coffin
- transport requirements
- 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
- strategies to address contingencies that may occur during funerals
- strategies for evaluating funeral effectiveness and ways of improving performance
- funeral services industry parameters in dealing with the deceased and the bereaved
- workplace policies and procedures regarding the conduct of funerals and dealing with contingencies.

Assessment Conditions

Skills must be demonstrated in a funeral home, cemetery or crematoria workplace where funeral processions can be conducted and movement of coffins, caskets and mourners can be managed:

- using suitable equipment and resources, including:
 - coffins or caskets, funeral vehicles and resource and equipment used in the conduct of funerals
- 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

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