



Australian Government

Department of Education, Employment and Workplace Relations

SIFBCR002A Transfer coffins and caskets

Revision Number: 1

SIFBCR002A Transfer coffins and caskets

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to move and transfer coffins and caskets from one location to another according to OHS procedures, relevant legislation and workplace policies and procedures.

Application of the Unit

Application of the unit This unit applies to funeral home staff and involves working as part of a team. It may involve directing or supervising others.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units Nil

Employability Skills Information

Employability skills This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Prepare to transfer coffin or casket.	1.1 Collect and complete <i>documentation</i> to <i>transfer</i> coffin or casket. 1.2 Liaise with <i>appropriate staff</i> to identify <i>transfer requirements</i>. 1.3 Identify, locate and prepare appropriate <i>transfer vehicle</i>. 1.4 Identify, locate and prepare appropriate <i>transfer equipment</i>. 1.5 Identify and use <i>personal protective equipment</i> according to <i>relevant legislation</i> and <i>workplace policies and procedures</i>.
2 Transfer coffin or casket.	2.1 Determine most appropriate method of moving coffin or casket. 2.2 Move coffin or casket using appropriate <i>manual handling techniques</i> and transfer it to trolley or other appropriate apparatus according to relevant legislation and workplace policies and procedures. 2.3 Transfer coffin or casket to and from appropriate vehicle according to relevant legislation and workplace policies and procedures.
3 Reinstate transfer vehicle and equipment.	3.1 Return transfer vehicle to correct location. 3.2 Clean transfer vehicle and equipment according to workplace policies and procedures.

ELEMENT**PERFORMANCE CRITERIA**

- 3.3 Return transfer equipment according to workplace policies and procedures.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- safe manual handling techniques to transfer coffins and caskets
- appropriate use of personal protective equipment
- communication skills, including active listening and questioning techniques to identify and confirm transfer requirements
- customer service skills, including ability to maintain confidentiality of client information
- literacy and numeracy skills to interpret and complete required documentation and to interpret maps and street signage
- organisational and time management skills to complete required tasks according to customer requirements and workplace policies and procedures.

Required knowledge

- social, cultural and religious differences in relation to transfer of coffins and caskets
- workplace policies and procedures applicable to transfer of coffins and caskets
- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to OHS and the transfer of coffins and caskets
- appropriate dress standards in line with workplace policy
- operating and maintenance requirements of vehicles and equipment
- professional funeral services industry parameters for dealing with the deceased and the bereaved.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- ability to interpret and complete transfer documentation in accordance with regulatory requirements
- the selection and preparation of transfer vehicle and relevant equipment and safe and efficient transfer of

EVIDENCE GUIDE

coffin or casket

- use of sensitive and empathetic verbal and non-verbal communication with the bereaved and clear and accurate communication with colleagues
- use of safe manual handling techniques
- transferring coffins and caskets on multiple occasions to ensure consistency of performance and ability to respond to different situations.

Context of and specific resources for assessment

Assessment must ensure:

- demonstration of skills within and between funeral services facilities, such as funeral homes, cemeteries and crematoria, where coffins and caskets are moved and transferred
- access to coffins and caskets
- access to transfer equipment and funeral transfer vehicle
- access to relevant documentation for a range of transfer requirements, such as transfer arrangements, maps and directions.

EVIDENCE GUIDE

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of candidate preparing and transferring coffins or caskets to correct location and reinstating transfer vehicle and equipment
- written or verbal questioning to assess knowledge and understanding of relevant procedures with regard to transferring coffins and caskets
- review of workplace documents completed by candidate
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- SIFFNL002A Assist with the conduct of a funeral
- SIFTVM001A Drive funeral vehicles.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included. conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Documentation may include:

- Death Certificate or Certificate of Life Extinct
- notification of life extinct
- coroner's warrant
- medical report
- transfer instructions
- waterproof identification tag
- coffin or casket nameplate
- list of personal property of the deceased
- receipts for jewellery and other valuables
- mortuary occupancy register.

Transfer may include:

- between place of death and funeral home
- within a funeral home
- between funeral home branches
- between funeral home and location of funeral, burial or cremation
- from one funeral, burial or cremation location to another.

Appropriate staff may include:

- manager
- supervisor.

RANGE STATEMENT

Transfer requirements may include:

- time of transfer
- social, religious or cultural requirements.

Transfer vehicle may include:

- suitably equipped transfer vehicle.

Transfer equipment may include:

- lifting aids
- trolley
- stretcher.

Personal protective equipment may include:

- disposable gloves
- heavy duty gloves
- protective overgarments
- overshoes
- waterproof aprons.

Relevant legislation may include:

- OHS
- Privacy Acts
- federal transportation regulations
- Public Health Act
- cemetery Acts and by-laws
- Worksafe Australia certification and standards.

Workplace policies and procedures may include:

- standard operating policies and procedures
- standards and certification requirements
- quality assurance procedures
- OHS procedures
- emergency procedures, including fire and accident procedures
- security procedures.

RANGE STATEMENT

Manual handling techniques
may include:

- single person lift
- multiple person lift
- assisted with manual lifting device
- assisted with mechanical lifting device.

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Burials and Cremations