



Australian Government

Department of Education, Employment and Workplace Relations

SIFBCR008A Schedule burials or cremations

Revision Number: 1

SIFBCR008A Schedule burials or cremations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to handle enquiries from funeral homes and schedule burials or cremations in a manner that meets all parties' needs.

Application of the Unit

Application of the unit

This unit applies to cemetery and crematorium staff and involves working with relative autonomy under the direction of a manager or supervisor.

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 | Schedule burials or cremations. | 1.1 Respond to enquiries regarding burials, cremations and services from <i>funeral home personnel</i> according to <i>workplace policies and procedures</i> . |
| | | 1.2 Consult with <i>relevant personnel</i> to schedule burials, cremations and services according to workplace policies and procedures. |
| | | 1.3 Identify and check details of burial or cremation and service requirements, including <i>social, cultural and religious requirements</i> . |
| | | 1.4 Enter scheduling data and records into <i>workplace information systems</i> according to workplace policies and procedures. |
| | | 1.5 Communicate schedules to relevant personnel according to workplace policies and procedures. |
| | | 1.6 Complete bookings correctly according to workplace policies and procedures. |
| | | 1.7 Check and complete <i>relevant documentation</i> according to <i>relevant legislation</i> and 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

- communication skills to consult relevant personnel; display empathy, respect and courtesy; and apply telephone and negotiation skills to schedule burials or cremations
- customer service skills, including ability to maintain confidentiality of client information
- literacy and numeracy skills to understand written documentation, complete required documentation and apply computer literacy to use electronic workplace booking systems
- organisational and time management skills to complete scheduling tasks according to client requirements and workplace policies and procedures
- interpersonal skills to relate to people from a range of social, cultural, religious and ethnic backgrounds and with a range of physical and mental abilities.

Required knowledge

- burial or cremation procedures
- social, religious and cultural differences and traditions
- workplace policies and procedures regarding scheduling burials or cremations
- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to documentation and confidentiality requirements for burials and cremations
- professional funeral services industry parameters when dealing with 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 handle enquiries and communicate with funeral home personnel in a prompt, courteous and professional manner to schedule burials or cremations in a manner that meets all parties' needs
- identification of details of burial or cremation and

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service requirements, including social, cultural and religious requirements

- communication of scheduling information to relevant personnel
- scheduling burials or cremations 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:

- access to appropriate communication equipment, computers, printers, information programs, record systems and software programs currently used in funeral services industry to control scheduling of burials and cremations
- range of burial or cremation requirements
- access to relevant documentation, such as burial schedules.

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 identifying and applying procedures for scheduling burials or cremations, and checking burial or cremation details and requirements while applying relevant policies and procedures
- written or verbal questioning to assess knowledge and understanding of relevant procedures with regard to scheduling burials or cremations
- participation in role plays in relation to communicating and confirming schedules with relevant personnel
- 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:

- SIFFNL003A Arrange funerals.

Employability skills embedded in this unit should be

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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.

Funeral home personnel may include:

- customer service staff
- sales consultants
- sales coordinators
- managers
- funeral home owners or managers
- funeral directors, conductors and arrangers
- funeral assistants.

Workplace policies and procedures may include:

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

RANGE STATEMENT

Relevant personnel may include:

- customer service staff
- sales coordinators
- managers
- supervisors
- cemetery or crematorium managers
- chapel attendants
- chapel assistants
- crematorium operators
- gravediggers
- grounds people
- gardeners
- horticulturalists
- leading hands
- clergy or celebrants
- transportation service personnel.

Social, cultural and religious requirements may include:

- dress standards
- burial or cremation procedures
- funeral rites according to religious denomination
- time required between death and burial or cremation.

Workplace information systems may include:

- electronic, such as:
 - computers
 - data entry equipment
- manual.

Relevant documentation may include:

- Death Certificate
- standard operating procedures
- work orders
- burial documentation
- cremation documentation
- council permits
- schedule running sheets
- site identification details
- cemetery plan or map.

RANGE STATEMENT

Relevant legislation and regulations may include:

- Births, Deaths and Marriages Registration
- local government regulations
- Privacy Acts.

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Burials and Cremations