



Australian Government

Department of Education, Employment and Workplace Relations

SIFBCR010A Supervise burials

Revision Number: 1

SIFBCR010A Supervise burials

Modification History

Not applicable.

Unit Descriptor

Unit descriptor This unit describes the performance outcomes, skills and knowledge required to identify and communicate burial procedures to staff, other personnel, clients and the general public and to oversee the conduct of burials.

Application of the Unit

Application of the unit This unit applies to cemetery and crematorium staff required to supervise others. It requires the application of communication, planning, organising and supervisory skills to ensure efficient operations and meet planned outcomes.

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

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Supervise staff in preparation for burials.	1.1 Liaise with <i>appropriate personnel</i> to confirm burial requirements. 1.2 Advise relevant staff of <i>workplace policies and procedures</i>, and <i>relevant legislation</i> for carrying out burials as required. 1.3 Review and communicate burial schedules to appropriate personnel. 1.4 Advise appropriate personnel of <i>special requirements</i> and burial procedures as required.
2 Oversee conduct of burials.	2.1 Monitor burial schedules to assist with efficient operations. 2.2 Assist staff to resolve scheduling difficulties and deal with <i>contingencies</i>. 2.3 Monitor burials according to workplace policies and procedures, and relevant legislation. 2.4 Address problems that may arise during and after burial and assist staff in their resolution as appropriate.

ELEMENT**PERFORMANCE CRITERIA**

- 2.5 Identify ***potential or actual breaches*** of relevant legislation or workplace policies and procedures and take appropriate action.
- 2.6 Monitor ***relevant documentation*** and take corrective action as required.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- communication skills, including active listening and questioning techniques to identify and confirm burial requirements with relevant parties, using language and concepts appropriate to cultural differences
- literacy and numeracy skills to review and monitor burial schedules and required documentation
- planning and organisational skills to advise staff of burial requirements and monitor burial schedules
- customer service skills, including ability to maintain confidentiality of client information
- 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
- teamwork skills to coordinate and supervise staff in performance of required tasks
- problem-solving skills to identify and resolve problems that may arise during burials.

Required knowledge

- in-depth knowledge of relevant federal, state or territory, and local government legislation and regulations relating to OHS and conduct of burials
- relevant workplace policies and procedures regarding conduct of burials
- standard cemetery operating procedures
- gravedigging procedures
- cemetery or crematorium records and booking systems
- social, religious and cultural differences and traditions in relation to burials
- professional funeral services industry parameters and protocols in dealing with the deceased and the bereaved
- roles and duties of cemetery and crematorium personnel.

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 Evidence of the following is essential:

EVIDENCE GUIDE

and evidence required to demonstrate competency in this unit

- the co-ordination of required personnel, tools, equipment and machinery and monitoring of operations to ensure all burial works are conducted safely and efficiently and in accordance with work specifications and burial schedules
- knowledge of regulatory requirements and methods for burials and ability to deal with breaches
- use of sensitive and empathetic verbal and non-verbal communication with the bereaved
- use of clear and accurate communication with colleagues and supervision of the safe and efficient burial of remains and the reinstatement and good presentation of burial site
- supervising burials 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 a facility where burials are carried out
- liaison with a range of relevant personnel
- access to burial schedules and funeral booking systems
- access to a range of burial requirements.

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 identifying and applying relevant legislation and workplace policies and procedures in conducting burials, monitoring schedules and liaising with staff to resolve scheduling problems
- written or verbal questioning to assess knowledge and understanding of relevant legislation and workplace policies and procedures with regard to overseeing burials
- 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:

- SIFBCR004A Bury coffins and caskets.

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.

Appropriate personnel may include:

- drivers or riders
- customer service staff
- sales consultants
- sales coordinators
- supervisors
- managers
- cemetery or crematorium managers
- chapel attendants
- chapel assistants
- grounds people
- gardeners
- horticulturalists
- leading hands.

Workplace policies and procedures may include:

- personal presentation
- communication protocols
- quality assurance procedures
- OHS procedures
- emergency procedures, including fire and accident procedures.

RANGE STATEMENT

Relevant legislation and regulations may include:

- OHS
- cemetery Acts and by-laws
- local government regulations
- Lands Act
- Births, Deaths and Marriages Registration
- Coroner's Act
- Public Health Act
- Environment Protection Act
- Worksafe Australia certification and standards
- Privacy Acts
- Traffic Acts and regulations.

Special requirements may include:

- social, cultural and religious considerations, such as:
 - dress standards
 - time required between death and burial.

Contingencies may include:

- transport breakdowns
- scheduling delays.

Potential or actual breaches may include:

- inappropriate staff behaviour
- inappropriate response to client behaviour
- inefficient work performance.

Relevant documentation may include:

- burial documentation
- council permits
- schedule running sheets
- cemetery plan or map.

Unit Sector(s)

Sector

Funeral Services

Competency field

Competency field

Burials and Cremations