



Australian Government

Department of Education, Employment and Workplace Relations

SIFBCR014A Supervise cremations

Revision Number: 1

SIFBCR014A Supervise cremations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

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

Application of the Unit

Application of the unit

This unit applies to crematorium staff required to supervise others. It requires the application of communication, planning, organising and supervisory skills to ensure efficient operations and to 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 Confirm and advise cremation requirements.	1.1 Liaise with <i>appropriate personnel</i> to confirm cremation requirements. 1.2 Advise relevant staff of <i>workplace policies and procedures</i>, and <i>relevant legislation</i> for carrying out cremations as required. 1.3 Review and communicate cremation schedules to appropriate personnel. 1.4 Advise appropriate personnel of <i>special requirements</i> and cremation procedures as required. 1.5 Advise relevant staff of cremation equipment operations according to workplace policies and procedures, and relevant legislation.
2 Supervise conduct of cremations.	2.1 Monitor cremation schedules to assist with efficient operations. 2.2 Assist staff to resolve scheduling difficulties and deal with <i>contingencies</i>. 2.3 Monitor conduct of cremations according to workplace policies and procedures, and relevant legislation.

ELEMENT**PERFORMANCE CRITERIA**

- 2.4 Address general and technical problems that arise during and after cremation and assist staff in their resolution as appropriate.
- 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 and clear and direct communication to liaise with relevant parties, and confirm and communicate work requirements
- literacy and numeracy skills to review and monitor cremation schedules and complete required documentation
- planning and organisational skills to advise staff of cremation requirements and monitor cremation schedules
- customer service skills to maintain confidentiality of client information
- teamwork skills to coordinate and supervise staff in performance of required tasks
- problem-solving skills to identify and resolve problems that may arise during cremations.

Required knowledge

- in-depth knowledge of relevant federal, state or territory, and local government legislation and regulations relating to OHS and conduct of cremations
- relevant workplace policies and procedures regarding conduct of cremations
- crematorium operation procedures, including procedures for operating and maintaining cremation equipment
- social, religious and cultural differences and traditions in relation to cremations
- professional funeral services industry parameters and protocols in dealing with the deceased and the bereaved
- roles and duties of 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 and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- the co-ordination of required personnel, tools, equipment and machinery and monitoring of operations to ensure all cremations are conducted safely and

EVIDENCE GUIDE

efficiently and in accordance with work specifications and burial schedules

- knowledge of regulatory requirements and methods for cremations and ability to deal with breaches
- use of sensitive and empathetic verbal and non-verbal communication with the bereaved and clear and accurate communication with colleagues
- supervising 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:

- demonstration of skills within a facility where human remains are cremated
- access to relevant documentation, such as cremation 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 cremation requirements, advising relevant personnel and monitoring conduct of cremations, including liaising with staff to resolve scheduling or other difficulties
- written or verbal questioning to assess knowledge and understanding of relevant legislation and workplace policies and procedures regarding conduct of cremations
- 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:

- SIFBCR012A Arrange and oversee viewings of cremations.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up

EVIDENCE GUIDE

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
- cemetery or crematorium managers
- chapel attendants
- chapel assistants
- crematorium operators
- 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
- Crematorium Acts
- 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.

Special requirements may include:

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

Contingencies may include:

- technical problems
- transport breakdowns
- scheduling delays.

Potential or actual breaches may include:

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

Relevant documentation may include:

- cremation documentation
- council permits
- schedule running sheets
- cemetery plans or maps.

Unit Sector(s)

Sector

Funeral Services

Competency field

Competency field

Burials and Cremations