



Australian Government

Department of Education, Employment and Workplace Relations

SIFFNL005A Arrange intrastate and interstate repatriations

Revision Number: 1

SIFNL005A Arrange intrastate and interstate repatriations

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to assess, confirm, arrange and oversee the body preparation and transport arrangements required to transfer embalmed, un-embalmed and cremated human remains intrastate or interstate within Australia.

Application of the Unit

Application of the unit

This unit applies to funeral home staff and involves working autonomously with a high level of responsibility and coordinating and supervising the work of 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 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 Arrange preparation of the deceased person.	1.1 Identify correct <i>human remains</i> to be transported and ensure <i>corroboration</i> according to <i>workplace policies and procedures</i> and <i>industry guidelines</i>. 1.2 Acquire and confirm required <i>documentation of death</i> according to <i>relevant legislation</i> and <i>carrier requirements</i>. 1.3 Liaise with <i>family</i> of deceased to explain and confirm transfer procedures and requirements. 1.4 Liaise with funeral directing staff at repatriation location to confirm transfer procedures and requirements. 1.5 Arrange full or partial embalming of non-cremated remains as required. 1.6 Determine and arrange <i>preparation requirements</i> of human remains for transport according to workplace policies and procedures, relevant legislation, and regulations and industry guidelines.

ELEMENT	PERFORMANCE CRITERIA
2 Make transport arrangements.	2.1 Identify and document transfer location and consignee and transit director details. 2.2 Identify and liaise with appropriate transport company to make transfer arrangements according to workplace policies and procedures. 2.3 Notify consignee and transit director of transfer arrangements according to workplace policies and procedures, and relevant legislation and regulations. 2.4 Organise and complete required documentation according to workplace policies and procedures, and relevant legislation and regulations. 2.5 Arrange for required documentation to be forwarded to relevant agencies according to workplace policies and procedures, and relevant legislation and regulations. 2.6 Arrange for transfer of shipping container to the transport company at correct time. 2.7 Review arrangements and documentation prior to departure.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- planning and organisational skills to ensure that required documentation and transport schedules are accurately arranged and confirmed
- communication skills, including clear and direct communication and active listening and questioning techniques to arrange and confirm transport arrangements and notify family of the deceased, consignee and transit director
- literacy and numeracy skills to interpret complex legislative and operational requirements, complete required documentation, and arrange and confirm transport schedules
- problem-solving skills to deal with contingencies.

Required knowledge

- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to intrastate or interstate transportation of human remains
- sources of information on legislative and operational requirements for intrastate or interstate transportation of human remains
- transport options and requirements
- workplace policies and procedures and industry guidelines
- funeral services industry protocols 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 assess, confirm and coordinate the body preparation and transport of human remains and accurately complete and process relevant documentation
- ability to communicate with family, funeral personnel and transport carriers to ensure that repatriation of human remains is conducted safely, efficiently and

EVIDENCE GUIDE

sensitively

- knowledge of regulations for the inter and intrastate transportation of remains within Australia
- arranging intrastate and interstate repatriations 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 computers, communication technology and software programs to coordinate repatriations
- relevant documentation, such as transport documentation and 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 completing required documentation and making and confirming required arrangements
- written or verbal questioning to assess knowledge and understanding of relevant legislative, regulatory and industry procedures
- 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:

- SIFFNL006A Arrange international repatriations.

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.

Human remains may include:

- cremated remains
- partially or full embalmed remains
- un-embalmed remains.

Corroboration may include:

- body labels
- mortuary records confirmed by a minimum of two persons.

Workplace policies and procedures may include:

- OHS
- transportation of human remains
- communication protocols
- documentation completion and dispatch
- quality procedures.

Industry guidelines may include:

- body preparation
- sealing of human remains
- shipping containers.

Documentation of death may include:

- Death Certificate or Certificate of Life Extinct
- notification of life extinct.

RANGE STATEMENT

Relevant legislation, regulations and codes of practice may include:

- Aviation Transport Security Act
- Australian Quarantine and Inspection Service (AQIS)
- OHS
- Anatomy Act
- Human Tissue Act
- Coroner's Act
- federal transportation regulations
- Airlines Act
- Public Health Act
- Environment Protection Act
- Births, Deaths and Marriages Registration
- approved code of practice for embalmers
- Dangerous Goods Act
- local government regulations
- funeral services industry code of practice
- cemetery Acts and by-laws
- Crematorium Acts
- Worksafe Australia certification and standards.

Carrier requirements may include:

- separate consignment
- packaging requirements for cremated remains
- packaging requirements for embalmed and non-embalmed remains
- signed declarations
- quarantine declarations
- refrigeration requirements
- timeframes for receipt of remains.

Family may include:

- immediate family
- extended family
- designated people, including friends.

Preparation requirements may include:

- urn and outer packaging for cremated remains
- packaging materials and methods for embalmed and non-embalmed remains
- transfer shells
- labelling.

RANGE STATEMENT

Transport company may include:

- air
- rail
- motor vehicle
- ship.

Transfer arrangements may include:

- transfer date and time
- procedures that minimise delays
- completion of required documentation.

Required documentation may include:

- statutory declaration in line with carrier requirements
- quarantine declaration
- embalming certificate
- mortuary occupancy register
- dangerous goods declaration
- transfer instructions
- local health authority declarations
- medical report identifying cause of death
- receipts for jewellery and other valuables
- list of personal property of the deceased person.

Unit Sector(s)

Sector

Funeral Services

Competency field

Competency field

Funeral Operations