



Australian Government

Department of Education, Employment and Workplace Relations

SIFTVM001A Drive funeral vehicles

Revision Number: 1

SIFTVM001A Drive funeral vehicles

Modification History

Not applicable.

Unit Descriptor

Unit descriptor

This unit describes the performance outcomes, skills and knowledge required to safely and professionally drive mourning coaches, limousines, hearses and funeral escort vehicles. It involves planning and preparing for the funeral journey and interacting with mourners.

Application of the Unit

Application of the unit

This unit applies to funeral home staff working under supervision as part of a team.

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 | Plan and prepare for journey. | 1.1 Liaise with appropriate staff to identify and confirm <i>work requirements</i> .
1.2 Place <i>courtesy equipment</i> in vehicle as required.
1.3 Identify destination on map or street directory.
1.4 Identify most appropriate route and an alternative route according to <i>workplace policies and procedures</i> .
1.5 Liaise with <i>relevant authorities</i> and confirm police assistance or escorts for <i>funeral processions</i> when required. |
| 2 | Drive funeral vehicles. | 2.1 Drive funeral vehicle according to workplace policies and procedures, and <i>relevant legislation</i> .
2.2 Refer to map or street directory where required and follow planned route.
2.3 Determine and follow funeral cortege positioning, move-off sequence and signalling according to workplace policies and procedures.
2.4 Anticipate and avoid road and <i>traffic hazards</i> using defensive driving tactics.
2.5 Park and secure funeral vehicle at destination according to relevant legislation and workplace policies and procedures. |

ELEMENT	PERFORMANCE CRITERIA
3. Use electronic equipment.	3.1 Check equipment according to manufacturer guidelines and workplace policies and procedures. 3.2 Identify and confirm backup communication strategies and liaise with relevant personnel regarding operating and coordination procedures. 3.3 Use electronic equipment according to workplace policies and procedures, and relevant legislation. 3.4 Transmit and receive messages according to workplace policies and procedures. 3.5 Implement backup communication strategies according to workplace policies and procedures.
4 Interact with mourners.	4.1 Communicate with mourners according to workplace policies and procedures. 4.2 Open and close vehicle doors according to workplace policies and procedures. 4.3 Adjust vehicle climate according to client requirements. 4.4 Provide courtesy equipment according to client requirements.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

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

Required skills

- defensive driving techniques
- communication skills, including clear and direct communication, using language and concepts appropriate to cultural differences and using and interpreting non-verbal signals to interact with mourners, liaise with appropriate personnel, transmit and receive messages, and display empathy and tact in relation to performing required tasks
- literacy and numeracy skills to follow maps and manufacturer instructions, interpret signalling codes and complete required documentation
- problem-solving skills to identify most appropriate route and assess potential hazards and road conditions
- planning and organisational skills to identify and confirm work requirements
- technological skills to operate electronic communication equipment.

Required knowledge

- road laws and regulations to enable the safe and legally compliant operation of funeral vehicles
- vehicle handling procedures
- vehicle controls and indicators
- workplace policies and procedures regarding the use of vehicles
- funeral services industry parameters and protocols for dealing with the deceased and the bereaved
- first aid
- telecommunication codes and conventions.

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.

EVIDENCE GUIDE

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

Evidence of the following is essential:

- the planning of the journey and selection of the most appropriate route to destination
- ability to drive safely, respectfully and fluently in cortege conditions at correct speed and following designated signalling procedures
- knowledge of road laws and regulations to enable the safe and legally compliant operation of funeral vehicles
- driving funeral vehicles 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 in an environment where funeral vehicles are operated in general road and funeral cortege conditions
- access to relevant documentation, such as street maps or directories
- access to electronic communication equipment
- access to a funeral vehicle.

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 planning and preparing for journey, driving the vehicle while monitoring traffic and road conditions, and using electronic equipment
- written or verbal questioning to assess knowledge and understanding of relevant workplace policies and procedures with regard to planning and preparing the journey, and driving funeral vehicles while observing relevant legislation
- 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
- SIFTVM002A Inspect and maintain vehicles and equipment.

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.

Work requirements may include:

- type of funeral vehicle, such as:
 - mourning coaches
 - limousines
 - hearses
 - horse drawn vehicles
 - escort motorcycles
- time of funeral
- location of funeral
- equipment, such as:
 - first aid kit
 - mobile phone
 - electronic communication equipment
 - street directory
 - religious ornaments
- courtesy equipment.

Courtesy equipment may include:

- umbrellas
- rain jackets
- sun shade
- tissues.

RANGE STATEMENT

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
- route selection, including consideration of:
 - efficiency
 - safety
 - hazards
 - potential road conditions
 - traffic flow
- use of vehicle, including:
 - safety
 - speed
 - minimisation of hindrance and impact on traffic
- use of electronic communication equipment
- language
- implementation of backup communication strategies.

Relevant authorities may include:

- private security personnel
- police
- security consultants.

Funeral processions may include:

- state funerals
- celebrity funerals.

Relevant legislation and regulations may include:

- traffic regulations
- licensing requirements for driving
- OHS
- restricted access areas.

RANGE STATEMENT

Traffic hazards may include:

- vehicular and pedestrian traffic
- persons with felonious intent
- uneven ground, steps and road surfaces
- inclement weather conditions.

Electronic equipment may include:

- CB radio
- mobile phone
- two-way radio
- global positioning system.

Unit Sector(s)

Sector Funeral Services

Competency field

Competency field Tools, Vehicles and Machinery