



SIF FUNERAL SERVICES
TRAINING PACKAGE V2.1

COMPANION VOLUME IMPLEMENTATION GUIDE



Version Control and Modification History

The latest version of the Implementation Guide is shown on the top row. The table tracks modifications to training components in this Training Package made after the initial release. Please check that you are using the current version of the *SIF Funeral Services Training Package* by accessing information from training.gov.au.

| Version | Release Date | Comments |
|---------|-----------------|--|
| 2.1 | 10 July 2015 | ISC upgrade Imported units from the following training packages updated: <ul style="list-style-type: none"> • BSB Business Services • HLT Health ICT Information and Communications Technology |
| 2.0 | 10 October 2013 | Endorsement; addition of: <ul style="list-style-type: none"> • SIF40213 Certificate IV in Embalming • SIFEMWK009 Apply anatomy and physiology principles to embalming • SIFEMWK010 Restore minor body damage • SIFEMWK011 Treat the head and body after autopsies • SIFEMWK012 Restore and set eyes after eye donations • SIFEMWK013 Determine embalming requirements • SIFEMWK014 Perform arterial embalming of natural cases • SIFEMWK015 Perform arterial embalming of autopsied cases • SIFEMWK016 Treat complex ante mortem cases • SIFEMWK017 Treat complex post mortem cases • SIFEMWK018 Supervise mortuary operations SIFEMWK019 Design a mortuary |
| 1.1 | 2 July 2013 | ISC upgrade. Addresses editorial corrections and upload errors in: <ul style="list-style-type: none"> • Qualification Descriptions Packaging Rules |
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Introduction

This Companion Volume Implementation Guide has been developed to provide advice and guidance on the implementation of the *SIF Funeral Services Training Package*. It also includes key information on the industry and its workforce needs.

Background

In November 2012 the National Skills Standards Council (NSSC) endorsed a set of *Standards for Training Packages*, to ensure that training packages are of high quality and meet the workforce development needs of industry, enterprises and individuals. The *Standards for Training Packages* apply to the design and development of training packages for endorsement consideration.

Standard 1 identifies the products that must comprise a training package. This includes:

- Four endorsed components:
 - Units of Competency
 - Assessment Requirements (associated with each Unit of Competency)
 - Qualifications
 - Credit Arrangements
- One or more quality assured Companion Volumes.

1.0 Overview Information

This Implementation Guide is designed to assist assessors, trainers, Registered Training Organisations (RTOs) and enterprises to deliver the *SIF Funeral Services Training Package*. It provides advice about the structure and content of the Training Package, its key features and industry specific information applicable to implementation.

1.1 SIF Qualifications

Qualifications are created by combining Units of Competency into groups which meet job roles and are meaningful in the workplace, and aligning those groups of competencies to vocational qualifications in the Australian Qualifications Framework (AQF).

Qualifications therefore:

- represent key industry functions directly related to occupational positions in the industry
- are a framework, not a course.

| Qualification Code | Qualification Title |
|--------------------|--|
| SIF10113 | Certificate I in Funeral Services |
| SIF20113 | Certificate II in Funeral Operations |
| SIF30113 | Certificate III in Cemetery and Crematorium Operations |
| SIF30213 | Certificate III in Gravedigging, Grounds and Maintenance |
| SIF30313 | Certificate III in Funeral Operations |
| SIF40113 | Certificate IV in Funeral Services |
| SIF40213 | Certificate IV in Embalming |
| SIF50113 | Diploma of Funeral Services Management |

1.2 SIF Skill Sets

Skill Sets are single Units of Competency, or combinations of Units of Competency from an endorsed training package which link to a licensing or regulatory requirement or a defined industry need. Skill Sets are NOT Qualifications.

This Training Package contains the following Skill Sets.

| Skill Set Code | Skill Set Title |
|----------------|--|
| SIFSS00003 | Induction to the Funeral Services Industry |
| SIFSS00004 | Safe Gravedigging |
| SIFSS00005 | Safe Exhumation of Burial Sites |

Refer to [Appendix 1: Skill Sets in SIF Funeral Services Training Package](#) for detailed information.

1.3 SIF Units of Competency and Prerequisites

Units of Competency in Training Packages are developed by industry to meet the identified skill needs of industry. Each Unit of Competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy requirements. Units of Competency therefore:

- are nationally agreed statements of the skills and knowledge required for effective performance in a particular job or job function
- describe work outcomes
- logically stand alone when applied in a work situation.

A prerequisite is a Unit of Competency in which the individual must be deemed competent prior to the determination of competency in the unit. Prerequisites are applicable when competency cannot be achieved in a given Unit of Competency without first gaining essential knowledge and skills from other Unit(s) of Competency. Prerequisites are included as part of the full Qualification and contribute to the total outcome of the Qualification.

| Unit Code | Unit Title | Prerequisite(s) |
|---|---|-----------------|
| CROSS SECTOR UNITS (X) | | |
| Administration and Quality (ADQ) | | |
| SIFXADQ001 | Control and order goods | Nil |
| SIFXADQ002 | Conduct internal quality audits | Nil |
| SIFXADQ003 | Monitor contracted services and supplies | Nil |
| Client Service and Sales (CSS) | | |
| SIFXCSS001 | Provide service to clients | Nil |
| SIFXCSS002 | Advise on funeral and burial products and services | Nil |
| SIFXCSS003 | Advise on pre-need funeral and burial products and services | Nil |
| SIFXCSS004 | Coordinate interaction with clients | Nil |
| SIFXCSS005 | Lead customer service teams | Nil |
| Working in Industry (IND) | | |
| SIFXIND001 | Plan a career in the funeral services industry | Nil |
| SIFXIND002 | Work effectively in the funeral services industry | Nil |
| SIFXIND003 | Deal with grief responses | Nil |
| SIFXIND004 | Participate in industry networks | Nil |
| Management and Leadership (MGT) | | |
| SIFXMGT001 | Coordinate teams | Nil |
| SIFXMGT002 | Coordinate staff | Nil |
| SIFXMGT003 | Supervise staff | Nil |
| SIFXMGT004 | Support people dealing with grief and trauma | Nil |
| Marketing and Public Relations (MPR) | | |
| SIFXMPR001 | Implement marketing and promotional activities | Nil |
| SIFXMPR002 | Make presentations to community groups | Nil |
| SIFXMPR003 | Prepare and conduct tours | Nil |

| Unit Code | Unit Title | Prerequisite(s) |
|---|---|---|
| SIFXMPR004 | Liase with the media | Nil |
| SIFXMPR005 | Develop marketing strategies and activities | Nil |
| Vehicles (VHC) | | |
| SIFXVHC001 | Drive funeral vehicles | Nil |
| SIFXVHC002 | Inspect and maintain vehicles and equipment | Nil |
| Work Health and Safety (WHS) | | |
| SIFXWHS001 | Follow work health and safety procedures | Nil |
| SIFXWHS002 | Follow infection and contamination control procedures | Nil |
| SIFXWHS003 | Implement and monitor work health and safety procedures | Nil |
| SIFXWHS004 | Implement and monitor infection and contamination control practices | Nil |
| CEMETERY AND CREMATORIA UNITS (C) | | |
| Building and Grounds Maintenance (BGM) | | |
| SIFCBGM001 | Provide general grounds care | Nil |
| SIFCBGM002 | Maintain property and structures | Nil |
| SIFCBGM003 | Clean and maintain public conveniences and amenities | Nil |
| SIFCBGM004 | Install basic masonry structures | Nil |
| SIFCBGM005 | Place and finish concrete for cemetery or crematorium structures | Nil |
| SIFCBGM006 | Construct signs | Nil |
| SIFCBGM007 | Evaluate building and grounds maintenance and development needs | Nil |
| SIFCBGM008 | Coordinate building and grounds maintenance and development | Nil |
| Burial and Cremation Operations (BCR) | | |
| SIFCBCR001 | Bury coffins and caskets | Nil |
| SIFCBCR002 | Backfill and make good graves | Nil |
| SIFCBCR003 | Dig graves manually | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium |
| SIFCBCR004 | Cremate coffins and caskets | Nil |
| SIFCBCR005 | Memorialise cremated remains | Nil |
| SIFCBCR006 | Prepare for gravedigging | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium |
| SIFCBCR007 | Dig graves using machinery | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium |

| Unit Code | Unit Title | Prerequisite(s) |
|--|--|---|
| SIFBCR008 | Consolidate collapsed graves | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium |
| SIFBCR009 | Remove ledgers and concrete lids | Nil |
| SIFBCR010 | Exhume burial sites | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium SIFCWHS002 Work in confined spaces |
| SIFBCR011 | Manufacture vault lids | Nil |
| SIFBCR012 | Install burial vaults | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium |
| SIFBCR013 | Prepare vaults or crypts for burials | Nil |
| SIFBCR014 | Reinstate vaults or crypts | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium SIFCWHS002 Work in confined spaces |
| SIFBCR015 | Operate a backhoe, front-end loader or excavator | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium |
| Cemetery and Crematoria Administration and Coordination (CAC) | | |
| SIFCCAC001 | Coordinate burial site preparation and reinstatement | Nil |
| SIFCCAC002 | Schedule burials or cremations | Nil |
| SIFCCAC003 | Coordinate the collection or memorialisation of cremated remains | Nil |
| SIFCCAC004 | Maintain and care for historical records | Nil |
| SIFCCAC005 | Coordinate chapel operations | Nil |
| SIFCCAC006 | Manage lift and reposition or deepen operations | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium |
| SIFCCAC007 | Arrange and oversee viewings of cremations | Nil |
| SIFCCAC008 | Coordinate burial works | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium |
| SIFCCAC009 | Coordinate monument installations | Nil |
| SIFCCAC010 | Supervise burials | Nil |
| SIFCCAC011 | Supervise cremations | Nil |
| SIFCCAC012 | Supervise exhumations | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium |
| Work Health and Safety (WHS) | | |

| Unit Code | Unit Title | Prerequisite(s) |
|--|--|---|
| SIFCWHS001 | Identify hazards and assess risks in a cemetery or crematorium | Nil |
| SIFCWHS002 | Work in confined spaces | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium |
| EMBALMING UNITS (E) | | |
| Mortuary Work and Embalming (MWK) | | |
| SIFEMWK001 | Encoffin deceased persons | Nil |
| SIFEMWK002 | Clean and sterilise mortuary items and equipment | Nil |
| SIFEMWK003 | Determine body preparation requirements | Nil |
| SIFEMWK004 | Coordinate mortuary operations | Nil |
| SIFEMWK005 | Cleanse and disinfect deceased persons | Nil |
| SIFEMWK006 | Set facial features | Nil |
| SIFEMWK007 | Treat abdominal and thoracic cavities | Nil |
| SIFEMWK008 | Dress the deceased and apply cosmetics | Nil |
| SIFEMWK009 | Apply anatomy and physiology principles to embalming | Nil |
| SIFEMWK010 | Restore minor body damage | Nil |
| SIFEMWK011 | Treat the head and body after autopsies | Nil |
| SIFEMWK012 | Restore and set eyes after eye donations | Nil |
| SIFEMWK013 | Determine embalming requirements | Nil |
| SIFEMWK014 | Perform arterial embalming of natural cases | Nil |
| SIFEMWK015 | Perform arterial embalming of autopsied cases | Nil |
| SIFEMWK016 | Treat complex ante mortem cases | Nil |
| SIFEMWK017 | Treat complex post mortem cases | Nil |
| SIFEMWK018 | Supervise mortuary operations | Nil |
| SIFEMWK019 | Design a mortuary | Nil |
| Work Health and Safety (WHS) | | |
| SIFEWHS001 | Follow mortuary work health and safety procedures | Nil |
| SIFEWHS002 | Review and develop mortuary work health and safety policies and procedures | Nil |
| FUNERAL DIRECTING UNITS (F) | | |
| Funeral Operations (FNL) | | |
| SIFFFNL001 | Assist with the conduct of funerals | Nil |
| SIFFFNL002 | Transfer deceased persons | Nil |
| SIFFFNL003 | Transfer coffins and caskets | Nil |
| SIFFFNL004 | Arrange and oversee viewings | Nil |
| SIFFFNL005 | Arrange funerals | Nil |

| Unit Code | Unit Title | Prerequisite(s) |
|------------|---|-----------------|
| SIFFFNL006 | Arrange intrastate and interstate repatriations | Nil |
| SIFFFNL007 | Arrange international repatriations | Nil |
| SIFFFNL008 | Coordinate funeral operations | Nil |
| SIFFFNL009 | Conduct funerals | Nil |
| SIFFFNL010 | Plan and conduct funeral ceremonies | Nil |

1.4 Imported Units of Competency and Prerequisites

Codes, titles and prerequisite requirements for imported Units of Competency are applicable and current at time of publication of the *SIF Funeral Services Training Package*.

The parent Training Package is identified before each group of imported Units of Competency.

| Unit Code | Unit Title | Prerequisite(s) |
|---|--|-----------------|
| AHC10 Agriculture, Horticulture and Conservation and Land Management | | |
| AHCIRG305A | Operate pressurised irrigation systems | Nil |
| AHCLSC203A | Install aggregate paths | Nil |
| AHCLSC303A | Construct brick and/or block structures and features | Nil |
| AHCLSC308A | Install metal structures and features | Nil |
| AHCMOM205A | Operate vehicles | Nil |
| AHCPGD201A | Plant trees and shrubs | Nil |
| AHCPGD203A | Prune shrubs and small trees | Nil |
| AHCPMG202A | Treat plant pests, diseases and disorders | Nil |
| AHCWRK305A | Coordinate work site activities | Nil |
| BSB Business Services | | |
| BSBCMM101 | Apply basic communication skills | Nil |
| BSBCOM501 | Identify and interpret compliance requirements | Nil |
| BSBCUS501 | Manage quality customer service | Nil |
| BSBFIA301 | Maintain financial records | Nil |
| BSBFIM501 | Manage budgets and financial plans | Nil |
| BSBINM201 | Process and maintain workplace information | Nil |
| BSBINM501 | Manage an information or knowledge management system | Nil |
| BSBLED501 | Develop a workplace learning environment | Nil |
| BSBMGT402 | Implement operational plan | Nil |
| BSBMGT403 | Implement continuous improvement | Nil |
| BSBMGT502 | Manage people performance | Nil |
| BSBREL401 | Establish networks | Nil |

| Unit Code | Unit Title | Prerequisite(s) |
|--|--|-----------------|
| BSBRKG304 | Maintain business records | Nil |
| BSBSMB402 | Plan small business finances | Nil |
| BSBSMB404 | Undertake small business planning | Nil |
| BSBSMB405 | Monitor and manage small business operations | Nil |
| BSBSMB406 | Manage small business finances | Nil |
| BSBSUS201 | Participate in environmentally sustainable work practices | Nil |
| BSBSUS301 | Implement and monitor environmentally sustainable work practices | Nil |
| BSBSUS501 | Develop workplace policy and procedures for sustainability | Nil |
| BSBWOR204 | Use business technology | Nil |
| HLT Health | | |
| HLTAID003 | Provide first aid | Nil |
| ICT Information and Communications Technology | | |
| ICTICT211 | Identify and use basic current industry-specific technologies | Nil |
| SIR07 Retail Services | | |
| SIRXHRM001A | Administer human resources policy | Nil |
| SIRXHRM002A | Recruit and select personnel | Nil |
| SIRXMGT003A | Lead and manage people | Nil |
| SIRXWHS403 | Provide a safe work environment | Nil |
| SIT12 Tourism, Travel and Hospitality | | |
| SITXEVT504 | Organise event infrastructure | Nil |
| SITXEVT505 | Manage on-site event operations | Nil |
| SITXMPR401 | Coordinate production of brochures and marketing material | Nil |
| SIS10 Sport, Fitness and Recreation | | |
| SISXEMR201A | Respond to emergency situations | Nil |
| TAE10 Training and Education | | |
| TAEDEL301A | Provide work skill instruction | Nil |
| TLI10 Transport and Logistics | | |
| TLIR4002A | Source goods/services and evaluate contractors | Nil |
| TLIR4003A | Negotiate a contract | Nil |

1.5 Qualification Mapping

| Qualification Mapping – SIF08 V1.1 to SIF V2.1 | | |
|---|---|--|
| Previous Qualification SIF08 V1.1 | Replacement Qualification SIF V2.1 | Comment in relation to previous version E = Equivalent N = Not Equivalent |
| | SIF10113 Certificate I in Funeral Services | <ul style="list-style-type: none"> • New Qualification • Suitable for pre-vocational/pre-employment programs. • The total number of units required to complete this qualification is 5. The number of core units is 2. The number of elective units is 3. |
| SIF20108 Certificate II in Funeral Operations | SIF20113 Certificate II in Funeral Operations | <ul style="list-style-type: none"> • E • Revised qualification provides greater flexibility to reflect other job outcomes for the funeral services industry at the AQF 2 level. Changes to packaging rules include the removal of specialisations and greater choice of imported units from other training packages and accredited courses. • The total number of units required to complete this qualification remains at 12. The number of core units has decreased from 5 to 3. The number of elective units has increased from 7 to 9. |
| SIF30108 Certificate III in Cemetery and Crematorium Operations | SIF30113 Certificate III in Cemetery and Crematorium Operations | <ul style="list-style-type: none"> • E • Revised qualification provides greater flexibility to meet industry/organisational outcomes. • Changes to packaging rules include the removal of specialisations and greater choice of imported units from other training packages and accredited courses. • The total number of units required to complete this qualification is 14. For SIF30108, this was 13 or 14 units depending on specialist stream undertaken. The number of core units remains at 4. The number of elective units is 10. For SIF30108, this was 9 or 10 units depending on specialist stream undertaken. |
| SIF30208 Certificate III in Gravedigging, Grounds and Maintenance | SIF30213 Certificate III in Gravedigging, Grounds and Maintenance | <ul style="list-style-type: none"> • E • Revised qualification provides greater flexibility to meet industry/organisational outcomes. Changes to packaging rules include the removal of specialisations and greater choice of imported units from other training packages and accredited courses. • The total number of units required to complete this qualification has decreased from 19 units to 18. The number of core units has decreased from 7 to 6. The number of elective units remains at 12. |
| SIF30308 Certificate III in Funeral Operations | SIF30313 Certificate III in Funeral Operations | <ul style="list-style-type: none"> • E • Revised qualification provides greater flexibility to meet industry/organisational outcomes. Changes to packaging rules include the removal of specialisations and greater choice of imported |

Qualification Mapping – SIF08 V1.1 to SIF V2.1

| Previous Qualification | Replacement Qualification | Comment in relation to previous version |
|---|---|---|
| SIF08 V1.1 | SIF V2.1 | E = Equivalent N = Not Equivalent |
| | | <p>units from other training packages and accredited courses.</p> <ul style="list-style-type: none"> The total number of units required to complete this qualification is 14. For SIF30308, this was 13 or 14 units depending on specialist stream undertaken. The number of core units has decreased from 5 to 4. The number of elective units is 10. For SIF30308, this was 9 or 10 units depending on specialist stream undertaken. |
| SIF40108 Certificate IV in Funeral Services | SIF40113 Certificate IV in Funeral Services | <ul style="list-style-type: none"> E Revised qualification provides greater flexibility to meet industry/organisational outcomes. Changes to packaging rules include the removal of specialisations and greater choice of imported units from other training packages and accredited courses. The total number of units required to complete this qualification remains at 14. The number of core units has decreased from 7 to 5. The number of elective units has increased from 6 to 9. |
| SIF40208 Certificate IV in Embalming | SIF40213 Certificate IV in Embalming | <ul style="list-style-type: none"> E Revised qualification builds on specialist skills. The total number of units required to complete this qualification has increased from 20 to 22. The number of core units has increased from 17 to 19. The number of elective units remains at 3. |
| SIF50108 Diploma of Mortuary Management | SIF50113 Diploma of Funeral Services Management | <ul style="list-style-type: none"> N This qualification is based on the Diploma of Mortuary Management and has been revised to include the role of managers that are engaged in other sectors of the funeral services industry. The total number of units required to complete this qualification is 12. The number of core units is 5. The number of elective units is 7. |

1.6 Unit of competency Mapping

For an explanation of how content has been housed in the new format for the *Standards for Training Packages*, refer to: [Appendix 3: Unit of Competency and Assessment Requirements Explained](#).

| Unit of Competency Mapping – SIF08 V1.1 to SIF V2.1 | | |
|---|--|---|
| Previous Unit Code and Title | Replacement Unit Code and Title | Comment in relation to previous version E = Equivalent N = Not Equivalent |
| SIF08 V1.1 | SIF V2.1 | |
| CROSS-SECTOR UNITS (X) | | |
| Administration and Quality (ADQ) | | |
| SIFGLC002A Control and order goods | SIFXADQ001 Control and order goods | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFGLC003A Conduct internal quality audits | SIFXADQ002 Conduct internal quality audits | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFGLC004A Monitor contracted services and supplies | SIFXADQ003 Monitor contracted services and supplies | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| Client Service and Sales (CSS) | | |
| SIFCCS001B Provide service to clients | SIFXCSS001 Provide service to clients | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFCCS002A Prepare and present finger food | | <ul style="list-style-type: none"> N Deleted unit. |
| SIFSLS001A Sell funeral and burial products and services | SIFXCSS002 Advise on funeral and burial products and services | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. Title, competency field and terminology changed to reflect current industry practice. |
| SIFSLS002A Sell pre-need funeral and burial products and services | SIFXCSS003 Advise on pre-need funeral and burial products and services | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. Title, competency field and terminology changed to reflect current industry practice. |
| SIFCCS004A Coordinate interaction with clients | SIFXCSS004 Coordinate interaction with clients | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFSLS003A Lead a sales team | SIFXCSS005 Lead customer service teams | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. Title, competency field and terminology changed to reflect current industry practice. |
| Working in Industry (IND) | | |
| | SIFXIND001 Plan a career in the funeral services industry | <ul style="list-style-type: none"> N New unit. |

Unit of Competency Mapping – SIF08 V1.1 to SIF V2.1

| Previous Unit Code and Title SIF08 V1.1 | Replacement Unit Code and Title SIF V2.1 | Comment in relation to previous version E = Equivalent N = Not Equivalent |
|--|--|--|
| SIFIND001B Work effectively in the funeral services industry | SIFXIND002 Work effectively in the funeral services industry | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Addition of new content in Element 1. |
| SIFIND002A Deal with grief and trauma | SIFXIND003 Deal with grief responses | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Title changed to accurately reflect unit content. |
| SIFIND003A Participate in industry networks | SIFXIND004 Participate in industry networks | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| Management and Leadership (MGT) | | |
| SIFMGT001A Coordinate a team | SIFXMGT001 Coordinate teams | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFMGT002A Coordinate staff | SIFXMGT002 Coordinate staff | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFMGT003A Supervise staff | SIFXMGT003 Supervise staff | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| | SIFXMGT504 Support people dealing with grief and trauma | <ul style="list-style-type: none"> • N • New unit. |
| Marketing and Public Relations (MPR) | | |
| SIFMPR001A Implement marketing and promotional activities | SIFXMPR001 Implement marketing and promotional activities | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFCCS003A Liaise with community | SIFXMPR002 Make presentations to community groups | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Title and competency field changed to accurately reflect intent of the unit. |
| SIFMPR002A Prepare and conduct tours | SIFXMPR003 Prepare and conduct tours | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFMPR003A Liaise with the media | SIFXMPR004 Liaise with the media | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFMPR004A Develop marketing strategies and activities | SIFXMPR005 Develop marketing strategies and activities | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| Vehicles (VHC) | | |
| SIFTVM001A Drive funeral vehicles | SIFXVHC001 Drive funeral vehicles | <ul style="list-style-type: none"> • E |

Unit of Competency Mapping – SIF08 V1.1 to SIF V2.1

| Previous Unit Code and Title SIF08 V1.1 | Replacement Unit Code and Title SIF V2.1 | Comment in relation to previous version E = Equivalent N = Not Equivalent |
|--|--|---|
| | | <ul style="list-style-type: none"> Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFTVM002A Inspect and maintain vehicles and equipment | SIFXVHC002 Inspect and maintain vehicles and equipment | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| Work Health and Safety (WHS) | | |
| SIFOHS001A Follow OHS procedures | SIFXWHS001 Follow work health and safety procedures | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. Title changed to reflect new WHS legislation |
| SIFOHS002A Follow infection and contamination control procedures | SIFXWHS002 Follow infection and contamination control procedures | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFOHS006A Implement and monitor OHS procedures | SIFXWHS003 Implement and monitor work health and safety procedures | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. Title changed to reflect new WHS legislation. |
| SIFOHS005A Implement and monitor infection and contamination control practices | SIFXWHS004 Implement and monitor infection and contamination control practices | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| CEMETARY AND CREMATORIA UNITS (C) | | |
| Building and Grounds Maintenance (BGM) | | |
| SIFBGM001B Provide general grounds care | SIFCBGM001 Provide general grounds care | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBGM002A Maintain property and structures | SIFCBGM002 Maintain property and structures | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBGM003B Clean and maintain public conveniences and amenities | SIFCBGM003 Clean and maintain public conveniences and amenities | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBGM004A Install basic masonry structures | SIFCBGM004 Install basic masonry structures | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBGM005A Place and finish concrete for cemetery or crematorium structures | SIFCBGM005 Place and finish concrete for cemetery or crematorium structures | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBGM008A Construct signs | SIFCBGM006 Construct signs | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBGM006A Evaluate building and | SIFCBGM007 Evaluate building and grounds | <ul style="list-style-type: none"> E |

Unit of Competency Mapping – SIF08 V1.1 to SIF V2.1

| Previous Unit Code and Title SIF08 V1.1 | Replacement Unit Code and Title SIF V2.1 | Comment in relation to previous version E = Equivalent N = Not Equivalent |
|---|---|--|
| grounds maintenance and development needs | maintenance and development needs | <ul style="list-style-type: none"> Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBGM007A Coordinate building and grounds maintenance and development | SIFCBGM008 Coordinate building and grounds maintenance and development | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| Burial and Cremation Operations (BCR) | | |
| SIFBCR004A Bury coffins and caskets | SIFBCR001 Bury coffins and caskets | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBCR018A Backfill and make good graves | SIFBCR002 Backfill and make good graves | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBCR020A Dig a grave manually | SIFBCR003 Dig graves manually | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBCR011A Cremate coffins and caskets | SIFBCR004 Cremate coffins and caskets | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBCR015A Memorialise cremated remains | SIFBCR005 Memorialise cremated remains | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBCR017A Prepare for gravedigging | SIFBCR006 Prepare for gravedigging | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBCR023A Dig a grave using machinery | SIFBCR007 Dig graves using machinery | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBCR021A Consolidate collapsed graves | SIFBCR008 Consolidate collapsed graves | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. The following pre-requisites have been removed: <ul style="list-style-type: none"> SIFOHS001A Follow OHS procedures SIFBCR017A Prepare for gravedigging SIFBCR018A Backfill and make good graves SIFBCR020A Dig a grave manually or <ul style="list-style-type: none"> SIFBCR023A Dig a grave using machinery. |
| SIFBCR024A Remove ledger and concrete lid | SIFBCR009 Remove ledgers and concrete lids | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |

Unit of Competency Mapping – SIF08 V1.1 to SIF V2.1

| Previous Unit Code and Title SIF08 V1.1 | Replacement Unit Code and Title SIF V2.1 | Comment in relation to previous version E = Equivalent N = Not Equivalent |
|---|---|--|
| SIFBCR025A Exhume a burial site | SIFBCR010 Exhume burial sites | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBCR003A Manufacture vault lids | SIFBCR011 Manufacture vault lids | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBCR005B Install burial vaults | SIFBCR012 Install burial vaults | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBCR007A Prepare vaults or crypts for burials | SIFBCR013 Prepare vaults or crypts for burials | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBCR009A Reinstate vaults or crypts | SIFBCR014 Reinstate vaults or crypts | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFTVM003A Operate a backhoe, front-end loader or excavator | SIFBCR015 Operate a backhoe, front-end loader or excavator | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Competency field changed to better reflect relevance to industry sector. |
| Cemetery and Crematoria Administration and Coordination (CAC) | | |
| SIFBCR001B Coordinate burial site preparation and reinstatement | SIFCCAC001 Coordinate burial site preparation and reinstatement | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Competency field changed to better reflect intent of the unit. |
| SIFBCR008A Schedule burials or cremations | SIFCCAC002 Schedule burials or cremations | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Competency field changed to better reflect intent of the unit. |
| SIFBCR013A Coordinate the collection or memorialisation of cremated remains | SIFCCAC003 Coordinate the collection or memorialisation of cremated remains | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Competency field changed to better reflect intent of the unit. |
| SIFGLC001A Maintain and care for historical records | SIFCCAC004 Maintain and care for historical records | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Competency field changed to better reflect intent of the unit. |
| SIFBCR006A Coordinate chapel operations | SIFCCAC005 Coordinate chapel operations | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Competency field changed to better reflect intent of the unit. |
| SIFBCR026A Manage lift and reposition or deepen operations | SIFCCAC006 Manage lift and reposition or deepen operations | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |

Unit of Competency Mapping – SIF08 V1.1 to SIF V2.1

| Previous Unit Code and Title SIF08 V1.1 | Replacement Unit Code and Title SIF V2.1 | Comment in relation to previous version E = Equivalent N = Not Equivalent |
|---|---|--|
| | | <ul style="list-style-type: none"> Competency field changed to better reflect intent of the unit. |
| SIFBCR012A Arrange and oversee viewings of cremations | SIFCCAC007 Arrange and oversee viewings of cremations | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. Competency field changed to better reflect intent of the unit. |
| SIFBCR019A Coordinate burial works | SIFCCAC008 Coordinate burial works | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. Competency field changed to better reflect intent of the unit. |
| SIFBCR022A Coordinate monument installation | SIFCCAC009 Coordinate monument installations | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. Competency field changed to better reflect intent of the unit. |
| SIFBCR010A Supervise burials | SIFCCAC010 Supervise burials | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. Competency field changed to better reflect intent of the unit. |
| SIFBCR014A Supervise cremations | SIFCCAC011 Supervise cremations | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. Competency field changed to better reflect intent of the unit. |
| SIFBCR016A Supervise exhumations | SIFCCAC012 Supervise exhumations | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. Competency field changed to better reflect intent of the unit. |
| Work Health and Safety (WHS) | | |
| SIFOHS007A Identify hazards and assess risks in a cemetery or crematorium | SIFCWHS001 Identify hazards and assess risks in a cemetery or crematorium | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFOHS004A Work in confined spaces | SIFCWHS002 Work in confined spaces | <ul style="list-style-type: none"> E Unit reviewed and updated to reflect Standards for Training Packages. |
| EMBALMING UNITS (E) | | |
| Mortuary Work and Embalming (MWK) | | |
| SIFMWK001A Encoffin the deceased person | SIFEMWK001 Encoffin deceased persons | <ul style="list-style-type: none"> N Unit reviewed and updated to reflect Standards for Training Packages. Title and content changed. Element 3 Perform engraving has been removed. |

Unit of Competency Mapping – SIF08 V1.1 to SIF V2.1

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|---|---|--|
| SIFMWK002A Maintain linen supplies | | <ul style="list-style-type: none"> • N • Deleted unit – content covered in SIFMWK003 Clean and sterilise mortuary items and equipment. |
| SIFMWK003A Clean and sterilise mortuary items and equipment | SIFEMWK002 Clean and sterilise mortuary items and equipment | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFMWK005A Determine body preparation requirements | SIFEMWK003 Determine body preparation requirements | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFMWK004B Coordinate mortuary operations | SIFEMWK004 Coordinate mortuary operations | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFMWK006A Cleanse and disinfect deceased bodies | SIFEMWK005 Cleanse and disinfect deceased persons | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Title changed. Unit intent has not changed. |
| SIFMWK007A Set facial features | SIFEMWK006 Set facial features | <ul style="list-style-type: none"> • N • Unit reviewed and updated to reflect Standards for Training Packages. • Addition of two elements and content. |
| SIFMWK015A Treat abdominal and thoracic cavities | SIFEMWK007 Treat abdominal and thoracic cavities | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFMWK011A Dress bodies and apply cosmetics | SIFEMWK008 Dress the deceased and apply cosmetics | <ul style="list-style-type: none"> • E • Unit updated to reflect Standards for Training Packages. • Title changed. Unit intent has not changed. |
| | SIFEMWK009 Apply anatomy and physiology principles to embalming | <ul style="list-style-type: none"> • N • New unit. |
| SIFMWK008A Restore minor body damage | SIFEMWK010 Restore minor body damage | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFMWK009A Restore head damage on autopsied cases | SIFEMWK011 Treat the head and body after autopsies | <ul style="list-style-type: none"> • N • Unit reviewed and updated to reflect Standards for Training Packages. • Title changed to reflect the addition of new element and new content in relation to body restoration |
| SIFMWK010A Restore and set eyes after eye donation | SIFEMWK012 Restore and set eyes after eye donations | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFMWK013A Determine embalming requirements | SIFEMWK013 Determine embalming requirements | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |

Unit of Competency Mapping – SIF08 V1.1 to SIF V2.1

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|--|--|---|
| SIFMWK014A Treat the arterial system | SIFEMWK014 Perform arterial embalming of natural cases SIFEMWK015 Perform arterial embalming of autopsied cases | <ul style="list-style-type: none"> • N • Unit reviewed and updated to reflect Standards for Training Packages. • The content of SIFMWK014A is divided into 2 units. Unit title and content change. Includes performing arterial embalming of babies and infants up to 2 years of age. Equivalence only against SIFEMWK014 and SIFEMWK015 |
| SIFMWK016A Treat tissue gas | | <ul style="list-style-type: none"> • N • Deleted unit. The content of SIFMWK016A Treat tissue gas is included in SIFEMWK418 Treat post mortem cases. |
| | SIFEMWK016 Treat complex ante mortem cases | <ul style="list-style-type: none"> • N • New unit to reflect the specialist embalming skills required to treat a variety of complex cases of ante mortem complications that includes bariatric deceased persons, deceased persons with emaciation, jaundice and oedema |
| | SIFEMWK017 Treat complex post mortem cases | <ul style="list-style-type: none"> • N • New unit to reflect the specialist embalming skills required to treat a variety of complex cases of post mortem complications that includes deceased persons with advanced decomposition, tissue gas, major trauma, frozen deceased bodies and deceased organ and tissue donors. |
| SIFMWK012A Supervise mortuary operations | SIFEMWK018 Supervise mortuary operations | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFMWK017A Design a mortuary | SIFEMWK019 Design a mortuary | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| Work Health and Safety (WHS) | | |
| SIFOHS003A Follow mortuary OHS procedures | SIFEWHS001 Follow mortuary work health and safety procedures | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Title changed to reflect new WHS legislation. |
| SIFOHS008A Review and develop mortuary OHS policies and procedures | SIFEWHS002 Review and develop mortuary work health and safety' policies and procedures | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Title changed to reflect new WHS legislation. |
| FUNERAL DIRECTING UNITS (F) | | |
| Funeral Operations (FNL) | | |
| SIFFNL002A Assist with the conduct of a funeral | SIFFFNL001 Assist with the conduct of funerals | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |

Unit of Competency Mapping – SIF08 V1.1 to SIF V2.1

| Previous Unit Code and Title SIF08 V1.1 | Replacement Unit Code and Title SIF V2.1 | Comment in relation to previous version E = Equivalent N = Not Equivalent |
|--|--|--|
| | | <ul style="list-style-type: none"> • Title changed. Unit intent has not changed. |
| SIFFNL001A Transfer deceased persons | SIFFFNL002 Transfer deceased persons | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFBCR002A Transfer coffins and caskets | SIFFFNL003 Transfer coffins and caskets | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Competency field changed to better reflect relevance to industry sector. |
| SIFFNL004A Arrange and oversee viewings | SIFFFNL004 Arrange and oversee viewings | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFFNL003A Arrange funerals | SIFFFNL005 Arrange funerals | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFFNL005A Arrange intrastate and interstate repatriations | SIFFFNL006 Arrange intrastate and interstate repatriations | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFFNL006A Arrange international repatriations | SIFFFNL007 Arrange international repatriations | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Title changed. Unit intent has not changed. |
| SIFFNL008B Coordinate funeral operations | SIFFFNL008 Coordinate funeral operations | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. |
| SIFFNL007A Conduct a funeral | SIFFFNL009 Conduct funerals | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Title changed. Unit intent has not changed. |
| SIFFNL009A Plan and conduct a funeral ceremony | SIFFFNL010 Plan and conduct funeral ceremonies | <ul style="list-style-type: none"> • E • Unit reviewed and updated to reflect Standards for Training Packages. • Title changed. Unit intent has not changed. |

1.7 Key work and Training Requirements in the Industry

1.7.1 Overview of the Funeral Services Industry

The funeral services industry is characterised by small businesses. Over the past couple of decades the industry has seen the entrance of conglomerate organisations and a greater number of women working in the funeral directing sector of the industry.

The industry offers a broad range of careers, such as coordinating and managing funerals, landscaping and horticultural roles in cemeteries and memorial gardens, embalming and mortuary work as well as accounting, business management and communication roles.

While the industry has a low labour turnover, the majority of employees enter at an older age than in many other industries. Employees in the sector tend to be characterised as experienced and mature, with the average age of employees tending to be above 35 years. This reflects the nature of the work undertaken and the importance placed on tact, empathy and sensitivity. These attributes are seen as a consequence of age and life experience, suggesting that school leavers are not typically appropriate for the industry as they lack this life experience.

There is no formal pathway into the funeral services industry. Training has traditionally been on-the-job, except for specialised roles such as embalming or horticulture. Some companies offer in-house training in a range of skills, such as arranging funerals, dealing with grieving people, administration skills and machinery operation. Some new entrants perform roles similar to those in other industries, such as administration and management, but many others enter the industry in specific funeral services industry roles, such as embalming and cemetery/crematorium operations. This results in a need for significant retraining.

In addition to these training requirements, there is an ongoing need to provide training and skills recognition to existing employees. While there has traditionally been a high degree of support for in-house training, the industry increasingly recognises the value of formalised training to:

- meet the challenges of increased competition from independent and conglomerate funeral businesses and the low cost funeral market; reflected in growing business integration and amalgamation which ties in with the 'one service' or 'end to end' integrated business approach
- meet changing customer demands, including an increasing demand for cremations and for services tailored to specific cultural groups
- continuously improve customer service provision
- better utilise emerging technologies to improve business outcomes.

The industry is also characterised by an unpredictable demand for services, and this impacts on the availability of staff to undertake structured training. Data from the industry indicates that growth in the industry will be stable over the next five years.

1.8 Regulation and Licensing Implications for Implementation

Licensing and registration requirements that apply to specific industries, and the VET system, vary between each State and Territory, and can regularly change.

There are no occupational and licensing requirements impacting on the SIF Funeral Services Training Package. However, the following requirement applies to the embalming of bodies in NSW:

Under a NSW public health regulation relating to the disposal of bodies, a person must not embalm a body unless that person has a certificate of proficiency of, or equivalent to, a Certificate IV [Embalming] standard issued by an institute approved by the Director-General of the NSW Department of Health. Candidates in NSW should seek advice from the NSW Department of Health for a current list of approved providers.

Contact the relevant State or Territory Department(s) to check if the licensing/registration requirements described above still apply, and to check if there are any others with which you must comply.

2.0 Implementation Information

2.1 Key features of the Training Package and the Industry that will Impact on the Selection of Training Pathways

The competencies in this training package may be attained via:

- formal or informal education and training
- experiences in the workplace
- general life experience, and/or
- any combination of the above.

2.1.1 Resourcing training and assessment pathways

The delivery of training and assessment within a realistic operational environment using current industry tools, equipment, documents and other resources plays an essential role in skills development and produces graduates that should be immediately useful and competent in an industry environment.

Mandatory conditions and resources are specified in the Assessment Conditions field in the Assessment Requirements for each Unit of Competency. The mandatory resources include the:

- physical environment where assessment must take place
- equipment and resources that must be provided
- consumable resources or stock that must be provided
- workplace documentation required
- people who must be present, if relevant
- time imperatives and/or time constraints
- assessor requirements.

The availability of these resources will be a key factor in selecting an appropriate training and assessment pathway.

An example from *SIFCBCR009 Remove ledgers and concrete lids*

Skills must be demonstrated in the workplace or in a simulated environment that is as industry realistic as possible. In a simulated environment, it is essential that assessment is conducted:

- using suitable facilities, equipment and resources, including:
 - a cemetery environment where assessment of monumentation and surrounding gravesites can occur
 - tools, equipment and machinery, including personal protective equipment
 - cemetery plans or maps
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - speed and timing requirements that reflect commercial operating conditions
 - interaction with appropriate personnel

2.2 Industry Sectors

Funeral services industry sectors

The funeral services industry in Australia consists of different types of businesses providing services and products to members of the Australian community dealing with death and bereavement. It consists of the following sectors:

Cemeteries and Crematoria

Cemeteries and crematoria are involved in the burial or cremation of the deceased. Cemeteries in all states and territories operate on a not-for-profit basis under the State Cemeteries Act and are usually run by local councils, state trustees, or publicly listed companies in some states.

Funeral Directing

The funeral directing sector is involved in the coordination of the activities involved in performing a funeral. This includes arranging and managing the funeral event, transporting, preparing and embalming the deceased and preparation of the coffin or casket.

Embalming

Embalmers primarily work within the funeral directing sector and perform a range of specialised embalming procedures in a mortuary or funeral home mortuary.

Occupational outcomes based on SIF qualifications.

SIF Funeral Services Training Package comprises of eight qualifications aligned to job outcomes for each of the sectors within the funeral services industry.

2.2.1 Occupational Outcomes of Qualifications

| Qualification | Outcome |
|---|---|
| SIF10113 Certificate I in Funeral Services | <p>This qualification allows individuals to develop basic functional knowledge and skills to prepare for work in the funeral services industry.</p> <p>Individuals at this level undertake a range of simple tasks within a team or work group, under close supervision. The range of technical knowledge and skills is limited.</p> <p>This qualification is suitable for VET in Schools delivery. It may also serve as a basis for workplace entry training for people seeking vocational experience within the funeral services industry.</p> |
| SIF20113 Certificate II in Funeral Operations | <p>This qualification reflects the role of individuals who undertake routine work in a range of operations that generally lead to pathways within the funeral services industry.</p> <p>These roles are generally performed working under supervision, with limited autonomy and judgement to complete routine but variable tasks in collaboration with others. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved.</p> <p>These individuals may work in:</p> <ul style="list-style-type: none">• funeral homes, assisting the funeral director in transferring deceased remains; preparing, driving and maintaining funeral vehicles; and assisting in the conduct of funerals• funeral home mortuaries, providing administration and operational support, which may include contact with deceased remains• cemeteries, as a handy man or leading hand in grounds maintenance, maintaining properties and |

| Qualification | Outcome |
|--|--|
| | <p>structures, or assisting with digging graves or assisting with transferring and burying coffins and caskets.</p> |
| <p>SIF30113 Certificate in Cemetery and Crematoria Operations</p> | <p>This qualification reflects the role of individuals who perform a range of skilled operations in a cemetery or crematorium.</p> <p>Individuals in these roles work relatively autonomously, participate in teams and may coordinate and supervise others. They require discretion and judgement in the provision of service and contingency measures. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved.</p> <p>These individuals, depending on their expertise, may work in:</p> <ul style="list-style-type: none"> • cemeteries or crematorium, providing sales, customer services and scheduling burial or cremation operations • cemeteries, coordinating staff in the preparation and reinstatement of burial sites and associated burial works • crematorium, performing cremations. |
| <p>SIF30213 Certificate III in Gravedigging, Grounds and Maintenance</p> | <p>This qualification reflects the role of individuals who perform a range of skilled operations in cemeteries.</p> <p>These operations include preparing, digging and backfilling graves and carrying out grounds and garden care, general maintenance activities and limited construction works.</p> <p>These individuals work relatively autonomously, participate in teams and may coordinate and supervise others. They require discretion and judgement in the selection of equipment, work requirements and contingency measures. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved.</p> |
| <p>SIF30313 Certificate III in Funeral Operations</p> | <p>This qualification reflects the role of individuals who are employed to perform a range of skilled operations in funeral homes or mortuaries.</p> <p>Individuals in these roles work relatively autonomously, participate in teams and may coordinate and supervise others. They require discretion and judgement in the provision of service, work requirements and contingency measures. Knowledge and application of funeral services industry protocols is required when dealing with the bereaved.</p> <p>These individuals, depending on their expertise, may work in:</p> <ul style="list-style-type: none"> • mortuaries, carrying out support activities and body preparation procedures under supervision • funeral homes, carrying out funeral and burial sales activities and assisting with the conduct of funerals. |
| <p>SIF40113 Certificate IV in Funeral Services</p> | <p>This qualification reflects the role of individuals who perform a broad range of specialised activities and functions in relation to a funeral home, cemetery or crematorium.</p> <p>These individuals work autonomously, with responsibility for own outputs and those of others in a team.</p> <p>These individuals, depending on their expertise, may work in:</p> |

| Qualification | Outcome |
|---|--|
| | <ul style="list-style-type: none"> • funeral homes, as a funeral director responsible for all aspects of the conduct of funerals and the coordination and supervision of their team • cemeteries or crematorium, managing burials, burial works and cremation services or managing grounds and maintenance works and activities. |
| SIF40213 Certificate IV in Embalming | <p>This qualification reflects the role of individuals who perform a range of specialised embalming procedures in a mortuary or funeral home mortuary. Individuals in this role work relatively autonomously and may coordinate, train and supervise others.</p> <p>Embalmers require theoretical knowledge in anatomy, physiology, chemistry and biology and practical skills to sanitise, present and preserve a deceased person as part of the embalming process. Embalmers also possess specialised skills to minimise visible post-mortem changes that may have begun to appear, the results of trauma and devastation caused by many long-term diseases and illnesses in order to enhance the appearance of the body, and thus return the deceased person to a more natural presentation for family and friends.</p> |
| SIF50113 Diploma of Funeral Services Management | <p>This qualification reflects the role of individuals who use sound knowledge of industry operations and a broad range of specialised managerial skills to coordinate funeral services operations within a funeral home organisation, mortuary or cemetery and crematoria.</p> <p>Individuals performing this role work autonomously, have responsibility for others and make a range of operational business decisions in known and changing environments. Individuals in this role require sound knowledge and application for supporting people dealing with loss and grief.</p> |

2.3 Entry Requirements for Qualifications

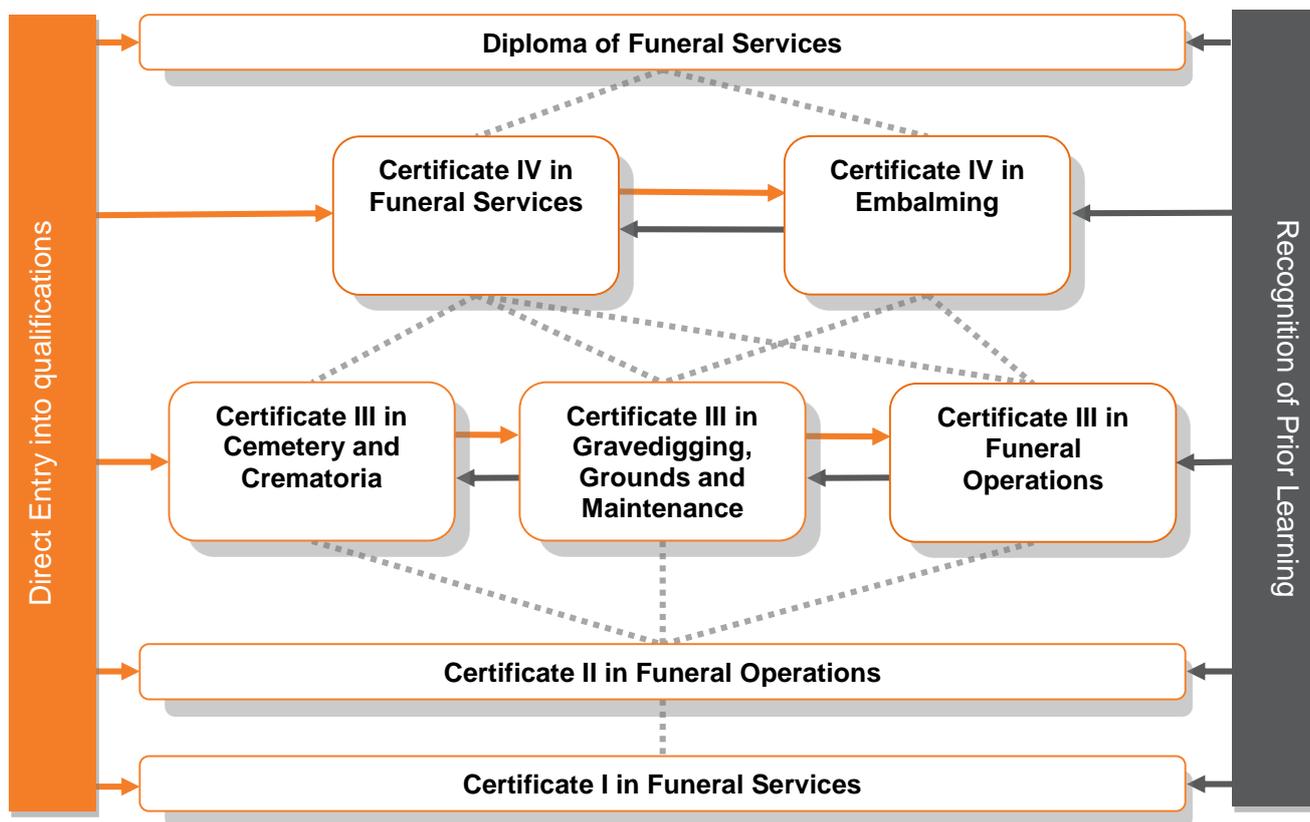
Entry requirements are the knowledge, skills or experience required to enter a qualification. These requirements may be expressed in terms of competency from a lower level qualification, or vocational expertise, including job roles, or both, and must be demonstrated prior to entering a qualification or being issued a qualification.

To support and facilitate the achievement of qualifications and pathways, the SIF Funeral Services Training Package does not mandate entry requirements for any qualifications.

2.4 Pathways Advice

The following pathways chart and tables are provided to show the types of pathways into and from Qualifications that are possible within this training package.

SIF Funeral Services Training Package qualifications provide a clear progression from entry level to more senior, and to supervisory and management job roles.



2.4.3 Qualifications suited to VET delivered to secondary students

SIF includes the SIF10113 Certificate I in Funeral Services as a pathway qualification which allows learners to develop basic functional knowledge and skills to prepare for work in the funeral services industry.

The SIF10113 Certificate I in Funeral Services is suitable for delivery in secondary schools; however in principle the funeral services industry does not support the delivery of any other SIF Funeral Services Training Package qualifications within schools. This is primarily due to the need for individuals in the sector to possess extensive life experience, emotional tenacity and maturity to carry out many of the job roles.

2.4.4 Qualifications suited to Australian Traineeships or Apprenticeships

The following qualifications have been identified by industry as suitable for an Australian Apprenticeship pathway.

- SIF20113 Certificate II in Funeral Operations
- SIF30113 Certificate III in Cemetery and Crematorium Operations
- SIF30213 Certificate III in Gravedigging, Grounds and Maintenance
- SIF30313 Certificate III in Funeral Operations
- SIF40113 Certificate IV in Funeral Services
- SIF40213 Certificate IV in Embalming

Qualifications not suitable for an Australian Apprenticeship pathway include:

- SIF10113 Certificate I in Funeral Services designed as a pathways qualification with no occupational outcome
- SIF501013 Diploma of Funeral Services which reflects the role of a manager with a high level of accountability.

The Australian Apprenticeships and Traineeships Information Service website www.aatinfo.com.au/home provides information and resources for Australian Apprenticeships Centres, RTOs, Group Training Organisations, Job Services Australia providers and other service providers and stakeholders. It includes information about availability and duration of traineeships for SIF qualifications in each state and territory as monitored by the state and territory training authorities.

2.5 Access and Equity Considerations

An individual's access to the assessment process should not be adversely affected by restrictions placed on the location or context of assessment beyond the requirements specified in this Training Package - training and assessment must be bias-free.

Under the rules for development, Training Packages must reflect and cater for the increasing diversity of Australia's VET clients and Australia's current and future workforce. The flexibilities offered by Training Packages should enhance opportunities and potential outcomes for all people so that we can all benefit from a wider national skills base and a shared contribution to Australia's economic development and social and cultural life.

Standards for the registration of training organisations require RTOs to adhere to common the principles of access and equity. For implementation of the *SIF Funeral Services Training Package* it is important that:

- learners have access to accurate and current information about Qualifications and job outcomes in industry
- training and assessment is customised to the individual's current employment or employment prospects in their local region including access to elective units of competency to achieve relevant job outcomes and training and assessment activities that are directly related to their work
- for equity in assessment, conditions for training and assessment should not exceed those specified in the Assessment Requirements for each Unit of Competency
- learners have access to accurate and current information about their rights during training and assessment, including:
 - an efficient and effective complaints and appeals process
 - training, assessment and support services that meet individual needs including reasonable adjustment of assessments.

2.5.1 Reasonable adjustment

It is important that RTOs take meaningful, transparent and reasonable steps to consult consider and implement reasonable adjustments for learners with a disability. This includes making reasonable adjustments for people with a disability to the maximum extent that those adjustments do not cause that provider unjustifiable hardship. While 'reasonable adjustment' and 'unjustifiable hardship' are different concepts and involve different considerations, they both seek to strike a balance between the interests of education providers and the interests of learners with and without a disability.

An adjustment is any measure or action that a learner requires because of their disability, and which has the effect of assisting the learner to access and participate in education and training on the same basis as learners without a disability. An adjustment is reasonable if it achieves this purpose while taking into account factors such as the nature of the learner's disability, the views of the learner, the potential effect of the adjustment on the learner and others who might be affected, and the costs and benefits of making the adjustment.

An RTO is also entitled to maintain the academic integrity of a course or program and to consider the requirements or components that are inherent or essential to its nature when assessing whether an adjustment is reasonable.

2.6 Foundation Skills

The five core Foundation Skills of reading, writing, oral communication, numeracy and learning have been embedded within the units of competency in this Training Package. Additionally, employment skills (the non-technical skills and knowledge necessary for effective participation in the workforce) have also been embedded. These are: problem-solving, initiative and enterprise, teamwork, planning and organising, self-management and technology.

Foundation Skills have been included in the Unit of Competency in two ways:

- Relevant skills essential to performance are explicit in the Performance Criteria, written in a way that reflects both the context and the skill level.
- A summary of those skills essential to performance of a Unit of Competency, that are NOT explicit in the Performance Criteria, are summarised in the Foundation Skills field within the Unit of Competency, together with a description reflecting the workplace skill.

Not every Unit of Competency will contain every Foundation Skill or employment skill. Some Units of Competency contain some but not others, e.g. reading, numeracy and problem solving only. Qualifications contain a range of Units of Competency; the combination will appropriately cover all Foundation Skills and employment skills required for the job outcome.

An example from Error! Use the Home tab to apply SuperHeading to the text that you want to appear here.:

| Performance criteria | |
|--|--|
| 1.1 | Become familiar with duties and responsibilities of mortuary staff. |
| 1.2 | Identify mortuary procedures and body preparation procedures, including identification checks. (reading) |
| 1.3 | Recognise social, religious and cultural requirements for handling, preparing and embalming deceased persons. |
| 1.4 | Establish mortuary work health and safety procedures and infection control practices. (writing) |
| 1.5 | Communicate mortuary procedures and practices to staff as appropriate. (oral communication) (writing) |
| 2.1 | Supervise mortuary schedules and assist staff to resolve scheduling difficulties and contingencies. |
| 2.2 | Monitor application of mortuary procedures and address inconsistencies. |
| 2.3 | Administer application of body preparation procedures and address inconsistencies. |
| 2.4 | Communicate recommended changes to practices and procedures to appropriate personnel. (oral communication) (writing) |
| Foundation Skills | |
| Skill | Description |
| Learning skills to: | <ul style="list-style-type: none"> interpret mortuary procedures. |
| Problem-solving skills to: | <ul style="list-style-type: none"> identify and resolve scheduling difficulties and inconsistencies in practices. |
| Planning and organisational skills to: | <ul style="list-style-type: none"> monitor mortuary schedules. |

2.7 Health and Safety Implications for the Funeral Services Industries

There are a number of hazards that can create a risk to health and safety in the funeral services industry. The more common hazards include manual tasks, exposure to infectious diseases and hazardous substances.

The SIF Funeral Services Training Package describes the skills and knowledge needed to perform effectively and safely in the funeral services industry. All relevant units of competency refer to both the new Work Health and Safety (WHS) and Occupational Health and Safety (OHS) legislation for states/territories that have not yet adopted/will not adopt the Model WHS legislation.

For more information contact the relevant state and territory work health and safety authority.

2.8 Legal Considerations for learners in the workplace or on placements

Legal requirements that apply to the funeral services industry and VET may vary across each state and territory, and are subject to change.

The following additional requirement applies to the embalming of bodies in NSW:

Under a NSW public health regulation relating to the disposal of bodies, a person must not embalm a body unless that person has a certificate of proficiency of, or equivalent to, a Certificate IV standard issued by an institute approved by the Director-General of the NSW Department of Health. Candidates in NSW should seek advice from the NSW Department of Health for a current list of approved providers.

Consideration of legal requirements such as the NSW Public Health Regulation needs to be made when developing appropriate training and assessment strategies, in particular the suitability of workplace / on placements.

Contact the relevant state or territory department/s to check if legal requirements apply.

2.9 Resources and Equipment

For the purpose of national recognition, training and assessment must be conducted by an RTO with the qualification or specific units of competency in its scope of registration.

RTOs need to ensure that they have the required resources to support the delivery and assessment of the units of competency in the Training Package. In some cases, RTOs may need to use a collaborative approach to bring together all the necessary resources, skills and knowledge to train and assess the full range of skills within a program.

The associated assessment requirements for each unit of competency specify the resources and equipment that are relevant to achieving the outcomes of the SIF Funeral Services Training Package. More specifically, these can be found within the Assessment Conditions section of the assessment requirements. This section includes details of the:

- assessment environment
- equipment and materials
- assessor requirements, including any details related to qualifications, experience and industry currency.

2.10 Simulation

2.10.1 Simulated environments for assessment

The funeral services industry has long had a training culture where the emphasis is on knowledge and skills that can be demonstrated on-the-job in a real workplace environment.

The industry strongly encourages practical assessment of skills and knowledge in the workplace and encourages on-the-job assessment, mentoring and coaching.

However, assessment in the workplace is not always possible. It may also be the case that the assessment can, in fact, be conducted in the workplace environment but cannot happen on-the-job so that a simulated activity is undertaken, e.g. some gravedigging units.

It would not be possible to design realistic simulations for some funeral services activities as the resource requirements would preclude this. These include mortuary work and embalming units of competency that are characterised by the requirement to deal with human remains.

Wherever a simulated assessment is conducted it is vital that the assessment environment is as industry realistic as possible. It is essential that assessment is conducted using suitable resources and equipment and under industry-relevant conditions as close to a real work situation as possible.

The required equipment and material for a unit of competency are specified within the Assessment Conditions section of their associated assessment requirements.

2.11 Integrated (holistic) assessment

Holistic assessment brings together a number of units of competency, relevant to the funeral service business type, workplace and job role, that reflect actual workplace practices. The assessor should design integrated assessment activities to collect evidence for a number of units together. Industry sees this realistic approach as essential for both delivery and assessment.

Related units can be grouped together in a number of combinations for a logical integrated assessment. Any units that relate to a job function can be combined to ensure an efficient and effective assessment process. The combination must be identified by the assessor to support the needs of industry businesses and job functions.

2.12 Assessor Requirements

RTOs are responsible for ensuring that training and assessment is conducted by appropriately qualified practitioners and is compliant with the relevant requirements in the Standards for NVR Registered Training Organisations <http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html> or AQTF 2010 http://www.nssc.natase.gov.au/nqc_archive/aqtf.

Trainers and assessors delivering and assessing units of competency, qualifications and skill sets from the SIF Funeral Services Training Package will require industry expertise in the delivery and assessment of funeral services skills, and in the area of embalming, a recognised qualification in embalming.

Trainers and assessors have a responsibility to maintain currency in all areas of their vocational competency. Currency includes knowledge of the industry, current industry practices and the job role for which performance of this unit is being assessed. This current knowledge may be developed and demonstrated through:

- recent and relevant work experience in a commercial environment
- participation in relevant industry professional development activities
- conduct of relevant industry projects and research activities
- involvement in professional industry networks and memberships
- participation in assessment and/or training activities conducted in the workplace..

3.0 Links

3.1 General

Australian Apprenticeships

australianapprenticeships.gov.au/

Australian Skills Quality Authority (ASQA)

asqa.gov.au/

Australian Qualifications Framework

aqf.edu.au/

Department of Education and Training

education.gov.au/

Industry Skills Councils

isc.org.au

Training Accreditation Council of Western Australia (TAC)

tac.wa.gov.au/

Training.gov.au

training.gov.au

Victorian Registration and Qualifications Authority (VRQA)

vrqa.vic.gov.au/Pages/default.aspx

3.2 State and Territory Training Authority

Australian Capital Territory

det.act.gov.au/home

New South Wales

det.nsw.edu.au/

Northern Territory

det.nt.gov.au/

Queensland

training.qld.gov.au/

South Australia

dfeest.sa.gov.au/

Tasmania

education.tas.gov.au/

Appendix 1: Skill Sets in SIF Funeral Services Training Package

| | | |
|---|---|---|
| SIFSS00003 | Induction to the Funeral Services Industry | |
| Description | Not applicable. | |
| Pathway | These units provide a credit towards a range of qualifications within the SIF Funeral Services Training Package. | |
| Licensing/Regulatory Information | No licensing, legislative or certification requirements apply to this skill set at the time of publication. | |
| Units | Unit Code | Unit Title |
| | SIFXCSS001 | Provide service to clients |
| | SIFXIND002 | Work effectively in the funeral services industry |
| | SIFXIND003 | Deal with grief responses |
| Target group | This skill set provides the essential skills and knowledge required for work in the funeral services industry. The intent is to meet the need of new employees for structured and meaningful induction while also furthering completion of a full national qualification. | |
| Suggested form of words on Statement of Attainment | These competencies from the SIF Funeral Services Training Package meet the induction requirements to work within the funeral services industry. | |

| | | |
|---|---|--|
| SIFSS00004 | Safe Gravedigging | |
| Description | Not applicable. | |
| Pathway | These units provide a credit towards the SIF30213 Certificate III in Gravedigging, Grounds and Maintenance. | |
| Licensing/Regulatory Information | No licensing, legislative or certification requirements apply to this skill set at the time of publication. | |
| Units | Unit Code | Unit Title |
| | SIFBCR002 | Backfill and make good graves |
| | SIFBCR003 | Dig graves manually |
| | SIFBCR006 | Prepare for gravedigging |
| | SIFBCR007 | Dig graves using machinery |
| | SIFBCR008 | Consolidate collapsed graves |
| | SIFBCR010 | Exhume burial sites |
| | SIFCWS001 | Identify hazards and assess risks in a cemetery or crematorium |
| | SIFCWS002 | Work in confined spaces |
| | SIFXWS001 | Follow work health and safety procedures |
| Target group | <p>This skill set provides the skills and knowledge required by individuals working in a cemetery preparing, digging and backfilling graves.</p> <p>It targets those existing cemetery workers who currently fulfil a generalist grounds maintenance and labouring role, and require specialist technical skills in safe gravedigging to allow them to operate as multi-skilled cemetery personnel.</p> | |
| Suggested form of words on Statement of Attainment | These competencies from the SIF Funeral Services Training Package meet industry requirements for ground maintenance personnel involved in safe gravedigging. | |

| | | |
|---|--|--|
| SIFSS00005 | Safe Exhumation of Burial Sites | |
| Description | Not applicable. | |
| Pathway | These units provide a credit towards the SIF30213 Certificate III in Gravedigging, Grounds and Maintenance. | |
| Licensing/Regulatory Information | No licensing, legislative or certification requirements apply to this skill set at the time of publication. | |
| Units | Unit Code | Unit Title |
| | SIFCWHS001 | Identify hazards and assess risks in a cemetery or crematorium |
| | SIFCWHS002 | Work in confined spaces |
| | SIFBCR010 | Exhume burial sites |
| Target group | This skill set provides the skills and knowledge required by those working in the funeral services industry to safely exhume burial sites. It targets those existing cemetery and crematoria workers and funeral directors who require specialist technical skills in safe exhumation of burial sites to allow them to operate as multi-skilled personnel. | |
| Suggested form of words on Statement of Attainment | These competencies from the SIF Funeral Services Training Package meet skills required to undertake safe exhumation of burial sites. | |

Appendix 2: Packaging of Units in SIF Funeral Services Training Package

Units of Competency do not have an AQF level; Qualifications do. To understand the complexity of the Unit of Competency and to choose appropriate Units of Competency for electives, users should:

- read the Unit of Competency in entirety to ascertain the complexity of skills and knowledge covered
- read the Application Statement which describes to whom the Unit of Competency applies
- refer to the following table which indicates where Units of Competency are first packaged in a Qualification in SIF Funeral Services Training Package.

| Unit | Unit Description | Cert I | Cert II | Cert III | Cert IV | Dip |
|---|---|--------|---------|----------|---------|-----|
| CROSS-SECTOR UNITS | | | | | | |
| Administration and Quality (ADQ) | | | | | | |
| SIFXADQ001 | Control and order goods | | | x | x | |
| SIFXADQ002 | Conduct internal quality audits | | | x | x | |
| SIFXADQ003 | Monitor contracted services and supplies | | | | x | |
| Client Service and Sales (CSS) | | | | | | |
| SIFXCSS001 | Provide service to clients | | x | x | | |
| SIFXCSS002 | Advise on funeral and burial products and services | | | x | x | |
| SIFXCSS003 | Advise on pre-need funeral and burial products and services | | | x | x | |
| SIFXCSS004 | Coordinate interaction with clients | | | x | | |
| SIFXCSS005 | Lead customer service teams | | | | x | |
| Working in Industry (IND) | | | | | | |
| SIFXIND001 | Plan a career in the funeral services industry | x | | | | |
| SIFXIND002 | Work effectively in the funeral services industry | | x | x | x | |
| SIFXIND003 | Deal with grief responses | | x | x | x | |
| SIFXIND004 | Participate in industry networks | | | x | x | |
| Management and Leadership (MGT) | | | | | | |
| SIFXMGT001 | Coordinate teams | | | x | x | |
| SIFXMGT002 | Coordinate staff | | | x | | |
| SIFXMGT003 | Supervise staff | | | | x | |
| SIFXMGT004 | Support people dealing with grief and trauma | | | | | x |
| Marketing and Public Relations (MPR) | | | | | | |
| SIFXMPR001 | Implement marketing and promotional activities | | | x | | |
| SIFXMPR002 | Make presentations to community groups | | | x | x | |
| SIFXMPR003 | Prepare and conduct tours | | | | x | |
| SIFXMPR004 | Liaise with the media | | | | x | |
| SIFXMPR005 | Develop marketing strategies and activities | | | | x | |

| Unit | Unit Description | Cert I | Cert II | Cert III | Cert IV | Dip |
|---|---|--------|---------|----------|---------|-----|
| Vehicles (VHC) | | | | | | |
| SIFXVHC001 | Drive funeral vehicles | | x | | | |
| SIFXVHC002 | Inspect and maintain vehicles and equipment | | x | x | | |
| Work Health and Safety (WHS) | | | | | | |
| SIFXWHS001 | Follow work health and safety procedures | | | x | | |
| SIFXWHS002 | Follow infection and contamination control procedures | | x | x | | |
| SIFXWHS003 | Implement and monitor work health and safety procedures | | | x | x | |
| SIFXWHS004 | Implement and monitor infection and contamination control practices | | | | x | |
| CEMETERY AND CREMATORIA UNITS (C) | | | | | | |
| Building and Grounds Maintenance (BGM) | | | | | | |
| SIFCBGM001 | Provide general grounds care | | x | x | | |
| SIFCBGM002 | Maintain property and structures | | x | x | | |
| SIFCBGM003 | Clean and maintain public conveniences and amenities | | | x | | |
| SIFCBGM004 | Install basic masonry structures | | | x | | |
| SIFCBGM005 | Place and finish concrete for cemetery or crematorium structures | | | x | | |
| SIFCBGM006 | Construct signs | | | x | | |
| SIFCBGM007 | Evaluate building and grounds maintenance and development needs | | | | x | |
| SIFCBGM008 | Coordinate building and grounds maintenance and development | | | | x | |
| Burial and Cremation Operations (BCR) | | | | | | |
| SIFCBCR001 | Bury coffins and caskets | | x | x | | |
| SIFCBCR002 | Backfill and make good graves | | x | x | | |
| SIFCBCR003 | Dig graves manually | | x | x | | |
| SIFCBCR004 | Cremate coffins and caskets | | | x | | |
| SIFCBCR005 | Memorialise cremated remains | | | x | | |
| SIFCBCR006 | Prepare for grave digging | | | x | | |
| SIFCBCR007 | Dig graves using machinery | | | x | | |
| SIFCBCR008 | Consolidate collapsed graves | | | x | | |
| SIFCBCR009 | Remove ledgers and concrete lids | | | x | | |
| SIFCBCR010 | Exhume burial sites | | | x | | |
| SIFCBCR011 | Manufacture vault lids | | | x | | |
| SIFCBCR012 | Install burial vaults | | | x | | |
| SIFCBCR013 | Prepare vaults or crypts for burials | | | x | | |
| SIFCBCR014 | Reinstate vaults or crypts | | | x | | |
| SIFCBCR015 | Operate a backhoe, front-end loader or excavator | | | x | | |

| Unit | Unit Description | Cert I | Cert II | Cert III | Cert IV | Dip |
|--|--|--------|---------|----------|---------|-----|
| Cemetery and Crematoria Administration and Coordination (CAC) | | | | | | |
| SIFCCAC001 | Coordinate burial site preparation and reinstatement | | | x | | |
| SIFCCAC002 | Schedule burials or cremations | | | x | x | |
| SIFCCAC003 | Coordinate the collection or memorialisation of cremated remains | | | x | | |
| SIFCCAC004 | Maintain and care for historical records | | | x | | |
| SIFCCAC005 | Coordinate chapel operations | | | x | x | |
| SIFCCAC006 | Manage lift and reposition or deepen operations | | | x | x | |
| SIFCCAC007 | Arrange and oversee viewings of cremations | | | | x | |
| SIFCCAC008 | Coordinate burial works | | | | x | |
| SIFCCAC009 | Coordinate monument installations | | | | x | |
| SIFCCAC010 | Supervise burials | | | | x | |
| SIFCCAC011 | Supervise cremations | | | | x | |
| SIFCCAC012 | Supervise exhumations | | | | x | |
| Work Health and Safety (WHS) | | | | | | |
| SIFCWHS001 | Identify hazards and assess risks in a cemetery or crematorium | | x | x | x | |
| SIFCWHS002 | Work in confined spaces | | | x | | |
| EMBALMING UNITS (E) | | | | | | |
| Mortuary Work and Embalming (MWK) | | | | | | |
| SIFEMWK001 | Encoffin deceased persons | | x | x | x | |
| SIFEMWK002 | Clean and sterilise mortuary items and equipment | | x | x | | |
| SIFEMWK003 | Determine body preparation requirements | | | x | | |
| SIFEMWK004 | Coordinate mortuary operations | | | x | x | |
| SIFEMWK005 | Cleanse and disinfect deceased persons | | | x | x | |
| SIFEMWK006 | Set facial features | | | x | x | |
| SIFEMWK007 | Treat abdominal and thoracic cavities | | | x | x | |
| SIFEMWK008 | Dress the deceased and apply cosmetics | | | x | x | |
| SIFEMWK009 | Apply anatomy and physiology principles to embalming | | | | x | |
| SIFEMWK010 | Restore minor body damage | | | | x | |
| SIFEMWK011 | Treat the head and body after autopsies | | | | x | |
| SIFEMWK012 | Restore and set eyes after eye donations | | | | x | |
| SIFEMWK013 | Determine embalming requirements | | | | x | |
| SIFEMWK014 | Perform arterial embalming of natural cases | | | | x | |
| SIFEMWK015 | Perform arterial embalming of autopsied cases | | | | x | |
| SIFEMWK016 | Treat complex ante mortem cases | | | | x | |
| SIFEMWK017 | Treat complex post mortem cases | | | | x | |

| Unit | Unit Description | Cert I | Cert II | Cert III | Cert IV | Dip |
|-------------------------------------|--|--------|---------|----------|---------|-----|
| SIFEMWK018 | Supervise mortuary operations | | | | x | |
| SIFEMWK019 | Design a mortuary | | | | x | |
| Work Health and Safety (WHS) | | | | | | |
| SIFEWHS001 | Follow mortuary work health and safety procedures | | x | x | x | |
| SIFEWHS002 | Review and develop mortuary work health and safety policies and procedures | | | | x | |
| FUNERAL DIRECTING UNITS (F) | | | | | | |
| Funeral Operations (FNL) | | | | | | |
| SIFFFNL001 | Assist with the conduct of funerals | | x | | | |
| SIFFFNL002 | Transfer deceased persons | | x | | | |
| SIFFFNL003 | Transfer coffins and caskets | | x | x | x | |
| SIFFFNL004 | Arrange and oversee viewings | | | x | x | |
| SIFFFNL005 | Arrange funerals | | | x | x | |
| SIFFFNL006 | Arrange intrastate and interstate repatriations | | | x | x | |
| SIFFFNL007 | Arrange international repatriations | | | x | x | |
| SIFFFNL008 | Coordinate funeral operations | | | | x | |
| SIFFFNL009 | Conduct funerals | | | | x | |
| SIFFFNL010 | Plan and conduct funeral ceremonies | | | | x | |

Appendix 3: Unit of Competency and Assessment Requirements Explained

Each unit of competency follows this format:

| | |
|-------------------------|---|
| <p>UNIT CODE</p> | <p>Units are coded in sequence from 001 onwards.</p> <ul style="list-style-type: none"> ● SIFXADQ001-003 Cross Sector, Administration and Quality ● SIFXCSS001-005 Cross Sector, Client Service and Sales ● SIFXIND001-003 Cross Sector, Working in Industry ● SIFXMGT001- 004 Cross Sector, Management and Leadership ● SIFXMPR001- 005 Cross Sector, Marketing and Public Relations ● SIFXVHC001-002 Cross Sector, Vehicles ● SIFXWHS001- 004 Cross Sector, Work Health and Safety ● SIFCBGM001-008 Cemetery and Crematoria, Building and Grounds Maintenance ● SIFCBCR001- 015 Cemetery and Crematoria, Burial and Cremation Operations ● SIFCCAC001-012 Cemetery and Crematoria, Cemetery and Crematoria Administration and Coordination ● SIFCWHS001-002 Cemetery and Crematoria, Work Health and Safety ● SIFEMWK001-19 Embalming, Mortuary Work and Embalming ● SIFEWHS001-002 Embalming, Work Health and Safety ● SIFFFNL001-010 Funeral Directing, Funeral Operations <p>Codes no longer contain an AQF indicator which previously identified where a unit was first packaged within a qualification.</p> <p>Rationale</p> <p>Units do not have an AQF level; qualifications do. Inclusion had caused confusion for RTO users when selecting electives and RTO auditors when checking compliance with packaging rules. Some have believed, for example, that a unit with AQF indicator 3 or 4, should not or cannot be packaged within a Diploma.</p> <p>Users should:</p> <ul style="list-style-type: none"> ● read the unit in entirety to ascertain the complexity of skills and knowledge covered ● read the application statement which describes to whom the unit applies ● refer to the table in this Companion Volume Implementation Guide to check where units first appear in a funeral services qualification. <p>Version indicators have been removed. Subsequent versions of units will be given a new and unique code.</p> |
|-------------------------|---|

| | |
|---|--|
| UNIT TITLE | <p>The majority of titles from SIF08 have been retained. Changes for clarity or to better reflect unit content are:</p> <ul style="list-style-type: none"> • Advise on funeral and burial products and services • Advise on pre-need funeral and burial products and services • Lead customer service teams • Deal with grief responses • Make presentations to community groups • Follow work health and safety procedures • Implement and monitor work health and safety procedures • Exhume burial sites (made plural) • Encoffin deceased persons (made plural) • Dress the deceased and apply cosmetics • Treat the head and body after autopsies • Review and develop mortuary work health and safety' policies and procedures • Assist with the conduct of funerals • Conduct funerals (made plural) • Plan and conduct funeral ceremonies (made plural) |
| <p>APPLICATION</p> <div style="background-color: #f4a460; padding: 5px; margin-top: 10px;"> <p>This combines the Unit descriptor and Application statement in previous units.</p> </div> | <p>This statement introduces the unit, assists users to understand its complexity and includes this information:</p> <ul style="list-style-type: none"> • a brief description of unit content • types of funeral services businesses to which the unit applies • who performs the function described by the unit and at what level of workplace responsibility • typical job titles to clarify the unit's applicability to different jobs • how it can apply to the development of different types of products • the unit's relationship to any specific occupational licensing, certification or laws; where none exists this is stated. <p>These inclusions have not changed but wording has been streamlined.</p> |
| PREREQUISITE UNIT | <p>No prerequisite units have been introduced. This avoids barriers to sequencing of training and assessment.</p> |
| COMPETENCY FIELD | <p>Units are divided into twelve competency fields:</p> <ul style="list-style-type: none"> • ADQ Administration and Quality • BGM Building and Grounds Maintenance • CAC Cemetery and Crematoria Administration and Coordination • CBC Burial and Cremation Operations • CSS Client Service and Sales • FNL Funeral Operations • IND Working in Industry • MGT Management and Leadership • MPR Marketing and Public Relations • MWK Mortuary Work and Embalming • VHC Vehicles • WHS Work Health and Safety |
| UNIT SECTOR | <p>Units are divided into four sectors:</p> <ul style="list-style-type: none"> • X- Cross Sector • C- Cemetery and Crematoria • E- Embalming • F- Funeral Directing |
| ELEMENTS | PERFORMANCE CRITERIA |

| | |
|---|--|
| <p>Element language has been streamlined.</p> <p>Some reworded for clarity.</p> | <p>Language has been streamlined.</p> <p>Some performance criteria reworded in more explicit terms:</p> <ul style="list-style-type: none"> • Critical aspects for assessment statements are no longer part of a unit of competency. These included some explicit words to describe performance and some have been moved into PCs, e.g. work health and safety skills. • Range statements have been removed completely. |
| <p>FOUNDATION SKILLS</p> | |
| <p>This section describes language, literacy, numeracy and employment skills that are essential to performance and which must be assessed along with technical skills. This field now lists these skills:</p> <ul style="list-style-type: none"> • reading • writing • oral communication • numeracy • learning • problem-solving • initiative and enterprise • teamwork • planning and organising • self-management • technology <p>Some units contain some foundation skills but not others, e.g. reading, numeracy and problem solving but not teamwork. This field provides a summary statement on those foundation skills that are embedded in Performance Criteria. They explain what the person is doing with the foundation skill in the context of the unit and job role and provide guidance on the level of foundation skill. For example; Reading skills to interpret work health and safety and infection control legislation.</p> <p>These statements were in SIF08 but are now more explicit.</p> | |
| <p>RANGE OF CONDITIONS</p> <p>This is an optional field in new style units. If used, the Range of Conditions can no longer provide long explanatory lists of things that might apply. It is not used in the way that Range Statements were previously.</p> <p>Anything identified is mandatory for performance in a job and, therefore, must be assessed.</p> <p>Any Range of Conditions statements can only provide details of essential but different work environments or operating conditions.</p> | |
| <p>UNIT MAPPING INFORMATION</p> | <p>Specifies code and title of any equivalent unit of competency from SIF08.</p> <p>Does not include detailed information about changes to a unit. Full details are provided in a mapping table of units in this Companion Volume Implementation Guide.</p> |
| <p>LINKS</p> | <p>This provides a hyperlink to the Companion Volume Implementation Guide.</p> |

This new field replaces **Required Skills**.

Some content previously in Required Skills moved to Knowledge Evidence for a better fit, some already covered in Performance Criteria.

Information in previous Range Statements has been moved – “must” statements.

Some important content previously in Range Statements moved to other fields for a better fit. Look in:

- Performance Criteria
- Performance Evidence
- Knowledge Evidence
- Assessment Conditions

| | |
|---|---|
| TITLE | Assessment Requirements for [Unit of Competency Code and Title] |
| PERFORMANCE EVIDENCE <div style="background-color: #f4a460; padding: 5px; margin-top: 10px;"> <p>This field includes information previously contained in:</p> <ul style="list-style-type: none"> • Critical aspects for assessment. </div> | <ul style="list-style-type: none"> • These statements replace but are not the same as Critical aspects statements. Performance Evidence specifies the: <ul style="list-style-type: none"> • required outcome and process evidence • In other words, what does a person have to do to: <ul style="list-style-type: none"> • prove that they can competently do xyz? • prove they can competently, for example, manually dig a grave? • cover all performance criteria and foundation skills • prove they have all the knowledge to effectively perform the work task? • This section uses sufficiency and consistency as a guiding principle for reliable assessment. There must be enough performance evidence to prove that an individual is truly competent in the unit and consistently demonstrates the outcomes. • Statements articulate sufficiency of evidence and ability to respond to different situations and workplace requirements. <p>Statements articulate consistency which might cover a requirement to:</p> <ul style="list-style-type: none"> • To meet the volume of specified performance evidence required, sufficient evidence of consistent performance would be gathered: <ul style="list-style-type: none"> ○ using multiple assessments ○ over a period of time. • Multiple assessments over time will be a natural outcome but, in most cases, we have avoided specifying a number or a period of time in favour of specifying exactly what a person must do. • Volume and type of Performance Evidence is explicitly expressed in this section. Statements are now very specific and outline stringent assessment requirements. |
| KNOWLEDGE EVIDENCE <div style="background-color: #f4a460; padding: 5px; margin-top: 10px;"> <p>This field replaces Required Knowledge.</p> </div> | <p>Specifies what the individual must know in order to effectively perform the work task described in the unit of competency. New units better identify breadth and depth required.</p> <p>Content of some lost fields has been relocated here:</p> <ul style="list-style-type: none"> • Some content previously in Required Skills moved for a better fit. |
| ASSESSMENT CONDITIONS <div style="background-color: #f4a460; padding: 5px; margin-top: 10px;"> <p>This field includes information previously contained in:</p> <ul style="list-style-type: none"> • Context of and specific resources for assessment and • Assessment Guidelines </div> | <p>This field stipulates mandatory conditions for assessment. It lists all the things that an RTO must provide. It specifies:</p> <ul style="list-style-type: none"> • where the assessment must take place, the physical environment and indicates whether a simulated environment is allowed • what equipment must be provided for assessment eg. tools, equipment and machinery, including personal protective equipment • what types of consumable resources or stock must be provided for assessment eg. mortuary instruments and equipment including personal protective equipment, chemicals and cleansing and disinfecting products • what workplace documentation must be provided, e.g. maintenance reports and building and grounds development proposals • if relevant, other people who must be present during assessment, e.g. interaction with clients with varying requirements and requests • any essential time constraints, e.g. under industry operating conditions where there is: <ul style="list-style-type: none"> ○ integration of tasks with possible interruptions to work typical of the job role . <p>These statements are now more specific and are tailored to each unit of competency.</p> |
| LINKS | <p>This provides a hyperlink to Companion Volume Implementation Guide.</p> |