

Conduct the funeral

Overview

This standard is about conducting the funeral, it involves making sure your team members are briefed and preparations are made in readiness for the funeral. It is also about supervising during the funeral including the arrival and the service itself.

This standard is for funeral directors or any person identified by the business to conduct the funeral with the authority to supervise on the day.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

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Performance criteria

You must be able to:

1. brief your team on their roles and responsibilities for the funeral
2. comply with all relevant health and safety legislation
3. ensure all pre-funeral checks are carried out by the team including:
 - on the day risk assessments and corrective actions
 - vehicles
 - route
 - standard of appearance
 - floral tributes
 - donation container
 - funeral stationery
 - coffin weight and size
 - identity of the deceased
 - timings
 - safety and procedural requirements at the venue
4. confirm the identity of the chief mourner
5. supervise the loading of the coffin and floral tributes onto the funeral vehicle/s
6. direct mourners to the correct vehicles in accordance with funeral arrangements
7. escort mourners at the service location to the correct destination in accordance with funeral arrangements
8. respect client requirements arising from religious customs or other beliefs throughout proceedings
9. provide instructions and directions to the client, other mourners and your funeral business' team
10. monitor throughout proceedings the behaviour of all mourners
11. assist with any requests for support and information by mourners
12. assist with any irregularities discreetly and promptly
13. follow your funeral businesses' requirements for completing relevant documentation relating to the funeral
14. supervise appropriate conduct of your funeral business' team during the funeral
15. liaise with the funeral officiant / third parties to ensure the success of the funeral

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Knowledge and understanding

You need to know and understand:

1. why it is important to brief your team on their roles and responsibilities for the funeral
2. what is required to comply with relevant health and safety legislation
3. what pre-funeral checks are carried out for the following;
 - vehicles
 - route
 - standard of appearance
 - floral tributes
 - donation container
 - funeral stationery
 - coffin weight and size
 - identity of the deceased
 - timings
4. why you need to confirm the identity of the chief mourner
5. your role in supervising the loading of the coffin and floral tributes onto the funeral vehicle/s
6. why you need to direct mourners to the correct vehicles
7. why you need to escort mourners at the service location
8. why it is important to respect client requirements arising from religious customs or other beliefs throughout proceedings
9. the supervisory techniques to use when providing instructions and directions to the client, other mourners and your funeral business' team
10. why you need to monitor proceedings and the behaviour of all mourners
11. your role in assisting with any requests for support and/or information by mourners
12. what types of irregularities occur during funerals and how to handle them
13. what documentation to complete on the day of the funeral
14. appropriate leadership skills to use when supervising the conduct of the funeral business' team
15. why you need to maintain communication with funeral officiant / third parties during the funeral

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Links to other NOS

The standards in the funeral operations suite should be complemented by pan-sector standards such as working relationships, business, administration and resource management, as well as any other specific requirements of the employer.

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