



# Occupational Profile and Curriculum Summary

Presented for Comment

OFO code	516304000
Related Occupation	Mortician

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## Curriculum Scope

The curriculum development process will investigate the design of an Occupational Certificate for Morticians which addresses the need for a broad based qualification for morticians in the funeral industry.

## Occupational Purpose

Morticians deliver functions related to the removal, storage and preparation of deceased persons, funeral/memorial services, burial/cremation/repatriation services, administration related to the funeral industry and after-service care.

## Occupational Tasks

1. Communicating effectively with bereaved, including counselling
2. Removing and conducting pre-cooling preparation of deceased
3. Completing documentation and administration relevant to the mortician
4. Coffining and preparing deceased for visitation
5. Planning, preparing and delivering a professional funeral/memorial service, including burial, cremation or repatriation
6. Providing after-service care relevant to the mortician

## Occupational task details

### *1. Communicating effectively with bereaved, including counselling*

#### **Unique product or service:**

- Information gathered, advice and counselling provided

#### **Occupational responsibilities:**

- Communicate effectively, including counselling

#### **Occupational contexts:**

Occupational context 1: Funeral parlour

Occupational context 2: Related sites such as crematoria, cemeteries etc

- Provide effective communication services with bereaved, including counselling services, in and related to a funeral parlour

### *2. Removing and conducting pre-cooling preparation of deceased*

#### **Unique product or service:**

- Deceased removed and prepared for cooling

***Occupational responsibilities:***

- Remove deceased
- Prepare deceased for cooling

***Occupational contexts:***

Occupational context 1: Funeral parlour

Occupational context 2: Related sites such as location of deceased etc

- Provide removal and pre-cooling services in and related to a funeral parlour

***3. Completing documentation and administration relevant to the mortician***

***Unique product or service:***

- Comprehensive portfolio of relevant documentation compiled

***Occupational responsibilities:***

- Complete documentation
- Complete administration

***Occupational contexts:***

Occupational context 1: Funeral parlour

Occupational context 2: Related sites such as crematoria, cemeteries etc

- Provide documentation completion and administration services in and related to a funeral parlour

***4. Coffining and preparing deceased for visitation***

***Unique product or service:***

- Deceased coffined and prepared for visitation

***Occupational responsibilities:***

- Coffin deceased
- Prepare for visitation

***Occupational contexts:***

Occupational context 1: Funeral parlour

- Provide coffining and visitation preparation services in a funeral parlour

**5. *Planning, preparing and delivering a professional funeral/memorial service, including burial, cremation or repatriation***

***Unique product or service:***

- Funeral/memorial service, including burial, cremation or repatriation, planned, prepared and delivered per request by bereaved/client

***Occupational responsibilities:***

- Plan, prepare and deliver funeral/memorial service
- Conduct burial
- Conduct cremation
- Conduct repatriation

***Occupational contexts:***

Occupational context 1: Funeral parlour

Occupational context 2: Related sites such as crematoria, cemeteries etc

- Provide funeral/memorial service, including burial, cremation or repatriation services in and related to a funeral parlour

**6. *Providing after-service care relevant to the mortician***

***Unique product or service:***

- After-service care provided

***Occupational responsibilities:***

- Provide after-care service

***Occupational contexts:***

Occupational context 1: Funeral parlour

Occupational context 2: Related sites such as location of bereaved, crematoria, cemeteries etc

- Provide after-service care services in and related to a funeral parlour

## Curriculum Summary:

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# 1. Knowledge Modules

## Summary

Module	Title
Module 1	Understanding and communicating effectively within the funeral industry
Module 2	Removing and pre-cooling preparation of deceased
Module 3	Completing documentation and administration relevant to the mortician
Module 4	Coffining and preparing deceased for visitation
Module 5	Planning, preparing and delivering a professional funeral/memorial service
Module 6	Providing after-service care relevant to the mortician

### Module 1: Understanding and communicating effectively within the funeral industry

The main focus of the learning in this knowledge module is to:

- Introduce the learner to the funeral industry; the business environment; legislation; customs, cultures and religion; safety, health and environmental protection; customer service, quality and business ethics
- Provide the learner with an understanding of relevant effective communication
- Provide the learner with an understanding of death related counselling

The learning will enable learners to demonstrate an understanding of:

- The funeral industry and the business environment
- Legislation
- Customs, cultures and religion
- Safety, health and environmental protection
- Customer service, quality and business ethics
- Effective communication
- Death related counselling and advising

### Module 2: Removing and pre-cooling preparation of deceased

The main focus of the learning in this knowledge module is to:

- Concepts and processes related to the removal of a deceased
- Relevant features of anatomy and biology
- Concepts and processes related to pre-cooling preparation

The learning will enable learners to demonstrate an understanding of:

- Processes related to the removal of a deceased
- Cleaning, sanitation and setting related to a deceased
- Pre-cooling preparation and cooling
- Legal considerations
- Customary, cultural and religious considerations

### **Module 3: Completing documentation and administration relevant to the mortician**

The main focus of the learning in this knowledge module is to:

- Introduce the learner to legislative and regulatory requirements with respect to documentation in the case of death
- Introduce the learner to non-legislated documentation related to a death
- Understand the holistic death-related process and the record-keeping and administrative requirements
- Introduce the learner to finances relevant to the funeral industry

The learning will enable learners to demonstrate an understanding of:

- Documents required by law with respect to a death and interment
- Standard documentation utilised by the funeral industry, not required by law
- Death-related processes, including removal, cooling, service, burial and cremation
- Financial aspects relevant to the funeral industry
- ICT, record-keeping and administration relevant to the funeral industry

### **Module 4: Coffining and preparing deceased for visitation**

The main focus of the learning in this knowledge module is to:

- Introduce the learner to coffining and embalming
- Introduce the learner to preparation for visitation of a deceased

The learning will enable learners to demonstrate an understanding of:

- Product knowledge and sales related to coffins
- Processes related to coffining and embalming
- Preparation for a visitation of a deceased, including cosmetic aspects
- Customary, cultural, religious and legal considerations

### **Module 5: Planning, preparing and delivering a professional funeral/memorial service**

The main focus of the learning in this knowledge module is to:

- Introduce the learner to project and event management
- Provide an understanding of key processes related to a funeral/memorial service, burial, cremation and repatriation
- Provide an understanding of the planning, preparation and delivery of a funeral/memorial service, burial, cremation and repatriation

The learning will enable learners to demonstrate an understanding of:

- Project and event management tools and techniques
- Processes related to the planning, preparation and delivery of a funeral/memorial service
- Processes related to burial, cremation and repatriation
- Customary, cultural, religious and legal considerations
- Follow-up activities related to a funeral/memorial service

## **Module 6: Providing after-service care relevant to the mortician**

The main focus of the learning in this knowledge module is to:

- Introduce the learner to after-service care
- Introduce the learner to sales and marketing relevant to funeral parlours
- Provide an understanding of generic products and services in the funeral industry
- Provide an understanding of estates and wills

The learning will enable learners to demonstrate an understanding of:

- After-service care
- Sales and marketing tools and techniques
- Products and services generic to the funeral industry
- Estates and wills

## 2. Practical Skills Modules

### Summary

Module	Title
Module 1	Communicate effectively within the funeral industry
Module 2	Remove and conduct pre-cooling preparation of deceased
Module 3	Complete documentation and administration relevant to the mortician
Module 4	Conduct coffining and prepare deceased for visitation
Module 5	Plan, prepare and deliver a professional funeral/memorial service
Module 6	Provide after-service care relevant to the mortician

### Module 1: Communicate effectively within the funeral industry

The focus of the learning in this module is on providing the learner an opportunity to develop skills and apply knowledge in a controlled environment related to:

- Communicating effectively in the funeral industry
- Providing counselling to the bereaved
- Providing advice to the bereaved

The learner will be required to:

- Communicate using listening and speaking skills, including counselling and advising the bereaved
- Communicate using ICT

### Module 2: Remove and conduct pre-cooling preparation of deceased

The focus of the learning in this module is on providing the learner an opportunity to develop skills and apply knowledge in a controlled environment related to:

- Removing the deceased
- Preparing the deceased for cooling

The learner will be required to:

- Remove the deceased
- Prepare the deceased for cooling

### **Module 3: Complete documentation and administration relevant to the mortician**

The focus of the learning in this module is on providing the learner an opportunity to develop skills and apply knowledge in a controlled environment related to:

- Completing documentation required by law
- Completing documentation not required by law
- Conducting appropriate administration

The learner will be required to:

- Identify required documentation
- Complete required documentation
- Perform relevant administration

### **Module 4: Conduct coffining and prepare deceased for visitation**

The focus of the learning in this module is on providing the learner an opportunity to develop skills and apply knowledge in a controlled environment related to:

- Preparing the deceased for coffining
- Conducting cosmetic preparation
- Coffining the deceased
- Preparing for a visitation

The learner will be required to:

- Prepare the deceased, including cosmetic preparation
- Coffin the deceased
- Prepare for a visitation

### **Module 5: Plan, prepare and deliver a professional funeral/memorial service**

The focus of the learning in this module is on providing the learner an opportunity to develop skills and apply knowledge in a controlled environment related to:

- Planning a professional funeral/memorial service
- Preparing for a professional funeral/memorial service
- Delivering a professional funeral/memorial service
- Conducting a burial, cremation and repatriation

The learner will be required to:

- Liaise with the bereaved, colleagues, suppliers and other parties
- Plan and prepare for a funeral/memorial service

- Project manage the components of the service
- Conduct a funeral/memorial service
- Complete all follow-up or concluding activities related to a funeral/memorial service
- Conduct a burial
- Conduct a cremation
- Conduct repatriation

## **Module 6: Provide after-service care relevant to the mortician**

The focus of the learning in this module is on providing the learner an opportunity to develop skills and apply knowledge in a controlled environment related to:

- Providing after-service care
- Marketing and selling a range of products and services

The learner will be required to:

- Provide after-service care
- Market and sell a range of products and services

### 3. Work Experience Modules

#### Summary

Module	Title
Module 1	Communicate effectively within the funeral industry as a mortician
Module 2	Provide removal and pre-cooling preparation services for a funeral parlour
Module 3	Complete documentation and administration relevant to the mortician
Module 4	Provide coffining services and prepare deceased for visitation in a funeral parlour
Module 5	Provide a professional funeral/memorial service for a funeral parlour
Module 6	Provide after-service care relevant to the mortician

#### Module 1: Communicate effectively within the funeral industry as a mortician

The focus of the work experience is on providing the learner an opportunity to:

- Experience an environment in which the learner is exposed to the communication with the bereaved and other parties in and related to the funeral industry under authentic working conditions.
- Experience the complexities of dealing with different clients, their specific wants and needs, different working conditions and the pressures of work
- Develop confidence in communicating effectively within the funeral industry through repetition and in a variety of scenarios under different conditions, including through electronic media
- Implement the range of services provided, including counselling and providing advice, as influenced by the clientele served by the funeral parlour and the standards applied by the parlour
- Utilise further experiential learning opportunities in addition to the practical skills presented
- Gain further exposure in the practical skills by attending to clients under close supervision of a qualified and/or experienced, more senior, mortician or funeral director in a parlour

The learner will be required to:

- Observe and assist an experienced mortician, funeral director, or other more senior personnel in communicating effectively through using listening and speaking skills, as well as via electronic media, to the bereaved and other parties in the funeral industry and also to provide related counselling and advisory services

- Communicate effectively through using listening and speaking skills, as well as via electronic media, with the bereaved and other parties in the funeral industry and also provide related counselling and advisory services under close direction and supervision of an experienced mortician, funeral director or other more senior personnel

## **Module 2: Provide removal and pre-cooling preparation services for a funeral parlour**

The focus of the work experience is on providing the learner an opportunity to:

- Experience an environment in which the learner is exposed to the removal of the deceased and conducting pre-cooling services under authentic working conditions.
- Experience the complexities of dealing with different clients, their specific wants and needs, different working conditions and the pressures of work
- Develop confidence in the removal of the deceased and conducting pre-cooling services through repetition and in a variety of scenarios under different conditions
- Implement the range of services provided as influenced by the clientele served by the funeral parlour and the standards applied by the parlour
- Utilise further experiential learning opportunities in addition to the practical skills presented
- Gain further exposure in the practical skills by attending to clients under close supervision of a qualified and/or experienced, more senior, mortician or funeral director in a parlour

The learner will be required to:

- Observe and assist an experienced mortician, funeral director, or other more senior personnel in the removal of a deceased and in conducting pre-cooling services
- Conduct removal of the deceased and conduct pre-cooling services under close direction and supervision of an experienced mortician, funeral director or other more senior personnel

## **Module 3: Complete documentation and administration relevant to the mortician**

The focus of the work experience is on providing the learner an opportunity to:

- Experience an environment in which the learner is exposed to the completion of compliance and other documentation and conducting administration and conducting pre-cooling services under authentic working conditions.
- Experience the complexities of dealing with different clients, their specific wants and needs, different working conditions and the pressures of work
- Develop confidence in the completion of required documentation and administration relevant to the mortician under different conditions
- Implement the range of services provided as influenced by the clientele served by the funeral parlour and the standards applied by the parlour

- Utilise further experiential learning opportunities in addition to the practical skills presented
- Gain further exposure in the practical skills by attending to clients under close supervision of a qualified and/or experienced, more senior, mortician or funeral director in a parlour

The learner will be required to:

- Observe and assist an experienced mortician, funeral director, or other more senior personnel in the completion of required documentation and administration relevant to a mortician
- Complete required documentation and conduct administration relevant to a mortician under close direction and supervision of an experienced mortician, funeral director or other more senior personnel

#### **Module 4: Provide coffining services and prepare deceased for visitation in a funeral parlour**

The focus of the work experience is on providing the learner an opportunity to:

- Experience an environment in which the learner is exposed to the preparation of the deceased for coffining and visitation, coffining of the deceased and preparation for the visitation under authentic working conditions.
- Experience the complexities of dealing with different clients, their specific wants and needs, different working conditions and the pressures of work
- Develop confidence in the completion of preparation of the deceased, coffining and visitations relevant to the mortician under different conditions
- Implement the range of services provided as influenced by the clientele served by the funeral parlour and the standards applied by the parlour
- Utilise further experiential learning opportunities in addition to the practical skills presented
- Gain further exposure in the practical skills by attending to clients under close supervision of a qualified and/or experienced, more senior, mortician or funeral director in a parlour

The learner will be required to:

- Observe and assist an experienced mortician, funeral director, or other more senior personnel in the preparation of the deceased for coffining and visitation, coffining of the deceased and preparation for the visitation
- Complete the preparation of the deceased for coffining and visitation, coffining of the deceased and preparation for the visitation under close direction and supervision of an experienced mortician, funeral director or other more senior personnel

## **Module 5: Provide a professional funeral/memorial service for a funeral parlour**

The focus of the work experience is on providing the learner an opportunity to:

- Experience an environment in which the learner is exposed to the planning, preparation and delivery of a funeral/memorial service under authentic working conditions.
- Experience the complexities of dealing with different clients, their specific wants and needs, different working conditions and the pressures of work
- Develop confidence in the planning, preparation and delivery of a funeral/memorial service under different conditions
- Implement the range of services provided as influenced by the clientele served by the funeral parlour and the standards applied by the parlour
- Utilise further experiential learning opportunities in addition to the practical skills presented
- Gain further exposure in the practical skills by attending to clients under close supervision of a qualified and/or experienced, more senior, mortician or funeral director in a parlour

The learner will be required to:

- Observe and assist an experienced mortician, funeral director, or other more senior personnel in the planning, preparation and delivery of a funeral/memorial service
- Complete the planning, preparation and delivery of a funeral/memorial service under close direction and supervision of an experienced mortician, funeral director or other more senior personnel

## **Module 6: Provide after-service care relevant to the mortician**

The focus of the work experience is on providing the learner an opportunity to:

- Experience an environment in which the learner is exposed to the provision of after-service care under authentic working conditions.
- Experience the complexities of dealing with different clients, their specific wants and needs, different working conditions and the pressures of work
- Develop confidence in the provision of after-service care relevant to the mortician under different conditions
- Implement the range of services provided as influenced by the clientele served by the funeral parlour and the standards applied by the parlour
- Utilise further experiential learning opportunities in addition to the practical skills presented
- Gain further exposure in the practical skills by attending to clients under close supervision of a qualified and/or experienced, more senior, mortician or funeral director in a parlour

The learner will be required to:

- Observe and assist an experienced mortician, funeral director, or other more senior personnel in the provision of after-service care relevant to a mortician
- Provide after-service care relevant to a mortician under close direction and supervision of an experienced mortician, funeral director or other more senior personnel