



Australian Government

**Assessment Requirements for SIFXIND001
Plan a career in the funeral services
industry**

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- source and apply funeral services industry information to work situations
- show sensitivity to those experiencing loss, grief or trauma
- review career options in consultation with supervisor.

Evidence of performance on at least one occasion is required.

Knowledge Evidence

Demonstrated knowledge of:

- types of resources that may be referred to develop industry knowledge, including:
 - media
 - reference books
 - training materials
 - libraries
 - unions
 - industry associations
 - industry publications
 - internet
 - personal observation and experience
 - colleagues, supervisors and managers
 - industry contacts, mentors and advisers
- stakeholders and structure of the funeral services industry
- legislation, regulations and codes of practice, including:
 - work health and safety/occupational health and safety
 - Workplace Relations Act
 - Equal Employment Opportunity (EEO)
 - Anti-discrimination
 - workers' compensation legislation and regulations
 - cemetery Acts and by-laws
 - Crematorium Acts
 - local government regulations
 - Births, Deaths and Marriages Registration
 - code of practice for embalmers
 - Environmental Protection Act
 - Privacy Acts
- current issues faced by the Australian funeral services industry, including:
 - regulation
 - ageing population and death rate
 - migration and multiculturalism
 - societal and cultural shifts
 - technology developments
 - environmental sustainability
 - workforce issues
- common occupations within sectors of the funeral industry
- responsibilities and obligations of employers and employees for the funeral industry
- appropriate personal dress and presentation based on workplace requirements, type of work and degree of client contact
- effects of loss, grief and trauma including recognising culturally appropriate expressions of loss and grief and providing basic comforting responses to individuals and families
- funeral services protocols when dealing with the bereaved, including demonstrating tact, maintaining confidentiality of client and business information, respecting others' views, acting responsibly
- personal values and attitudes in relation to:

- monitoring own stress levels in relation to working in the area of loss, grief and trauma
- possible career directions in the funeral services industry
- steps for developing additional skills required for future career options.

Assessment Conditions

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:
 - computer, internet and media
 - information sources including reference books, training materials, industry publications
 - documentation, including legislative and, regulatory and industry code of conduct and workplace policies and procedures

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

Companion Volume Implementation Guide - <http://www.serviceskills.com.au/resources>