



Australian Government

Assessment Requirements for SIFXIND002 Work effectively in the funeral services industry

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- apply funeral services industry information and specific workplace policies and procedures to daily work
- use communication techniques and industry protocols in interactions with others.

Evidence of performance on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- range of resources used 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
- historical context of the relevant sector of the funeral services industry and its influence on current practices of the industry
- ethics and values of the relevant sector 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
- approved 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
- industry awards and agreements relating to the funeral industry
- strategies for effective work outcomes, including:
 - managing time
 - improving work practices
 - setting goals
 - prioritising
 - giving and receiving feedback effective
- effective communication strategies when working with others
- funeral services protocols when dealing with the bereaved, including demonstrating tact, maintaining confidentiality of client and business information, respecting others' views, acting responsibly.

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:
 - a funeral services environment
 - computer and internet
 - documentation, including workplace policies and procedures, legislation, regulations and codes of practice and job role documentation
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - interaction with clients and team members

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

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c2c3131e-4418-4aa3-8ff1-a855c95f7fd6>