Australian Government

Department of Education, Employment and Workplace Relations

SIFIND001B Work effectively in the funeral services industry

Release: 1

INDUSTRY
SKILLS
COUNCILS
Creating Australia's Future

SIFIND001B Work effectively in the funera lservices industry

Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to identify the general structure of, and stakeholders within, the funeral services industry and to comply with workplace requirements.

Application of the Unit

Application of the unit	This unit applies to all staff working autonomously or under supervision within the funeral services industry. It requires the application of communication, planning and organising, research and problem-solving skills to work effectively within the industry.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil

Employability Skills Information

Employability skills   This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop funeral services knowledge and skills.	1.1 Identify, access and review *sources of information* on the funeral services industry.
	1.2 Obtain *information* to assist with effective work performance within the funeral services industry.
	1.3 Develop and maintain knowledge of the local region and Australian funeral services industry.
2 Identify and comply with workplace requirements.	2.1 Identify and comply with *workplace policies and procedures*, and *relevant legislation*.
	2.2 Identify and comply with own job role and designated responsibilities.
	2.3 Prioritise and complete tasks within designated timelines according to workplace requirements.
	2.4 Monitor and review work outcomes and document where required.
	2.5 Identify *opportunities for improvement* and implement where appropriate according to workplace policies and procedures.

ELEMENT	PERFORMANCE CRITERIA
3 Work effectively with others.	3.1 Develop and apply knowledge of *funeral services industry protocols*.
	3.2 Use *effective communication strategies* when dealing with others in workplace.
	3.3 Share personal workplace strengths with other *team members* and seek support from peers and supervisors to build on skills gaps within context of required work activities.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- ability to comply with workplace policies and procedures and industry protocols
- self-management, planning and organisational skills to manage work activities
- problem-solving skills in teams and individually to deal with contingencies
- communication skills, including clear and direct communication, active listening and questioning techniques and using and interpreting non-verbal communication to effectively liaise with others
- literacy and numeracy skills to source, follow, interpret and complete workplace documentation.

Required knowledge

- workplace policies and procedures
- workplace organisational structure
- stakeholders and structure of the funeral services industry
- broad understanding of relevant federal, state or territory, and local government legislation and regulations applying to the funeral services industry
- environmental impacts applying to the funeral services industry and minimal impact practices to reduce these especially those that relate to resource, water and energy use.
- industry awards and agreements.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit	Evidence of the following is essential:
	- ability to source initial and updated general funeral services industry information, specific workplace policies and procedures and apply this information to day-to-day activities
	- effective communication with clients and workplace colleagues to ensure job role requirements are

EVIDENCE GUIDE

	efficiently met
	• monitoring and evaluation of own work outcomes.

Context of and specific resources for assessment	Assessment must ensure: • demonstration of skills in environment where industry knowledge and protocols can be developed • access to relevant documentation, such as workplace policies and procedures and job role documentation.
Methods of assessment	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: • written or verbal questioning to assess knowledge and understanding of relevant legislative, regulatory and industry requirements • review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate. Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: • SIFIND002A Deal with grief and trauma. Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

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Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Sources of information may include:	- 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.
Information may include:	- industry working conditions - employee and employer rights and responsibilities - social and environmental issues and requirements - industrial relations issues - career and professional development opportunities within industry - industry expectations of staff - quality assurance policies and procedures - new products and services - local, regional or national industry trends.

RANGE STATEMENT

Workplace policies and procedures may include:	• workplace ethics • modes of communication • hours of operation • contact with clients • job descriptions and responsibilities • maintenance and use of technology • interaction with other team or organisation members • OHS • quality assurance • documentation completion, storage and dispatch. • workplace practices in regard to environmental considerations.
Relevant legislation, regulations and codes of practice may include:	• OHS • 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.
Opportunities for improvement may include:	• managing time • improving work practices • setting goals • prioritising • giving and receiving feedback.
Funeral services industry protocols may include:	• demonstrating tact • maintaining confidentiality of client and business information • respecting others' views • acting responsibly.

RANGE STATEMENT

Effective communication strategies may include:	• using tact and discretion
	• empathising
	• determining and interpreting needs of others
	• listening and understanding workplace information
	• writing to audience needs
	• negotiating responsively
	• speaking clearly and directly to others
	• sharing workplace-related information.
Team members may include:	• funeral home owners or managers
	• funeral directors
	• funeral arrangers
	• stonemasons
	• embalmers
	• mortuary technicians
	• drivers and riders
	• customer service staff
	• sales consultants
	• sales coordinators
	• managers
	• cemetery or crematorium managers or operators
	• chapel attendants
	• gravediggers
	• florists
	• caterers
	• clients
	• mourners
	• peers
	• supervisors.

Unit Sector(s)

Sector   Funeral Services

Competency field

Competency field   Working in Industry