



Australian Government

SIFXCSS002 Advise on funeral and burial products and services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to advise on, and finalise the selection of appropriate funeral and burial products and services for a deceased person's family at the time of need. The unit applies to funeral home and cemetery and crematorium staff who work autonomously with limited supervision in a customer service role, and whose work is performed according to work health and safety, relevant legislation and workplace policies and procedures.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Competency Field

Client Service and Sales

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Identify needs of client.

2. Respond to client needs.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

1.1 Identify client needs through consultation.

1.2 Provide clients with information about the range of products and services available.

1.3 Locate information from other sources or refer clients to supervisor, where information is not immediately available.

2.1 Match products or services to client needs.

2.2 Provide product or service information to clients.

2.3 Assess client needs and provide options and suggestions for personalising available products and services.

2.4 Provide information on financial costs and available

financing arrangements.

3. Finalise client selection of funeral products and services.
 - 3.1 Confirm client decision.
 - 3.2 Identify and access relevant documentation and agreements.
 - 3.3 Complete documentation according to workplace policies and procedures.
 - 3.4 Process financing and non-cash transactions according to relevant legislation and workplace policies and procedures.
 - 3.5 Check cash transactions and tender change as required.
 - 3.6 Prepare and issue receipts and relevant documents to client.
 - 3.7 File and store documentation according to workplace policies and procedures.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFSLS001A Sell funeral and burial products and services.

Links

Companion Volume implementation guides are found in VETNet -

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