



Australian Government

SIFXCSS003 Advise on pre-need 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 selection of the appropriate pre-need funeral and burial products and services to meet client needs. It applies to funeral home and cemetery and crematorium staff who work autonomously with limited supervision in a sales 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

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

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

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| 1. Identify needs of clients. | 1.1 Identify particular needs of clients through consultation.
1.2 Provide clients with information about the range of pre-need products and services.
1.3 Locate information from other sources or refer clients to supervisor, where information is not immediately available. |
| 2. Respond to client needs using sales principles. | 2.1 Match pre-need products or services to client needs.
2.2 Provide information of benefits and features of pre-need product or service to clients.
2.3 Provide options and suggestions for personalising products and services. |

- 2.4 Identify, monitor and respond to client objections.
- 2.5 Provide information on costs and available financing arrangements.
- 3. Finalise the selection of pre-need 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 clients.
 - 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

SIFSL002A Sell pre-need 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>