



Australian Government

SIFXIND003 Deal with grief responses

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to respond appropriately to client expressions of grief according to work health and safety, relevant legislation and workplace policies and procedures. It includes dealing effectively with colleague and personal grief. It applies to a wide range of staff and forms part of a basic requirement for all work within the funeral services industry.

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

Competency Field

Working in Industry

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Interact with grieving clients.

2. Provide support for colleagues in grief situations.

3. Deal with personal grief.

PERFORMANCE CRITERIA

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

1.1 Recognise grief responses for grieving clients.

1.2 Become familiar with social, cultural and religious differences that may affect grief responses.

1.3 Apply appropriate communication and interpersonal skills when responding to grieving clients.

2.1 Recognise colleagues experiencing difficulty in coping with grief.

2.2 Apply appropriate communication techniques and interpersonal skills to respond to colleague's grief needs.

2.3 Apply strategies for providing informal grief support.

3.1 Be aware of personal grief responses.

- 3.2 Apply strategies for responding to personal grief.
- 3.3 Access workplace information resources for meeting staff grief needs.
- 3.4 Participate in debriefing and peer support sessions with other staff members.

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

SIFIND002A Deal with grief and trauma.

Links

Companion Volume implementation guides are found in VETNet -

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