



**Australian Government**

# **Assessment Requirements for SIFXMGTT004 Support people dealing with grief and trauma**

**Release: 1**

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## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to:

- develop organisational strategies and support for clients experiencing loss, grief and trauma
- develop strategies to provide support, safety and welfare measures for staff dealing with grief situations.

Evidence of performance developing at least one set of strategies for clients and staff is required to demonstrate consistency of performance and ability to respond to different situations.

## Knowledge Evidence

Demonstrated knowledge of:

- concepts of loss and grief
- nature and effects of psychological, spiritual and transgenerational trauma
- effects of grief on the physical, emotional, cognitive, behavioural, social and spiritual domains of a person's experience
- effective strategies that may assist in providing a healing response to grief and trauma, including but not restricted to:
  - individual and family counselling
  - community action
  - print or audio-visual resources
  - narrative approach
- funeral services industry codes of conduct and ethical codes
- negative effects of stress/stress indicators
- community and professional support systems for reducing occupational stress, including referrals to specialist services
- workplace policies and procedures in relation to client service, human resources including duty of care requirements.

## **Assessment Conditions**

Skills must be demonstrated in a funeral services workplace:

- using suitable equipment and resources, including:
  - information resources related to grief and trauma
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with grieving clients and team members

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

## **Links**

Companion Volume Implementation Guide - <http://www.serviceskills.com.au/resources>