



Australian Government

Department of Education, Employment and Workplace Relations

SIFIND001A Work effectively in the funeral services industry

Release: 1

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Modification History

Not applicable.

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

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

Nil

Employability Skills Information

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

Elements and Performance Criteria

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.
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

This section describes the essential skills and knowledge and their level, required for this unit.

The following skills must be assessed as part of this unit:

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.

The following knowledge must be assessed as part of this unit:

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

industry awards and agreements.

Evidence Guide

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

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 in the performance criteria is detailed below.

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.

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.

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
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.

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)

Funeral Services

Competency field

Working in Industry