



Australian Government

Assessment Requirements for SIFXCSS002 Advise on funeral and burial products and services

Release: 1

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Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- interpret client requirements
- apply product knowledge to provide options and suggestions to meet client needs
- complete financial arrangements according to relevant legislation, including processing cash and non-cash transactions.

Evidence of performance providing advice to two or more different clients is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- communication techniques used in consulting with clients on products and services, including:
 - active questioning
 - active listening
 - negotiation skills
 - appropriate choice and use of language
 - non-verbal communication
- range, benefits and features of funeral products and services, including support service options, price, materials and differences between products, including:
 - funeral arrangements
 - embalming arrangements
 - cremation arrangements
 - burial arrangements
 - coffins or caskets
 - coffin or casket accessories
 - burial plots
 - mausoleum crypts
 - headstones
 - grave markers
 - urns

- nameplates
- alternative information sources to expand on product knowledge, including:
 - past and present staff members
 - relevant industry associations
 - books, magazines, newspapers and other references
 - internet
- basic principles and techniques for each stage of the sales process
- federal, state or territory, and local government legislation, regulations and codes of practice that may impact on the sale of funeral products and services, including:
 - Australian Consumer Law (ACL)
 - Funerals (Pre-paid Money) Act
 - Consumer Credit Code
 - Privacy Acts financial institution requirements, including:
 - finance approval and processing procedures
 - credit card approval and processing procedures
 - cheque acceptance procedures
- workplace policies and procedures in relation to client and sales services, including financing and financial transaction procedures
- social, religious and cultural differences and traditions that impact on advising on funeral and burial products and services
- professional funeral services industry parameters and protocols when dealing with the bereaved.

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that is as industry realistic as possible. In a simulated environment, it is essential that assessment is conducted:

- using suitable facilities, equipment and resources, including:
 - an environment where consultations relating to funeral and burial services can be conducted
 - communication technologies and computers
 - documentation, including product information and workplace pricing and financing options
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - speed and timing requirements that reflect commercial operating conditions
 - interaction with clients with varying requirements and requests

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

Links

Companion Volume implementation guides are found in VETNet -

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