



**Australian Government**

# **Assessment Requirements for SIFXCSS003 Advise on pre-need funeral and burial products and services**

**Release: 1**

# **Assessment Requirements for SIFXCSS003 Advise on pre-need funeral and burial products and services**

## **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
- documentation used in completing sales, including:
  - contracts of sale
  - invoices
  - receipts
  - financing documentation
- workplace policies and procedures in relation to 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>