



Australian Government

SIFXIND001 Plan a career in the funeral services industry

Release: 1

SIFXIND001 Plan a career in the funeral services industry

Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to access and use funeral services industry information and protocols and to determine future work and learning opportunities. It applies to individuals undertaking preliminary training in the funeral services industry under direct supervision. Work is performed according to work health and safety and workplace policies and procedures.

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	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Use funeral services industry information.	1.1 Access sources of information on the funeral services industry, its sectors and occupations. 1.2 Review current and emerging issues that impact on employment in the Australian funeral services industry. 1.3 Review legislation and industry requirements relevant to employment in the funeral services industry. 1.4 Apply information to routine work activities.
2. Follow industry protocols around loss, grief and	2.1 Recognise effects of loss, grief and trauma on individuals, families and communities. 2.2 Respect different responses of individuals, families and communities to loss, grief and trauma. 2.3 Recognise own personal values and attitudes around loss, grief and

trauma.

trauma.

2.4 Show sensitivity to those experiencing loss, grief and trauma.

3. Identify career opportunities.
 - 3.1 Identify possible career pathways in the funeral services industry or workplace and discuss with supervisor.
 - 3.2 Take into account personal values and attitudes regarding work and business in planning future work and career directions.
 - 3.3 Assess current skills and knowledge required to work in the funeral services industry.
 - 3.4 Identify opportunities for vocational development in consultation with supervisor.

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

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for SIFXIND001 Plan a career in the funeral services industry

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- source and apply funeral services industry information to work situations
- show sensitivity to those experiencing loss, grief or trauma
- review career options in consultation with supervisor.

Evidence of performance on at least one occasion is required.

Knowledge Evidence

Demonstrated knowledge of:

- types of resources that may be referred to develop industry knowledge, including:
 - 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
- stakeholders and structure of the funeral services industry
- legislation, regulations and codes of practice, including:
 - work health and safety/occupational health and safety
 - 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
- code of practice for embalmers
- Environmental Protection Act
- Privacy Acts
- current issues faced by the Australian funeral services industry, including:
 - regulation
 - ageing population and death rate
 - migration and multiculturalism
 - societal and cultural shifts
 - technology developments
 - environmental sustainability
 - workforce issues
- common occupations within sectors of the funeral industry
- responsibilities and obligations of employers and employees for the funeral industry
- appropriate personal dress and presentation based on workplace requirements, type of work and degree of client contact
- effects of loss, grief and trauma including recognising culturally appropriate expressions of loss and grief and providing basic comforting responses to individuals and families
- funeral services protocols when dealing with the bereaved, including demonstrating tact, maintaining confidentiality of client and business information, respecting others' views, acting responsibly
- personal values and attitudes in relation to:
 - monitoring own stress levels in relation to working in the area of loss, grief and trauma
 - possible career directions in the funeral services industry
- steps for developing additional skills required for future career options.

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:
 - computer, internet and media
 - information sources including reference books, training materials, industry publications
 - documentation, including legislative and, regulatory and industry code of conduct and workplace policies and procedures

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

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