



Australian Government

SIFXIND002 Work effectively in the funeral services industry

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to work within the cemeteries and crematorium, embalming and funeral directing sectors of the funeral services industry. It applies to all staff working autonomously or under supervision within the funeral services industry, whose work is performed according to work health and safety, relevant legislation 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

Elements describe the essential outcomes.

1. Develop funeral services knowledge and skills.

2. Identify and comply

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Access and review sources of information on the funeral services industry.
- 1.2 Develop knowledge of the historical context of the sectors of the industry and its influence on current practice.
- 1.3 Recognise ethical and legal issues of significance to the industry.
- 1.4 Become aware of current and emerging issues that impact on the Australian funeral services industry.
- 1.5 Obtain information to assist with effective work performance within the funeral services industry.
- 1.6 Develop and maintain knowledge of the local region and Australian funeral services industry.

- 2.1 Comply with relevant legislation and workplace policies and

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| with workplace requirements. | procedures. |
| | 2.2 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 areas 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. |

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

SIFIND001B Work effectively in the funeral services industry.

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 SIFXIND002 Work effectively in the funeral services industry

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- apply funeral services industry information and specific workplace policies and procedures to daily work
- use communication techniques and industry protocols in interactions with others.

Evidence of performance on two or more occasions is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- range of resources used 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
- historical context of the relevant sector of the funeral services industry and its influence on current practices of the industry
- ethics and values of the relevant sector 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
- approved 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
- industry awards and agreements relating to the funeral industry
- strategies for effective work outcomes, including:
 - managing time
 - improving work practices
 - setting goals
 - prioritising
 - giving and receiving feedback effective
- effective communication strategies when working with others
- funeral services protocols when dealing with the bereaved, including demonstrating tact, maintaining confidentiality of client and business information, respecting others' views, acting responsibly.

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:
 - a funeral services environment
 - computer and internet
 - documentation, including workplace policies and procedures, legislation, regulations and codes of practice and job role documentation
- under industry conditions where there is:
 - integration of tasks with possible interruptions to work typical of the job role
 - interaction with clients and team members

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

Links

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