



**Australian Government**

# **SIFXIND003 Deal with grief responses**

**Release: 1**

# SIFXIND003 Deal with grief responses

## Modification History

Not applicable.

## Application

This unit describes the performance outcomes, skills and knowledge required to respond appropriately to client expressions of grief according to work health and safety, relevant legislation and workplace policies and procedures. It includes dealing effectively with colleague and personal grief. It applies to a wide range of staff and forms part of a basic requirement for all work within the funeral services industry.

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. Interact with grieving clients.

2. Provide support for colleagues in grief situations.

3. Deal with personal grief.

### PERFORMANCE CRITERIA

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

1.1 Recognise grief responses for grieving clients.

1.2 Become familiar with social, cultural and religious differences that may affect grief responses.

1.3 Apply appropriate communication and interpersonal skills when responding to grieving clients.

2.1 Recognise colleagues experiencing difficulty in coping with grief.

2.2 Apply appropriate communication techniques and interpersonal skills to respond to colleague's grief needs.

2.3 Apply strategies for providing informal grief support.

3.1 Be aware of personal grief responses.

- 3.2 Apply strategies for responding to personal grief.
- 3.3 Access workplace information resources for meeting staff grief needs.
- 3.4 Participate in debriefing and peer support sessions with other staff members.

## **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**

SIFIND002A Deal with grief and trauma.

## **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 SIFXIND003 Deal with grief responses**

## **Modification History**

Not applicable.

## **Performance Evidence**

Evidence of the ability to:

- recognise and respond to clients and colleagues grief according to workplace policies and procedures, job role requirements and industry protocols
- use appropriate communication techniques with grieving clients and colleagues from a range of social, cultural and religious backgrounds and implement strategies for dealing with own grief.

Evidence of performance responding to two or more grieving clients and colleagues is required to demonstrate consistency of performance and ability to respond to different situations.

## **Knowledge Evidence**

Demonstrated knowledge of:

- features of physical and emotional manifestations of grief, including:
  - crying
  - fear
  - pain
  - depression
  - anger
  - sadness
  - disbelief
  - denial
  - shock
  - violence
  - humour
  - relief
  - withdrawal
  - confusion
- social, religious, cultural and other differences affecting grief responses, including:
  - religion of client or colleague
  - cultural response to death

- age of deceased person
- relationship of client or colleague to deceased person
- circumstances surrounding the death
- number of losses experienced by client or colleague
- level of family or community support
- existence of family conflict
- health of client or colleague
- disability
- effective communication strategies for providing a healing response to individuals and families for dealing with grief workplace policies and procedures, in regard to identifying colleagues having difficulty coping with grief, maintaining confidentiality of colleagues and debriefing and peer support systems
- funeral services protocols when dealing with the bereaved, including demonstrating tact, maintaining confidentiality of client and business information, respecting others' views, acting responsibly
- types of workplace support materials for dealing with grief, including location and contact details of grief care services, print references, videos, websites, support groups and grief care service information
- strategies for monitoring own stress levels in relation to working in the area of grief situations.

## 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 where grief reactions and appropriate responses can be assessed
  - documentation, including information resources related to loss, grief
- under industry conditions where there is:
  - integration of tasks with possible interruptions to work typical of the job role
  - interaction with grieving clients and colleagues

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

## Links

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