



Australian Government

Assessment Requirements for SIFXMPR003 Prepare and conduct tours

Release: 1

Assessment Requirements for SIFXMPR003 Prepare and conduct tours

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to:

- Conduct, research and prepare information for delivery to tour participants
- conduct tours safely according to planned timing and client needs
- deliver tour commentaries at a pace and level suited to identified needs and characteristics of tour group
- identify and resolve conflict and difficulties.

Evidence of performance of conducting tours to two or more different groups is required to demonstrate consistency of performance and ability to respond to different situations.

Knowledge Evidence

Demonstrated knowledge of:

- sources used to develop funeral industry knowledge, including but not restricted to:
 - books, magazines, newspapers and other references
 - statistical information
 - internet
 - relevant industry associations
 - past and present staff members
 - local experts
 - descendants of deceased persons, especially historic figures
 - own knowledge, memory and experiences
 - videos and television
- historical operations of funeral homes, cemeteries and crematorium
- local and Australian funeral, burial and cremation practices, including:
 - layout and features of funeral home, cemetery or crematorium
 - impact of social, religious and cultural differences and traditions
- conflict resolution principles for dealing with:
 - personal conflict between clients
 - dominant or disruptive clients
 - negative clients

- subgroups or cliques within group
- perception of favouritism by guide
- dissatisfaction with tour
- ill or distressed clients
- basic principles and practices for conducting tours
- public liability issues and responsibilities, including:
 - location of open gravesites
 - cemetery or crematorium equipment movement
 - emergency evacuation procedures
 - procedures in case of separation from main group
- industry parameters in dealing with the bereaved
- operating features and procedures for relevant presentation equipment
- workplace policies and procedures in relation to conducting tours
- legislation that impacts on tour operations.

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 home, cemetery or crematorium facility where tours are conducted
 - tour and presentation equipment
 - equipment to meet specialised requirements, including wheelchairs or use of interpreters where required
 - information materials, such as brochure, pamphlets and business cards
- 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 tour groups

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>