



Australian Government

Department of Education, Employment and Workplace Relations

SIFCCS001B Provide service to clients

Release: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to provide service to internal and external funeral services clients.
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Application of the Unit

Application of the unit	This unit applies to all personnel in the funeral services industry.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units	Nil
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Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

- | | |
|---|--|
| 1 Receive and process client enquiries. | 1.1 Receive <i>client enquiries</i> courteously and efficiently. |
| | 1.2 Clarify client needs or concerns. |
| | 1.3 Seek assistance from <i>other staff</i> where required. |
| 2 Deal with client feedback and complaints. | 2.1 Assess options and solutions and provide <i>information to clients</i> . |
| | 2.2 Identify <i>implications of options and solutions</i> for clients and workplace. |
| | 2.3 Analyse appropriate options for resolution and explain and negotiate a resolution with client, according to <i>relevant legislation</i> and <i>workplace policies and procedures</i> . |
| 3 Finalise resolution. | 3.1 Refer matters beyond scope of own authority to appropriate personnel according to workplace policies and procedures. |
| | 3.2 Record and report details of client enquiries, feedback and complaints according to workplace policies and procedures. |

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to elicit clear information from clients and provide feedback
- negotiation skills to deal with client complaints
- literacy skills to record client enquiries, feedback and complaints
- problem-solving skills to clarify complaints and develop solutions.

Required knowledge

- workplace processes, products and services
- workplace policies and procedures for dealing with client enquiries, feedback and complaints
- broad working knowledge of relevant federal, state or territory, and local government legislation and regulations relating to consumer protection and funeral services, burials and cremations
- professional funeral services industry parameters when dealing with the bereaved
- funeral services industry communication protocols
- negotiation and dispute resolution techniques
- understanding of social, religious or cultural implications in the context of complaint resolution.
- environmental impacts applying to the funeral services industry and minimal impact practices to reduce these especially those that relate to resource, water and energy use.

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- the ability to deal with client enquiries, feedback and complaints positively, sensitively and politely and in accordance with workplace policies and procedures
- the use of effective communication and negotiation skills to clarify and resolve complaints and address

EVIDENCE GUIDE

feedback

- providing service to clients on multiple occasions to ensure consistency of performance and ability to respond to different situations.

Context of and specific resources for assessment

Assessment must ensure:

- interaction with diverse clients to allow candidate to respond to a range of client requirements and requests
- access to relevant documentation, such as:
 - workplace policies and procedures for OHS, client complaints, privacy and anti-discrimination
 - relevant legislation and industry codes of practice for OHS, privacy, anti-discrimination and trade practices.

Methods of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of candidate receiving and addressing client enquiries, complaints and feedback in the workplace
- written or verbal questioning to assess knowledge and understanding of workplace policies and procedures, and relevant legislation
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

Employability skills embedded in this unit should be assessed holistically with other relevant units that make up the skill set or qualification and in the context of the job role.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included. conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Client enquiries may include:

- service cost
- advice or general information
- current funeral arrangements
- special burial requests
- incorrect invoices or prices
- dissatisfaction with service quality
- service errors
- making or changing appointments
- notifying of a death or impending death
- options for prepayment of funerals.

Other staff may include:

- colleagues
- supervisors
- managers.

Information to clients may include:

- funeral details
- confirmation of arrangements
- delays
- difficulties
- additional costs.

RANGE STATEMENT

Implications of options and solutions may include:

- social, religious or cultural impediments
- time delays
- increased costs to client or business
- negative impact on business reputation
- negative impact on environment
- increased staff workload
- health and safety of staff and clients.

Relevant legislation may include:

- OHS
- anti-discrimination
- Privacy Acts
- Trade Practices Act.

Workplace policies and procedures may include:

- record keeping
- referral of complaints and enquiries
- confidentiality of information
- standards and certification requirements
- quality assurance procedures
- OHS procedures
- emergency procedures.

Unit Sector(s)

Sector

Funeral Services

Competency field

Competency field

Client and Customer Service