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# TAFE NSW – Northern Sydney Institute WORKING EFFECTIVELY IN THE FUNERAL INDUSTRY

SIFIND001A – Work Effectively in the funeral services industry

SIFIND002A – Deal with grief and trauma

SIFCCS001A – Provide service to clients

## Statement of Attainment in Working Effectively in the Funeral Industry

**TAFE NSW COURSE NO 19443**

**(A skill set from SIF08: Funeral Services Training Package)**

Northern Sydney Institute offers training for people working in the Funeral Services Industry providing training in working effectively in the industry and also including dealing with grief and trauma and providing service to clients

This skill set covers the skills and knowledge required to identify the general structure of, and stakeholders in, the funeral services industry, both locally and nationally; and to comply with workplace requirements and relevant legislation. In addition the skill set covers the skills and knowledge required to respond appropriately to client and colleague expressions of grief and appropriate communication techniques for identifying and implementing strategies for assisting grieving clients and colleagues, which is a basic requirement for all jobs within the funeral services industry.

Completion of this Statement of Attainment provides credit towards a SIF30208 Certificate III in Gravedigging, Grounds and Maintenance and a SIF30108 Certificate III in Cemetery and Crematorium Operations.

### Content:

- identify the general structure of, and stakeholders within, the funeral services industry
- identify and comply with workplace policy and procedures, and relevant legislation
- develop and apply knowledge of funeral services industry protocols and use effective communication strategies
- respond to grieving clients and colleagues appropriately, identifying social, cultural and religious differences
- apply appropriate communication techniques and interpersonal skills
- identify and apply strategies for personal grief responses
- providing a service to clients

COURSE LENGTH	TRAINING DATES	ASSESSMENT DATE	PREREQUISITES	VENUE	COST
TBC	TBC	TBC	Nil	TBC	TBC

**TAFE NSW – Northern Sydney Institute, Ryde College**

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## Entry Requirements

There are no entry requirements

## Pre-requisites

Nil

NB Minimum numbers for course to proceed TBC.

## More information

For more information on this course – call 9448 6301 during business hours.

**For information on all our courses or to enrol:  
call 131 674 or visit [www.nsi.tafensw.edu.au](http://www.nsi.tafensw.edu.au)**