



# Statement of Attainment in Working Effectively in the Funeral Industry

**TAFE NSW COURSE NO: 19443**

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

SIFIND001A – Work effectively in the funeral services industry

SIFIND002A – Deal with grief and trauma

SIFCCS001A – Provide service to clients

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

- SIF30208 – Certificate III in Gravedigging, Grounds and Maintenance
- 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 AND ASSESSMENT DATE	PREREQUISITES	VENUE	PRICE*
2 Days	Contact Ryde College for next available date	See over	Sydney Metro	\$550

\* Per person price

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**BRADFIELD**  
192 Pacific Highway  
Crows Nest NSW 2065

**CROWS NEST**  
149 West Street  
Crows Nest NSW 2065

**HORNSBY**  
205 Pacific Highway  
Hornsby NSW 2077

**MEADOWBANK**  
See Street  
Meadowbank NSW 2114

**NORTHERN BEACHES**  
154 Old Pittwater Road  
Brookvale NSW 2100

**NORTH SYDNEY**  
213 Pacific Highway  
St Leonards NSW 2065

**RYDE**  
250 Blaxland Road  
Ryde NSW 2112

## **Entry Requirements**

There are no entry requirements

## **Pre-requisites**

None

## **More Information**

For more information on this course – call Ryde College on (02) 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)

**TAFE NSW – Northern Sydney Institute**

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Information is accurate at time of publication but is subject to change at any time without notification.

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