



The Australasian Cemeteries & Crematoria Association (ACCA)

Professional Development Program Brochure 2025

An extensive range of interactive, research-informed, and evidence-led professional development and training opportunities.

Updated 28 May 2025

This training program has been developed in partnership by the Centre for Learning and Innovation at Relationships Australia Victoria and the Australasian Cemeteries & Crematoria Association (ACCA)

Providing professionals working in the funeral and cemeteries workplaces with the knowledge, skills, and practical insights required to excel in their roles.

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Guidelines and information

Online workshops

- For workshops with multiple date options, please note that each session covers the same content. You only need to attend one session that suits your schedule.

Group mentoring sessions

- Participants have the flexibility to participate in one or multiple sessions of the mentoring series, allowing them to tailor their learning experience to best fit their interests and development goals.

Registration information

- When you make payment to ACCA you will be sent a Zoom registration link from ACCA, to confirm your attendance at the workshop. Please follow the instructions provided to register.
- Registrations close 48 hours before the event.
- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Contact

- If you have any questions about registrations or payments, please email: admin@accaweb.com.au
- If you are experiencing technical issues related to joining the online workshops in Zoom, please email: ravtraining@rav.org.au

Pricing

- All pricing is excluding GST.
- Pricing has been provided for ACCA Members, Associate Organisation Members, Non- Members.
- Associate organisations members are:
An Associate Organisation Member of ACCA is a member of an approved association connected to the bereavement sector, including state and international cemetery, crematoria and funeral director associations. Membership is subject to ACCA Board approval.
- Please direct any queries to admin@accaweb.com.au
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Online Workshop: An Introduction to Grief – Onboarding Workshop for New Staff to the Sector

Date/time	Presenter	Registration link	Price (ex GST)
4 March 9.30am – 4pm AEDT	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$480- Associate Organisation Member \$580 Non-Member \$680
June 17 9.30am – 4pm AEST	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$480- Associate Organisation Member \$580 Non-Member \$680
September 9 9.30am – 4pm AEST	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$480- Associate Organisation Member \$580 Non-Member \$680

This workshop is aimed at supporting new cemetery and funeral sector workforce, to obtain basic skills to effectively work with and support grieving clients. We appreciate that new staff are learning compliance, risk, safety and operational elements to be able to effectively function in their new roles, and this workshop is intended to complement their skills and keep them supported during their initial 12 months of their role.

New staff will gain the basic knowledge and skills to confidently and sensitively support clients who are experiencing grief and bereavement.

This workshop is designed for those in new customer and client facing roles who want to gain expertise in the field of grief and bereavement. It provides participants with knowledge, skills and resources for providing bereavement care and support to clients across a range of services.

Learning outcomes

At the end of this workshop, you will have gained:

- an understanding and introduction to grief and loss and how this can present differently for different people
- an understanding of grief symptoms and presentations
- how to appropriately manage your emotions and the emotions of difficult and challenging grieving clients
- strategies for supporting clients who are navigating grief and bereavement
- Understand of what is Vicarious Trauma, and the signs and symptoms of Vicarious Trauma
- Strategies for the prevention of Vicarious Trauma in the work undertaken by cemetery and funeral sector staff
- knowledge of why self-care is important and how to effectively manage your own wellbeing in the emotional work undertaken in working with grieving clients.

Ideal for

This workshop is ideal for new staff to the cemetery and funeral sectors, working across customer and client-facing roles who wish to enhance their ability to support individuals experiencing grief and bereavement they will be interacting with.

About the presenter

Linda Russell is an experienced psychologist, counsellor and educator who is registered with the Australian Psychological Society and the Mental Health Professionals Network. Linda has provided counselling services to individuals, couples and has provided training and professional development to community agencies. Linda has also participated in community development projects, education activities and provided supervision to colleagues and supervision students.

Registration information

- When you make payment to ACCA you will be sent a Zoom registration link from ACCA, to confirm your attendance at the workshop. Please follow the instructions provided to register.
- Registrations close 48 hours before the event.
- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Workshop: Negotiation and Conflict Management

Date/time	Presenter	Registration link	Price (ex GST)
July 10 10.30am – 2pm AEST		ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

Intro

Conflict occurs when people disagree about something and believe that only one person or party's interests can be met.

In the workplace, this can happen regularly as people working in teams need to complete tasks together. This workshop will discuss practical strategies for managing conflict in different situations and provide you with skills to implement them.

We will also provide useful negotiation approaches that can help people in conflict to reach an outcome that is agreeable to everyone.

Learning Outcomes

At the end of this workshop, you'll have gained:

- an understanding of conflict and how to identify it
- an awareness of your own responses to conflict
- conflict management strategies and how to use them in different workplace situations
- skills to implement a collaborative and solution-focused approach to conflict management
- a structured conflict resolution and negotiation process to help achieve positive outcomes
- self-care strategies and ways to manage emotional responses associated with being involved in conflict.

Ideal for

Anyone leading teams or managing staff in the workplace.

About the presenter

Cath Tregillis is a highly experienced FDRP with qualifications in dispute resolution and family therapy. She has worked across community organisations as a manager, clinical supervisor and trainer and has provided mediation and restorative processes in family, community and workplace settings. She is currently a trainer and assessor within RAV's FDR and Mediation training programs.

Registration information

- When you make payment to ACCA you will be sent a Zoom registration link from ACCA, to confirm your attendance at the workshop. Please follow the instructions provided to register.
- Registrations close 48 hours before the event.
- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclass: Transitioning into Leadership

Date/time	Presenter	Registration link	Price (ex GST)
May 6 12.30-2.30pm AEST	Cath Tregillis	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310
August 14 12.30-2.30pm AEST	Cath Tregillis	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

A workshop to support new and emerging leaders in the community services sector to step confidently into leadership roles and inspire others as you make your next career move.

In this online workshop, we'll focus on building effective leadership skills, transitioning smoothly into the leadership space and managing challenges inherent in your roles within the cemetery and funeral sectors. We'll take a 360-degree view on leadership which includes you, your manager, your team, and organisation or workplace.

Learning outcomes

At the end of this workshop, you'll have the knowledge and skills to:

- undertake an effective transition into a leadership role that inspires people
- explain the difference between leading and managing, including when and why you need to do both
- assess, prioritize, and balance multiple responsibilities and demands. Through hands-on exercises, you'll learn techniques for time management, delegation, and decision-making
- communicate effectively with senior leaders and stakeholders, presenting information that aligns with their goals, and advocating for your team's needs
- navigate and leverage your organization's structures, policies, and processes to drive meaningful results.

Ideal for

New and emerging leaders working in the community services sector, and those wanting to enhance their management and leadership skills.

About the presenter

Cath Tregillis is a highly experienced Family Dispute Resolution Practitioner (FDRP) with qualifications in dispute resolution and family therapy. She has worked across community organisations as a manager, clinical supervisor and trainer and has provided mediation and restorative processes in family, community and workplace settings. She is currently a trainer and assessor within Relationships Australia Victoria's (RAVs) Family Dispute Resolution (FDR) and mediation training programs.

Registration information

- When you make payment to ACCA you will be sent a Zoom registration link from ACCA, to confirm your attendance at the workshop. Please follow the instructions provided to register.
- Registrations close 48 hours before the event.

- Workshops must be paid for at least 2 business days before the training date, or your registration will be cancelled.
- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclass: Leading with Impact

Date/time	Presenter	Registration link	Price (ex GST)
March 13 12.30 – 3.30pm AEDT	Nina Laitala	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$315- Associate Organisation Member \$380 Non-Member \$445

Leadership within the cemeteries, crematoria, and funeral industries requires a unique approach due to the emotionally charged nature of the work and the diverse stakeholders involved.

Leadership is the most important role in an organisation, yet we don't always take the time to assess and extend our skills in this area. A deeper understanding of our strengths, and areas needing development, will positively impact the whole organisation leading to a clearer strategy and better outcomes. This workshop focuses on leadership strategies tailored to these sensitive sectors, including:

- Leadership theory: Understanding frameworks and how they apply in the context of grief support, memorialisation, and regulatory compliance.
- Flexible leadership styles: Adapting leadership approaches to suit various roles, such as liaising with families, managing staff, and engaging community groups.
- Sensitivity and adaptability: Leading compassionately to navigate diverse cultural and emotional needs, including end-of-life care preferences.
- Ethical leadership: Balancing organisational responsibilities with moral considerations unique to funeral and cemetery services.
- Operational balance: Managing strategic goals while ensuring efficient day-to-day operations in funeral home and cemetery management.
- Team empowerment: Building capabilities within staff to handle high-pressure environments, including grief support and regulatory challenges.
- Self-care: Recognising and managing stress to sustain long-term leadership in emotionally intense roles.

Learning outcomes

At the end of this workshop, you'll be able to:

- enhance your leadership skills by understanding and applying flexible, ethical strategies suited to the cemetery and funeral sectors.
- empower teams, balance strategic and operational needs.
- practice sustainable self-care to lead effectively in sensitive emotional environments.

Ideal for

This workshop is ideal for current and aspiring leaders who want to deepen their leadership skills, enhance their impact, and build a sustainable approach to leadership.

About the presenter

After completing her Master of Education, Nina discovered her passion for working with communities and empowering them through music-based education programs. In 2016, Nina joined the Victorian Student Representative Council as a training and project manager, and she was later appointed CEO. As CEO, she led the organisation through a time of significant change, from being an auspice agency to becoming a charitable company limited by guarantee. It was during this time that she honed her skills as an executive manager, educator and advocate with a strong focus on strategic planning, mentoring and governance.

Registration information

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- If paying by invoice, proof of payment needs to be provided at least 24 hours ahead of the event.

Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Workshop: Managing Challenging Behaviours

Date/time	Presenter	Registration link	Price (ex GST)
6 March 11am – 2pm AEDT	Bronwyn Covill	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310
August 19 11am – 2pm AEST	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

Learn strategies to effectively defuse difficult situations and clients, manage intense emotions and move towards positive solutions when working with grieving clients and families.

When a family or individual experiences loss or grief, they can become frustrated or angry on occasion, particularly when they are processing so many new emotions, amongst other pressures. Most of the time, they deal with their anger and frustrations in socially acceptable and appropriate ways, however, it's important to know how to respond when they don't. Sometimes within the sector, community members express or display difficult or challenging behaviours towards certain situations.

This workshop will share strategies to defuse situations where clients, families or community members are exhibiting strong emotions and/or difficult behaviours. We'll also discuss how to understand of your own triggers and have ways to manage your own emotions when using these strategies.

Learning outcomes

At the end of this workshop, you'll be able to:

- recognise early warning signs of escalating emotions in others and take steps to prevent conflicts from intensifying
- identify and address personal emotional triggers that may impact your response, ensuring calm and professional interactions in challenging situations.
- understand how and why people react both physically and emotionally to difficult situations, particular grief and loss
- apply strategies to help others manage their emotions and your own
- Understand how to use effective communication skills
- Develop strategies to articulate and apply conflict management skills
- demonstrate an understanding of how to monitor your own reactions and practise self-care.

Ideal for

A range of workers working with clients or colleagues demonstrating challenging behaviours and emotions.

About the presenter

Bronwyn Covill has been working in the education sector for over 25 years most recently working in the social sector delivering Family Violence prevention programs (Respect and Connect) for Relationships Australia. She also works facilitating mentorship programs with Australia's biggest corporates through the Australian Business and Community Network. Bronwyn also started and launched a social enterprise and charity in 2015 delivering tutoring to Indigenous children in OOH and remote communities and has worked within the corporate sector as a Learning and Development consultant over many years.

Linda Russell is an experienced psychologist, counsellor and educator who is registered with the Australian Psychological Society and the Mental Health Professionals Network. Linda has provided counselling services to individuals, couples and has provided training and professional development to community agencies. Linda has also participated in community development projects, education activities and provided supervision to colleagues and supervision students.

Registration information

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Other information

Please note that you'll need access to the following to participate in this workshop:

- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Leadership Masterclass: Vicarious Trauma for Leaders

Date/time	Presenter	Registration link	Price (ex GST)
October 7 12.30 – 2.30pm AEDT	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

Leaders in roles that support customers, clients and staff through challenging experiences often encounter vicarious trauma, the cumulative effect of exposure to others' trauma and distress. This workshop is designed to help leaders in understanding the nature and impact of vicarious trauma and equip them with strategies to safeguard their own well-being, as well as that of their team.

Participants will explore the different types of trauma and their potential effects on both individuals and organizations. The workshop will address key factors that strengthen resilience and identify those that can undermine it. Leaders will leave with actionable strategies, tools and resources for managing vicarious trauma within their teams, enabling them to foster a supportive, healthy and sustainable work environment.

Learning outcomes

At the end of this workshop, you'll be able to:

- Understand what is Vicarious Trauma
- recognize the nature and impact of vicarious trauma on leaders and teams, particularly when working in the grief sector
- Identify tools to monitor personal and professional well-being that can be utilised within their team/s
- Understand how to embed these tools within their teams ongoing
- identify proactive strategies to reduce the risk and prevention of vicarious trauma for themselves and their teams, including debriefing and other strategies when working in their roles within the cemetery and funeral sectors
- detect early signs and symptoms of vicarious trauma in themselves and others
- incorporate resilience-building practices into daily work routines to support sustainable leadership within this nature of work

Ideal for

This workshop is ideal for leaders, supervisors, managers, and team leaders across funeral and cemetery sectors who support clients or teams facing grief, and other trauma, stress, or distressing circumstances that arise from leading teams in the sector.

About the presenter

Linda Russell is an experienced psychologist, counsellor and educator who is registered with the Australian Psychological Society and the Mental Health Professionals Network. Linda has provided counselling services to individuals, couples and has provided training and professional development to community agencies. Linda has also participated in community development projects, education activities and provided supervision to colleagues and supervision students.

Registration information

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Other information

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- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

Online Workshop: Supporting Grieving Clients

Date/time	Presenter	Registration link	Price (ex GST)
April 15 11am – 2pm AEST	Brownyn Covill	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310
October 14 11am – 2pm AEDT	Linda Russell	ACCA will provide Zoom workshop registration links each individual participant, after payment is received.	Member \$220- Associate Organisation Member \$265 Non-Member \$310

This workshop is designed for staff who work directly with clients experiencing grief, providing them with essential skills to offer compassionate and professional support. Working with grieving clients requires sensitivity, patience, and an understanding of the many ways people process loss. Often staff wish they could more effectively help and support families who are experiencing grief through some form of counselling. Clients often need someone to talk to after they have experienced a death, and being a burial and funeral provider, tends to be one of the first people they talk to. This training will equip participants with the knowledge to navigate these interactions thoughtfully and effectively, ensuring clients feel supported during their most difficult times and apply basic counselling skills.

Participants will explore the different stages and expressions of grief, techniques for active listening and empathetic communication, and ways to handle challenging situations that may arise when working with grieving clients. The workshop also includes strategies for maintaining personal well-being while engaging in this emotionally demanding work.

Learning outcomes

At the end of this workshop, you'll be able to:

- recognize and understand the varied expressions of grief and mourning
- communicate with empathy and provide meaningful support to clients in distress
- apply effective techniques for active listening and compassionate dialogue
- Learn a framework for working with grieving clients, and how to provide a basic level of counselling skills and support to clients and families
- set professional boundaries while maintaining a supportive presence
- develop personal resilience strategies to prevent compassion fatigue.

Ideal for

This workshop is ideal for all staff who regularly interact with grieving clients, including funeral directors, cemetery staff, customer service representatives, and any team members providing support to those experiencing loss.

About the presenters

Brownyn Covill has been working in the education sector for over 25 years most recently working in the social sector delivering Family Violence prevention programs (Respect and Connect) for Relationships Australia. She also works facilitating mentorship programs with Australia's biggest corporates through the Australian Business and Community Network. Brownyn also started and launched a social enterprise and charity in 2015 delivering tutoring to Indigenous children in OOH and remote communities and has worked within the corporate sector as a Learning and Development consultant over many years.

Linda Russell is an experienced psychologist, counsellor and educator who is registered with the Australian Psychological Society and the Mental Health Professionals Network. Linda has

provided counselling services to individuals, couples and has provided training and professional development to community agencies. Linda has also participated in community development projects, education activities and provided supervision to colleagues and supervision students.

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Other information

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- desktop or laptop computer
- reliable internet connection
- headphones recommended
- microphone/speakers
- webcam (built-in or external to your computer)

ACCA Education Hub Sessions

The ACCA Education Hub will be launched in Early 2025. Details on how to set up an account in the Education hub will be sent in January 2025. All ACCA members will have access to this resource.

An Introduction to Grief - Induction Module for New Staff: Self-Paced Course

Type	Time to Complete	Registration	Location	Price
Self-Paced Course	3-4 hours	This FREE course is available in the ACCA Learning Hub - Moodle Learning Management System	Online	FREE with access to the ACCA Learning Hub in the Moodle Learning Management System

About this course

This comprehensive, self-paced onboarding module is designed to introduce new staff to the funeral, cemetery, and crematorium sector, providing them with essential knowledge, skills, and industry insights to support them in working with grieving clients. Structured to be both informative and practical, this module enables participants to learn at their own pace while building a strong foundation for their roles within this unique and meaningful field.

Ideal for

This module is ideal for new workforce and those transitioning into the industry, offering a structured yet flexible approach to learning that empowers staff to succeed in their roles with confidence, empathy, and professionalism. It prepares them with the skills to effectively support grieving clients, manage challenging behaviours, manage and prevent vicarious trauma and manage their own self-care and wellbeing. We understand that in the first 12 months, new staff have so much compliance and operational training they need to undertake, so this course provides them with the basic skills to effectively and confidently support grieving clients.

Course structure

- The course will take approximately **3-4 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
- After completing this course you'll receive the following course completion awards:
- A certificate of completion for your records

Accessing this course

Once you have purchased this course you will be provided with a Moodle course registration code from ACCA, along with instructions for how to access the course. **If you have forgotten your username or password, you can reset these on the [Moodle log in page](#).**

Understanding Professional Boundaries: Self-Paced Course

Type	Time to Complete	Registration	Location	Price
Self-Paced Course	2-3 hours	This FREE course is available in the ACCA Learning Hub - Moodle Learning Management System	Online	FREE with access to the ACCA Learning Hub in the Moodle Learning Management System

About this course

This self-paced course is designed to help client-facing staff in the funeral, cemetery, and crematorium sectors understand and apply the legal, ethical, and organizational frameworks—often known as professional boundaries—that ensure a safe and respectful environment for both workers and clients. These boundaries are essential in guiding interactions that protect against physical and emotional harm, supporting objective, compassionate, and effective service.

Participants will learn how to navigate common challenges that can arise in client relationships, such as when clients offer gifts, invite you to social events, or seek to extend the professional relationship into a personal one, require additional and ongoing support after the loss of their family member, or when working and providing cemetery and funeral services in small and local communities. This course provides practical strategies for managing such situations with confidence, using a solid understanding of professional ethics, organizational policies, and personal boundaries to maintain a respectful, therapeutic approach.

Ideal for

This course is ideal for new and current staff in client-facing roles who want to enhance their understanding of professional boundaries, maintain ethical standards, and confidently handle challenging client interactions with clarity and respect, whilst delivering the professional service of a funeral or burial

Course structure

- The course will take approximately **2-3 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
- After completing this course you'll receive the following course completion awards:
- A certificate of completion for your records

Accessing this course

Once you have purchased this course you will be provided with a Moodle course registration code from ACCA, along with instructions for how to access the course. **If you have forgotten your username or password, you can reset these on the [Moodle log in page](#).**

Understanding grief: Self-Paced Course

Type	Time to Complete	Registration code	Location	Price (ex GST)
Self-Paced Course	3-4 hours	ACCA to provide Moodle codes to customers who have purchased self-paced courses (Self-enrolment Moodle codes will be available in Feb 2025)	Online	ACCA Members \$195

About this course

This self-paced course is designed for professionals who engage with grieving clients and want to develop the skills to communicate with empathy, sensitivity, and confidence. Supporting individuals through grief requires a deep understanding of loss and the ability to provide meaningful, compassionate guidance. This course will equip you with the knowledge and practical skills to support clients as they navigate this difficult experience, ensuring that you offer care while maintaining your own well-being.

Ideal for

This course is ideal for professionals in client-facing roles, including funeral home staff, cemetery staff, suppliers to the sector, bereavement counsellors, pastoral care workers, and anyone who regularly interacts with grieving individuals. It is designed for those seeking to enhance their compassionate communication skills and provide meaningful support to clients experiencing loss, while also maintaining a safe and supportive environment for themselves.

Course structure

- The course will take approximately **3-4 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
- After completing this course you'll receive the following course completion awards:
- A certificate of completion for your records.

Accessing this course

Once you have purchased this course you will be provided with a Moodle course registration code from ACCA, along with instructions for how to access the course. **If you have forgotten your username or password, you can reset these on the [Moodle log in page](#).**

Understanding & Preventing Vicarious Trauma: Self-Paced Course

Type	Time to Complete	Registration code	Location	Price (ex GST)
Self-Paced Course	3-4 hours	ACCA to provide Moodle codes to customers who have purchased self-paced courses (Self-enrolment Moodle codes will be available in Feb 2025)	Online	ACCA Members \$195

About this course

Vicarious Trauma occurs in roles where information relating to high levels of trauma is heard or communicated to you frequently. In working with grieving clients, you are dealing with the individual, family or friends of those who have died and other levels of issues. In this course, you'll gain knowledge, skills and tools to recognise and respond to the signs of vicarious trauma in yourself and colleagues, monitor your own wellbeing, and seek additional support for yourself and others when needed.

After progressing through the course, you'll be able to:

- understand and recognise vicarious trauma
- manage and respond to signs of vicarious trauma in a range of work roles
- monitor wellbeing, manage your exposure to trauma, and know how and when to seek support in times of need.

Ideal for

This comprehensive self-paced course is ideal for employees within the cemetery and funeral sectors who work with or support clients who are experiencing challenging circumstances such as grief and trauma.

Course structure

- The course will take approximately **3-4 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
- After completing this course you'll receive the following course completion awards:
- A certificate of completion for your records

Accessing this course

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Leading Difficult Conversations: Self-Paced Course

Type	Time to Complete	Registration code	Location	Price (ex GST)
Self-Paced Course	3-4 hours	ACCA to provide Moodle codes to customers who have purchased self-paced courses (Self-enrolment Moodle codes will be available in Feb 2025)	Online	ACCA Members \$195

About this course

This self-paced course is designed specifically for professionals in the funeral and cemetery industry. The content in the course will equip you with practical skills to navigate difficult conversations with confidence, helping you manage your emotions while providing meaningful support to others. Through interactive activities and scenarios, you will delve into essential communication techniques and explore various conflict management styles to enhance your ability to address challenging situations with empathy and professionalism. Take this opportunity to strengthen your communication skills and build resilience in your role.

Ideal for

This course is designed for professionals in client-facing roles within the funeral and cemetery sector, including funeral home and cemetery staff, industry suppliers, bereavement counsellors, pastoral care workers, and anyone who regularly interacts with clients and colleagues. Whether you're looking to enhance your compassionate communication skills or provide meaningful support to those experiencing loss, this course offers practical strategies to navigate sensitive conversations with confidence. You'll also learn how to maintain a safe and supportive environment for yourself while addressing the emotional needs of others.

Course structure

- The course will take approximately **3-4 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
- After completing this course you'll receive the following course completion awards:
- A certificate of completion for your records.

Accessing this course

Once you have purchased this course you will be provided with a Moodle course registration code from ACCA, along with instructions for how to access the course. **If you have forgotten your username or password, you can reset these on the [Moodle log in page](#).**

Negotiation and Conflict Management: Self-Paced Course

Type	Time to Complete	Registration code	Location	Price
Self-Paced Course	2-3 hours	ACCA to provide Moodle codes to customers who have purchased self-paced courses (Self-enrolment Moodle codes will be available in Feb 2025)	Online	ACCA Members \$195

About this course

This course explores practical strategies for managing conflict in different situations and the knowledge and skills required to implement these strategies. Often when a family member dies, the family can be feuding amongst themselves or held dysfunctional relationships prior to the death.

This course provides approaches to negotiation that can help people and families who are in conflict to reach a mutually-agreeable outcomes and assist you to move forward in delivering your service.

At the end of the course, you will have:

- an understanding of conflict, and the indicators of conflict exploring situations such as feuding or dysfunctional family dynamics.
- an understanding of your own response to conflict
- conflict management strategies and ways to apply them to different situations in the workplace
- skills to implement a collaborative and solution-focused approach to conflict management
- a structured approach to conflict resolution and negotiation skills to help achieve positive outcomes
- self-care strategies and ways to manage the emotional response of being involved in conflict.

Ideal for

This comprehensive self-paced course is ideal for anyone leading teams or managing staff in the workplace.

Course structure

- The course will take approximately **2-3 hours** to complete.
- Throughout the course, you'll participate in learning activities that will help you to apply the course content to your own context. This integrated and practical approach to learning will enable you to go back to your workplace with new and innovative learnings that can be implemented straight away.
- You will have access to the course content for 12 months from the date you commence the first module.
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