



## Diploma in Funeral Arranging and Administration (Dip.FAA)

### Qualification Syllabus

September 2013



Endorsed



Approved



This Diploma qualification has been benchmarked against national qualification standards Level 2.

The qualification is designed for funeral service employees who have an interest in increasing their knowledge and skills in the field of funeral arranging and administration.

## **Aims of the syllabus**

The aims of the objectives in this qualification syllabus for the NAFD Diploma in Funeral Arranging and Administration (Dip.FAA ) are to:

- develop the knowledge, understanding and skills of learners employed as Funeral Arrangers, Funeral Directors and for other people employed in the funeral service wishing to progress into a funeral arranging and administrative role.
- enable the Association to adequately train registered students to quality approved national qualification standards in Funeral Arranging and Administration.
- enable the Association to assess registered learners to ensure they have acquired adequate knowledge, understanding and mastery of the required knowledge and skills associated with funeral arranging and administration.
- enable progression to the Level 3 Diploma in Funeral Directing upon satisfactory achievement and award of the Level 2 Diploma in Funeral Arranging and Administration.



## Structure of the syllabus

Within each module, there is a range of specific learning units and associated learning objectives, each subject being benchmarked at level 2 national qualification credit standards of learning and assessment.

<b>Diploma in Funeral Arranging and Administration (Dip. FAA)</b>				
<b>Module Title</b>		<b>Unit</b>	<b>Units</b>	<b>Unit Credit Value</b>
1	Introduction to Funeral Arranging and Administration	Unit 1	Understanding Bereavement and Grief.	<b>3</b>
		Unit 2	Client Care within the Funeral Service.	<b>3</b>
		Unit 3.	Communicating with Clients within the Funeral Service.	<b>2</b>
2	First Call, including Care and Presentation of the Deceased.	Unit 4.	Responding to the initial notification of death.	<b>2</b>
		Unit 5.	Care and Presentation of the Deceased.	<b>3</b>
3	Legislation <i>(Country specific to the learner)</i>	Unit 6	Health and Safety for Funeral Arrangers.	<b>2</b>
		Unit 7	Registration of Death, and Coroners'/Procurator Fiscal Procedures.	<b>4</b>
		Unit 8	Human Cremation: Law and Practice .	<b>4</b>
		Unit 9	Human Burial: Law and Practice .	<b>6</b>
4	Arranging the Funeral	Unit 10	Understanding Funeral Rites.	<b>3</b>
		Unit 11	Arranging a Funeral.	<b>6</b>
		Unit 12	Arranging a Funeral for a Child and Baby.	<b>3</b>
		Unit 13	Office Practice and Administration within the Funeral Service	<b>3</b>
5	Finance	Unit 14	Understanding Client Liability, Entitlement and Consumer Regulations within the Funeral Service.	<b>3</b>
<b>Total Credit Value</b>				<b>47 Credits</b>

### Module 1: Introduction to Funeral Arranging and Administration

The aim of this module is to enable the learner to understand how the role of the Funeral Arranger applies in providing effective Client Care; utilising sensitive communication techniques; recognising own response to grief and strategies to use when assisting the bereaved.

### Module 2: First Call including Care and Presentation of the Deceased

The aim of this module is to enable the learner to develop a working knowledge of responding appropriately to the First Call; procedures and skills required for the effective Care and Presentation of the Deceased (*Note: Preparation of the Deceased applies to the Diploma in Funeral Directing*)

### Module 3: Legislation

The aim of this module is to enable the learners to gain country specific working knowledge of legislation and procedures applying to Registration and Coroners (Procurator Fiscal) procedures; Cremation and Burial; requirements of Health and Safety.



### Module 4: Arranging the Funeral

The aim of this module is to enable the learners to develop a broad and flexible working knowledge of the requirements and procedures to arrange an adult and a child or baby funeral. Emphasis is placed on the knowledge, skills and competences required for personalisation and arrangement of an adult funeral; special consideration and arrangement of a child's funeral; to understand and respond appropriately to the range of funeral rites; develop working knowledge of office procedures and administration.

### Module 5: Finance

The aim of this module is to enable the learners to understand and have working knowledge of the client's liability and associated methods of payment; Contractual Obligations; Consumer Doorstep Selling Regulations; Access to a Will and the benefits of a funeral plan- including the process of payment; assistance for funding via the Department for Work and Pensions.

The learning outcomes relevant to the Diploma in Funeral Arranging and Administration (Dip.FAA) are benchmarked to NCQF Level 2 qualification standards and aim to develop:

KNOWLEDGE	SKILLS	BEHAVIOURS
Basic factual process and procedure related funeral arranging and administrative related knowledge	Basic cognitive and practical skills required to use relevant information in order to carry out funeral arranging and administrative tasks, and to solve routine problems	Able to work under supervision but with some autonomy

The following range of Knowledge, Skills and Competencies will be developed as a result of achieving this qualification awarded by the NAFD:-

Communication Written / Oral	Building Relationships	Creative Thinking
Equality and Diversity	Problem Solving	Flexibility
Client Care	Technical Knowledge	Attention to detail
Use of I.T	Planning and Organising	Numeracy
Health and Safety	Legislative Knowledge	Handling Conflict
Professional Image	Teamwork	Self Control
Numeracy	Financial Awareness	Literacy

### ASSESSMENT

The method of assessment for this qualification is based on the following:-

#### Initial Self Assessment

Initial student self-assessment at the commencement of the course and ongoing development, should be discussed by the student with their employer (where appropriate) and the NAFD approved tutor.



## **ASSESSMENT**

### **Individual Development Plan**

Following Initial Self Assessment, each student develops an Individual Development Plan with their tutor, which is used as an evolving document to underpin the learning and development process for each individual.

### **Formative Assessment**

Coursework Assessment consists of:-

- Five Individual Learning Reports (ILR's), one for each of the five Modules of the syllabus varying in word count from 2000 + or – 10% for each, marked by NAFD Approved Tutors and moderated by the NAFD Board of Examiners.
- Five Individual Reflective Logs (RL's); one to be completed for each Module and signed off by the Employer/Line Manager marked by NAFD Approved Tutors and moderated by the Board of Examiners.

A pass rate of 60% applies for each Module.

Students are expected to demonstrate their learning module by module.

Additional proof of learning takes place module by module within the training environment. Proof of learning is relevant to the assessment criteria for each of the Units contained within the syllabus.

### **Summative Assessment**

Final Assessment takes place following satisfactory achievement of all Individual Learning Reports and completion of Reflective Logs for each of the five modules.

Final Assessment consists of:-

- A written examination consisting of a series of technical and operational questions.
- One Oral Examination – based on a mock Client Arrangement.

A pass rate of 60% applies to each examination.

### **Post Examination Final Reflection**

One Reflective Log is completed immediately after the oral examination, to enable the student to reflect on their approach and performance during the Oral examination. This final reflection is not formally assessed.



## MODULE 1

MODULE	TITLE	UNITS
<b>MODULE 1</b>	<b>Introduction to Funeral Arranging and Administration</b>	UNIT 1: Understanding Bereavement and Grief
		UNIT 2: Client Care within the Funeral Service
		UNIT 3: Communicating with Clients in the Funeral Service.

### DEVELOPMENT OF KNOWLEDGE, SKILLS AND COMPETENCIES

This unit offers opportunities for learners to provide evidence of development and achievement of the following skills and competencies:

Communication – Oral and Written	Building Relationships
Equality and Diversity	Creating a Professional Image
Client Care	Handling Conflict
Attention to Detail	Technical knowledge
Handling Complaints	

**MODULE 1 ASSESSMENT INFORMATION** The following methods of assessment are appropriate to Units contained within **Module 1**

Key: M = Mandatory – this assessment method *must* be used to assess the unit.  
 O = Optional – this assessment method *could* be used to assess the unit.

STAGE 1	INITIAL LEARNER SELF-ASSESSMENT			
	Individual Assessment	M	Employer Feedback	M

STAGE 2	One to One LEARNER ASSESSMENT			
	Group discussion	O	Initial Mock Oral	M
	Reflective Log	M	Individual Practice File	O
	Written Q&A / Test	M	Individual Learning Report	M

STAGE 3	TUTOR Led GROUP ASSESSMENT			
	Group discussion	O	Oral Question and Answer	O
	Written Q & A / Test	M	Role Play	O

STAGE 4	FINAL INDIVIDUAL ASSESSMENT FOLLOWING COMPLETION OF MODULE 1 TO 5			
	Reflective Log	M	Oral Examination	M
	Individual Learning Report	M	Written Examination	M



<b>Module 1</b>	<b>Introduction to Funeral Arranging and Administration</b>	<b>Unit 1</b>	<b>UNDERSTANDING BEREAVEMENT AND GRIEF</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop learners' understanding of the concepts of bereavement and grief. Specifically, the unit aims to promote learners' understanding of theories that relate to bereavement and grief. Additionally, the unit aims to enable learners to understand the influence of culture and religion upon grief and the significance of a funeral for the bereaved.
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<b>LEARNING OUTCOMES</b> This unit has 6 learning outcomes.		<b>Module 1 Unit 1</b>	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>			<b>The learner can:</b>
1	Understand types of death and their associated grief.	1.1.1	Describe types of death and their associated grief.
2	Understand the cycle of grief.	1.1.2	Explain the cycle of grief.
3	Understand theories of loss.	1.1.3	Describe three different theories relating to loss.
4	Know the influence of culture upon grief.	1.1.4a	Identify cultural factors that may affect responses to: a) pre-funeral grief;
		1.1.4b	b) post-funeral grief.
5	Know the influence of religious belief upon grief.	1.1.5	Identify religious beliefs that may affect responses to grief.
6	Understand the role of the funeral service for the bereaved.	1.1.6	Describe the role of the funeral service for the bereaved.



<b>Module 1</b>	<b>Introduction to Funeral Arranging and Administration</b>	<b>Unit 2</b>	<b>CLIENT CARE WITHIN THE FUNERAL SERVICE</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop learners' understanding of good client care within the funeral service.
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This unit has 7 learning outcomes.

	<b>LEARNING OUTCOMES</b>	<b>Module 1 Unit 2</b>	<b>ASSESSMENT CRITERIA</b>
	<b>The learner will:</b>		<b>The learner can:</b>
1	Understand the purpose and role of a funeral directing business.	1.2.1a	Describe the primary functions of a funeral directing business.
		1.2.1b	Describe the relationship between a funeral directing business and the local community.
		1.2.1c	Explain the importance of a funeral directing business promoting a positive, professional image.
2	Understand the principles and practice of good client care.	1.2.2a	Outline the principles of good client care.
		1.2.2b	Differentiate between internal and external client care.
		1.2.2c	Describe how to gain an understanding of a client's expectations regarding the role of the funeral arranger.
3	Know the skills required for good client care.	1.2.3	Describe the skills involved in providing good client care.
4	Understand the principles of Emotional Intelligence.	1.2.4	Compare and contrast the four key areas of Emotional Intelligence.
5	Understand the National Association of Funeral Directors' (NAFD) Code of Practice.	1.2.5a	Explain the purpose of the NAFD Code of Practice.
		1.2.5b	Explain the benefits of the NAFD Code of Practice.
6	Know how to deal with conflict situations.	1.2.6a	Describe how to deal with the following situations: a) conflict of family relationships;
		1.2.6b	b) the appointment of more than one funeral director.
7	Understand the Funeral Arbitration Scheme (FAS).	1.2.7a	Explain the purpose of the FAS.
		1.2.7b	Explain the benefits of the FAS.





<b>Module 1</b>	<b>Introduction to Funeral Arranging and Administration</b>	<b>Unit 3</b>	<b>COMMUNICATING WITH CLIENTS WITHIN THE FUNERAL SERVICE</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop the learners' ability to communicate appropriately and effectively with clients. Specifically, the unit aims to enable learners to understand industry protocols central to communicating with bereaved clients.
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<b>LEARNING OUTCOMES</b>		<b>Module 1 Unit 3</b>	<b>ASSESSMENT CRITERIA</b>
This unit has 4 learning outcomes.			
<b>The learner will:</b>			<b>The learner can:</b>
1	Know appropriate communication techniques to use with clients within the funeral service.	1.3.1	Describe communication techniques to use when dealing with clients within the funeral service.
2	Know the factors to consider when communicating with clients within the funeral service.	1.3.2a	Identify the factors to consider when communicating with clients within the funeral service:- a) Face to face
		1.3.2b	b) On the telephone
		1.3.2c	c) By letter
		1.3.2d	d) By email
3	Know the skills necessary to respond appropriately to the bereaved.	1.3.3	Describe the skills necessary to respond appropriately to the bereaved.
4	Know how to communicate with client's who may have additional/special needs.	1.3.4a	Describe how to communicate with clients who may: a) be blind or partially sighted;
		1.3.4b	b) be deaf or hard of hearing
		1.3.4c	c) be physically disabled
		1.3.4d	d) have learning difficulties
		1.3.4e	e) speak English as a second language
		1.3.4f	f) come from other cultures



MODULE	TITLE	UNITS
<b>MODULE 2</b>	<b>First Call and Care and Presentation of the Deceased</b>	<b>Unit 4: Responding to the initial notification of Death</b>
		<b>Unit 5: Care and Presentation of the Deceased</b>

### DEVELOPMENT OF KNOWLEDGE, SKILLS AND COMPETENCIES

This unit offers opportunities for learners to provide evidence of development and achievement of the following skills and competencies:

Client Care	Attention to detail
Communication – written and oral	Gathering Information
Technical Knowledge	Use of IT
Health and Safety – Risk Assessment	Building Relationships
Team Work	Equality and Diversity
Legislative Awareness	

**MODULE 2 ASSESSMENT INFORMATION** The following methods of assessment are appropriate to Units contained within **Module 2**

Key: M = Mandatory – this assessment method *must* be used to assess the unit.  
 0 = Optional – this assessment method *could* be used to assess the unit.

STAGE 1	LEARNER SELF-ASSESSMENT			
	Individual Assessment	M	Employer Feedback	M

STAGE 2	TUTOR LED One to One LEARNER ASSESSMENT			
	Group discussion	O	Mock Oral Practice	O
	Reflective Log	M	Individual Practice File	O
	Written Q&A / Test	M	Individual Learning Report	M

STAGE 3	TUTOR Led GROUP ASSESSMENT			
	Group discussion	O	Oral Question and Answer	O
	Written Q & A / Test	M	Role Play	O

STAGE 4	FINAL INDIVIDUAL ASSESSMENT FOLLOWING COMPLETION OF MODULE 1 TO 5			
	Reflective Log	M	Oral Examination	M
	Individual Learning Report	M	Written Examination	M



<b>Module 2</b>	<b>First Call including Care and Presentation of the Deceased</b>	<b>Unit 4</b>	<b>RESPONDING TO THE INITIAL NOTIFICATION OF DEATH</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop learners' ability to respond appropriately to the first call. Specifically, the unit aims to enable learners to ensure that essential information is both collected from and given to clients.
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<b>LEARNING OUTCOMES</b> This unit has 4 learning outcomes.		<b>Module 2 Unit 4</b>	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>			<b>The learner can:</b>
1	Know the meaning of the term the 'first call.'	2.4.1	Define the term the 'first call.'
2	Know the essential information to be obtained from the client during the first call.	2.4.2	State the essential information that should be obtained from the client during the first call.
3	Know the essential information to be given to the client during the first call.	2.4.3a	State the essential information that should be given to the client during the first call.
		2.4.3b	Explain the purpose of the information given in 2.4.3a.
4	Know how to respond to requests relating to bequeathal.	2.4.4	Identify the information to consider following a request relating to bequeathal.



<b>Module 2</b>	<b>First Call including Care and Presentation of the Deceased</b>	<b>Unit 5</b>	<b>CARE AND PRESENTATION OF THE DECEASED</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop learners' abilities relating to the care and presentation of the deceased.
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<b>LEARNING OUTCOMES</b> This unit has 6 learning outcomes		<b>Module 2 Unit 5</b>	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>		<b>The learner can:</b>	
1	Understand the procedure for identification of the deceased.	2.5.1	Explain the procedure for identification of the deceased.
2	Know the procedures for transportation of the deceased.	2.5.2a	Describe the appropriate procedure for transfer of the deceased from: a) their home;
		2.5.2b	b) a hospital;
		2.5.2c	c) nursing home
		2.5.2d	d) the scene of death
3	Know how to describe the process and benefits of embalming to a client.	2.5.3a	Describe the process and benefits of embalming to a client.
		2.5.3b	State the reason for requesting client permission before embalming.
4	Know the checks to make before and after viewing of the deceased.	2.5.4a	Identify the checks to be made before a viewing of the deceased.
		2.5.4b	Identify the checks to be made after a viewing of the deceased.
5	Know the procedures to follow for viewing the deceased.	2.5.5	Identify the procedures for viewing the deceased.
6	Know the procedures relating to the handling and storage of personal effects.	2.5.6a	Describe the process for: a) handling of personal effects;
		2.5.6b	b) Storage of personal effects



MODULE	TITLE	UNITS
<b>MODULE 3</b>	Legislation  (Country specific to the learner)	<b>Unit 6 : HEALTH AND SAFETY FOR FUNERAL ARRANGERS</b>
		<b>Unit 7 : REGISTRATION and CORONERS /PROCURATOR FISCAL PROCEDURES</b>
		<b>Unit 8 : HUMAN CREMATION: LAW AND PRACTICE</b>
		<b>Unit 9: HUMAN BURIAL:LAW AND PRACTICE</b>

### DEVELOPMENT OF KNOWLEDGE, SKILLS AND COMPETENCIES

This unit offers opportunities for learners to provide evidence of development and achievement of the following skills and competencies:

Attention to Detail	Teamwork
Professional Image	Client Care
Communication - written and oral	Self -Awareness and Control
Technical Knowledge	Health and Safety
Equality and Diversity	Building Relationships

**MODULE 3 ASSESSMENT INFORMATION** The following methods of assessment are appropriate to Units contained within **Module 3**

Key: M = Mandatory – this assessment method *must* be used to assess the unit.  
 0 = Optional – this assessment method *could* be used to assess the unit.

STAGE 1	LEARNER SELF-ASSESSMENT			
	Individual Assessment	M	Employer Feedback	M

STAGE 2	Tutor LED One to One LEARNER ASSESSMENT			
	Group discussion	O	Mock Oral Practice	O
	Reflective Log	M	Individual Practice File	O
	Written Q&A / Test	M	Individual Learning Report	M

STAGE 3	TUTOR Led GROUP ASSESSMENT			
	Group discussion	O	Oral Question and Answer	O
	Written Q & A / Test	M	Role Play	O

STAGE 4	FINAL INDIVIDUAL ASSESSMENT FOLLOWING COMPLETION OF MODULE 1 TO 5			
	Reflective Log	M	Oral Examination	M
	Individual Learning Report	M	Written Examination	M



<b>Module 3</b>	<b>LEGISLATION</b>	<b>Unit 6</b>	<b>HEALTH AND SAFETY FOR FUNERAL ARRANGERS</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to enable learners to understand their obligations and procedural requirements in relation to health and safety in the workplace.
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This unit has 7 learning outcomes.

	<b>LEARNING OUTCOMES</b>	<b>Module 3 Unit 6</b>	<b>ASSESSMENT CRITERIA</b>
	This unit has 7 learning outcomes.		
	<b>The learner will:</b>		<b>The learner can:</b>
1	Know the implications of the Health and Safety at Work Act.	3.6.1	Outline the responsibilities of the employer and employee with regard to the current Health and Safety at Work Act.
2	Know the requirements of Fire Regulations.	3.6.2a	Outline the requirements of the following current regulations: a) Fire Precautions;
		3.6.2b	b) Regulatory Reform (Fire Safety).
3	Know the requirements of First Aid Regulations.	3.6.3	Outline the current Health and Safety (First Aid) Regulations.
4	Understand the purpose of carrying out risk assessments for funeral arrangers.	3.6.4	Explain the purpose of carrying out risk assessments for funeral arrangers.
5	Know safe manual handling techniques.	3.6.5	Outline safe manual handling techniques.
6	Know the issues relating to notifiable diseases.	3.6.6	Identify issues relating to notifiable diseases.
7	Understand the importance of personal safety when conducting interviews in a client's home.	3.6.7a	Identify potential risks when visiting a client in their home.
		3.6.7b	Outline a procedure for lone working when visiting a client at home.



<b>Module 3</b>	<b>LEGISLATION</b>	<b>Unit 7</b>	<b>UNDERSTANDING REGISTRATION OF DEATH AND CORONER'S / PROCURATOR FISCAL PROCEDURES</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop learners' understanding of Registration of Death and Coroners'/Procurator Fiscal procedures. Specifically, the unit aims to develop learners' knowledge of the relevant requirements for Registration of Death and the role of the Coroner/Procurator Fiscal and associated documentation.
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<b>LEARNING OUTCOMES</b>		Module 3 Unit 7	<b>ASSESSMENT CRITERIA</b>
This unit has 8 learning outcomes.			
<b>The learner will:</b>			<b>The learner can:</b>
1	Understand the Registrars' function in relation to the Registration of Death.	3.7.1a	Describe the function of the Registrar in one of the following: a) England and Wales; b) Scotland; c) Northern Ireland.
		3.7.1b	Describe the area of jurisdiction of the Registrar identified in 7.1 a), b) or c).
		3.7.1c	Identify who can act as informant to the Registrar identified in 7.1 a), b) or c).
2	Understand the requirements of Registering a Death.	3.7.2a	Identify the time scale allowed for the registration of a death in one of the following: a) England and Wales; b) Scotland; c) Northern Ireland.
		3.7.2b	Describe the liability to register a death, including 'Registration by Declaration' where appropriate.
3	Understand the relevance of the Medical Certificate of Cause of Death.	3.7.3a	Explain the relevance of the Medical Certificate of Cause of Death
		3.7.3b	Identify who is responsible for issuing a Medical Certificate of Cause of Death.
4	Understand the Registrar's duty to report a death.	3.7.4	Explain the Registrar's duty to report a death to one of the following: a) the Coroner in England in Wales; b) the Procurator Fiscal in Scotland; c) the Coroner in Northern Ireland.
5	Understand the documentation used by the Registrar.	3.7.5a	Describe the documents a Registrar may issue in one of the following a) England and Wales; b) Scotland; c) Northern Ireland.
		3.7.5b	Describe the function of each document identified in 5.above a), b) or c).



<b>LEARNING OUTCOMES</b>		Module 3 Unit 7	<b>ASSESSMENT CRITERIA</b>
This unit has 8 learning outcomes.			
<b>The learner will:</b>			<b>The learner can:</b>
6	Know the purpose of the Coroner's/Procurator Fiscal's Office.	3.7.6	Describe the role of the Coroner's Office/Procurator Fiscal's Office.
7	Understand the procedures for a Coroner's/Procurator Fiscal's removal of the deceased.	3.7.7a	Describe the role of the Coroner/Procurator Fiscal relating to the removal of the deceased in either: a) England and Wales b) Scotland c) Northern Ireland
		3.7.7b	Describe procedures for the removal of the deceased identified in 7. a), b) or c).
8	Understand the purpose of the Coroner's/Procurator Fiscal's documentation.	3.7.8a	Identify the documents issued by a Coroner/Procurator Fiscal in either: a) England and Wales; b) Scotland; c) Northern Ireland.
		3.7.8b	Describe the purpose of each document identified in 8. a), b) or c) above.





<b>Module 3</b>	<b>LEGISLATION</b>	<b>Unit 8</b>	<b>HUMAN CREMATION: LAW AND PRACTICE</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop learners' understanding of human cremation. Specifically, the unit aims to develop knowledge of the administrative procedures, documentation and governing regulations relating to cremations.
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<b>LEARNING OUTCOMES</b> This unit has 9 learning outcomes.		<b>Module 3 Unit 8</b>	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>			<b>The learner can:</b>
1	Understand the operational working of a crematorium.	3.8.1a	Describe the working practice of a local crematorium.
		3.8.1b	Outline the regulations governing cremation at a local crematorium.
2	Understand the purpose of the cremation documentation.	3.8.2a	Identify the statutory documentation required for: a) adult cremation; b) cremation of a child/baby.
		3.8.2b	Identify the non-statutory documentation required for: a) adult cremation; b) cremation of a child/baby.
3	Know which surgical implants require removal.	3.8.3	Identify which surgical implants require removal prior to cremation.
4	Understand the purpose of the Federation of Burial and Cremation Authorities' (FBCA) Code of Practice and general guidelines.	3.8.4a	Describe the purpose of the FBCA's Code of Practice.
		3.8.4b	Describe the purpose of the FBCA's general guidelines.
5	Know the administrative process for the cremation of body parts.	3.8.5	Describe the administrative process for the cremation of body parts.
6	Know the methods and documentation for the disposal of cremated remains.	3.8.6a	Describe the methods of disposal of cremated remains.
		3.8.6b	For each method of disposal identified in 3.8.6a state the required documentation.
7	Understand the scattering/interment of cremated remains.	3.8.7a	Identify the options for scattering cremated remains.
		3.8.7b	Describe the procedures for: a) the scattering of cremated remains; b) the interment of cremated remains.
8	Know the available options for memorialisation.	3.8.8	Describe the options available for memorialisation.
9	Know the current guidelines for the disposal of unclaimed cremated remains.	3.8.9	Describe the current guidelines for the disposal of unclaimed cremated remains.



<b>Module 3</b>	<b>LEGISLATION</b>	<b>Unit 9</b>	<b>HUMAN BURIAL: LAW AND PRACTICE</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop learners' knowledge and understanding of the process, procedures and documentation involved in carrying out a burial.
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<b>LEARNING OUTCOMES</b> This unit has 11 learning outcomes.		Module 3 Unit 9	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>			<b>The learner can:</b>
1	Understand the types of burial grounds.	3.9.1a	Distinguish between the following: a) churchyards; .
		3.9.1b	b) cemeteries;
		3.9.1c	c) privately owned grounds;
		3.9.1d	d) woodland burial grounds;
		3.9.1e	e) burial at sea
		3.9.1f	f) other religious burial grounds
2	Know the denominational options for burial	3.9.2	Identify the denominational options for burial.
3	Know the regulations relating to burial.	3.9.3	Outline the regulations governing burials in one of the following: a) England and Wales; b) Scotland; c) Northern Ireland
4	Know the burial rights of Parishioners	3.9.4	Explain the rights of burial for parishioners in one of the following: a) England and Wales; b) Scotland; c) Northern Ireland.
5	Understand the types of graves/lairs available.	3.9.5	Identify the types of graves/lairs available in one of the following: a) England and Wales; b) Scotland; c) Northern Ireland.
6	Understand the rights associated with graves/lairs.	3.9.6	Differentiate between the rights associated with the following types of graves/lairs: a) a purchased grave/lair; b) an unpurchased grave/lair; c) the reopening and ownership of a grave/lair.
7	Understand the specific use of all burial-related documentation.	3.9.7	Describe the non-statutory and statutory documentation required for burials in one of the following:



<b>LEARNING OUTCOMES</b> This unit has 11 learning outcomes.		Module 3 Unit 9	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>			<b>The learner can:</b>
			a)England and Wales; b)Scotland; c)Northern Ireland.
8	Understand potential problems associated with memorialisation.	3.9.8a	Describe the potential problems associated with memorialisation.
		3.9.8b	Describe the restrictions upon memorialisation
9	Understand the fee structure associated with burial and memorialisation.	3.9.9	Explain the purpose of the fee structure for: a) burial; b) memorialisation.
10	Understand the process of a cemetery/ churchyard burial.	3.9.10	Describe the process at: a) a cemetery burial; b) a churchyard burial.
11	Know the procedures for the burial/ interment of cremated remains.	3.9.11	Describe the procedures for the burial/interment of cremated remains.



MODULE	TITLE	UNITS
<b>MODULE 4</b>	<b>THE ARRANGEMENT</b>	<b>Unit 10: UNDERSTANDING FUNERAL RITES</b>
		<b>Unit 11: ARRANGING A FUNERAL</b>
		<b>Unit 12: ARRANGING A FUNERAL OF A CHILD OR BABY</b>
		<b>Unit 13: OFFICE PRACTICE AND ADMINISTRATION WITHIN THE FUNERAL SERVICE</b>

### DEVELOPMENT OF KNOWLEDGE, SKILLS AND COMPETENCIES

This unit offers opportunities for learners to provide evidence of development and achievement of the following skills and competencies:

Communication – written and oral	Client Care	Problem Solving
Technical knowledge	Attention to detail	Equality and Diversity
Creative Thinking	Building relationships	Flexibility
Influencing	Information Gathering	Legislative Knowledge
Planning and Organising	Creating a Professional Image	Numeracy

**MODULE 4 ASSESSMENT INFORMATION** The following methods of assessment are appropriate to Units contained within **Module 4**

Key: M = Mandatory – this assessment method *must* be used to assess the unit.  
 O = Optional – this assessment method *could* be used to assess the unit.

STAGE 1	LEARNER SELF-ASSESSMENT			
	Individual Assessment	M	Employer Feedback	M

STAGE 2	Tutor LED One to One LEARNER ASSESSMENT			
	Group discussion	O	Mock Oral Practice	M
	Reflective Log	M	Individual Practice File	O
	Written Q&A / Test	M	Individual Learning Report	M

STAGE 3	TUTOR Led GROUP ASSESSMENT			
	Group discussion	O	Oral Question and Answer	O
	Written Q & A / Test	M	Role Play	O

STAGE 4	FINAL INDIVIDUAL ASSESSMENT FOLLOWING COMPLETION OF MODULE 1 TO 5			
	Reflective Log	M	Oral Examination	M
	Individual Learning Report	M	Written Examination	M



<b>Module 4</b>	<b>THE ARRANGEMENT</b>	<b>Unit 10</b>	<b>UNDERSTANDING FUNERAL RITES</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop learners' understanding of religious beliefs and cultural differences that may impact upon specific funeral arrangements.
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<b>LEARNING OUTCOMES</b>		<b>Module 4 Unit 10</b>	<b>ASSESSMENT CRITERIA</b>
This unit has 4 learning outcomes.			
<b>The learner will:</b>			<b>The learner can:</b>
1	Know about the different types of funeral ceremonies that can be held.	4.10.1	Describe the different types of funeral ceremonies that can be held.
2	Understand different religions and their associated funeral customs.	4.10.2a	Identify five different religions.
		4.10.2b	For each religion identified in 4.10.2a outline the associated funeral customs
3	Understand the rituals associated with different Christian denominations.	4.10.3	Identify the rituals associated with each of the five Christian denominations.
4	Understand non-religious, civil and family-led funerals.	4.10.4a	Describe the format of the following: a) a non-religious funera
		4.10.4b	b) a civil funeral;
		4.10.4c	c) a family-led funeral.



<b>Module 4</b>	<b>THE ARRANGEMENT</b>	<b>Unit 11</b>	<b>ARRANGING A FUNERAL</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop learners' knowledge, understanding and skills related to arranging a funeral. Specifically, the unit aims to enable learners to develop the range of knowledge and skills necessary to carry out a funeral arrangement. Additionally, the unit aims to promote knowledge of the roles and responsibilities of key personnel.
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<b>LEARNING OUTCOMES</b>		<b>Module 4 Unit 11</b>	<b>ASSESSMENT CRITERIA</b>
This unit has 7 learning outcomes.			
<b>The learner will:</b>			<b>The learner can:</b>
1	Understand the essential information to be gathered from the client, and its relevance.	4.11.1a	Identify the essential information to be gathered from the client.
		4.11.1b	Explain the relevance of each piece of information identified in 4.11.1a
2	Understand the importance of effective working relationships with external contacts.	4.11.2a	List external contacts that may be required to arrange a funeral.
		4.11.2b	Explain why it is important to form effective working relationships with each of the contacts identified in 4.11.2a
3	Understand which client instructions will necessitate a risk assessment.	4.11.3	Identify the client instructions that will necessitate a risk assessment.
4	Know what options for personalisation can be offered to the client.	4.11.4	Describe the personalisation options available to the client
5	Be able to create and place an Obituary and Acknowledgement notice.	4.11.5a	Create an Obituary.
		4.11.5b	Create an Acknowledgement notice.
		4.11.5c	Describe the process for placing: a) Obituary; b) Acknowledgement.
6	Be able to prepare estimates of costs and written confirmations for an arrangement.	4.11.6a	Accurately prepare the following: a) an itemised estimate of all charges; b) a client contract; c) confirmation of arrangements.
		4.11.6b	Explain to the client, where appropriate, current consumer regulations.



<b>Module 4</b>	<b>THE ARRANGEMENT</b>	<b>Unit 12</b>	<b>ARRANGING THE FUNERAL OF A BABY OR CHILD</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop learners' understanding of the legal definitions relevant to the death of a child/baby; the use of appropriate documentation and the implications of arranging the funeral of a child/baby.
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<b>LEARNING OUTCOMES</b> This unit has 7 learning outcomes.		<b>Module 4 Unit 12</b>	<b>ASSESSMENT CRITERIA</b>
<b>The learner will:</b>			<b>The learner can:</b>
1	Know the different types of legal definitions appropriate to baby deaths.	4.12.1	Describe the legal definitions of different types of baby deaths.
2	Know the legal requirements for a child's/baby's funeral.	4.12.2	Describe the legal requirements for arranging a child's/baby's funeral.
3	Understand the factors to consider when removing a deceased child/baby.	4.12.3	Describe the factors to consider when removing a deceased child/baby from: a) a children's hospice; b) a private address; c) a hospital.
4	Know the additional considerations for a child's/baby's funeral.	4.12.4	Describe the additional considerations for arranging a child's/baby's funeral.
5	Understand the purpose of documentation for a child's/baby's funeral.	4.12.5a	Identify the relevant documentation for a child's/baby's funeral.
		4.12.5b	Explain the purpose of each document identified in 4.1.
6	Understand the importance of offering and responding to bereaved parents' choices.	4.12.6a	Describe the importance of offering choices to bereaved parents regarding the care and presentation of their child/baby.
		4.12.6b	Describe the importance of responding appropriately to the choices made by bereaved parents.
7	Understand the importance of assisting the client with aftercare following the death of a child/baby.	4.12.7a	Explain the importance of client aftercare following the death of a child/baby.
		4.12.7b	Identify specialist organisations that support bereaved parents.



<b>Module 4</b>	<b>THE ARRANGEMENT</b>	<b>Unit 13</b>	<b>OFFICE PRACTICE AND ADMINISTRATION WITHIN THE FUNERAL SERVICE</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop learners' knowledge and understanding of office practice and the administrative procedures underpinning the arrangement of a funeral.
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<b>LEARNING OUTCOMES</b>		<b>Module 4 Unit 13</b>	<b>ASSESSMENT CRITERIA</b>
This unit has 7 learning outcomes.			
<b>The learner will:</b>			<b>The learner can:</b>
1	Know the administration procedures following a funeral arrangement.	4.13.1	Describe the administrative procedures to be followed after a funeral arrangement.
2	Know the administrative process for the ordering of personal client requests.	4.13.2	Describe the process for the ordering of personal client requests.
3	Know the administrative process for use of acknowledgement stationery.	4.13.3	Describe the process for the use of acknowledgement stationery.
4	Understand how to deal with accounts.	4.13.4	Explain how to render accounts.
5	Know the administrative process for managing donations.	4.13.5	Describe the administrative process for managing donations.
6	Know how to plan and co-ordinate resources in order to meet client requests.	4.13.6	Describe how to plan and co-ordinate resources in order to meet client requests.
7	Know how to raise a final invoice.	4.13.7a	Identify the structure of a final invoice.
		4.13.7b	Identify the essential information to include in a final invoice.





## MODULE 5

MODULE	TITLE	UNITS
<b>MODULE 5</b>	<b>FINANCE</b>	<b>Unit 14: UNDERSTANDING CLIENT LIABILITY AND ENTITLEMENT AND CONSUMER REGULATIONS WITHIN THE FUNERAL SERVICE.</b>

### DEVELOPMENT OF SKILLS AND COMPETENCIES

This unit offers opportunities for learners to provide evidence of development and achievement of the following skills and competencies:

Communication – written and oral	Use of IT
Financial Awareness	Numeracy
Client Care	Technical Knowledge
Attention to Detail	Building Relationships

**MODULE 5 ASSESSMENT INFORMATION** The following methods of assessment are appropriate to Units contained within **Module 5**

Key: M = Mandatory – this assessment method *must* be used to assess the unit.  
 O = Optional – this assessment method *could* be used to assess the unit.

STAGE 1	LEARNER SELF-ASSESSMENT			
	Individual Assessment	M	Employer Feedback	M

STAGE 2	Tutor LED One to One LEARNER ASSESSMENT			
	Group discussion	O	Mock Oral Practice	M
	Reflective Log	M	Individual Practice File	O
	Written Q&A / Test	M	Individual Learning Report	M

STAGE 3	TUTOR Led GROUP ASSESSMENT			
	Group discussion	O	Oral Question and Answer	O
	Written Q & A / Test	M	Role Play	O

STAGE 4	FINAL INDIVIDUAL ASSESSMENT FOLLOWING COMPLETION OF MODULE 1 TO 5			
	Reflective Log	M	Oral Examination	M
	Individual Learning Report	M	Written Examination	M



<b>Module 5</b>	<b>FINANCE</b>	<b>Unit 14</b>	<b>UNDERSTANDING CLIENT LIABILITY AND ENTITLEMENT AND CONSUMER REGULATIONS WITHIN THE FUNERAL SERVICE.</b>
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<b>Purpose and Aim of the Unit:</b>	The purpose of the unit is to develop learners' understanding of the significance of a valid will and a pre-paid funeral plan. Additionally, the unit aims to develop knowledge of client liability for payment of funeral expenses, any available financial assistance and the implications of current consumer regulations.
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	<b>LEARNING OUTCOMES</b> This unit has 6 learning outcomes.	<b>Module 5 Unit 14</b>	<b>ASSESSMENT CRITERIA</b>
	<b>The learner will:</b>		<b>The learner can:</b>
1	Understand the implication of an available, valid Will.	5.14.1	Explain the implication of an available, valid Will at the time of funeral arrangement.
2	Know where to search for a Last Will and Testament.	5.14.2	Identify where to search for a Will if it is not readily available.
3	Understand the purpose and use of pre-paid funeral plans.	5.14.3a	Identify pre-paid funeral plan providers.
		5.14.3b	Differentiate between a trust fund and insurance backed funeral plans.
		5.14.3c	Describe the benefits of pre-paid funeral plans.
		5.14.3d	Outline disadvantages of pre-paid funeral plans.
4	Understand current consumer regulations and client liability and entitlement.	5.14.4a	Explain the importance of having a signed contract from the following perspectives: a) the client; b) the company.
		5.14.4b	Identify the impact of current consumer regulations when interviewing the client: a) at a private address; b) at their workplace.
5	Know the potential financial assistance available to meet funeral expenses.	5.14.5a	Identify potential sources of financial assistance.
		5.14.5b	For each source identified in 5.14.5a explain the process of accessing funds.
6	Know client liability and options for meeting funeral costs.	5.14.6a	Describe the client's liability for meeting funeral costs.
		5.14.6b	Identify appropriate methods of payment.