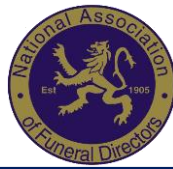




Diploma in Funeral Arranging and Administration (DIP.FAA) LESSON PLAN

MODULE 2. First Call, including Care and Presentation of the Deceased

Unit 4. Responding to the initial notification of death.	
Purpose and Aim of the Unit:	The purpose of this 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.
Learning Outcomes:	By the end of the session, the learner will;
2.4.1	Know the meaning of the term "First Call".
2.4.1	Know the essential information to be obtained from the client during the "First Call".
2.4.3	Know the essential information to be given to a client during the "First Call".
2.4.4	Know how to respond to requests relating to Bequethal.



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: First Call, including Care and Presentation of the Deceased.

UNIT 4: Responding to the initial notification of death.

Approximate Session Time: 2hrs 30 minutes			
Timing	Learning Activity (Tutor & Learners)	Resources	Assessment Method
0 – 10mins	1) Introduction, Housekeeping & Register 2) Recap learning from previous workshop 3) Refer to aims & objectives of the Unit 4) Refer to student learning materials 5) Describe the activities planned for the session	PowerPoint Laptop/Projector Student Learning Materials Student Register	Not Applicable
11 – 20mins	Introduction of the topic by tutor facilitated question and answer. Questions , “ <i>What is the First Call?</i> ” (refer to learning materials if necessary). “ <i>Why are first impressions important?</i> ” Discuss: Staff taking the first call should be: Pleasant, sympathetic, patient, helpful and efficient.	Session Aim & Outcomes Hand-out, White board/flip Chart	Discussion & Questioning



Timing	Learning Activity (Tutor & Learners)	Resources	Assessment Method
21- 80mins	<p>Give out first call scenarios to students.</p> <p>Carry out a role-play with a partner where one student takes the role of responding to a first call, and is tasked to complete a first call form. (10 mins each)</p> <p>Switch roles and repeat the exercise from other points of view.</p> <p>Tutor to ensure all relevant questions are asked to cover all eventualities, and appropriate responses are given</p> <p>Share feedback and summarise learning.</p>	<p>Tutor to prepare Scenario cards</p> <p>Flipchart / Pens</p>	<p>Group feedback and peer review.</p> <p>Learning Outcome 1.</p>
Break			



Timing	Learning Activity (Tutor & Learners)	Resources	Assessment Method
90 –105 mins	<p>Discuss:</p> <p><i>“What information needs to be obtained during a First Call?”</i></p> <p>Students to compile a list of what information it is essential to obtain at a First Call and also, what information could be helpful to obtain at the “First Call”.</p> <p>Students individually to compile a list of what information should be given to the client at the “First Call”, then compare and contrast lists.</p>	Learning materials Flip Chart / White Board	Discussion & Questioning Learning Outcome 2 Learning Outcome 3



Timing	Learning Activity (Tutor & Learners)	Resources	Assessment Method
110 - 140	<p>Ask the Students what they understand by the term "Bequeathal"</p> <p>After discussion, Tutor to give an explanation as per the learning materials.</p> <p>Tutor to outline the steps that are required in order for a Bequeathal to be valid, i.e.</p> <ol style="list-style-type: none"> 1. Consent must be signed by the donor in presence of at least one witness who attest their signature, <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> 2. Signed at the direction of the donor, in his/her presence and in the presence of at least one witness who attests their signature, or, contained in the adult donor's lawful will. <p>Discussion of procedure to follow after death as laid down within the learning materials. Remember, the minimum age for donation is 17years, but there is no upper limit.</p> <p>Tutor to show examples of the forms required (HTA(A)1 and HTA(A)3u</p>	<p>Flip Chart/White board.</p> <p>Learning Materials</p>	<p>Learning Outcome 4</p>



141 - 160	Short written knowledge check as a Summative Assessment to conclude session.	Pre-prepared test	
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Deviations from the plan:	Issues Arising/To Do:
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Module 2 Unit 4	ASSESSMENT CRITERIA
	The learner can:
2.4.1	Define the term the 'first call.'
2.4.2	State the essential information that should to be obtained from 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.
2.4.4	Identify the information to consider following a request relating to Bequeathal.