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

### MODULE 4. Arranging the Funeral

<b>Unit 11. Arranging a Funeral.</b>	
<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.
<b>Learning Outcomes:</b>	By the end of the session, the learner will;
4.11.1	Understand the essential information to be obtained from the client, and its relevance.
4.11.2	Understand the importance of effective working relationships with external contacts.
4.11.3	Understand which client instructions will necessitate a risk assessment.
4.11.4	Know the appropriate options for personalisation which could be offered to the client
4.11.5	Be able to create and place a Death Notice and an Acknowledgement notice
4.11.6	Know the purpose of the statutory and non-statutory documents required to be able to arrange a funeral.



4.11.7

Be able to prepare estimates of costs and written confirmations for an arrangement.

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

Building Relationships	Technical Knowledge
Equality and Diversity	Legislative Knowledge
Communication – Oral and Written	Client Care
Handling Conflict	Attention to Detail



## MODULE 4: Introduction to Funeral Arranging and Administration

### UNIT 11: Arranging a Funeral.

Approximate Session Time: 3hrs			
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 – 30mins	<b>ESSENTIAL INFORMATION</b>  Students in groups of two to add essential information for funeral arrangement to Flip Chart, (consider personalisation)  Remainder of the group to expand and identify why it is necessary to have the required details and the relevance of it.	White board/flip Chart  Student Learning Materials	<b>Learning Outcome 1</b> Observation



Timing	Learning Activity (Tutor & Learners)	Resources	Assessment Method
31- 55mins	<p><b>Effective working relationships.</b></p> <p>Split students into two groups, Using Flip chart paper, each group to compile list of external contacts used by Funeral Arrangers.</p> <p>Groups then exchange lists and then explain why it is important to have an effective working relationship with that particular contact and the likely consequences if the relationship were to be ineffective.</p>	<p>Flip Chart work.</p> <p>Discussion</p> <p>Tutor to fill any knowledge/experiential gaps.</p>	<p>Formative assessment by way of discussion</p> <p><b>Learning Outcome 2.</b></p>
56 –75 mins	<p><b>Personalisation and Risk assessment</b></p> <p>Options</p> <p>Students to take each section from the “Essential Information” section (above) and explore what options are available in each section.</p> <p>What other personalisation options could be offered?</p> <p>Divide students and give a section between two, who will then present the options to the rest of the class. The group will then discuss which options would require a “Risk assessment” and why.</p>	<p>Flip Chart/Board work for answers.</p> <p>Learning materials</p> <p>Flip Chart / White Board</p> <p>Tutor experience</p>	<p>Formative assessment through questioning</p> <p><b>Learning Outcomes 3 &amp;4</b></p>



Timing	Learning Activity (Tutor & Learners)	Resources	Assessment Method
76 – 90 mins	<p><b>Death notices / obituary</b></p> <p>Group discussion, “What should be included in a Death Notice/ Obituary”?</p> <p>Refer to Telegraph website and how to order online. Break down the component parts of a death notice.</p> <p>Individuals to construct a death notice and take it to the peer group.</p> <p>Whole group to identify best practice.</p> <p>Group to discuss best practice for composing an “Acknowledgement” notice</p>	<p>Group discussion</p> <p><a href="http://announcements.telegraph.co.uk/deaths">http://announcements.telegraph.co.uk/deaths</a></p> <p>Pre-prepared examples.</p>	<p><b>Learning Outcome 5.</b></p> <p>Discussion and questioning</p>
<b>Break</b>			
100 - 140 mins	<p><b>Documentation</b></p> <p><b>Tutor facilitated</b> discussion to draw out and build on the existing knowledge from the students regarding the Statutory and non-statutory documentation required to be able to arrange the funeral</p>	<p>Student Learning Materials</p> <p>Copies of all relevant forms.</p>	<p>Questioning</p> <p><b>Learning Outcome 6</b></p>



Timing	Learning Activity (Tutor & Learners)	Resources	Assessment Method
141 –150 mins	Exercise, using each of the forms, students to match the form with its corresponding explanation from a choice of cards	Pre-prepared cards with an explanation of the purpose of each form.	
151- 170 mins	<p><b>Written estimates</b> Place on screen example of written estimate and confirmation of arrangements.</p> <p>Ask students individually to produce an example of each, students to then change papers with peers who will peer assess the work and check for omissions and accuracy of addition.</p>	<p>NAFD Code of Practice</p> <p>Calculators.</p>	<p><b>Learning outcome 7</b></p> <p>Peer assessment</p>
171-180mins	<b>Assessment of Learning.</b>		



Deviations from the plan:	Issues Arising/To Do:



## ASSESSMENT CRITERIA Module 4 Unit 11

The learner can:

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
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
4.11.3	Identify the client instructions that will necessitate a risk assessment.
4.11.4	Describe the personalisation options available to the client
4.11.5a	Create a Death Notice.
4.11.5b	Create an Acknowledgement notice.
4.11.5c	Describe the process for placing: a) A Death Notice; b) Acknowledgement
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.