



National Association of Funeral Directors

NAFD Funeral Directing DipFD Syllabus

V1/DipFD

Introduction

The NAFD Funeral Directing DipFD qualification is designed for employees working in the funeral service, who have previously been awarded the Diploma in Funeral Arranging and Administration, the NAFD Funeral Arranging and Administration certificate, or have undertaken a pre-qualifying assessment of existing knowledge.

Structure of the syllabus / Aims of the syllabus

The aims of the qualification syllabus for the NAFD Funeral Directing DipFD programme are to:

- Enable qualification progression following successful achievement and award of the NAFD Funeral Arranging and Administration certificate, or previous holders of the NAFD Diploma in Funeral Arranging and Administration.
- Develop the knowledge, understanding and skills of learners employed as Funeral Directors'.
- Provide a development option for *other employees working in the funeral service wishing to progress into a funeral directing role.
 * **Note:** other employees must have the support of their employer and have access to Funeral Directing responsibilities in order to be assessed for this qualification
- 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 directing.

NAFD Funeral Directing DipFD		
Unit Number	Unit Title	Unit Credit Value
Unit 1 Unit 2 Unit 3	Funeral Directing within a Commercial Environment Standards of Professional Practice and Premises Maintaining and Monitoring Health and Safety	TBC
Unit 4 Unit 5 Unit 6	Care, Preparation and Presentation of the Deceased Managing Communication Bequeathal	TBC
Unit 7 Unit 8 Unit 9	Repatriation Burial at Sea A Funeral for more than one Deceased	TBC
Unit 10 Unit 11 Unit 12	Final Planning prior to Conducting the Funeral Manage and Conduct the Funeral Exhumation of Human Remains	TBC
Total Credit Value		TBC

Within each module, there are a range of learning units and associated learning and assessment outcomes. Within each

unit there are a range of embedded knowledge, skills and competencies as detailed in the tables below.

Completion of each of the units will enable the development of knowledge, skills and behaviours		
KNOWLEDGE	SKILLS	*COMPETENCIES
Advanced factual process and procedure related funeral directing knowledge Technical Operational Functional	Advanced cognitive and practical skills required to use relevant information in order to carry out funeral directing tasks, and to manage and solve routine problems	Able to apply supervision and basic funeral directing team management and co-ordination



Introduction - Competencies

*COMPETENCIES		Code
CORE	COMMUNICATION	C
	TEAM WORK	TW
	PLANNING AND ORGANISING	PO
	ACHIEVING OUTCOMES / RESULTS	AO
FUNCTIONAL	LEADING AND SUPERVISING	LS
	ANALYTICAL THINKING	AT
	KNOWLEDGE SHARING AND LEARNING	KSL
	JUDGEMENT/DECISION MAKING	J/DM
	TECHNICAL CREDIBILITY	TC
	COMMITMENT TO CONTINUOUS PROCESS IMPROVEMENT	CI
	RELATIONSHIP BUILDING	RB
	CLIENT ORIENTATION	CO
	PERSUASION AND INFLUENCING	PI
	EMOTIONAL RESILIENCE	ER

Introduction - Unit aims

Unit 1 - Funeral Directing Within A Commercial Environment

The aim of this unit is to enable the learner to understand the role of the Funeral Director working within the UK and the increasing commercial and competitive demands upon a funeral directing business.

COMPETENCY DEVELOPMENT: TC, KSL, LS, J/DM, AT

Unit 2 - Standards of Professional Practice and Premises

The aim of this unit is to enable the learner to gain knowledge relating to the Standards required of funeral directing premises and that of professional practice.

COMPETENCY DEVELOPMENT: TC, KSL, LS, J/DM

Unit 3 - Maintaining and Monitoring Health and Safety

The aim of this unit is to enable the learner to gain knowledge of health and safety related legislation and regulation and how this applies within the funeral environment.

COMPETENCY DEVELOPMENT: TC, KSL, LS, J/DM, PO, J/DM,

Unit 4 - Care, Preparation and Presentation of the Deceased

The aim of this unit is to enable the learner to understand how to safely care for, prepare and present the deceased.

COMPETENCY DEVELOPMENT: TC, KSL, ER, CO, J/D, AO, C

Unit 5 - Managing Communication

The aim of this unit is to enable the learners to gain knowledge relevant to managing communication within a funeral environment. This unit enables the learner to develop their skills in supervision and management.

COMPETENCY DEVELOPMENT: C, TW, PO, LS, KSL, TC, PI, CO, RB

Unit 6 - Bequeathal

The aim of this unit is to enable the learner to develop knowledge of regulation, documentation and the process of bequeathal.

COMPETENCY DEVELOPMENT: C, KSL, TC, CO

Unit 7 - Repatriation

The aim of this unit is to enable the learner to gain understanding of the regulation, documentation and process required in order to arrange for repatriation of the deceased.

COMPETENCY DEVELOPMENT: C, PO, LS, KSL, TC, CO

Unit 8 - Burial at Sea

The aim of this unit is to enable the learner to gain knowledge relating to current regulation and procedures to follow for burial at sea.

COMPETENCY DEVELOPMENT: C, TC, PO, KSL, J.DM, CO

Unit 9 A Funeral for More Than One Deceased

The aim of this unit is to develop the learners understanding of the additional responsibilities associated with managing a funeral for more than one deceased.

COMPETENCY DEVELOPMENT: C, TW, AO/R, LS, AT, KSL, J/DM, TC, RB, CO, PI, ER

Unit 10 - Final Planning Prior to Conducting the Funeral

The aim of this unit is to enable the learner to gain knowledge relating to planning tasks prior to conducting the funeral.

COMPETENCY DEVELOPMENT: C, PO, TW, LS, AT, KSL, J.DM, TC, CI, RB, CO, PI

Unit 11 - Manage and Conduct the Funeral

The aim of this unit is to develop learners' knowledge of managing and conducting the funeral.

COMPETENCY DEVELOPMENT: C, PO, TW, LS, AT, KSL, J.DM, TC, CI, RB, CO, PI

Unit 12 - Exhumation of Human Remains

The aim of this unit is to develop learners' understanding of the regulation and process of exhumation of human remains.

COMPETENCY DEVELOPMENT: C, PO, TW, LS, AT, KSL, J.DM, TC, RB, CO, ER

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

Entry Criteria

The NAFD Funeral Directing DipFD is aimed at employees within the funeral service working in an associated funeral directing role who have successfully completed the former NAFD Diploma in Funeral Arranging and Administration, the new NAFD Funeral Arranging and Administration training programme or have undertaken and passed a pre-qualifying assessment of existing experience and knowledge.

This qualification can be achieved within a period of 12 - 18 months. Registration is restricted to existing employees working within the funeral service, working in related roles, who are able to provide workplace evidence of funeral directing responsibilities, including the conducting of funerals prior to achievement of this qualification.

Pre - Qualifying Assessment - Direct Entry Route

A pre - qualifying assessment is required for funeral directors who do not hold any formal funeral directing qualifications to date, but have been practising as a funeral director for 3 years or more and wish to progress straight to the NAFD Funeral Directing DipFD. The pre-qualifying assessment is a test of current knowledge and understanding of legislation and practice associated with arranging a funeral, to ensure the student is prepared for registration for the Funeral Directing

DipFD. The questions for the pre-qualifying assessment will be based on the content of the NAFD online FAA certificate training programme, including:

- Registration of Death
- Coroners Procedures / Procurator Fiscal
- Cremation - Regulation
- Burial - Regulation
- Arranging the Funeral
- First Call and Removal.

Any candidate who fails the pre-qualifying assessment is required to complete the online NAFD Funeral Arranging and Administration certificate before progressing to the NAFD Funeral Directing DipFD.

As part of the Direct Entry Route, in addition to completing the pre-qualifying assessment, candidates will be required to provide evidence of a minimum of arranging 75 funerals during their 3 year qualifying period, signed off by their employer. The Direct Entry Route is not applicable to holders of the previous NAFD Diploma in Funeral Arranging and Administration, or those who achieve the online NAFD Funeral Arranging and Administration certificate.

Method of Assessment

The method of assessment for this qualification is based on a process of triangulated engagement requiring input from the Student and their Employer, NAFD Approved Tutor's and members of the Team of Examiners.

Individual Development Plan

Each unit contains a section for self-reflection and aims to prompt the identification of strengths and areas for further development. Each registered learner 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 as the qualification progresses.

Formative Assessment

Coursework Assessment consists of:

- **Online proof of learning exercises upon completion of each Unit.** Assessment consists of a range of assessment methods ranging from Multiple Choice; Single; Free Choice; Sorting and Open questions.
- **Portfolio of Evidence** – all Unit Activities of which all collectively contribute to the creation of an Individual Portfolio of Evidence, marked by NAFD Examiners and moderated by two lead examiners.

The Portfolio of Evidence contributes to 25% of the final marks of the DipFD qualification.

Summative Assessment

Final Assessment takes place following satisfactory achievement of all Units, online proof of learning exercises and completion of a Portfolio of Evidence.

Final assessment is formed of:

- A Viva Voce oral examination.
- A written examination consisting of a series of technical and operational questions, including exploration of supervisory tasks and responsibilities.

The purpose of the viva examination is to:

- Demonstrate that the portfolio of evidence is your own work.
- Confirm that you have learned from and understand each of the activities you have completed what you have written and can defend it verbally.
- Investigate your awareness of where your original work sits in relation to the wider occupation of funeral directing.
- Allow you to clarify and develop your analysis and recommendations in response to the examiners' questions.

The Viva Voce contributes to 25% of the final marks.

The written examination contributes to 50% of the final marks.

A pass rate of 60% applies to each assessment.

Final examination is managed by the NAFD Team of Examiners and is externally moderated.

Description of learning and assessment outcomes, Units 1-12

Unit 1 - Funeral Directing within a Commercial Environment

Unit Purpose:

This unit describes the knowledge and performance outcomes required to enable learners' to develop understanding about funeral directing within a commercial environment.

This unit has six learning outcomes and four activities.

Learning Outcome	Unit Criteria
1	Understand the role and functions of the funeral director
2	Understand the attributes required of a funeral director
3	Understand how protected characteristics impact upon funeral directing
4	Understand the principles of professional practice
5	Understand the significance of funeral directing within a commercial environment
6	Understand the wider financial implications of funeral directing

Assessment Outcome	Unit Criteria	Method of Assessment
1	Identify the role and functions of the funeral director	Portfolio
2	Describe the attributes required of a funeral director	Portfolio
3	Explain how protected characteristics impact upon funeral directing	Portfolio
4	Describe the principles of professional practice	Proof of Learning exercise
5	Outline the significance of funeral directing within a commercial environment	Portfolio
6	Explain the wider financial implications of funeral directing	Proof of Learning exercise

Unit 2 - Standards of Professional Practice and Premises

Unit Purpose:

This unit describes the knowledge and performance outcomes required to gain an understanding of the standards required of a funeral professional and within a funeral home. This unit has six learning outcomes and four activities.

Learning Outcome	Unit Criteria
1	Understand how standards apply to employees within a funeral context
2	Understand the purpose and principles of the NAFD Code of Practice
3	Understand four main requirements of a funeral home
4	Understand the logistical factors required to set up a funeral home
5	Know the five preferred facilities within the funeral home
6	Understand Client Redress Procedures

Assessment Outcome	Unit Criteria	Method of Assessment
1	Explain how standards apply to employees within a funeral context	Portfolio
2	Understand the purpose and principles of the NAFD Code of Practice	Portfolio
3	Understand four main requirements of a funeral home	Proof of Learning exercise
4	Understand the logistical factors required to set up a funeral home	Proof of Learning exercise
5	Know the five preferred facilities within the funeral home	Proof of Learning exercise
6	Understand Client Redress Procedures	Proof of Learning exercise

Unit 3 - Maintaining and Monitoring Health and Safety

Unit Purpose:

This unit describes the knowledge and performance outcomes required to enable learners to develop an understanding of their obligations and procedural requirements in relation to maintaining and monitoring health and safety relevant to funeral operations.

This unit has seven learning outcomes and four activities.

Learning Outcome	Unit Criteria
1	Understand the role of the Health and Safety Inspector
2	Understand the general principles of Health and Safety law and guidance
3	Understand the relevance and impact of workplace Health and Safety legislation
4	Know which diseases constitute a notifiable disease
5	Understand the entitlement of employees within Health and Safety legislation
6	Understand the importance of personal safety when conducting arrangements in a client's home.
7	Know how to monitor and maintain Health and Safety within your own workplace

Assessment Outcome	Unit Criteria	Method of Assessment
1	Explain the role of the Health and Safety Inspector	Proof of Learning exercise
2	Explain the general principles of Health and Safety law and guidance	Portfolio
3	Explain the relevance and impact of workplace Health and Safety legislation	Portfolio
4	Identify which diseases constitute a notifiable disease	Portfolio
5	Explain the entitlement of employees within Health and Safety legislation	Proof of Learning exercise
6	Identify the importance of personal safety when conducting arrangements in a client's home.	Proof of Learning exercise
7	Explain how to monitor and maintain Health and Safety within your own workplace	Portfolio

Unit 4 - Care , Preparation and Presentation of the Deceased

Unit Purpose:

This unit describes the knowledge and performance outcomes required to develop learners' understanding of the process and procedures required for caring for and preparing the deceased prior to the day of the funeral. This unit has ten learning objectives and four activities.

Learning Outcome	Unit Criteria
1	Know the procedures for the removal and initial care of the deceased
2	Understand the cultural rituals and expectations following death
3	Know the documentation and checks to make prior to performing first offices
4	Know how to select the relevant range of equipment to perform first offices
5	Understand the practical considerations to take for the initial care of the deceased
6	Understand how to prepare the deceased
7	Understand the purpose of the documentation required prior to embalming
8	Know how to communicate three non-technical benefits of embalming to the client
9	Understand the process of embalming
10	Understand how to present the deceased following initial preparation

Assessment Outcome	Unit Criteria	Method of Assessment
1	Explain the procedures for the removal and initial care of the deceased	Portfolio
2	Describe the cultural rituals and expectations following death	Portfolio
3	Identify the documentation and checks to make prior to performing first offices	Proof of Learning exercise
4	Identify how to select the relevant range of equipment to perform first offices	Proof of Learning exercise
5	Explain the practical considerations to take for the initial care of the deceased	Portfolio
6	Explain how to prepare the deceased	Portfolio
7	Explain the purpose of the documentation required prior to embalming	Portfolio
8	Identify how to communicate three non-technical benefits of embalming to the client	Proof of Learning exercise
9	Explain the process of embalming	Proof of Learning exercise
10	Describe how to present the deceased following initial preparation	Portfolio

Unit 5 - Managing Communication

Unit Purpose:

This unit describes the knowledge and performance outcomes required to develop learners' understanding of the need for managing communication with the client and within the funeral home. This unit has six learning outcomes and four activities.

Learning Outcome	Unit Criteria
1	Understand how to manage communication within a funeral home
2	Know the theory and process of communication
3	Know how to ensure effective and timely communication takes place
4	Understand the need for a combination of written and verbal communication
5	Understand the need for managing client and family expectations
6	Know how to manage and respond appropriately to social media

Assessment Outcome	Unit Criteria	Method of Assessment
1	Explain how to manage communication within a funeral home	Portfolio
2	Identify the theory and process of communication	Portfolio
3	Explain how to ensure effective and timely communication takes place	Proof of Learning exercise
4	Describe the need for a combination of written and verbal communication	Portfolio
5	Explain the need for managing client and family expectations	Portfolio
6	Identify how to manage and respond appropriately to social media	Portfolio

Unit 6 - Bequeathal

Unit Purpose:

This unit describes the knowledge and performance outcomes required to develop learners' understanding of regulation, documentation and process of bequeathal.

This unit has six learning outcomes and four activities.

Learning Outcome	Unit Criteria
1	Understand why a body may not be accepted by a Medical School following bequeathal
2	Know the relevant UK regulation
3	Understand the process of application prior to death relevant to your workplace location
4	Understand the process following death relevant to your workplace location
5	Understand the emotive issues that the Funeral Director may need to consider associated with bequeathal
6	Know the specific documentation relevant to your workplace location

Assessment Outcome	Unit Criteria	Method of Assessment
1	Explain why a body may not be accepted by a Medical School following bequeathal	Proof of Learning exercise
2	Identify the relevant UK regulation	Proof of Learning exercise
3	Explain the process of application prior to death relevant to your workplace location	Proof of Learning exercise
4	Describe the process following death relevant to your workplace location	Portfolio
5	Explain the emotive issues that the Funeral Director may need to consider associated with bequeathal	Portfolio
6	Identify the specific documentation relevant to your workplace location	Portfolio

Unit 7 - Repatriation

Unit Purpose:

This unit describes the knowledge and performance outcomes required to develop learners' understanding of the repatriation of the deceased to or from the UK. This unit consists of nine learning outcomes and one activity.

Learning Outcome	Unit Criteria
1	Understand the immediate priorities of arranging repatriation to the funeral directing business
2	Know the registration process for deaths occurring abroad
3	Understand the procedures and documentation required upon receipt of the deceased person from outside the UK
4	Understand the coffin requirements for repatriation
5	Understand the requirements for repatriation of the deceased person overseas from the UK
6	Understand the purpose of the documentation required to repatriate ashes
7	Understand the relevance of Air Cargo Measures and associated documentation
8	Understand the procedures following death on an aircraft
9	Understand the procedures following death at sea

Assessment Outcome	Unit Criteria	Method of Assessment
1	Describe the immediate priorities of arranging repatriation to the funeral directing business	Portfolio
2	Identify the registration process for deaths occurring abroad	Portfolio
3	Explain the procedures and documentation required upon receipt of the deceased person from outside the UK	Proof of Learning exercise
4	Identify the coffin requirements for repatriation	Portfolio
5	Explain the requirements for repatriation of the deceased person overseas from the UK	Proof of Learning exercise
6	Explain the purpose of the documentation required to repatriate ashes	Proof of Learning exercise
7	Identify the relevance of Air Cargo Measures and associated documentation	Portfolio
8	Explain the procedures following death on an aircraft	Portfolio
9	Explain the procedures following death at sea	Portfolio

Unit 8 - Burial at Sea

Unit Purpose:

This unit describes the knowledge and performance outcomes required to develop learners' understanding of current regulation and procedures to follow for burial at sea.

This unit has seven learning outcomes and four activities

Learning Outcome	Unit Criteria
1	Know the principle organisation responsible for regulation and planning of marine activities
2	Know the designated locations for burial at sea
3	Understand the licencing process to arrange a burial at sea
4	Understand the documentation and information required
5	Understand the purpose of the public register
6	Understand the specifications for the coffin
7	Understand the practical considerations for burial or for scattering of ashes at sea

Assessment Outcome	Unit Criteria	Method of Assessment
1	Identify the principle organisation responsible for regulation and planning of marine activities	Proof of Learning exercise
2	Identify the designated locations for burial at sea	Proof of Learning exercise
3	Describe the licencing process to arrange a burial at sea	Portfolio
4	Identify the documentation and information required	Portfolio
5	Explain the purpose of the public register	Portfolio
6	Identify the specifications for the coffin	Proof of Learning exercise
7	Describe the practical considerations for burial or for scattering of ashes at sea	Proof of Learning exercise

Unit 9 - A Funeral For More than One Deceased

Unit Purpose:

This unit describes the knowledge and performance outcomes required to develop learners' understanding of the additional responsibilities associated with managing a funeral for more than one deceased. This unit has four learning outcomes and four activities.

Learning Outcome	Unit Criteria
1	Understand the challenges for arranging a funeral for more than one deceased
2	Understand and find solutions to the anticipated issues surrounding arrangements
3	Know the practical issues relating to cremation
4	Know the practical issues relating to burial

Assessment Outcome	Unit Criteria	Method of Assessment
1	Explain the challenges for arranging a funeral for more than one deceased	Portfolio
2	Identify solutions to the anticipated issues surrounding arrangements	Portfolio
3	Identify the practical issues relating to cremation	Portfolio
4	Identify the practical issues relating to burial	Portfolio

Unit 10 - Final Planning prior to Conducting the Funeral

Unit Purpose:

This unit describes the knowledge and performance outcomes required to develop learners' understanding for planning prior to and on the day of the funeral.

This unit has four learning outcomes and four activities.

Learning Outcome	Unit Criteria
1	Understand the benefits of contingency planning prior to the day of the funeral
2	Understand the need to cross-check identification of the deceased
3	Know how to arrange floral tributes and dress the coffin
4	Understand the final checks prior to conducting the funeral

Assessment Outcome	Unit Criteria	Method of Assessment
1	Identify the benefits of contingency planning prior to the day of the funeral	Portfolio
2	Explain the need to cross-check identification of the deceased	Portfolio
3	Outline how to arrange floral tributes and dress the coffin	Portfolio
4	Explain the final checks required prior to conducting the funeral	Portfolio

Unit 11 - Manage and Conduct the Funeral

Unit Purpose:

This unit describes the knowledge and performance outcomes required to develop learners' understanding of managing and conducting the funeral. This unit has ten learning outcomes and four activities.

Learning Outcome	Unit Criteria
1	Know how to manage divided families on the day of the funeral
2	Understand how to manage a large attendance at the funeral
3	Know how to manage unexpected problems on the day of the funeral
4	Understand the role of the funeral director / conductor on the day of the funeral
5	Know how to maintain the health and safety of clients and mourners during the funeral
6	Understand the process of arrival at the house or leaving the funeral home
7	Know how to manage the funeral cortege
8	Understand the procedure and protocols at the Crematorium
9	Understand the procedure and protocols for a burial
10	Know the post funeral tasks required at the funeral home

Assessment Outcome	Unit Criteria	Method of Assessment
1	Explain how to manage divided families on the day of the funeral	Portfolio
2	Describe how to manage a large attendance at the funeral	Portfolio
3	Outline how to manage unexpected problems on the day of the funeral	Portfolio
4	Describe the role of the funeral director / conductor on the day of the funeral	Portfolio
5	Identify how to maintain the health and safety of clients and mourners during the funeral	Portfolio
6	Explain the procedures of arrival at the house or leaving the funeral home	Portfolio
7	Identify how to manage the funeral cortege	Portfolio
8	Describe the procedure and protocols at the Crematorium	Portfolio
9	Describe the procedure and protocols for a burial	Proof of Learning exercise
10	Outline the post funeral tasks at the funeral home	Proof of Learning exercise

Portfolio of evidence

Must include the following evidence of conducting:

- Baby or Child funerals
- Managing a large attendance
- Examples of the diversity of funerals arranged and conducted
- A range of burial and cremation
- Managing a funeral for more than one deceased

Unit 12 - Exhumation of Human Remains

Unit Purpose:

This unit describes the knowledge and performance outcomes required to develop learners' understanding of the regulation and process of exhumation of human remains.

This unit has nine learning outcomes and four activities.

Learning Outcome	Unit Criteria
1	Understand why a request may be made for exhumation of human remains
2	Know the purpose of regulations relevant to exhumation
3	Know who can formally request exhumation
4	Understand the conditions for a Warrant to Exhume
5	Understand the Ecclesiastical facility stipulations regarding removal of the deceased from consecrated ground
6	Understand the procedures and documentation relevant to exhumation of human remains
7	Know what equipment is required to carry out exhumation
8	Understand the need for controlling the risks of infection at work from human remains
9	Understand how to ensure exhumation is managed effectively

Assessment Outcome	Unit Criteria	Method of Assessment
1	Identify why a request may be made for exhumation of human remains	Portfolio
2	Outline the purpose of regulations relevant to exhumation	Portfolio
3	Identify who can formally request exhumation	Proof of Learning exercise
4	Identify the conditions for a Warrant to Exhume	Portfolio
5	Outline the Ecclesiastical facility stipulations regarding removal of the deceased from consecrated ground	Portfolio
6	Describe the procedures and documentation relevant to exhumation of human remains	Proof of Learning exercise
7	Identify what equipment is required to carry out exhumation	Proof of Learning exercise
8	Explain the need for controlling the risks of infection at work from human remains	Portfolio
9	Outline how to ensure exhumation is managed effectively	Portfolio