



National Association of Funeral Directors

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Level 4 NAFD Higher Funeral  
Directing Programme  
Student Syllabus

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V1/ L4 DipFD



# Introduction

The Level 4 NAFD Higher Funeral Directing Programme, is externally accredited by One Awards, to recognised national occupational standards and 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 programme syllabus for the Level 4 NAFD Higher Funeral Directing Programme are to:

- Enable 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 programme of study
- 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.

Level 4 NAFD Higher Funeral Directing Programme				
Module	Unit Number	Unit Title	Unit Credit Value	Guided Learning Hours
Module 1	Unit 1	Funeral Directing within a Commercial Environment	4	24
	Unit 2	Standards of Professional Practice and Premises within the Funeral Service	4	24
	Unit 3	Understand Maintaining and Monitoring Health and Safety in a Funeral Environment	4	24
Module 2	Unit 4	Understand Care, Preparation and Presentation of the Deceased	4	24
	Unit 5	Managing Communication within a Funeral Home Setting	4	24
	Unit 6	Understanding the Procedural, Administrative and Support Requirements Associated with Bequeathal	4	24
Module 3	Unit 7	Understanding the Procedural and Administrative Requirements Associated with the Repatriation of the Deceased	4	24
	Unit 8	Understanding the Procedural and Administrative Requirements Associated with Burial at Sea	4	24
	Unit 9	Understanding the Additional Responsibilities, Challenges and Issues Associated with Managing a Funeral for More Than One Deceased	4	24
Module 4	Unit 10	Understanding Planning and Making Final Arrangements for Conducting a Funeral	4	24
	Unit 11	Understand how to Manage and Conduct a Funeral	5	30
	Unit 12	Understanding the Regulations and Processes Associated with the Exhumation of Human Remains	4	24
<b>Totals</b>			<b>49</b>	<b>294</b>

# Introduction - Competencies

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

*COMPETENCIES		Code
<b>CORE</b>	COMMUNICATION	C
	TEAM WORK	TW
	PLANNING AND ORGANISING	PO
	ACHIEVING OUTCOMES / RESULTS	AO
<b>FUNCTIONAL</b>	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 Aims 1-6

### 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 within the Funeral Service

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

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

### Unit 3 - Understand Maintaining and Monitoring Health and Safety in a Funeral Environment

The aim of this unit is to enable the learner to further develop 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 - Understand 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 within a Funeral Home Setting

The aim of this unit is to develop learners' understanding of the need for effectively managing communication with clients and within the funeral home setting.

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

### Unit 6 - Understanding the Procedural, Administrative and Support Requirements Associated with Bequeathal

The purpose of this unit is to develop learners' knowledge and understanding of regulation, documentation and processes associated with bequeathal.

COMPETENCY DEVELOPMENT: C, KSL, TC, CO

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



# Introduction - Unit aims

## Unit Aims 7-12

### Unit 7 - Understanding the Procedural and Administrative Requirements Associated with the Repatriation of the Deceased

The Purpose of this unit is to develop learners understanding of the regulation, documentation and process requirements associated with repatriation of the deceased to or from the United Kingdom.

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

### Unit 8 - Understanding the Procedural and Administrative Requirements Associated with Burial at Sea

The purpose of this unit is to enable the learner to develop knowledge and understanding in relation to current regulation, procedures and administration associated with burial at sea.

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

### Unit 9 Understanding the Additional Responsibilities, Challenges and Issues Associated with Managing a Funeral for More Than One Deceased

The aim of this unit is to develop the learners understanding of the additional responsibilities, challenges and issues 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 - Understanding Planning and Making Final Arrangements for Conducting a Funeral

The purpose of this unit is to enable the learner to develop knowledge and understanding of the planning and preparation requirements prior to conducting the funeral.

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

### Unit 11 - Understand how to Manage and Conduct a Funeral

The purpose of this unit is to develop learners' knowledge and understanding of the Funeral Directors role and responsibilities associated with the management and conducting of a funeral.

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

### Unit 12 - Understanding the Regulations and Processes Associated with the Exhumation of Human Remains

The aim of this unit is to develop learners' understanding of the regulation and process associated with the 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 Level 4 NAFD Higher Funeral Directing Programme 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 programme 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 the L4 DipFD.

## 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 Level 4 NAFD Higher Funeral Directing Programme. 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 Level

4 NAFD Higher Funeral Directing Programme. 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 Level 4 NAFD Higher Funeral Directing Programme.

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 programme is based on a process of triangulated engagement requiring input from the Student and their Employer, your tutor and externally moderated by the accrediting body EQA and IQA. .

## 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 programme of study 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 your tutor, IQA and externally moderated by the accrediting body EQA.

The Portfolio of Evidence contributes to 25% of the final marks of the L4 DipFD programme.

## 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:

- An 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 oral 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 oral exam 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:

**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.**

<b>Learning Outcomes</b> <b>The Learner will:</b>	<b>Assesment Criteria</b> <b>The Learner can:</b>
1. Understand the role and function of the Funeral Director	1.1. Explain the role the Funeral Director 1.2. Describe the five recognised functions associated with the role of the Funeral Director 1.3. Analyse the responsibilities which underpin each of the functions described in 1.2
2. Understand the attributes required of a Funeral Director	2.1. Analyse the desired attributes required of a Funeral Director
3. Understand how protected characteristics impact upon funeral directing	3.1. Assess the impact of the UK Equality Act upon the Funeral sector 3.2. Explain how protected characteristics impact upon funeral directing
4. Understand the principles of professional practice	4.1. Describe the principles of professional practice 4.2. Explain the application of the principles of professional practice
5. Understand the significance of funeral directing within a commercial environment	5.1. Assess the significance of funeral directing within a commercial environment
6. Understand the wider financial implications of funeral directing	6.1. Analyse the wider financial implications of funeral directing.

# Unit 2 - Standards of Professional Practice and Premises within the Funeral Service

Unit Purpose:

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

<b>Learning Outcomes</b> <b>The Learner will:</b>	<b>Assesment Criteria</b> <b>The Learner can:</b>
1. Understand how standards apply to employees within a funeral context	1.1. Describe the standards required of funeral directing operations and premises  1.2. Explain how standards apply to employees within a funeral context
2. Understand the purpose and principles of the Funeral Director Code of Practice	2.1. Explain the purpose and principles of the Funeral Director Code of Practice
3. Understand four main requirements of a funeral home	3.1. Analyse four main requirements of a funeral home
4. Understand the logistical factors required to set up a funeral home	4.1. Assess the logistical factors required to set up a funeral home
5. Know the five preferred facilities within the funeral home	5.1. Analyse the five preferred facilities within the funeral home
6. Understand Client Redress Procedure	6.1. Explain Client Redress Procedure  6.2. Explain the process to accommodate actions arising in relation to the procedure



# Unit 3 - Understand Maintaining and Monitoring Health and Safety in a Funeral Environment

Unit Purpose:

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

<b>Learning Outcomes</b> <b>The Learner will:</b>	<b>Assesment Criteria</b> <b>The Learner can:</b>
1. Understand the role of the Health and Safety Executive (HSE) Inspector	1.1. Explain the role of the HSE Inspector
2. Understand the general principles of Health and Safety law and guidance	2.1. Explain the general principles of Health and Safety law and guidance
3. Understand the relevance and impact of current workplace Health and Safety legislation	3.1. Assess the relevance and impact of current workplace Health and Safety legislation  3.2. Assess current legislation which applies specifically to the funeral sector
4. Know what constitutes a notifiable disease	4.1. Explain which diseases constitute a notifiable disease  4.2. Explain the processes for reporting notifiable disease
5. Understand the entitlement of employees in relation to current Health and Safety legislation	5.1. Analyse the entitlement of employees in relation to current Health and Safety legislation
6. Understand the importance of personal safety when conducting arrangements in a client's home	6.1. Assess the importance of personal safety when conducting arrangements in a client's home
7. Know how to maintain and monitor Health and Safety within your own workplace	7.1. Analyse how to maintain and monitor Health and Safety within own workplace.

# Unit 4 - Understand Care, Preparation and Presentation of the Deceased

Unit Purpose:

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

<b>Learning Outcomes</b> <b>The Learner will:</b>	<b>Assesment Criteria</b> <b>The Learner can:</b>
1. Know the procedures for the removal and initial care of the deceased	1.1. Explain the procedures for the removal and initial care of the deceased
2. Understand the cultural rituals and expectations following death	2.1. Explain the cultural rituals and expectations for the deceased following death  2.2. Explain family cultural rituals and expectations following death of an individual
3. Know the documentation requirements and checks to make prior to performing first offices	3.1. Explain the documentation requirements and checks which need to be administered prior to performing first offices
4. Be able to select the relevant range of equipment to perform first offices	4.1. Explain the relevant range of equipment to perform first offices
5. Understand the practical considerations to take for the initial care of the deceased	5.1. Assess the practical considerations to take for the initial care of the deceased
6. Understand how to prepare the deceased	6.1. Explain how to prepare the deceased.
7. Understand the requirements of the documentation required prior to embalming	7.1. Explain the purpose of the documentation required prior to embalming
8. Know how to communicate three non-technical benefits of embalming to the client	8.1. Explain how to communicate three non-technical benefits of embalming to the client
9. Understand the process of embalming	9.1. Explain the process of embalming
10. Understand how to present the deceased following initial preparation	10.1. Explain how to present the deceased following initial preparation

# Unit 5 - Managing Communication within a Funeral Home Setting

Unit Purpose:

**The aim of this unit is to develop learners' understanding of the need for effectively managing communication with clients and within the funeral home setting.**

<b>Learning Outcomes</b> <b>The Learner will:</b>	<b>Assesment Criteria</b> <b>The Learner can:</b>
1. Understand how to manage communication within a funeral home	1.1. Explain how to manage communication within a funeral home
2. Know the theory and process associated with effective communication	2.1. Analyse the theory and process of communication 2.2. Examine the processes associated with effective communication
3. Know how to ensure effective and timely communication takes place	3.1. Explain how to ensure effective and timely communication takes place.
4. Understand the need for a combination of written and verbal communication	4.1. Analyse the need for a combination of written and verbal communication
5. Understand the need for managing client and family expectations	5.1. Explain the need for managing client and family expectations 5.2. Analyse how to manage client and/or family expectations in given scenarios
6. Know how to manage and respond appropriately to social media	6.1. Analyse how to manage and respond to given social media

# Unit 6 - Understanding the Procedural, Administrative and Support Requirements Associated with Bequeathal

Unit Purpose:

**The purpose of this unit is to develop learners' knowledge and understanding of regulation, documentation and processes associated with bequeathal.**

<b>Learning Outcomes</b> <b>The Learner will:</b>	<b>Assesment Criteria</b> <b>The Learner can:</b>
1. Understand the circumstances that may prohibit a body being accepted by an anatomical establishment for training or research purposes following bequeathal	1.1. Explain the meaning of 'bequeathal'  1.2. Explain the circumstances that may prohibit a body being accepted by an anatomical establishment for training or research purposes  1.3. Explain what financial implications to a client or family are associated with body donation
2. Understand the United Kingdom legal requirements relating to bequeathal	2.1. Explain the legal requirements and procedures associated with body donation
3. Understand the administrative requirements and responsibilities associated with the donation of a body or body parts prior to death	3.1. Explain the administrative requirements and responsibilities associated with the donation of a body or body parts prior to death
4. Understand the administrative requirements and responsibilities associated with the donation of a body or body parts following death	4.1. Explain the administrative requirements and responsibilities associated with the donation of a body or body parts following death
5. Understand the emotive issues associated with bequeathal	5.1. Describe potential emotional effects of body donation upon the client or family  5.2. Analyse the support arrangements available to clients and families
6. Know the specific administrative processes and documentation associated with bequeathal	6.1. Evaluate own organisations administrative processes in relation to bequeathal

# Unit 7 - Understanding the Procedural and Administrative Requirements Associated with the Repatriation of the Deceased

Unit Purpose:

**The Purpose of this unit is to develop learners understanding of the regulation, documentation and process requirements associated with repatriation of the deceased to or from the United Kingdom.**

<b>Learning Outcomes</b> <b>The Learner will:</b>	<b>Assesment Criteria</b> <b>The Learner can:</b>
1. Understand the immediate priorities of the funeral directing business when arranging repatriation	1.1. Explain the immediate priorities of the funeral directing business when arranging repatriation
2. Understand the registration process for deaths occurring abroad	2.1. Examine the registration process for deaths occurring abroad
3. Understand the documentary requirements associated with the receipt of a deceased person from outside the United Kingdom	3.1. Explain the documentary requirements associated with the receipt of a deceased person from outside the United Kingdom
4. Understand the coffin requirements for repatriation	4.1. Describe the coffin requirements for repatriation
5. Understand the procedural requirements for repatriation of the deceased person overseas from the UK	5.1. Explain the procedural requirements for repatriation of the deceased person overseas from the UK
6. Understand the purpose of the documentation required to repatriate ashes.	6.1. Analyse the purpose of the documentation required to repatriate ashes
7. Understand air cargo measures and associated documentation.	7.1. Explain air cargo measures and associated documentation
8. Understand the procedures following death on an aircraft	8.1. Explain the procedures following death on an aircraft
9. Understand the procedures following death at sea	9.1. Explain the procedures following death at sea

# Unit 8 - Understanding the Procedural and Administrative Requirements Associated with Burial at Sea

Unit Purpose:

**The purpose of this unit is to enable the learner to develop knowledge and understanding in relation to current regulation, procedures and administration associated with burial at sea.**

<b>Learning Outcomes</b> <b>The Learner will:</b>	<b>Assesment Criteria</b> <b>The Learner can:</b>
1. Understand the role and responsibilities of the principal organisation responsible for regulation and planning of marine activities	1.1. Analyse the role and responsibilities of the principal organisation responsible for regulation and planning of marine activities
2. Know the designated locations for burial at sea	2.1. Describe the designated locations for burial at sea 2.2. Explain the specific administrative procedures related to each burial at sea location
3. Understand the licencing process associated with the arrangement of burial at sea	3.1. Explain the licencing process associated with the arrangement of burial at sea
4. Understand the administrative and documentation requirements associated with burial at sea	4.1. Explain the administrative and documentation requirements associated with burial at sea
5. Understand the purpose of the public register	5.1. Explain the purpose of the public register
6. Understand the specification requirements of the coffin	6.1. Describe the specification requirements of the coffin
7. Understand the practical considerations for burial or for scattering of ashes at sea	7.1. Describe the practical considerations for burial or for scattering of ashes at sea

# Unit 9 - Understanding the Additional Responsibilities, Challenges and Issues Associated with Managing a Funeral for More Than One Deceased

Unit Purpose:

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

<b>Learning Outcomes</b> <b>The Learner will:</b>	<b>Assesment Criteria</b> <b>The Learner can:</b>
1. Understand the challenges for arranging a funeral for more than one deceased	1.1. Explain the challenges for arranging a funeral for more than one deceased  1.2. Appraise possible solutions to the challenges identified in 1.1.
2. Understand the issues which may be faced when managing and arranging a funeral for more than one deceased	2.1. Assess the potential and practical issues which may arise in relation to managing the funeral of more than one deceased  2.2. Appraise possible solutions to the anticipated issues identified in 2.1.
3. Understand the necessary preparation and checks which must be undertaken by the Funeral Director when the funeral of more than one deceased takes place at a crematorium	3.1. Explain the necessary preparation and checks which must be undertaken by the Funeral Director when the funeral of more than one deceased takes place at a crematorium  3.2. Assess the potential challenges of the funeral taking place at a crematorium  3.3. Explain how procedures will differ when both the funeral ceremony and committal take place at a crematorium
4. Understand the necessary preparation and checks which must be undertaken by the Funeral Director when the funeral of more than one deceased is to be burial	4.1. Explain the necessary preparation and checks which must be undertaken by the Funeral Director when the funeral of more than one deceased is to be burial  4.2. Assess the potential challenges of the funeral taking place by burial

# Unit 10 - Understanding Planning and Making Final Arrangements for Conducting a Funeral

Unit Purpose:

**The purpose of this unit is to enable the learner to develop knowledge and understanding of the planning and preparation requirements prior to conducting the funeral.**

<b>Learning Outcomes</b> <b>The Learner will:</b>	<b>Assesment Criteria</b> <b>The Learner can:</b>
1. Understand the benefits of contingency planning prior to the day of the funeral	1.1. Explain the benefits of contingency planning prior to the day of the funeral  1.2. Produce a contingency plan for own organisation
2. Understand the need to cross-check identification of the deceased	2.1. Explain the legal requirements and responsibilities associated with the personal identification of the deceased  2.2. Analyse the need and process to cross-check identification of the deceased  2.3. Describe the procedural and administrative requirements associated with identity checking
3. Know how to arrange floral tributes and dress the coffin	3.1. Explain the importance of floral tributes and the dressing of coffins  3.2. Explain how to arrange floral tributes and dress a coffin
4. Understand the final checks prior to conducting the funeral	4.1. Explain the final checks required prior to conducting the funeral  4.2. Produce a checklist for own organisation.



# Unit 11 - Understand how to Manage and Conduct a Funeral

Unit Purpose:

**The purpose of this unit is to develop learners' knowledge and understanding of the Funeral Directors role and responsibilities associated with the management and conducting of a funeral.**

<b>Learning Outcomes</b> <b>The Learner will:</b>	<b>Assesment Criteria</b> <b>The Learner can:</b>
1. Understand the role of the Funeral Director/Conductor on the day of the funeral	1.1. Evaluate the role of the Funeral Director/Conductor on the day of the funeral
2. Know how to manage divided families on the day of the funeral	2.1. Explain how to manage divided families on the day of the funeral
3. Understand how to manage a large attendance at the funeral	3.1. Explain how to manage large attendance at the funeral
4. Know how to manage unexpected problems on the day of the funeral	4.1. Give four examples of unexpected problems which may be encountered on the day of a funeral  4.2. Explain how to manage each of the unexpected problems identified in 4.1.
5. Know how to maintain the health and safety of clients and mourners during the funeral	5.1. Explain how to maintain the health and safety of clients and mourners during a funeral
6. Understand the process of arrival at the house or leaving the funeral home	6.1. Explain the procedures of arrival at the house or leaving the funeral home
7. Know how to manage the funeral cortege	7.1. Explain how to manage the funeral cortege
8. Understand the procedure and protocols which must be adhered to by the Funeral Director at a crematorium	8.1. Explain the procedures and protocols associated with a funeral held at a crematorium
9. Understand the procedure and protocols associated with a burial	9.1. Explain the procedures and protocols associated with a burial
10. Know the post funeral tasks required at the funeral home	10.1. Explain the key procedures following a funeral and explain their value

# Unit 12 - Understanding the Regulations and Processes Associated with the Exhumation of Human Remains

Unit Purpose:

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

<b>Learning Outcomes</b> <b>The Learner will:</b>	<b>Assesment Criteria</b> <b>The Learner can:</b>
1. Understand who can request and why a request may be made for exhumation of human remains	1.1. Analyse who can request exhumation of human remains 1.2. Explain the reasons why it may be requested
2. Know the purpose of regulations relevant to exhumation	2.1. Analyse the purpose of regulations relevant to exhumation
3. Know who can formally request exhumation	3.1. List the key individuals and authorities who may request an exhumation 3.2. Explain how and by whom permission can be granted for an exhumation
4. Understand the conditions for a Warrant to Exhume and who issues this	4.1. Explain the conditions for a Warrant to Exhume and who issues this
5. Understand the Ecclesiastical facility stipulations regarding removal of the deceased from consecrated ground	5.1. Explain the Ecclesiastical facility stipulations regarding removal of the deceased from consecrated ground
6. Understand the procedures and administrative requirements associated with the exhumation of human remains	6.1. Describe the procedure for exhuming: (a). a body; (b). cremated remains 6.2. Explain the administrative requirements associated with the exhumation of human remains
7. Know what equipment is required to carry out exhumation	7.1. Describe the equipment required to carry out exhumation
8. Understand the need for controlling the risks of infection from human remains	8.1. Explain the need for controlling the risks of infection from human remains 8.2. Describe the control measures for preventing infection
9. Understand the role of the Funeral Director in relation to exhumation and how this is managed effectively	9.1. Analyse the role of the Funeral Director in relation to exhumation 9.2. Explain how to ensure exhumation is managed effectively