

Funeral Team Member Apprenticeship

Funeral team members are the first point of contact for the business so must create a good first impression, put clients at ease, take information, answer questions or find answers, building good client relationships and confidence while upholding the image of the business.

Funeral team members make a positive difference to their clients at a challenging, emotional time and contact with the deceased is a key aspect of any role within this industry. Working with people, feeling passionate about supporting and assisting clients is a rewarding and worthwhile job that provides excellent career opportunities.

Funeral team members will specialise in one of two roles. A Funeral Arranger – Supports the funeral director by arranging funerals and pre-payment plans, handling customer enquiries, sales and after care either on or off site. Administration and payment reconciliation is a part of this job role. A Funeral Operative – Plays an active role in assisting the funeral director on funerals, cleaning and driving a variety of vehicles, bringing the deceased into care, preparing the deceased and coffins and supporting client visits. Operatives will participate in an out-of-hours service..

Entry

Employers will set their own entry requirements in order to start on this apprenticeship.

Duration

Typically this apprenticeship will take 12 months.

Level

This apprenticeship standard is set at level 2.

Qualification

For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

Functional Skills

Apprentices without level 1 English and maths will need to achieve level 1 and take the test for level 2 English and maths prior to taking the endpoint assessment.

End Assessment

To achieve this apprenticeship standard, the employer, training provider and apprentice will agree when the apprentice is ready and competent to undertake the independent end assessment.

C2C Professional Trainers

Alongside the apprentice they will agree on a personal learning and development plan, setting a timetable of learning activities in preparation for the End Point Assessment (EPA).

The C2C Training Consultant will meet with the apprentice regularly either online or face to face to complete and review assessments, provide further coaching where required and agree the next steps of learning.



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	Knowledge and Understanding (Know it)	Skills (Show it)	Behaviours (Live it)
Client	<p>How to communicate with clients during the various stages of the grieving process. Specific client communication needs, for example, dementia, language, cultural diversity.</p> <p>Client types, how to identify their needs and preferred methods of communication. The importance of meeting client's needs and requests, whilst working in line with the products and services offered by the business.</p> <p>How to obtain and handle client feedback both positive and negative, the information required from clients to resolve an issue and when to ask for help.</p>	<p>Use appropriate methods of communication including non-verbal, verbal, written and social media. Use clear language in all communication, verbal and written, seeking help when it is required.</p> <p>Use clear, relevant and empathetic communication to establish clients' needs and satisfy their requirements. Deliver excellent service during all interactions, including phone, face-to-face, electronic and postal communications.</p> <p>Apply business policies and procedures to handle client concerns, complaints and compliments. Deal with client feedback within the limits of your own authority, sharing positive comments, escalating negative comments and finding solutions where possible.</p>	<p>Confidently interact with clients adapting to the needs of the individual during the grieving process. Communicate politely at all times. Show respect when communicating with all clients and third parties.</p> <p>Communicate clearly and with empathy at all times.</p> <p>Professionally and calmly, work with clients to resolve concerns, complaints and use compliments effectively in the funeral business.</p>
Reputation	<p>How to protect the business reputation based on values, vision, aims and behaviours. The importance of maintaining a good reputation with clients, competitors and within the local area.</p> <p>Client types and the local community demographic. The benefit to yourself and the business of forming professional relationships. The acceptable boundaries of professional relationships.</p> <p>How technology, including social media is used in the business and how it contributes to the business reputation.</p>	<p>Operate within the business values when dealing with clients and team members in all daily activities.</p> <p>Engage in professional relationships with clients, communities and other stakeholders in order to help build a positive public reputation. Report any instance where the reputation of the business could be/has been damaged.</p> <p>Use technology including social media in line with business requirements.</p>	<p>Support the reputation of the business by providing a professional service to clients, knowledgeable of how it compares to competitors.</p> <p>Treat all clients and colleagues with respect and work positively within the local community.</p> <p>Actively promote the reputation of the business by using social media and business technology tools responsibly.</p>
Team	<p>How to support and influence the team positively, recognising how all colleagues and teams are dependent on each other to meet business objectives.</p> <p>Different types of teams, third party team members and stakeholders within the wider team and how strengths and weaknesses affect team dynamics.</p>	<p>Support team members to ensure that the services provided are of a high quality, delivered on time and as required.</p> <p>Adapt positively to all types of team leaders, team members and different types of team within the business in which you work.</p>	<p>Be conscious of the impact of personal behaviours on the team by a consistent, positive and professional approach.</p> <p>Consistently exhibit respect and work positively with team leaders and team.</p>
Legal and Governance	<p>The legislative requirements, duties and responsibilities of the business. The policies and procedures of the business regarding the deceased when they are in own premises or third party locations, identification, release of ashes, personal effects, notifiable diseases and specialist services.</p>	<p>Comply with legal and business requirements whilst conducting all services. Follow business policies and procedures relating to third party locations of the deceased, identification, release of ashes, personal effects, notifiable diseases and specialist services.</p>	<p>Operate in an honest and trustworthy way demonstrating integrity in all duties respecting the dignity of the deceased at all times.</p>
Personal development and performance	<p>How personal development and performance contributes to success of the business. How to identify personal goals and development opportunities and the support/resources available to achieve these. Different learning styles.</p>	<p>Take ownership for own learning development and performance. Carry out personal development activities. Identify your own learning styles.</p>	<p>Reflect on own ways of working and with support from your line manager, actively create and implement a personal development plan.</p>
Products and services	<p>The full range and unique selling points of products and services offered by the business. Where to find information regarding specialist products and services for example exhumation, repatriation and burial at sea.</p>	<p>Take a proactive approach to providing clients with product and service information within your area of responsibility. Offer information and assistance with specialist services and products.</p>	<p>Promote the products and services offered by the business. Consistently work to personalise the funeral to the needs of the deceased, client, family, and friends.</p>

Funeral arrangers must complete all of the following specialist functions

	Knowledge and Understanding (Know it)	Skills (Show it)	Behaviours (Live it)
Arranging	<p>The businesses' process for the care of the deceased. The third parties involved and the role they play in delivering client needs. How to plan/arrange a funeral according to client's needs within legislative boundaries and local constraints, rules and regulations.</p> <p>The importance of accurate calculation and completion of the client contract and the implications to the business if not completed properly.</p>	<p>Arrange, plan and assist in visits to the deceased, ensuring client's needs are respected at all times. Arrange at need or pre need funerals according to clients requirements, maintaining accurate records of all products and services ordered. Complete, discuss and agree client contracts efficiently and according to business guidelines. Gather and collate feedback from clients using the businesses approved systems and communication methods.</p>	<p>Confidently communicate with clients and third party service representatives with understanding, empathy and integrity. Use own initiative when carrying out arranging activities.</p>
Administration/ Finance	<p>The principles of operating commercially in a competitive industry. The business administration/finance systems and how invoices are created.</p>	<p>Access and use systems accurately, efficiently and within legislation requirements. Maintain precise records of all products and services purchased by clients. Ensure the timely receipt of payments and finance agreements.</p>	<p>Consistently prioritise and arrange financial records and client accounts. Consistently review information and clerical processes for errors and make corrections before finalising administration/financial duties.</p>

Funeral Operatives must complete all of the following functions

	Knowledge and Understanding (Know it)	Skills (Show it)	Behaviours (Live it)
Maintain and drive vehicles	<p>The legal and business requirements for driving, maintaining and cleaning vehicles for example reporting damage. The importance of knowing routes and planning contingency routes before setting off, keeping up-to-date and checking local disruptions to routes in advance.</p>	<p>Follow relevant legislation, codes of practice and business standards for driving, maintaining and cleaning business vehicles. Use pre-arranged routes when driving business vehicles during funeral services and alternative routes when necessary reporting issues with routes to the appropriate person.</p>	<p>Show pride in maintaining and cleaning business vehicles. Remain calm and drive responsibly at all times.</p>
Care of the Deceased	<p>How to handle, remove and move the deceased while maintaining dignity and respect. The environments, the equipment used and the importance of completing dynamic risk assessments to move the deceased. When and how to request additional support when carrying out the transfer of the deceased. How to prepare and present the coffin and the deceased.</p>	<p>Transfer the deceased using correct techniques and maintaining client and business requirements. Assist in the preparation and presentation of the coffin and the deceased.</p>	<p>Be respectful of the deceased at all times.</p>
Funeral	<p>Pre-funeral checking procedures and your role for the 'day of the funeral' service. How to bear coffins or use appropriate equipment safely, professionally and in varying environments with dignity and respect. How to identify and handle potential incidents and when to escalate to an appropriate person.</p>	<p>Attend funeral briefings and use information to assist in the delivery of the funeral. Handle coffins and floral tributes safely and respectfully at all times. Carry out allocated duties with dignity and respect to ensure the smooth running of the funeral.</p>	<p>Actively and competently, participate in the smooth running of the funeral service. Remain calm and respectful in different situations and help colleagues to do the same.</p>

Independent End Point Assessment

The end point assessment will only commence once the employer, apprentice and C2C Trainer are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and clearly evidenced by the on-programme progression review meetings and records. The independent end assessment ensures

that all apprentices consistently achieve the industry set professional standard and can commence at any point once the apprentice is competent after the minimum period of learning and development. Prior to independent end assessment the functional skills English and maths components of the apprenticeship must be successfully completed.

Summary of independent end point assessment process

There are three assessment methods for the funeral team member independent end-point assessment. These methods may be carried out in any order. All assessment methods must be completed and passed within the three-month assessment window, after the EPA gateway. This end-point assessment window begins on commencement of the first assessment method.

On-demand test

The assessment will be an objective on-demand, computer-based test and will be in a multiple-choice format ensuring validity and reliability and which allows for consistent, efficient and timely allocation of marks..

- 40-minute on-demand multiple choice test.
- Covers the core and relevant specialist function.
- Scenario based questions.
- Externally set and marked automatically by the EPAO.
- Undertaken either on the employer's premises or off site.
- Graded fail, pass, distinction.



Practical demonstration

As a key element of the standard, apprentices are required to demonstrate their skills, competence and behaviour in their specialist job role. Due to the highly sensitive nature of these roles and the need for client confidentiality, the assessment method for these criteria will be via practical demonstrations of simulated scenarios.

- 75 minute (+10% at the discretion of the independent assessor) practical demonstration.
- Covers the core and relevant specialist function.
- Externally observed and marked by the EPAO.
- Graded fail and pass.



Professional discussion

The independent end-point assessor conducting and marking the professional discussion would normally be the same person who marked the practical demonstration. The portfolio of evidence is used by the independent end-point assessor to extract the best of the apprentice's competence and excellence in relation to the specific criteria.

- 45 minute (+10% at the discretion of the independent assessor) structured meeting
- Covers the core and relevant specialist function and portfolio of evidence.
- Structured discussion between the apprentice and the independent end point assessor.
- Led by the independent end assessor.
- Graded fail, pass, distinction.



Independent end point assessment organisations

Approved assessment organisations are registered on the SFA Register of apprenticeship assessment organisations. Assessment organisations are responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent. To access the list and find an assessment organisation visit: <https://www.gov.uk/government/publications/using-the-register-of-apprentice-assessment-organisations>.

The employer will approve and appoint the assessment organisation to undertake the independent end assessment of the apprentice.