

**Syllabus
For
The Foundation Certificate in Funeral Service**

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Awarded by

**THE NATIONAL ASSOCIATION OF FUNERAL
DIRECTORS**

In conjunction with

THE BRITISH INSTITUTE OF FUNERAL DIRECTORS

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This Foundation Certificate in Funeral Service has been designed to provide an introduction to the funeral service and is suitable for:

- Those actively seeking to enter the funeral profession;
- Recent recruits to the profession;
- Those wishing to become qualified in funeral service
- Those wishing to study for the Diploma in Funeral Directing

NB Students successfully completing the Foundation Certificate in Funeral Service can then go on to study for the Diploma in Funeral Directing, provided that they are employed in the funeral service on a minimum basis of eighty hours per month.

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THE FOUNDATION CERTIFICATE IN FUNERAL SERVICE

UNIT ONE The role of the funeral director The NAFD Code of Practice and the funeral director

- (a) The student should be aware of the 'role of the funeral director in the community, including functions, attributes, manner and dress.
- (b) The student should have a working knowledge of the NAFD Code of Practice.

Assessment of the unit:

- I. Work set out by the tutor.
- II. Write an essay on 'Discuss how the funeral director could be involved in his/her local community, thereby making the profession more open and approachable'

NB The essay is to be written, not typed and have a minimum of 500 words – two pages in length and submitted to the tutor for assessment and subsequent moderation by the examining body.

UNIT TWO The funeral director and Health and Safety

- (a) The student should be aware of Health and Safety Law particularly the COSHH Regulations and responsibilities of both the employer and the employee.

Assessment of the Unit:

- I. Work set by tutor.
- II. Completion of 'Health, Safety and Welfare at Work Act' pack
- III. Visit a funeral home with a qualified funeral director, paying particular attention to:
 - Reception area, arranging room(s) and office
 - Chapel(s) of rest
 - Toilet facilities and staff facilities
 - Mortuary/embalming facilities
 - Workshops and garage
 - Adherence to health and safety regulations throughout the premises – funeral and health and safety.

Write a report on the visit and submit to your tutor for assessment and subsequent moderation by the examining body.

UNIT THREE – Communications

- (a) The student should be aware of the personal communication skills involved when dealing with clients, the skills required for communication at work and forms of transportation used in funeral service.
- (b) The student should have a working knowledge of communication by writing letters, communicating by telephone/fax and other systems used in funeral service.

Assessment of Unit:

- I. Work set by the tutor
- II. Completion of 'Effective Correspondence' Pack
- III. Write an essay on 'My Leisure activities'

NB The essay must be written, not typed, be at least 500 words in length – approx two pages in length and submitted to your tutor for assessment and subsequent moderation by the examining body.

UNIT FOUR Office Practice

- (a) The student should be aware of forms used in the office, including those used for – estimates, cemeteries, crematoria and confirmation to ministers etc.
- (b) The student should have a basic knowledge of wage systems used in the funeral service.
- (c) The student should be aware that a death needs to be registered and can be reported to the Coroner in certain circumstances.
- (d) The student should be aware of what is involved in the arrangement of a funeral, either by sitting in on a funeral arrangement being carried out by a Diploma holder or by taking part in a simulated exercise organized by the tutor.

Assessment of the Unit: Work set by the tutor.

UNIT FIVE Market Research – Advertising – Governmental Agencies

The student should be aware of:

- (a) Market research and its value to the funeral service.
- (b) The advantages and disadvantages of advertising and of the acceptable forms of advertising available to the funeral director.
- (c) The various external agencies which affect funeral service including – The Office of Fair Trading, Dept of Trade, Department for the Environment, Food and Rural Affairs, Dept for Work and Pensions, Local Authorities, Citizens Advice Bureau.

Assessment of the Unit: Work set by the tutor.

UNIT SIX Buying and Selling – The Banking system – Insurance

The student should have knowledge of:

- (a) Simple book keeping, including – ordering goods, delivery notes, invoices, credit notes, statements, receipts, discounts.

- (b) The advantages and disadvantages of – hire purchase, leasing, rental, contract hire.
- (c) The function of banks and building societies – the various services which are available – the nature and purpose of direct debits, standing orders, bankers drafts, cheques and credit/debit cards.

Assessment of Unit Work set by the tutor.

UNIT SEVEN BEREAVEMENT AND CLIENT CARE

The student should be aware of:

- (a) His/her attitude towards death
- (b) The role of the funeral director from the time of the ' first call' through to the funeral service and following the funeral.
- (c) The importance of client care.

Assessment of Unit;

- I. Work set by the tutor
- II. Completion of 'Client Care –A professional service' pack.
- III. Student to visit a Bereavement Counsellor to discuss his/her views on counselling and ways of dealing with the bereaved, including:
 - How the Counsellor is approached to provide support
 - What support is given and for how long
 - What support groups are available in the student's area and their purpose?
 - The relationship between – counselor, client, funeral director, support groups

Write a report on the visit and submit to your tutor for assessment and subsequent moderation.

ASSESSMENT OF THE FOUNDATION CERTIFICATE

- (a) Seven tutor marked assignments.
- (b) Two essays and two reports – as indicated above.
- (c) A formal written assessment consisting of a 90 minute paper, set by the NAFD, covering subjects detailed above.
The assessment is forwarded by the tutor to the NAFD for marking and will be moderated together with the two essays and two reports.

In order to be awarded the Foundation Certificate the student needs to achieve at least a Grade 'C' (60%) in all sections.

Formal assessments are held in February, June and November of each year, the assessment being taken in the student's area under the supervision of an approved invigilator.

Formal assessment dates for 2009 are:

- 04 November 2009**
- 03 February 2010**
- 02 June 2010**
- 03 November 2010**