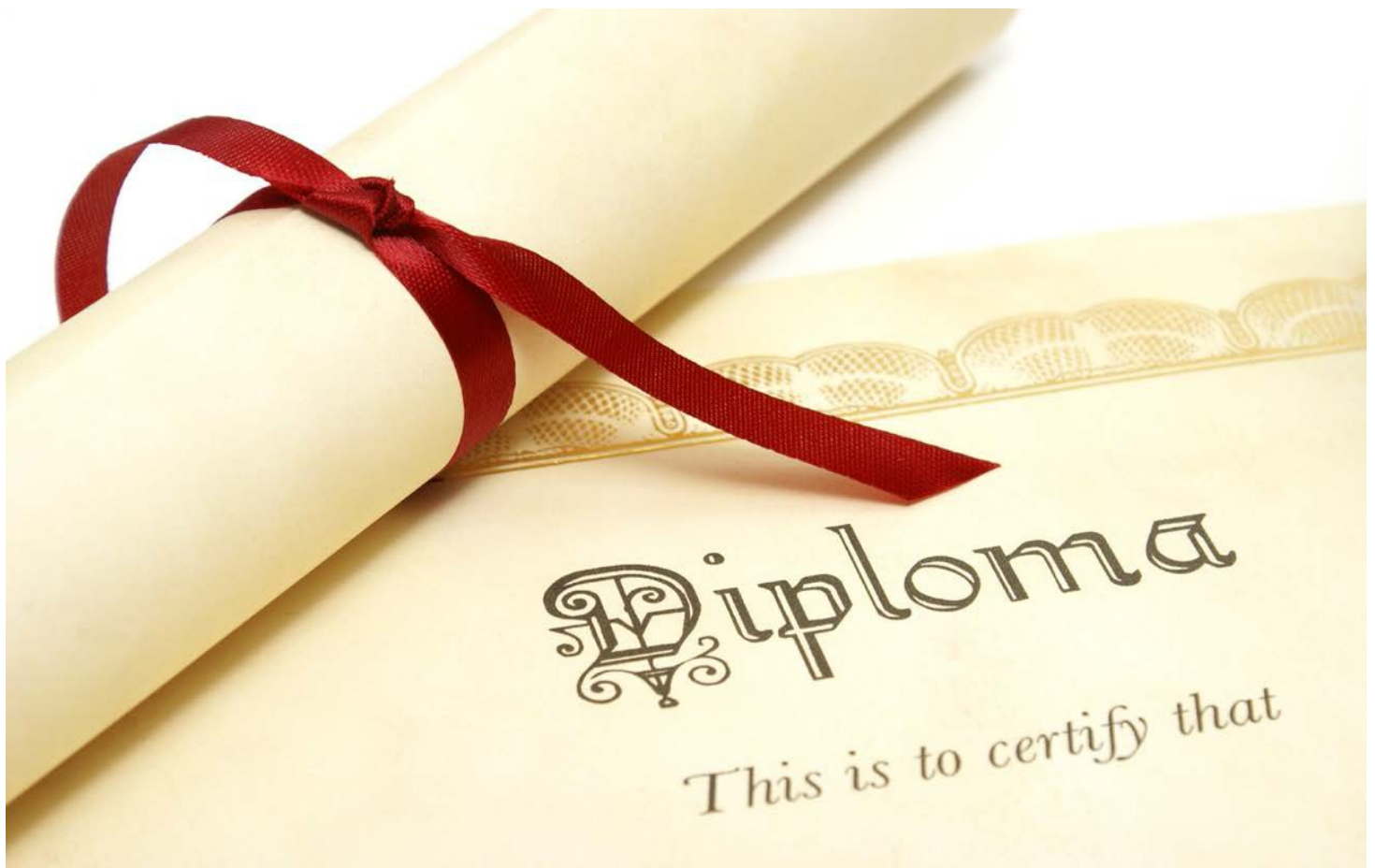




## Qualification Prospectus

# DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION

## DIPLOMA IN FUNERAL DIRECTING





# QUALIFICATIONS DESIGNED TO ENABLE PROGRESSION

## **Qualifications benchmarked to national standards of learning and assessment.**

The Diploma's consist of mandatory modules, the modules are benchmarked to Level 2 and Level 3.

The level of each qualification gives an indication of the complexity of the learning to be comparable with the national standards for units of assessment.

## **Our credentials speak for themselves.**

- We are a national trade association serving funeral directors for over 100 years.
- We have significant experience of providing funeral service related qualifications, suitable to meet the needs of corporate and independent funeral service employers.
- A quality management education system enabling guaranteed quality assurance to the highest standards.
- NAFD-awarded qualifications levelled and credit rated to national qualification standards.

Whether you work for an established funeral service business returning to us for more training or, perhaps, you work for a new or prospective member making enquiries for the first time, we look forward to working with you and hope that you will find our newly designed qualifications suitable to meet your needs.

**Alison Crake**

Chair, NAFD Board of Education



**STEP BY STEP APPROACH TO LEARNING AND ASSESSMENT**



## OUR QUALIFICATIONS OFFER:-

- **guaranteed quality face to face training and assessment;**
- **online student registration** at the touch of a button to enable you to use technology to decide where you want to train (and with a tutor of your choice), pay your registration fee and gain automatic access upon final student registration to NAFD Moodle - *a new online learning resource offering 24/7 access to high quality, updated student learning materials, scheduled live tutor-led chat rooms, student networking and additional resources at the click of a button;*
- the opportunity to apply online for a **National Union of Students (NUS) Discount Card;**
- **access to a team of NAFD approved tutors**, trained to national teaching standards offering a series of face-to-face workshops, complemented with online activity throughout the duration of the qualification;
- **a variety of activities** to meet the needs of the student, including additional support and access to resources for students who may have dyslexia or any other form of individual learning needs;
- **employer involvement** with the aim of encouraging 360-degree feedback between the student and their employer, the student and their tutor and for the student to reflect on their own skills and knowledge throughout the duration of the qualification;
- **clear aims and objectives, module by module**, to ensure the student recognises what has to be understood and applied, both in the learning environment and in their place of work, to ensure learning theory translates to workplace practice;
- **transparency of professional fees**, providing you with details of fees associated with student registration, tutoring and final assessment.
- **processes and procedures** for managing and monitoring effective tutoring and assessment, and should the need arise, for taking action for improvement where necessary.



# **DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (47 Credits )**

## **Diploma in Funeral Arranging and Administration (Dip.FAA)**

*(comparable to a Level 2 national qualification Diploma)*

This UK benchmarked qualification is a high quality qualification worthy of internal award by the National Association of Funeral Directors at Diploma Level 2.

This qualification is particularly beneficial for staff currently employed as funeral arrangers and administrators, and funeral directors wishing to achieve a stand-alone qualification. Additionally, this qualification can be achieved and used as a stepping stone to enable progression for funeral directors to achieve the Diploma in Funeral Directing.

### **Key Benefits**

This highly interactive training has been specifically developed and tailored to cover the variety of knowledge, tasks and skills required of funeral arranging and administration staff, and for funeral directors wishing to progress to the revised Diploma in Funeral Directing.

*Note: Following successful achievement of the **Diploma in Funeral Arranging and Administration (Dip FAA)**, funeral arrangers and administrators wishing to progress to the revised **Diploma in Funeral Directing** must be able to provide workplace experience of funeral directing responsibilities, including evidence of conducting funerals.*

As a result of achieving this qualification, the award holder will be equipped with the necessary skills, knowledge and competences to confidently carry out a comprehensive funeral arrangement to satisfy and exceed the expectations of the client. The award holder will have also demonstrated their competence to level 2 Diploma standards of learning and assessment.

## We aim to provide a learning experience that:-

- embraces a working relationship between the student, their NAFD approved tutor and the employer;
- reflects on funeral arranging skills and capabilities;
- offers transfer of learning directly back into the workplace;
- provides successful award holders with 47 credits;
- provides achievement of an externally endorsed Diploma level qualification;
- provides a fair and modernised method of assessment;
- takes no more than between 12 - 15 months to achieve;
- provides the opportunity for progression to the revised NAFD Diploma in Funeral Directing.

## STRUCTURE OF THE SYLLABUS

<b>Diploma in Funeral Arranging and Administration (DipFAA)</b>				
<b>Module Title</b>		<b>Unit</b>	<b>Units</b>	<b>Unit Credit Value</b>
1	Introduction to Funeral Arranging and Administration	Unit 1	Understanding Bereavement and Grief	<b>3</b>
		Unit 2	Client Care within the Funeral Service	<b>3</b>
		Unit 3	Communicating with Clients within the Funeral Service	<b>2</b>
2	First Call, including Care and Presentation of the Deceased.	Unit 4	Responding to the initial notification of death	<b>2</b>
		Unit 5	Care and Presentation of the Deceased.	<b>3</b>
3	Legislation ( <i>Country specific to the learner</i> )	Unit 6	Health and Safety for Funeral Arrangers	<b>2</b>
		Unit 7	Registration of Death, and Coroners'/Procurator Fiscal Procedures	<b>4</b>
		Unit 8	Human Cremation: Law and Practice.	<b>4</b>
		Unit 9	Human Burial: Law and Practice	<b>6</b>
4	Arranging the Funeral	Unit 10	Understanding Funeral Rites	<b>3</b>
		Unit 11	Arranging a Funeral	<b>6</b>
		Unit 12	Arranging a Funeral for a Child and Baby	<b>3</b>
		Unit 13	Office Practice and Administration within the Funeral Service	<b>3</b>
5	Finance	Unit 14	Understanding Client Liability, Entitlement and Consumer Regulations within the Funeral Service	<b>3</b>
<b>Total Credit Value</b>				<b>47 Credits</b>



## Module Description

### **Module 1: Introduction to Funeral Arranging and Administration**

The aim of this module is to enable the student to understand the role of the funeral arranger in being able to adapt an appropriate style to demonstrate effective client care; how to respond to disability and special needs; utilise sensitive communication techniques, including using appropriate strategies for communicating with clients whereby English may be their second language; recognise own response to grief and strategies to use when assisting the bereaved.

### **Module 2: First Call including Care and Presentation of the Deceased**

The aim of this module is to enable the student to develop a working knowledge of responding appropriately to the initial notification that death has occurred, including understanding the procedures and skills required for the effective care and presentation of the deceased.

### **Module 3: Legislation**

The aim of this module is to enable the student to gain country-specific working knowledge of legislation and procedures applying to registration of death and Coroners' (Procurator Fiscal) requirements and health and safety considerations for Funeral Arrangers.

### **Module 4: Arranging the Funeral**

The aim of this module is to enable the student to develop a broad and flexible working knowledge of the requirements and procedures to arrange a funeral. Emphasis is placed on the knowledge, skills and competences required for personalising and arranging a funeral; consideration and arrangement of a child's funeral; to understand and respond appropriately to the range of funeral rites and to develop a working knowledge of office procedures and administration.

### **Module 5: Finance**

The aim of this module is to enable the student to understand, and have working knowledge of, the client's liability and associated methods of payment; the relevance of the Consumer Regulations upon the funeral service; benefits of access to a Last Will and Testament; benefits of a funeral plan - including the process of payment and assistance for funding via the Department for Work and Pensions.



# **DIPLOMA IN FUNERAL DIRECTING (49 Credits)**

## **Diploma in Funeral Directing** *(comparable to a Level 3 national qualification Diploma)*

We are pleased to announce that the Diploma in Funeral Directing has received external endorsement for a high quality qualification worthy of internal award by the National Association of Funeral Directors at Diploma Level 3.

This qualification is particularly beneficial for staff currently employed as funeral directors who have successfully achieved the Diploma in Funeral Arranging and Administration (Level 2).

Important Note:

*Funeral Arrangers wishing to register for the revised Diploma in Funeral Directing must be able to confirm that they have access to hands on experience of the range of funeral directing responsibilities, including evidence of being able to conduct funerals . The qualification cannot be achieved without the experience of working as a funeral director, including experience of conducting funerals.*

### **Key Benefits**

This highly interactive training has been specifically developed and tailored to cover the variety of tasks and specialist knowledge and skills required of funeral directors. As a result of achieving this qualification, the Diploma holder will be equipped with the necessary skills, knowledge and competences to confidently carry out funeral directing tasks and responsibilities, including team management and conducting of a funeral to satisfy and exceed the expectations of the client. The Diploma holder will have also demonstrated their competence to Level 3 Diploma standards of learning and assessment.



## We aim to provide a learning experience that:-

- embraces a working relationship between the student, their NAFD approved tutor and the employer;
- reflects on funeral directing general and specialist knowledge, skills and capabilities;
- offers transfer of learning directly back into the workplace;
- provides successful award holders with 49 credits;
- provides achievement of an externally endorsed Diploma Level qualification;
- provides a fair and modernised method of assessment;
- takes no more than between 12 - 15 months to achieve;
- provides the opportunity for progression to a management and leadership programme of learning with Birmingham City University.

## STRUCTURE OF THE SYLLABUS

<b>Level 3 Diploma in Funeral Directing</b>			
<b>Module Title</b>	<b>Unit</b>	<b>Units</b>	<b>Unit Credit Value</b>
<b>The Funeral Director</b>	Unit 1	The Evolving Role of the Funeral Director	<b>3</b>
	Unit 2	Commercial Awareness for Funeral Directors	<b>3</b>
<b>UK Legislation</b>	Unit 3	UK Funeral Service Legislation	<b>6</b>
<b>Funeral Directing Operations</b>	Unit 4	The Funeral Director and Public Health	<b>3</b>
	Unit 5	Funeral Service Operations	<b>3</b>
<b>Specialist Funeral Services</b>	Unit 6	Repatriation of the Deceased	<b>6</b>
	Unit 7	Bequeathal	<b>3</b>
	Unit 8	A Funeral with multiple deceased	<b>2</b>
	Unit 9	Exhumation	<b>4</b>
	Unit 10	Military Funerals	<b>3</b>
<b>The Funeral</b>	Unit 11	Burial at Sea	<b>4</b>
	Unit 12	Preparing for the Funeral	<b>3</b>
	Unit 13	Managing and Conducting the Funeral	<b>6</b>
<b>Total Credit Value</b>			<b>49 Credits</b>



### **Module 1: The Funeral Director**

The aim of this module is to enable the learner to understand the evolving role of the funeral director, and to develop an appreciation of the commercial opportunities and threats associated with funeral directing.

### **Module 2: UK Legislation**

The aim of this module is to enable learners to gain UK wide working knowledge of funeral service related legislation and procedures applying directly to registration of death and Coroners' and (Procurator Fiscal) procedures; Cremation and Burial; and requirements of health and safety associated with funeral directing.

### **Module 3 Funeral Directing Operations**

The aim of this module is to enable learners to develop an understanding in regard to personal and public health, and to understand how to safely care for, and prepare, the deceased.

### **Module 4: Specialist Funeral Services**

The aim of this module is to enable learners to develop breadth of specialist working knowledge of the requirements and procedures relating to repatriation of the deceased; bequeathal; a funeral with more than one deceased; exhumation; military funerals and burial at sea. Emphasis is placed on developing both workplace and theoretical knowledge of specialist procedures.

### **Module 5: The Funeral**

The aim of this module is to enable learners to understand and acquire working knowledge of the range of tasks, activities and responsibilities relating to preparing for the funeral, including managing and conducting the funeral.



Our qualifications don't just address the technical knowledge requirements to do the job, they go a step further and aim to develop knowledge, and a range of skills and competences.

## **NAFD APPROVED TUTORS**

All NAFD qualifications are delivered by a team of nationally qualified NAFD approved tutors.

Access to a tutor can be found by visiting the new NAFD Qualifications website at the stage of registering for the qualification - [www.nafdqualifications.org.uk](http://www.nafdqualifications.org.uk)

Our tutors have been trained to national teaching standards in order that the face-to-face training experience will be varied, aligned to specific objectives and learner centred.

Our tutors' commitment to you is that the learner is at the heart of the learning process. Upon qualification NAFD approved tutors sign a Service Level Agreement with the NAFD and agree to work to the requirements of the agreement.

All will experience a range of techniques used by the tutors in order to provide an enjoyable learning experience.

### **Unable to find a tutor?**

If you are unable to find an approved tutor upon completing your application to register with us, we are here to help and, as such, will work with you to find a suitable tutor to meet your needs.

### **In-Company NAFD Approved Tutor Training**


We are able to arrange 'in-company' tutor training to enable employers to have the option for either one or more employees to qualify as NAFD approved tutors. This option enables internal roll out of NAFD qualifications offering the flexibility to include in-training planning and control of your costs in the meantime.

# QUALITY APPROVED ACCESSIBLE LEARNING RESOURCES 24/7





**Welcome to NAFD Moodle**  
**Diploma in Funeral Arranging and Administration (Dip.FAA)**

Apply for a NUS Extra Discount Card  
Apply Online and quote your NAFD Student ID number

the ultimate, must have student card 

**ALL QUALIFICATION RELATED DOCUMENTS, LEARNING AND ASSESSMENT MATERIALS ARE THE PROPERTY OF THE NATIONAL ASSOCIATION OF FUNERAL DIRECTORS**

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 News forum  
 NUS Extra Discount Card

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NAFD Moodle is a new online learning resource offering access to high quality qualification related learning materials and associated documentation, at the click of a button.

## Key features of NAFD Moodle include:-

- access to learning materials unit by unit;
- online quizzes, student networking;
- electronic upload of Individual Learning Reports and Reflective Logs for safe storage and tutor and examiner access;
- access to examples of past examination papers, resources and internet links;
- funeral service related documentation;
- learning and assessment guidance and support;
- online evaluation for the purposes of continuous improvement.



# ASSESSMENT

NAFD Assessment mirrors the updated NAFD tutor training delivery, whereby the methods are appropriate to modern day assessment techniques. The learner experience is at the heart of the design of assessment.

## Coursework Assessment

- **Individual learning Reports**, module by module, are designed to provide evidence of the individual learning taking place, and ability to translate theory of learning into workplace actions and best practice recommendations where appropriate.
- **Reflective Logs**, module by module, used as a mirror to reflect upon development of individual skills and the learning taking place to perform a range of tasks effectively.

Coursework Assessment is managed by approved tutors and moderated by the Board of Examiners.

## Final Assessment

- A **written examination** to enable evidence of the breadth of knowledge acquired for both the Dip.FAA and Dip.FD.is applicable.
- **Oral Examination (Dip.FAA)** to enable assessment of technical and operational working knowledge, including use of interpersonal skills, and control and management of the arrangement process.
- Final examination is managed by the NAFD Board of Examiners, and is externally moderated.



For more information and for registration, please visit our website at

[www.nafdqualifications.org.uk/](http://www.nafdqualifications.org.uk/)

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**Enquiries**

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