

Organisations	Qualification / Course	Prerequisite Requirements	Level	Credits	Structure	Duration	Affiliated Organisation
NAFD	Diploma in Funeral Arranging and Administration (can be taken as a stand-alone award, or as a pre-requisite qualification prior to registration in the Diploma in Funeral Directing)	Staff currently employed as funeral arrangers and administrators and Funeral Directors (for 6 months or more). Can also be accessed by funeral service operatives / funeral assistants who are experienced in their role and are looking for progression into funeral arranging. Due to the design of this qualification, funeral service operatives / assistants must discuss and agree hands on access to relevant work based funeral arranging and administration opportunities with their employer in advance of registering for this qualification.	Level 2	47	5 modules and a final examination.	9 – 12 months	Birmingham City University (BCU) (endorsement – quality assurance)
	Diploma in Funeral Directing	Recent graduates of the Diploma in Funeral Arranging and Administration. Non-graduate Funeral Arrangers may be allowed discretionary entry, but must be experienced in their role and, due to the design of this qualification, must discuss and agree access to funeral directing responsibilities, including gaining experience of conducting funerals with their employer in advance of registering for this qualification. All students who register for the Diploma in Funeral Directing will be required to provide evidence of their funeral directing and conducting experience.	Level 3	49		12 – 15 months	BCU (endorsement – quality assurance)
	NOCN Level 3 Award in Education and Training (Delivered as Award in Education and Training (Level 3))	Minimum age: 19	Level 3	12	Teaching and Lecturing Grading: Pass / Fail Assessment methods: Coursework, Portfolio of Evidence, Practical Demonstration / Assignment	48 Guided Learning Hours. Total time: 120 hours	NOCN (recognised by Ofqual) and delivered by NAFD with external oversight from One Awards
	NOCN Level 4 Certificate in Education and Training (Delivered as Certificate in Education and Training (Level 4))	Minimum age: 19	Level 4	36	Teaching and Lecturing Grading: Pass / Fail Assessment methods: Coursework, Portfolio of Evidence, Practical Demonstration / Assignment	140 Guided Learning Hours. Total time: 360 hours	NOCN (recognised by Ofqual) and delivered by NAFD with external oversight from One Awards
	London Association of Funeral Directors					12 weeks	London Association of Funeral Directors

	Certificate in Funeral Arranging and Administration						
	Funeral Service Awareness Online Training	None. (This is for people who are not employed in the funeral service who may be considering the funeral service as a career option.)			Self-paced online training to prepare a person for applying for a job at a funeral home.		
BIFD	Certificate of Attendance - Introduction to Funeral Service course				6 modules		
	BIFD Certificate in Funeral Service	Working in the profession for at least 20 hours / week. Must be a registered student member of the BIFD. All courses require students to have a good standard of English, and an understanding of maths and science.	Level 4	30	Delivered through BIFD-accredited tutors. 7 units. Students also need to complete reports of specified subjects and 2 written essays. The course concludes with a 90 minute written assessment with a 60% pass mark requirement.		Greenwich University (external credits provided)
	BIFD Diploma in Funeral Service	Holds the BIFD Certificate in Funeral Service, or an equivalent qualification as set out in the BIFD guidelines. All courses require students to have a good standard of English, and an understanding of maths and science.	Level 4	30	Delivered through BIFD accredited tutors. 5 modules, each with different numbers of units. Each unit concludes with a tutor marked assessment, plus 10 reports on specified subjects, and a 15 minute presentation on any subject in the syllabus. The course concludes with a 2.5 hour written paper, a 1.5 hour oral examination arranging a funeral with an examiner, and an observation assessment on conducting a funeral. To achieve the Diploma, students must achieve a minimum of 60% in all assessments, reports, the presentation and each element of the final examination.	2 years	Greenwich University (external credits provided)
SAIF	Certificate in Funeral Practice				4 courses (listed below), delivered through a number of modules: Health and Safety for Funeral Staff, Foundation Funeral Practitioner, Funeral Operative, Funeral Administrator. Learners who successfully gain a pre-determined combination of units will receive a Certificate in Funeral Practice (Cert.FP) (awarded by external moderator One Awards)	1.5 – 2 years (must be completed within 2 years)	Delivered through SAIF's own virtual IFD College with external oversight (in the form of moderation) from One Awards
	New course on Infant and Child Deaths				1 stand-alone module		Delivered through SAIF's own virtual IFD College with external oversight from One Awards
Co-operative Funeralcare	Internal courses				Unit standards. Workbooks are used, assessor interviews are recorded and practical assessments undertaken (taking through a funeral). Buddy system in place for new employees to provide support during the training period and 3 month probation period and an online training portal is available.		Learn Direct (in the form of external assessment)
BIE	Certificate of Competence	Age minimum: 18. Completion of the Foundation Course and sitting a 1 hour examination. Registration with the BIE.			5 modules A-E. At the end of each module is a 2.5 hour exam. Each exam has a pass mark of 60%. Upon completion of all the theory examinations, the candidate may then put in their application for the 2 practical examinations. They must have embalmed 25 straight cases and 15 autopsied before they can do this. They have to embalm both a straight and autopsied case and again the pass mark is 60%. They are allowed 3 hours for each case. They may do both exams in 1 day, or on 2 different days.		The exams are set and administered by The International Examinations Board of Embalmers. The Board trains and appoints examiners. People wishing to become examiners, must first be qualified for 5 years. The IEBE works independently from the BIE. The link between the IEBE and the BIE is the National Examinations Authority. The IEBE was set up many years ago by The BIE, NAFD and CFSMA. The 4 Members of the NEA sit on the Board plus 2 representatives from both NAFD and CFSMA. In recent

					A new textbook and syllabus have now been approved. All new students registering from 1st January 2019 will study on this system. This will alter the theory examinations. There will no longer be a foundation exam. There will be five modules, each with a 2.5 hour examination.		years, SAIF were invited to elect 1 representative onto the Board. Each Member of the Board must be a Member of the BIE. The IEBC also has sitting on it, Professor Gordon Findlater from Edinburgh University Anatomy Department. Currently running a pilot scheme with One Awards with a batch of students to see if this will work for them.
Dignity	Internal courses						

Short Life Working Group – Care of the Deceased

FINAL AND AGREED (as at APRIL 2018)

List of nominated or oversight members – membership informed through consultation with Scottish Government Reference Group

Inspector of Funeral Directors Chair – Natalie McKail

SAIF
Oversight – Terry Tennens
Member – Joe Murren
Member – Jim Brodie
Member for training session – Gavin Henshelwood

NAFD
Oversight/member – Morgan Harris
Member – Paul Cuthell
Member – Gary O'Hara
Business support (1 & 2) – Natalie Volichenko
Member for training session – Angela Allen

BIFD
Member – Alasdair MacLeod
Member for training session – Margaret Dow

ICCM
Oversight – Julie Dunk
Member – Bill Stanley

Co-operative Funeralcare **Member** – Stuart Murdoch

Dignity **Member** – Andrew Beveridge

BIE **Member** – Karen Caney

The Scottish Government **Member** – Cheryl Paris
Business Support (3 & 4) – Ewan Walker

SHORT LIFE WORKING GROUP

Workshop 1 Outputs

Theme: pre-service meetings and logistical planning

1. Engagement of a Funeral Director/firm and removal of the deceased



- Considerations:
- Location
 - Services provided
 - Price
 - Reputation/ recommendation

Possible engagement:
online/phone/walk-in

OUTPUTS

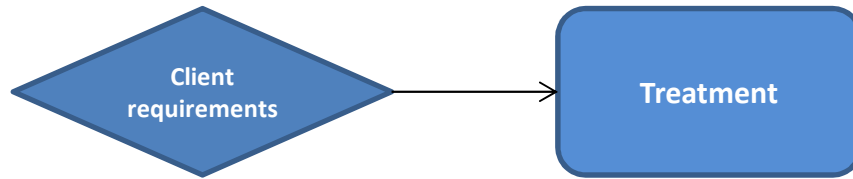
- | | | | |
|---|--|---|---|
| <ul style="list-style-type: none"> • Clear information • Completed 'first call' form with minimum requirements captured • A defined instruction to act on behalf of a client | <ul style="list-style-type: none"> • 'Client' agreed • Initial contract/terms and conditions provided • Cost indication/quote | <ul style="list-style-type: none"> • Paperwork completed | <ul style="list-style-type: none"> • Transfer of deceased into care • Agree who will complete the removal • Log of personal belongings |
|---|--|---|---|

RISKS & CHALLENGES

- | | | | |
|--|---|--|--|
| <ul style="list-style-type: none"> • Lack of consumer info • Mechanisms for choice (no way to compare) | <ul style="list-style-type: none"> • Client may choose to change to a different Funeral Director/firm • Client identification: <ul style="list-style-type: none"> - the onus is on the individual, not the Funeral Director, to ensure they are the correct person to be the client - hierarchy list provided in Burial & Cremation Act 2016 - potential scope for inclusion within 'Funeral literacy' to help provide guidance to the public | <ul style="list-style-type: none"> • Authorise identity – i.e. family/next of kin vs. hospice/hospital worker | <ul style="list-style-type: none"> • Safe-guarding – e.g. signature required • Health & Safety rules • Out-sourcing (onus is on the Funeral Director to ensure suitability) • Repatriation • Cross-border movement • Timelines • Transparency |
|--|---|--|--|

SHORT LIFE WORKING GROUP
Workshop 1 Outputs
Theme: pre-service meetings and logistical planning

2. Care and presentation of the deceased – discussion of options available



Considerations:

- Funeral Director to provide guidance and clarity
- Must be given the option to opt in/out of services
- Informed choice = paramount

Includes:

- Refrigeration*
- Embalming
- Care/preparation

* Refrigeration - additional considerations:

- Will refrigeration be included as a requirement?
- Temperature limit – set upper limit only?
- Does access need to be mandatory? SAIF to implement a requirement of membership that there is one space/50/annum within the members’ premises
- Appropriate monitoring required if service is out-sourced

-
- Agreement of next steps - signed documentation

- The option to view** the deceased must be discussed

-
- Onus on the Funeral Director to use a qualified practitioner

- Standard presentation/care principles to be agreed; ‘first offices’ as minimum and universal requirement

** Viewing of the deceased - additional considerations:

- Legislation cannot dictate the right to view but can state the option and facilities to do so must be provided; clients must be able to enquire about options.
- If a Funeral Director advises viewing should not be considered, e.g. in cases of serious decomposition, should an indemnity form be completed if the client goes ahead with a viewing?

-
- Possible requirement to standardise language/terms used & provide a minimum requirement level

- Other restrictions – e.g. Infection control

-
- Facility access

- Cannot make invasive options mandatory

- External qualifications may be recognised by level achieved not the awarding Association/Organisation

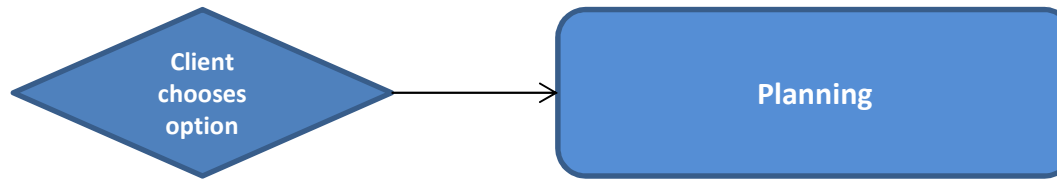
- Can a Funeral Director decline a treatment?

OUTPUTS

RISKS & CHALLENGES

SHORT LIFE WORKING GROUP
Workshop 2 Outputs
Theme: service and after-care

3. Planning of a service



Options available:

- Burial
- Cremation
- Other/future technologies

Planning

- A full and detailed description of service options should be made available
- A clear discussion of costs with price lists available/on display

OUTPUTS

- A Funeral Director should provide support and information to help the client reach an 'informed choice'
- Agree format and appropriate next steps

- Consent provided to care of deceased treatment option/plan
- Signed estimate
- Detailed list of service logistics/requirements (format will be dependant on individual firm)

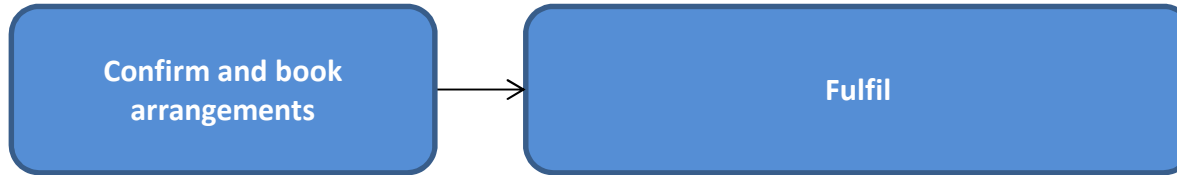
RISKS & CHALLENGES

- The client must be the focus to ensure they get the best service available
- A client can over-ride any specifics listed in a funeral plan
- How is 'informed choice' demonstrated?

- Health & Safety considerations – possible link with Public Health?
- Funeral affordability
- Changes to price – estimate vs. actual
- Advertisement of prices – e.g. price comparison websites, pre-paid plans, direct sales

SHORT LIFE WORKING GROUP
Workshop 2 Outputs
Theme: service and after-care

4. Logistics of the service



Key responsibilities:
 • Communication with client/service providers
 • Arbitration

Key part of the process = premises
 i.e. suitability, usage of specialist equipment, modification of a building, etc

OUTPUTS	<p>Forms:</p> <ul style="list-style-type: none"> • Legal/mandatory documentation – e.g. Cremation form • Fulfilment – e.g. mortuary register (or a suitable alternative), company policies/procedures, logistics 	<ul style="list-style-type: none"> • A clear and robust mechanism for dealing with donations must be in place • During/after the service a report/check-list will be completed • Legal actions finalised – e.g. completion of registers, title deeds • Ashes interred/provided to client* • Final invoice • Opportunity to close the relationship & provide feedback 	<p>* <u>Handling of ashes:</u></p> <ul style="list-style-type: none"> • Legalities, as a minimum standard, will be covered by the Cremation Act • Code of Practice will include an ‘ashes management policy’ covering: <ul style="list-style-type: none"> - identification of ashes - how to keep a record/log (covering collection from a crematorium to all ashes being off the Funeral Director’s premises) - appropriate handling (including health & safety considerations) - storage - usage of third party companies - a defined process for linkage between the certificate and ashes - additional guidance for the handling of children’s ashes
	<p>• Records and forms will vary per individual Funeral Director/firm</p> <p>• Storage and handling of data</p>	<ul style="list-style-type: none"> • Settling of final account – e.g. provision of payments options, chasing payment owed • Involvement of third parties to complete work – e.g. a local Council • Complaint management 	

RISKS & CHALLENGES

SHORT LIFE WORKING GROUP

Overall considerations and risks

Key considerations and risks which may be applicable throughout the process

- **Existing Codes of Practice** – will be referenced and used where possible.
- **Forms** - the specific details included on forms/templates will not be listed in the Code of Practice as these will vary per individual Funeral Director/firm. However, best practice as to when information should be formally captured will be specified. Further help and guidance to the details of what should be captured can be provided by the Inspector and/or individual Trade Associations/other organisations.
- **GDPR** – new policy from April 2018 will dictate the method and suitability of data management and storage.
- **Complaint management** – will remain separate to the Code of Practice, but there is an expectation each firm/business should have an existing policy to be available at all stages of the process.
- **Premises** – suitability, along with any specialist equipment/technology for a Funeral Director business.

Additional points likely to be added during workshop 3

TERMS OF REFERENCE FOR THE SHORT LIFE WORKING GROUP ON CARE OF THE DECEASED

FINAL AND AGREED

Purpose

To explore the current standards for operation, training and care of the deceased used by funeral directors and how these existing standards might inform a future Code of Practice.

In doing so the Group will:

- Ascertain which standards currently exist including industry standards, HSE standards, trade association standards, other guidance
- Identify areas of good practice within existing standards, guidance etc. and gaps or areas for improvement
- Use their practical knowledge and expertise to define five or six key themes of care
- Define the underpinning principles for a future statutory Code of Practice

SHORT LIFE WORKING GROUP ON CARE OF THE DECEASED

Outputs from workshop 3 Learning and Development session

(incorporating further comments and additions)

for meeting on 18th June 2018

The National Records for Scotland
The Dome

NAFD input

NAFD Training positioning statement :-

The National Association of Funeral Directors is committed to a process of continuous improvement measured by a series of UK recognised occupational standards, designed to enhance the knowledge and skills of all trainees, and to elevate the capability of all who qualify for the relevant NAFD Diploma qualifications.

The NAFD has two diplomas – a diploma in funeral arranging and a diploma in funeral directing.

- Each diploma is accredited by People First quality endorsed by Birmingham City University. As part of this endorsement, the NAFD has to provide evidence of a sustainable organisational infrastructure, including evidence of financial and adequate resourcing models and operating systems to maintain. This includes providing evidence of the ratio of qualified tutors and examiners to support the annual demand for registrations.
- Infant Cremation Code of Practice has been integrated into both diplomas and into the updated Manual of Funeral Directing.
- An individual must have been working in a relevant role aligned to the content of the syllabus as a funeral director for a minimum of 6 months before they can enrol on a course.
- An individual must have been working in a relevant role aligned to the content of the syllabus as a funeral director for a minimum of 6 months before they can enrol on a course.
- NAFD confirmed that 189 diplomas were awarded last year and that the numbers from Scotland accessing training were rising.
- Students are not directly observed or examined in their place of work. Application of knowledge is tested based on evidence of work based practice through completion of coursework and completion of written and oral final examinations to test the application of knowledge within a specific scenario and to demonstrate individual expertise.

NAFD input cont'd

- To manage development, the process was split into three phases:

Phase one - Criteria and Standards – considered basic, intermediate and advanced levels and what information FDs would require to have at each level. From this work the NAFD developed 32 National Occupational Standards (NOS). (NOS) are statements of the standards of performance an individual must achieve when carrying out funeral service related functions in the workplace, together with specifications of the underpinning knowledge and understanding. This project was carried out and completed in March 2017 by the NAFD in conjunction with People 1st.

Phase two – Looked at trailblazer standards for apprenticeships. This created an apprenticeship based another set of standards that align to the National Occupational Standards- this project is current work in progress.

Phase three - Updating of NAFD FD Manual for publication during 2018. This will be relevant to all four UK countries. NAFD will then begin to update their training syllabus in June 2018.

- The NAFD views its FD Manual as a strategic document which runs in conjunction with the standards and is used in training as an 'anchor'
 - The delivery of the standards can be modified for different circumstances
 - For the FD who has no formal qualification, NAFD is developing a form of training and assessment that can be used to assess a FD's skills and competence.
-
- NAFD confirmed that there was no requirement to have undergone training or to have a qualification before becoming a funeral director. member of the NAFD. However, applications received for membership whereby the FD is not qualified, an oral test and mock interview is carried out to confirm competence in, and knowledge of, the funeral profession before acceptance. This used to be the case but had been abolished a number of years ago. The reasons for this were thought to be cost and wider resource implications. Instead, Membership is also based upon adherence to the Code of Practice, which is monitored through the standards and quality inspection regime.
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- *(NEW addition)* The NAFD is supportive of the introduction of a national minimum academic entry requirement relevant to literacy and numeracy, gained prior to securing employment in the funeral service in order to elevate standards upon entry.

BIFD update

- BIFD provide course work, certification and license.
 - Qualifications provided for FD/Operative/Receptionist.
 - Stated focus on core skills through written exams at initial foundation level. After a student has completed the foundation level they can then go onto work related topics e.g. handling of deceased.
 - External verifier on all courses. Oral assessment on practical examples of job (examiner to be able to visualise process from descriptions)
 - Coursework is signed off by the tutor
 - Course is externally accredited at level 4 by Greenwich University.
-
- BIFD Diploma Course is a 2 year course at a cost of £2,000 - £2,500. Currently there is only 1 tutor and examiner in Scotland with a tutor in training, plus the Examination Board of 4. Qualified FDs can also, however, provide introductory session to any individual who has an interest in becoming a FD.
-
- It was noted that if the Code requires funeral directors to have a minimum level of training/qualifications, it is unlikely that there would be sufficient training providers/instructors and examiners to meet the demand for training.

SAIF update

- SAIF deliver courses that are equivalent to NVQ 3 level
- SAIF currently negotiating with BIFD to offer level 4/5 courses
- Individual courses offered are:
 - Health and Safety
 - Foundation funeral practitioner
 - Administrator Course
 - Operative Course
- On completion of all four courses the individual will gain an award of Certificate of Funeral Practice. The Certificate in Funeral Practice is usually achieved in 18 months – 2 years.
- SAIF currently has one trainer and one assessor in Scotland.
- In addition to submitting workbooks, which include witness and employers statements, an assessment is carried out in the workplace with external oversight provided by 'One Awards'. All assessors and verifiers are qualified at A1 and V1 award level.
- Some members cautioned that if a minimum level of training/qualifications is set out in the Code, that minimum level should not be too high. On the other hand, it was agreed that the each team member must have some level of training/understanding.

Co-operative/Dignity Funeral Care update

Co-op Update

- The Co-op works with 'Learn Direct' to develop internal courses
- Learn Direct also provides the external assessment element
- Qualifications are linked to salary increases
- Use of workbooks, interviews with assessors (that are recorded) and practical assessments (taking through a funeral)
- Buddy system for new employees. Buddies provide support during training period and 3 month probation period.
- Students are encouraged to take sufficient time to complete their training.
- Background and security checks on new staff are carried out as standard.
- An online training portal is available
- All external assessors have funeral industry or care experience.

Co-operative Funeral Care has developed a 'Blue Book' which sets standards and provides a reference point for continued training and quality. All branches are assessed against the standards and are encouraged to flag up where they deem that they need help and support to achieve a standard.

Dignity Update

- Dignity's approach to training and qualifications is similar to that of the Co-op.
- Dignity provides staff training and qualifications that are independently assessed.

BIE Update

- Students are able to begin their studies at 18.
- They sign a contract with an accredited tutor and begin the Foundation Course. They sit a 1 hour exam at the end of this.
- They then register as a student with the BIE and commence the main part of their studies. They study 5 modules A-E. At the end of each module they sit a 2.5 hour exam. Each exam has a pass mark of 60%.
- Upon completion of all the theory examinations, the candidate may then put in their application for the 2 practical examinations. They must have embalmed 25 straight cases and 15 autopsied before they can do this. They have to embalm both a straight and autopsied case and again the pass mark is 60. They are allowed 3 hours for each case. They may do both exams in 1 day, or on 2 different days.
- They then receive a certificate of competence from the Exam Board and may then apply for membership of the BIE.
- The exams are set and administered by The International Examinations Board of Embalmers. The Board trains and appoints examiners. People wishing to become examiners, must first be qualified for 5 years. The IEBE works independently from the BIE. The link between the IEBE and the BIE is the National Examinations Authority. The IEBE was set up many years ago by The BIE, NAFD and CFSMA. The 4 Members of the NEA sit on the Board plus 2 representatives from both NAFD and CFSMA. In recent years, SAIF were invited to elect 1 representative onto the Board. Each Member of the Board must be a Member of the BIE. The IEBE also has sitting on it, Professor Gordon Findlater from Edinburgh University Anatomy Department.
- At the moment, we are starting a pilot scheme with One Awards with a batch of students to see if this will work for us.
- The new textbook and syllabus have now been approved. All new students registering from 1st January 2019 will study on that system. This will alter the theory examinations. There will no longer be a foundation exam. There will be five modules, each with a 2.5 hour exam.
- There are 2 accredited tutors in Scotland, although only 1 is regularly taking on students. There are no examiners in Scotland, at this present time.

Outstanding matters for consideration

- There are a number of outstanding matters pertinent to the Code which have been raised either by the short life working group, during general discussions/engagement with FD or in e-mails. These are:
- *[this list is not exhaustive and should be added to.]*
- FD Indemnity/insurance and how the code will affect this
- Fit and proper person tests
- Inspection and enforcement
- Training/qualification levels
- Grandfather rights with regards to training/qualifications
- Agreed length of time between introduction and enforcement of the Code
- Refrigeration
- Premises suitability

SHORT LIFE WORKING GROUP - WORKSHOP OVERVIEW

Aim: over a series of three workshops the topic areas listed below will be explored and discussed by the group to help inform the work on a future statutory Code of Practice in Scotland, as detailed in the separate Terms of Reference for the group. The workshops are based on the logical steps used when providing care to the deceased. In each workshop the impacts and processes impacting the deceased, clients and Funeral Directors should be considered. The topics listed for discussion are not exclusive and listed for guidance purposes only.

	WORKSHOP 1 19/02/2018	WORKSHOP 2 19/03/2018	WORKSHOP 3 18/04/2018
THEME	Pre-service meetings and logistical planning	Service and after-care	Information and guidance provided to Funeral Directors
INITIAL TOPICS FOR DISCUSSION	<ul style="list-style-type: none"> • Removal of the deceased • Care and presentation of the deceased – inc. embalming, storage, etc • Client identification and who can be involved in making arrangements • Planning of a funeral service, burial, cremation, etc • Provision of estimates and price lists 	<ul style="list-style-type: none"> • Logistics of completing a funeral service, burial, cremation • Handling of donations • Storage and collection of cremated remains • Final billed account 	<ul style="list-style-type: none"> • Training/qualifications/experience and competence • Inspection and monitoring • Registering and handling of complaints • <i>Business guidance</i> • <i>Resources available</i> • <i>Marketing, advertising and publicity</i> • <i>Professional conduct</i> •