



*Independent Funeral Director' College (limited by guarantee) Company number 3133906*

**IFD COLLEGE**

**PO Box 9140**

**Braintree**

**CM7 0DG**

**Telephone 0845 1300 713**

**Fax 01279 726 300**

**Email [info@ifdcollege.org](mailto:info@ifdcollege.org)**

**[www.ifdcollege.org](http://www.ifdcollege.org)**

## **BACKGROUND AND HISTORY**

The Independent Funeral Directors College (**IFDC**) was founded in November 1995. This virtual college was born from a need to provide basic vocational training to those employed in the Independent sector of the Funeral profession, and, at that time, who were employed by a member of the National Society of Allied & Independent Funeral Directors (**SAIF**)

At the time the only access to training for those in the Independent sector was via the Diploma in Funeral Directing operated by the British Institute of Funeral Directors (**BIFD**)

Although a good course, it is relatively lengthy, expensive and not appropriate for all staff employed in the profession.

SAIF set about providing training that was appropriate for all and of a practical nature, hence the foundation of the IFD College.

The IFD College is now an entirely separate entity in its own right.

It is hoped that, in time, additional courses will become available. On April 1<sup>st</sup> 2005 the college opened its doors to all independent Funeral Directors, whether or not members of SAIF. From that date the Health & Safety Units became available to non SAIF businesses, together with the IFDC's DVD 'A guide to Safe Working' and the associated workbooks.

**In March 2007 the IFD College became a member of the National Open College Network and an accredited training Centre. All of our units of training are accredited through National Open College network. All of our training is now available to anyone working in Funeral Service.**

### **What is NOCN?**

The National Open College Network (NOCN) is

- The UK 's foremost provider of accreditation services for adult learning
- A QCA, CCEA and ACCAC recognised national qualification awarding body
- the central organisation for 11 Open College Networks (OCNs) in the 9 Regions of England, Wales and Northern Ireland

NOCN provides national qualifications and programmes in a wide range of subject areas and offers a local accreditation service, through the OCNs, that provides recognition of achievement through the award of credit.

NOCN works in partnership with organisations to develop learning strategies that will enable people to participate and succeed. The fully integrated service of accreditation and qualifications helps to secure provision relevant to learners and employers, with robust standards, achievable goals and progression opportunities for all.

## **What is the NOCN Credit and Qualification Framework?**

The NOCN CQF brings together NOCN's existing portfolio of National Qualification Framework (NQF) qualifications and local Open College Network (OCN) credit awards under one centre approval process and quality assurance system to provide a coherent national framework of credit awards and qualifications as a mechanism for learner progression and achievement into and within the NQF.

### **NOCN NQF Qualifications**

These qualifications are accredited by the Regulatory Authorities (QCA / ACCAC / CCEA) and sit within the NQF. They include qualifications from Entry Level through to Level Three.

### **OCN Units**

OCN units are expressed as credit achievement. They have been designed by OCNs and their provider organisations to meet the needs of target groups of learners where other accredited provision is inappropriate or unavailable. OCN units provide opportunities for learners to progress to qualifications within the NQF.

## **AIMS AND OBJECTIVES**

Our aim is to make learning available to all staff employed in the sector. We advertise workshops via the trade association the trade magazine, SaifInsight, other trade press and our web site.

Workshops are held all around the UK often in a Funeral Home

We aim, through training and education to ensure a recognised standard throughout the independent sector of the profession.

We aim to ensure that standards are uniform throughout the United Kingdom.

## **ACCESS AND SUPPORT**

The college aims to provide the best possible support for learners and we recognise that our Learners have individual learning needs. To help us in this respect we would ask that Learners make us aware of any individual difficulties or special learning needs prior to enrolment. Any such information will be treated in confidence.

The Disability Discrimination Act (DDA) defines disability as a substantial physical or mental impairment that has an adverse effect on a person's ability to carry out normal day-to-day activities. This definition may not cover some people who do have difficulties with learning, but the IFD College aims to support all learners on an individual basis whether they have rights under the DDA or not.

Unlike many vocational training courses, both our Funeral Foundation certificate and Funeral Operative certificate courses have been designed to

adapt to those with special educational needs. In both cases the final assessment will be accepted on an audiocassette.

**The college has an induction policy, assessment policy and academic appeals policy. Copies may be viewed on our web site.**

### **ENTRY REQUIREMENTS**

Entry level literacy. Employment in the funeral profession, allied profession or access to practical learning via an agreed work experience programme. **For some units a full clean UK driving licence is required.**

### **ENROLMENTS**

To enrol for a course, Learners must complete a course application form, which is countersigned by their employer. This should be forwarded with the relevant course fee. All learners should be employed, either full time or part time, in the Funeral sector, or have access for practical assessment (i.e. work experience programme)

Any Funeral Business wishing to arrange 'in-house' training courses for their staff should speak to the College Administrator who will advise them about costs.

Students may register for all or any of the units. Students will receive a certificate for each completed unit, however, in accordance with our assessment policy; all work must be completed within 2 years to be current. Students who do not wish to complete the coursework may apply for a certificate of attendance.

All learners receive their own personal copy of SaifInsight for their first year as a registered student

### **PROGRESSION FOR LEARNERS**

The programmes are available to all employed in the sector. Tutors & assessors plan learning with learners in order to achieve best practice. Learners are signposted where required to other learning provision of core skills.

The units contain many transferable skills which could be claimed as prior learning for training in other caring professions

The British Institute of Funeral Directors operate a diploma course (non-accredited) aimed at Management level Funeral Directors which, if required, learners may be directed to after completion of our programme.

### **CANCELLATIONS AND REFUNDS POLICY**

In the event of the cancellation of a course by the college, learners will be offered an alternative date and venue.

Course fees are non –returnable for learners who fail to arrive.

Refunds are made only at the discretion of the Governors

**COLLEGE MERCHANDISE**

Books, booklets, pamphlets and other merchandise can be purchased from the IFD College office, or via our website.

**SAIFCHARTER MEMBERS**

SaifCharter members can claim their annual allowance from SaifCharter to help with training costs. Please ask the college administrator for details of how to claim.

**CONTACT**

Mrs Sara prince  
IFD College Administrator  
PO Box 9140  
Braintree  
CM7 0DG  
E-mail [info@ifdcollege.org](mailto:info@ifdcollege.org)  
Web: [www.ifdcollege.org](http://www.ifdcollege.org)

**COLLEGE GOVERNORS**

Chairman of Governors Alun Tucker - 0208 550 4047 (Chair)  
Treasurer & Co Secretary - Mervyn Pilley - 0845 230 6777  
Director of Education & Curriculum Development - Chris Parker 01732 360328  
Pat Gallagher  
Brian Stock  
David Peasgood  
Mark Woollard

## **HEALTH & SAFETY FOR FUNERAL STAFF**

### **UNITS HS1 AND HS2**

#### **2 CREDITS**

#### **TARGET LEARNER GROUP**

All Staff employed in the sector.

#### **ENTRY REQUIREMENTS**

There are no educational requirements.

#### **ASSESSMENT**

Assessment consists of:

- Verbal questioning
- Simple written assignments/workbooks
- Observation
- Other appropriate and acceptable means of assessment.

The date of the assessment is agreed between the Learner, his/her employer and the assessor.

The learner's completed portfolio is sent for verification, together with the assessor's report.

Following successful verification the student will be awarded a certificate for the relevant unit of study.

Students who do not wish to complete the coursework and subsequent assessment will be awarded a certificate of attendance for the relevant unit.

### **SYLLABUS**

#### **UNIT TITLE: Health and Safety Legislation and Manual Handling**

This Unit is about:

- Ensuring that your own actions reduce risks to Health & Safety
- Understanding the law as it applies to Health & Safety
- Risk Assessment and good housekeeping
- Recognising risks in your own workplace including Office Health & Safety and use of VDUs
- Knowing How to lift safely

At the end of this training workshop the learner should be able to

1. Demonstrate an understanding of the legal requirements of and necessity for Health and Safety legislation
2. Identify the basic principles of the COSHH legislation in relation to their own place of work
3. Demonstrate knowledge of the fire drill procedures in their own place of work
4. Show an understanding of the manual handling regulations

5. Demonstrate knowledge of safe lifting and handling techniques

**UNIT TITLE: Safety and Infection Control for Funeral Staff**

This unit is about:

- The regulations regarding First Aid at work
- What to do in an emergency and how to raise the alarm
- Looking after your own health and safety

At the end of this training workshop the learner should be able to:

1. Show an understanding of the aims and limitations of First Aid provision in the workplace
2. Recognise the obligations for the reporting of accidents in the workplace.
3. List the key principles of correct handling of clinical waste
4. Understand the rules for self hygiene
5. Show an understanding of infection control
- 6 Identify the basic principles of RIDDOR in relation to their own place of work

## **AN INTRODUCTION TO HEALTH & SAFETY AT WORK**

### **UNITS HS1 AND HS3**

#### **2 CREDITS**

#### **TARGET LEARNER GROUP**

Anyone requiring a basic knowledge of Health and safety at work. Suitable for those who provide goods and services to the funeral profession and who may spend time in funeral service premises.

#### **ENTRY REQUIREMENTS**

There are no educational requirements.

#### **ASSESSMENT**

Assessment consists of:

- Verbal questioning
- Simple written assignments/workbooks
- Observation
- Other appropriate and acceptable means of assessment.

The date of the assessment is agreed between the Learner, his/her employer and the assessor.

The learner's completed portfolio is sent for verification, together with the assessor's report.

Following successful verification the student will be awarded a certificate for the relevant units of study.

Students who do not wish to complete the coursework and subsequent assessment will be awarded a certificate of attendance for the relevant units.

### **SYLLABUS**

#### **UNIT TITLE:           Health and Safety Legislation and Manual Handling**

This Unit is about:

- Ensuring that your own actions reduce risks to Health & Safety
- Understanding the law as it applies to Health & Safety
- Risk Assessment and good housekeeping
- Recognising risks in your own workplace including Office Health & Safety and use of VDUs
- Knowing How to lift safely

At the end of this training workshop the learner should be able to

1. Demonstrate an understanding of the legal requirements of and necessity for Health and Safety legislation
2. Identify the basic principles of the COSHH legislation in relation to their own place of work
3. Demonstrate knowledge of the fire drill procedures in their own place of work

4. Show an understanding of the manual handling regulations
5. Demonstrate knowledge of safe lifting and handling techniques

**UNIT TITLE:            Safety in the workplace**

This unit is about:

- Understanding the regulations regarding First Aid at work
- Knowing what to do in an emergency and how to raise the alarm
- Reporting accidents and incidents
- Understanding and demonstrating safe working practice
- Recognising and assessing risks away from the normal workplace
- Working safely with woodworking equipment
- Understanding the principles of electrical safety
- Having a basic understanding of infection control.

## **FOUNDATION FUNERAL PRACTITIONER**

### **UNITS G1 AND G2**

#### **4 CREDITS**

#### **TARGET LEARNER GROUP**

Anyone employed in Funeral service will benefit from these two units. Covering the essential knowledge for all funeral staff this course together with the **Foundation Certificate in Health & Safety for Funeral Staff** is a good first training step for new employees. The units may also be of value to those who supply goods and services to Funeral Directors and require a working knowledge of the profession.

#### **ENTRY REQUIREMENTS**

Entry level literacy

#### **LEARNER PARTICIPATION & COURSE DURATION**

Workbooks with assignments and exercises are submitted for each unit and will form part of the student's portfolio together with other evidence which the student wishes to submit.

Those who are not employed in Funeral Service will be unable to complete the assessment and will receive a certificate of attendance.

#### **ASSESSMENT**

Assessment consists of:

- Verbal questioning
- Simple written assignments
- Observation
- Other appropriate and acceptable means of assessment.

The date of the assessment is agreed between the Learner, his/her employer and the assessor.

The learner's completed portfolio is sent for verification, together with the assessor's report.

### **SYLLABUS**

**UNIT TITLE:           First Calls Measuring and Conduct**

This unit is about:

- Identification of the deceased
- Measuring
- Personal conduct and standards
- An introduction to the funeral profession

- Taking First calls, and knowing what information is essential.
- Identifying the clients immediate needs and giving advice
- Being able to answer questions and pass on information to others

At the end of this training workshop the learner should be able to:

- Dress and behave appropriately
- Measure accurately
- Follow identification procedures
- Take the initial information which leads to the arrangement of a funeral.
- Be able to advise clients about certification and documentation following a death
- Create & maintain effective working relationships

**UNIT TITLE: Identification Viewing and Personal effects**

This unit is about:

- Being able to adapt to the spiritual and emotional needs of clients
- Understanding about other faith groups
- Ensuring continuity of identification
- Being able to measure bodies and coffins, and pass on correct measurements to others.

At the end of this training workshop the learner should be able to:

- Prepare the Viewing Room in accordance with the religious needs of the bereaved and standards of the company.
- Make visual checks of Coffin/casket prior to viewing.
- Make visual checks of
- The deceased prior to viewing ensuring that the deceased is appropriately prepared
- Ensure that the mourners are treated with respect and dignity

## **FUNERAL OPERATIVE**

### **UNITS OP1, OP2, OP3 AND OP4**

#### **21 CREDITS**

This training course, unlike either of the others, has a large practical element. Indeed, half of the course is spent in either a coffin workshop or garage. Nothing can compare, or even come close, to actually doing the job.

That ancient Chinese sage, Confucius, to whom many wise sayings are attributed, said, "I hear and I forget. I see and I believe. I do and I understand."

Despite the fact that Confucius lived around 500BC, and we are now at the start of the 21<sup>st</sup> century, some things never change, hence our decision to include a large practical element of training in this course.

#### **TARGET LEARNER GROUP**

This course has been designed with those members of our staff who are providing the manual skills in our operation. Whether you call them Operatives, Technicians, Drivers, or Bearers or just the employee who comes in when some extra hands are needed.

#### **ENTRY REQUIREMENTS**

Foundation Funeral Practitioner completed or in progress.

#### **LEARNER PARTICIPATION AND COURSE DURATION**

Learners keep journals for a four-week period, during which they record their work activities, thus building a record of work experience and competence. They will also write a log sheet for each of 10 funerals, giving details of their role and activity.

Workbooks with assignments and exercises are submitted for each unit and will form part of the student's portfolio together with other evidence which the student wishes to submit.

#### **ASSESSMENT**

Assessment consists of:

- Verbal questioning
- Simple written assignments
- Observation
- Other appropriate and acceptable means of assessment.

The date of the assessment is agreed between the Learner, his/her employer and the assessor.

The learner's completed portfolio is sent for verification, together with the assessor's report.

#### **SYLLABUS**

**UNIT TITLE: Removal of human remains for custody and care prior to disposal**

This unit is about:

- Removals of the deceased in a range of situations
- Ensuring safe working practices
- Ensuring good hygiene practice
- Maintaining correct identification
- Appropriate storage of the deceased
- Communicating with a range of other people

At the end of this training workshop the learner should be able to:

- Prepare the removal vehicle
- Carry out the removal of a body to the Chapel of Rest or Mortuary
- Carry out removals from a range of establishments and in a range of situations and understand differing practices in range
- Carry out post removal checks and procedures.
- Maintain an appropriate physical environment for the care and custody of the deceased.

**UNIT TITLE: Coffin and Casket Finishing**

This unit is about:

- Coffin & casket size selection
- A range of coffin fittings and furnishings
- Environmental issues
- Good Housekeeping & safe workshop practice

At the end of this training workshop the learner should be able to:

- Describe the Coffin & Casket Range of their company
- Understand the environmental issues surrounding burial and cremation
- Prepare the coffin or casket Ensure safe working practices

**UNIT TITLE: Vehicle Maintenance, Cortege Driving and Chauffeuring skills.**

This unit is about:

- Preparing and maintaining funeral vehicles
- Chauffeuring skills
- Communicating with the bereaved
- Courtesy to others

At the end of this training workshop the learner should be able to:

- Maintain and clean vehicle according to the requirements of the company.
- Ensure safe working practices
- Drive Hearse or Limousine in a cortege using good cortege driving and road user practices and appropriate conduct to the bereaved.

**UNIT TITLE: Pall bearing, handling floral tributes and Funeral Procedures**

This unit is about:

- Pre Funeral checks
- Safe working practices
- Floral Tributes
- Pall Bearer's skills
- Professional behaviour

At the end of this training workshop the learner should be able to:

- Follow company procedure to make appropriate checks that take place before the Funeral
- Place coffin in Hearse using correct manual handling techniques.
- Handle and Record Floral Tributes
- Follow Director's instructions to carry a coffin, lower at graveside or place on trestles/catafalque
- Know how to maintain a professional attitude in a range of situations.

## **FUNERAL ADMINISTRATOR**

### **UNITS AD1, AD2, AD3, AD4, AD5, AND AD6**

### **27 CREDITS**

#### **TARGET LEARNER GROUP**

Designed for the Administration Staff, Funeral arrangers, Receptionists or whatever titles you have chosen to give. These are the folk who will receive your clients, at the very least take some basic information and do all of the back room organisation and administration.

#### **ENTRY REQUIREMENTS**

Foundation Funeral Practitioner units 3/G1 & 4/G2 completed or in progress.

#### **LEARNER PARTICIPATION AND COURSE DURATION**

To complete the entire course, learners have to make quite a large commitment as it's far from easy, and involves an average of 200 hours or more from each learner.

Learners attend training workshops with a trainer and are expected to learn on the job and by personal study. Groups have been as small as 3 learners and as large as the maximum number of 8.

In addition to the work units, learners keep a written record of 10 case studies as part of their portfolio. These are cases that they have arranged or been involved with in some major way. The case study is not just factual, it also calls on the learner to make a judgement about the client's attitudes and coping skills.

There are also set booklets and pamphlets, which the learners are expected to read.

Finally, the learner will attend a tutorial with their assessor to identify any problem areas. A final assessment will be in the workplace.

#### **UNIT TITLE:       **Taking Funeral Instructions from a client.****

This unit is about:

- Event management
- Knowing what services your company provides to clients
- Knowing what services other people can provide for your clients, and where to source those services.
- Helping you to provide effective client service by obtaining the client's needs

- Recording and communicating what services were requested.

At the end of this training workshop the learner should be able to:

- Know the key elements required for a funeral.
- Know what additional services may be required for a funeral.
- Provide clients with itemised estimate and final invoice
- Organise & confirm the funeral arrangements.

**UNIT TITLE:           Death Registration, HM Coroner and Repatriations**

This unit is about:

- Helping and advising clients to make a claim from the social fund and to obtain other benefits.
- Receiving and handling money.
- Arranging Service sheets and newspaper announcement.

At the end of this training workshop the learner should be able to:

- Identify the Social Fund benefits available to the bereaved and know the procedure for claiming a bereavement benefit.
- Handle charitable donations, cash and cheques.
- Arrange the printing and publishing of service sheets, death announcements and obituary notices
- Be aware of the legal obligations of funeral planning companies
- Understand the importance of the correct procedures for handling, ordering and accepting delivery of floral tributes.
- Use a range of statutory certificates and documents required for burial and cremation
- Demonstrate an awareness of the key issues involved when importing and exporting human remains from abroad.

**UNIT TITLE:           The law of Burial and Cremation**

This unit is about:

- The different places where bodies can be buried and residential considerations.
- Knowing which documents are legally required for a burial and a cremation in different circumstances.
- Environmental considerations.

At the end of this training workshop the learner should be able to:

- Describe the different types of burial grounds, grave and permitted memorials.
- Have knowledge of Cemetery and Churchyard Regulations.
- Identify the correct documents and certificates required by a burial authority
- Identify the information, documents and certificates legally required by a Crematorium
- Demonstrate knowledge of the cremation process.

**UNIT TITLE: Funeral Office Procedures**

This unit is about

- Her Majesty's Coroner. His/her role and responsibilities
- The Registrar of Births, Marriages and Deaths. His/her role and responsibilities

At the end of this training workshop the learner should be able to:

- Explain the legal requirements and procedure for registering a death in England and Wales.
- Understand the legal requirements and procedure for registering deaths occurring outside of England and Wales
- Understand the role of the H.M. Coroner and the Coroner's Officer
- Understand reasons for Autopsies, Jury and non-Jury inquests

**UNIT TITLE: Understanding Loss, Grief and Bereavement and Funeral Planning**

This unit is about

- The effects of bereavement
- How people react to bereavement
- How Funeral Directors can help
- Thinking about your own emotional needs and coping skills.

At the end of this training workshop the learner should be able to:

- Understand the physical and emotional effects of bereavement and grief
- Understand the needs of the bereaved and give support
- Demonstrate an understanding of the need to support yourself & colleagues
- Understand how bereavement can affect a client's behaviour
- Communicate effectively with clients and colleagues using a range of methods.

**UNIT TITLE: Professional organisations, Funeral service and customer care**

This unit is about:

- The role of Trade Associations in the Funeral Profession
- The role of the Funeral Director
- Funeral Planning

At the end of this training workshop the learner should be able to:

- Describe the role of Trade Associations in the modern world and in the Funeral Profession in particular.
- Understand the key elements and obligations of a code of practice
- Be aware of the values of arbitration, conciliation, redress and consumer's rights
- Understand and appreciate the role of the Funeral Director in modern society and in his/her community
- Understand the concept of funeral planning and the value to both business and consumer

## **TUTORS, ASSESSORS AND INTERNAL VERIFYER**

All college tutors/trainers, and Assessors either, are trained, or are in the process of being trained. Their training includes basic principles of first aid, foundation Health & Safety at work and city and Guilds Assessor and verifier training.

We have an internal verifier.

For further information about assessment procedures you may view the IFD College Assessment Policy and IFD College Academic appeals policy, both of which are held at the college administration office.

## **CERT FP AND FELLOWSHIP**

Learners who successfully gain all 14 units certificates will be awarded the Certificate in Funeral Practice (Cert.FP) and are also eligible to apply for Fellowship of the College, which allows them to use FIFDC after their name as well as Cert.FP

