

## Funeral Team Member

### Level 2 Apprenticeship Standard (ST0594)

### Specification



This guide describes the different types of End-Point Assessment tests, the test rules and who should be involved. Preparing for End-Point Assessment and working with SIAS are also covered.

SIAS is the science industry assessment service. It is part of the Cogent Skills Group. For further information about apprenticeship standards and Trailblazers please contact [info@siasuk.com](mailto:info@siasuk.com).

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## Qualification Objective

The aim of this qualification is to ensure that the apprentice is occupationally competent against the knowledge, skills and behaviours outlined in the assessment plan for this standard.

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.

## Prior Learning and Qualifications

Entry requirements are to display the personal attributes and values expected by all funeral team members: dignity, respect, sensitivity, empathy, professionalism, caring, adaptability, flexibility, resilience, integrity. Funeral operatives must be in possession of a valid driving licence.

## Overview

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.

Apprentices will spend 12 months on programme (this does not include EPA period).

The apprenticeship will be graded fail, pass or distinction.

## Competence Evaluation

During the apprenticeship, regular evaluation of the competence of the apprentice against the apprenticeship standard will help to ensure that they achieve full occupational competence by the end of their training, and they are ready for End-Point Assessment. Confirmation from the employer that the apprentice is fully competent is needed before End-Point Assessment can take place.

As competence evaluation is an in-programme activity, the process that is used for this has not been mandated. It is for the employer supported by their training provider to decide how they wish to do this. To help with this SIAS has produced the SIAS Competence Tracker.

## Gateway Requirements

Apprentices must complete the gateway requirements and provide evidence to SIAS as detailed below before taking the EPA. On completion of the gateway requirements, the employer must confirm the apprentice as ready for the EPA.

The following must be provided for gateway:

- Achieved English and maths at Level 1.
- The employer is satisfied that the apprentice has achieved full competence.
- A portfolio of evidence.

### Assessment Methods

The apprentice will be assessed to the apprenticeship standard using three complementary assessment methods. The assessment activities are not 'weighted' in percentage terms, as they are all important to demonstrating the apprentice's synoptic performance. The assessment activities will be completed by the End-Point Assessor as follows:

1. On Demand Test.
2. Competence Scenario.
3. Professional Discussion.

### On Demand Test

The apprentice must carry out a knowledge test during the EPA period.

- Apprentices must have a maximum of 40-minutes (including reading time)
- On-demand online multiple-choice test (20 questions, 4 choices per question 1 correct answer = 1-mark, incorrect answers will be assigned 0 marks)
- Scenario based questions, externally set and marked by SIAS, undertaken either on the employer's premises or offsite.

The assessment will be an objective on-demand, online test and will be in a multiple-choice format. Questions will cover the knowledge and skills identified below and will be written using the language, tone and style expected for the level of standard. Apprentices taking the tests will be given a proportional sample of these questions which reflect general coverage of the standards to demonstrate competence within the given time constraints.

The 40-minute test will include two parts, part A (12 questions) on the core and part B (8 questions) on the relevant specialist function. The apprentice must pass both sections to pass overall.

The questions will be scenario based requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard. Apprentices will complete their tests on-screen, unless individual assessment needs dictate a suitable alternative method, and in a 'controlled' environment, which may be on or off the employers' premises.

SIAS will identify a suitable person to invigilate the on-demand test. It may, but does not have to be, the assessor marking the competence scenario and conducting the professional discussion.

The On Demand Test will be graded Fail, Pass or Distinction.

In order to pass the apprentice will achieve the following grade boundaries:

- (core):
  - 0-7 fail,
  - 8+ pass
- (specialism)
  - 0-4 fail,

- 5+ pass.

Apprentices must pass both core and specialism questions to pass.

The score for both parts will be combined to give an overall grade:

- 0-12 fail
- 13-16 pass
- 17-20 distinction.

### On Demand Test Knowledge, Skills and Behaviours

Ref	KSB Statement
<b>Knowledge</b>	
<b>K1</b>	How to communicate with clients during the various stages of the grieving process.
<b>K2</b>	Specific client communication needs, for example, dementia, language, cultural diversity.
<b>K4</b>	The importance of meeting client’s needs and requests, whilst working in line with the products and services offered by the business.
<b>K5</b>	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.
<b>K6</b>	How to protect the business reputation based on values, vision, aims and behaviours.
<b>K7</b>	The importance of maintaining a good reputation with clients, competitors and within the local area.
<b>K11</b>	How technology, including social media is used in the business and how it contributes to the business reputation.
<b>K13</b>	Different types of teams, third party team members and stakeholders within the wider team and how strengths and weaknesses affect team dynamics
<b>K14</b>	The legislative requirements, duties and responsibilities of the business.
<b>K18</b>	Different learning styles.
<b>K20</b>	Where to find information regarding specialist products and services for example exhumation, repatriation and burial at sea.
<b>Pathway – Funeral Arranger</b>	
<b>K22</b>	The third parties involved and the role they play in delivering client needs.
<b>K25</b>	The principles of operating commercially in a competitive industry.
<b>Pathway – Funeral Operative</b>	
<b>K27</b>	The legal and business requirements for driving, maintaining and cleaning vehicles for example reporting damage.

Ref	KSB Statement
<b>K30</b>	The environments, the equipment used and the importance of completing dynamic risk assessments to move the deceased.
<b>K34</b>	How to bear coffins or use appropriate equipment safely, professionally and in varying environments with dignity and respect.

### Competence Scenario

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 a competence scenario. This will be a practical observation of an activity where suitable or via a simulated scenario where not.

- 75-minute (+/- 10% at the discretion of the assessor) observation / simulation observed by the End-Point Assessor.
- Will include areas of the standard identified below.
- The End-Point Assessor will select the scenario from a bank of scenarios generated by SIAS.

Where naturally occurring (and if appropriate), activities will be observed rather than simulated. The observation / simulation will focus on a particular activity and will test behavioural, analytical and decision-making skills in a realistic setting.

Simulations must succeed in recreating the atmosphere, conditions and pressures of the real situation.

Any resources or equipment that would normally be in the work environment should be available and in working order for the observation/simulation.

Apprentices will complete the required tasks in the timescales normally expected in the workplace, taking account of any legislation and regulations that would apply.

Only one apprentice will be observed at any time.

The Competence scenario will be graded Fail or Pass.

### Competence Scenario Grading Descriptors

Grading descriptor
<b>Knowledge</b>
<b>P1</b> Demonstrate knowledge and understanding of client types, how to identify their needs and preferred methods of communication.
<b>P2</b> Use appropriate methods of communication including non- verbal, verbal, written and social media.
<b>P3</b> Show respect when communicating with all clients and third parties
<b>P4</b> Use clear, relevant and empathetic communication to establish clients' needs and satisfy their requirements.

Grading descriptor
<b>P5</b> Deliver excellent service during all interactions, including phone, face-to-face, electronic and postal communications.
<b>P6</b> Operate within the business values when dealing with clients and team members in all daily activities.
<b>P7</b> Support team members to ensure that the services provided are of a high quality, delivered on time and as required.
<b>P8</b> Comply with legal and business requirements whilst conducting all services.
<b>P9</b> Follow business policies and procedures relating to third party locations of the deceased, identification, release of ashes, personal effects, notifiable diseases and specialist services.
<b>P10</b> Take a proactive approach to providing clients with product and service information within your area of responsibility.
<b>P11</b> Offer information and assistance with specialist services and products.
<b>P12</b> Confidently interact with clients adapting to the needs of the individual during the grieving process.
<b>P13</b> Use clear language in all communication, verbal and written, seeking help when it is required.
<b>P14</b> Communicate politely at all times.
<b>P15</b> Communicate clearly and with empathy at all times.
<b>P16</b> Professionally and calmly, work with clients to resolve concerns, complaints and use compliments effectively in the funeral business.
<b>P17</b> Support the reputation of the business by providing a professional service to clients, knowledgeable of how it compares to competitors.
<b>P18</b> Promote the products and services offered by the business.
<b>P19</b> Consistently work to personalise the funeral to the needs of the deceased, client, family, and friends.
Pathway – Funeral Arranger
<b>P20</b> Demonstrate knowledge and understanding of the full range and unique selling points of products and services offered by the business.
<b>P21</b> Demonstrate how to plan/arrange a funeral according to client’s needs within legislative boundaries and local constraints, rules and regulations
<b>P22</b> Arrange, plan and assist in visits to the deceased, ensuring client’s needs are respected at all times.
<b>P23</b> Arrange at-need or pre-need funerals according to clients’ requirements, maintaining accurate records of all products and services ordered.



Grading descriptor
<b>P24</b> Complete, discuss and agree client contracts efficiently and according to business guidelines.
<b>P25</b> Confidently communicate with clients and third-party service representatives with understanding, empathy and integrity.
Pathway – Funeral Operative
<b>P26</b> Know how to prepare and present the coffin and the deceased.
<b>P27</b> Know how to undertake pre-funeral checking procedures and your role for the ‘day of the funeral’ service
<b>P28</b> Know how to bear coffins or use appropriate equipment safely, professionally and in varying environments with dignity and respect.
<b>P29</b> Follow relevant legislation, codes of practice and business standards for driving, maintaining and cleaning business vehicles.
<b>P30</b> Transfer the deceased using correct techniques and maintaining client and business requirements.
<b>P31</b> Assist in the preparation and presentation of the coffin and the deceased.
<b>P32</b> Handle coffins and floral tributes safely and respectfully at all times.
<b>P33</b> Show pride in maintaining and cleaning business vehicles. Remain calm and drive responsibly at all times.
<b>P34</b> Be respectful of the deceased at all times.

Fail – An apprentice will fail where they do not demonstrate all the pass descriptors.

### Competence Scenario Knowledge, Skills and Behaviours

Ref	KSB Statement
<b>Knowledge</b>	
<b>K3</b>	Client types, how to identify their needs and preferred methods of communication.
Pathway – Funeral Arranger	
<b>K21</b>	The businesses’ process for the care of the deceased.
<b>K23</b>	How to plan/arrange a funeral according to client’s needs within legislative boundaries and local constraints, rules and regulations.
Pathway – Funeral Operative	
<b>K29</b>	How to handle, remove and move the deceased while maintaining dignity and respect.
<b>K29</b>	How to handle, remove and move the deceased while maintaining dignity and respect.
<b>K32</b>	How to prepare and present the coffin and the deceased.

Ref	KSB Statement
<b>K33</b>	Pre-funeral checking procedures and your role for the 'day of the funeral' service.
<b>Skills</b>	
<b>S1</b>	Use appropriate methods of communication including non- verbal, verbal, written and social media.
<b>S2</b>	Show respect when communicating with all clients and third parties.
<b>S3</b>	Use clear, relevant and empathetic communication to establish clients' needs and satisfy their requirements.
<b>S4</b>	Deliver excellent service during all interactions, including phone, face-to face, electronic and postal communications.
<b>S7</b>	Operate within the business values when dealing with clients and team members in all daily activities.
<b>S13</b>	Comply with legal and business requirements whilst conducting all services.
<b>S18</b>	Take a proactive approach to providing clients with product and service information within your area of responsibility.
<b>S19</b>	Offer information and assistance with specialist services and products.
<b>Pathway – Funeral Arranger</b>	
<b>S20</b>	Arrange, plan and assist in visits to the deceased, ensuring client's needs are respected at all times.
<b>S21</b>	Arrange at need or pre-need funerals according to clients' requirements, maintaining accurate records of all products and services ordered.
<b>S22</b>	Complete, discuss and agree client contracts efficiently and according to business guidelines.
<b>Pathway – Funeral Operative</b>	
<b>S27</b>	Follow relevant legislation, codes of practice and business standards for driving, maintaining and cleaning business vehicles.
<b>S29</b>	Transfer the deceased using correct techniques and maintaining client and business requirements.
<b>S31</b>	Attend funeral briefings and use information to assist in the delivery of the funeral.
<b>S33</b>	Carry out allocated duties with dignity and respect to ensure the smooth running of the funeral.
<b>Behaviours</b>	
<b>B1</b>	Confidently interact with clients adapting to the needs of the individual during the grieving process.
<b>B2</b>	Use clear language in all communication, verbal and written, seeking help when it is required.

Ref	KSB Statement
<b>B3</b>	Communicate politely at all times.
<b>B4</b>	Communicate clearly and with empathy at all times.
<b>B5</b>	Professionally and calmly, work with clients to resolve concerns, complaints and use compliments effectively in the funeral business.
<b>B6</b>	Support the reputation of the business by providing a professional service to clients, knowledgeable of how it compares to competitors.
<b>B13</b>	Promote the products and services offered by the business.
<b>B14</b>	Consistently work to personalise the funeral to the needs of the deceased, client, family, and friends.
Pathway – Funeral Arranger	
<b>B15</b>	Confidently communicate with clients and third-party service representatives with understanding, empathy and integrity.
Pathway – Funeral Operative	
<b>B19</b>	Show pride in maintaining and cleaning business vehicles.
<b>B20</b>	Remain calm and drive responsibly at all times.
<b>B21</b>	Be respectful of the deceased at all times.

### Professional Discussion

- 60-minute (+/- 10% at the discretion of the assessor) discussion between the apprentice and the End-Point Assessor
- Will include areas of the standard identified previously and the portfolio of evidence.

The End-Point Assessor conducting and marking the professional discussion would normally be the same person who marked the competence scenario.

The portfolio of evidence is used by the End-Point Assessor to extract the best of the apprentice’s energy, enthusiasm, competence and excellence in relation to the specific criteria. The portfolio supports the interview and will not be assessed during the End-Point Assessment.

The supporting portfolio of evidence should have a minimum of 5 and a maximum of 10 pieces of evidence. Examples of evidence are:

- Witness testimonies
- Completed documentation
- Client feedback
- Performance review documentation
- Reflective log

End-Point Assessors will select 3 pieces of evidence, which they will require the apprentice to discuss. The apprentice will be notified 48 hours before the interview of what these will be.

The professional discussion will be conducted in a ‘controlled environment.’ The professional discussion may be conducted using technology, as long as fair assessment conditions can be

maintained. Acceptable means of remote assessment include video conferencing / video calling and must include a two-way visual and audio link.

The professional discussion will be planned in advance to allow for quality assurance activity in line with sampling requirements and will cover the key elements of the standard previously identified.

The professional discussion will recognise areas that have already been covered in the competence scenario so as not to re-assess an area in which the apprentice has already demonstrated competence. The amount of questions asked during the professional discussion will vary according to the breadth and depth of the answers given (and how many follow-on questions are required) but as a minimum there must be 10 questions asked to cover all the criteria requirements and give full opportunity for the apprentice to demonstrate all the requirements for a distinction.

### Professional Discussion Grading Descriptors

<p><b>Pass</b> the apprentice’s answers will solely demonstrate how they perform to the standards required.</p>
<p><b>Distinction</b> the apprentice’s answers will demonstrate understanding of their learning, by demonstrating changes they have implemented, evaluating their actions and analysing their performance.</p>
<p><b>P1/D1</b> 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><b>P2/D2</b> Knowledge of client types and the local community demographic.</p>
<p><b>P3/D3</b> The benefit to yourself and the business of forming professional relationships.</p>
<p><b>P4/D4</b> The acceptable boundaries of professional relationships.</p>
<p><b>P5/D5</b> Report any instance where the reputation of the business could be / has been damaged.</p>
<p><b>P6/D6</b> Treat all clients and colleagues with respect and work positively within the local community.</p>
<p><b>P7/D7</b> Use technology including social media in line with business requirements</p>
<p><b>P8/D8</b> Actively promote the reputation of the business by using social media and business technology tools responsibly.</p>
<p><b>P9/D9</b> 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><b>P10/D10</b> Support team members to ensure that the services provided are of a high quality, delivered on time and as required.</p>
<p><b>P11/D11</b> Be conscious of the impact of personal behaviours on the team by a consistent, positive and professional approach.</p>
<p><b>P12/D12</b> Adapt positively to all types of team leaders, team members and different types of team within the business in which you work.</p>

**Pass** the apprentice's answers will solely demonstrate how they perform to the standards required.

**Distinction** the apprentice's answers will demonstrate understanding of their learning, by demonstrating changes they have implemented, evaluating their actions and analysing their performance.

**P13/D13** Consistently exhibit respect and work positively with team leaders and team

**P14/D14** 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

**P15/D15** Follow business policies and procedures relating to third party locations of the deceased, identification, release of ashes, personal effects, notifiable diseases and specialist services.

**P16/D16** Operate in an honest and trustworthy way demonstrating integrity in all duties respecting the dignity of the deceased at all times.

**P17/D17** How personal development and performance contributes to success of the business.

**P18/D18** How to identify personal goals and development opportunities and the support / resources available to achieve these.

**P19/D19** Different learning styles.

**P20/D20** Take ownership for own learning development and performance.

**P21/D21** Carry out personal development activities. Identify your own learning styles.

**P22/D22** Reflect on own ways of working and with support from your line manager, actively create and implement a personal development plan.

**P23/D23** Where to find information regarding specialist products and services for example exhumation, repatriation and burial at sea.

Pathway – Funeral Arranger

**P24/D24** The third parties involved and the role they play in delivering client needs.

**P25/D25** The importance of accurate calculation and completion of the client contract and the implications to the business if not completed properly.

**P26/D26** Arrange, plan and assist in visits to the deceased, ensuring client's needs are respected at all times.

**P27/D27** Gather and collate feedback from clients using the businesses approved systems and communication methods.

**P28/D28** Use own initiative when carrying out arranging activities.

**P29/D29** The business administration / finance systems and how invoices are created.

**P30/D30** Access and use systems accurately, efficiently and within legislation requirements.

**Pass** the apprentice’s answers will solely demonstrate how they perform to the standards required.

**Distinction** the apprentice’s answers will demonstrate understanding of their learning, by demonstrating changes they have implemented, evaluating their actions and analysing their performance.

**P31/D31** Maintain precise records of all products and services purchased by clients.

**P32/D32** Ensure the timely receipt of payments and finance agreements.

**P33/D33** Consistently prioritise and arrange financial records and client accounts.

**P34/D34** Consistently review information and clerical processes for errors and make corrections before finalising administration / financial duties.

Pathway – Funeral Operative

**P35/D35** The importance of knowing routes and planning contingency routes before setting off, keeping up-to-date and checking local disruptions to routes in advance.

**P36/D36** Use pre-arranged routes when driving business vehicles during funeral services and alternative routes when necessary, reporting issues with routes to the appropriate person.

**P37/D37** Transfer the deceased using correct techniques and maintaining client and business requirements

**P38/D38** Attend funeral briefings and use information to assist in the delivery of the funeral.

**P39/D39** Handle coffins and floral tributes safely and respectfully at all times.

**P40/D40** Carry out allocated duties with dignity and respect to ensure the smooth running of the funeral.

**P41/D41** Actively and competently, participate in the smooth running of the funeral service.

**P42/D42** Remain calm and respectful in different situations and help colleagues to do the same.

Fail – An apprentice will fail where they do not demonstrate all the pass descriptors.

**Professional Discussion Knowledge, Skills and Behaviours**

Ref	KSB Statement
<b>Knowledge</b>	
<b>K8</b>	Client types and the local community demographic.
<b>K9</b>	The benefit to yourself and the business of forming professional relationships.
<b>K10</b>	The acceptable boundaries of professional relationships
<b>K12</b>	How to support and influence the team positively, recognising how all colleagues and teams are dependent on each other to meet business objectives.

Ref	KSB Statement
<b>K15</b>	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.
<b>K16</b>	How personal development and performance contributes to success of the business.
<b>K17</b>	How to identify personal goals and development opportunities and the support / resources available to achieve these.
<b>K19</b>	The full range and unique selling points of products and services offered by the business.
<b>Pathway – Funeral Arranger</b>	
<b>K24</b>	The importance of accurate calculation and completion of the client contract and the implications to the business if not completed properly.
<b>K26</b>	The business administration / finance systems and how invoices are created.
<b>Pathway – Funeral Operative</b>	
<b>K28</b>	The importance of knowing routes and planning contingency routes before setting off, keeping up-to-date and checking local disruptions to routes in advance.
<b>K31</b>	When and how to request additional support when carrying out the transfer of the deceased.
<b>K35</b>	How to identify and handle potential incidents and when to escalate to an appropriate person.
<b>Skills</b>	
<b>S5</b>	Apply business policies and procedures to handle client concerns, complaints and compliments.
<b>S6</b>	Deal with client feedback within the limits of your own authority, sharing positive comments, escalating negative comments and finding solutions where possible.
<b>S8</b>	Engage in professional relationships with clients, communities and other stakeholders in order to help build a positive public reputation.
<b>S9</b>	Report any instance where the reputation of the business could be / has been damaged.
<b>S10</b>	Use technology including social media in line with business requirements.
<b>S11</b>	Support team members to ensure that the services provided are of a high quality, delivered on time and as required.
<b>S12</b>	Adapt positively to all types of team leaders, team members and different types of team within the business in which you work.

Ref	KSB Statement
<b>S14</b>	Follow business policies and procedures relating to third party locations of the deceased, identification, release of ashes, personal effects, notifiable diseases and specialist services.
<b>S15</b>	Take ownership for own learning development and performance.
<b>S16</b>	Carry out personal development activities.
<b>S17</b>	Identify your own learning styles.
<b>Pathway – Funeral Arranger</b>	
<b>S23</b>	Gather and collate feedback from clients using the businesses approved systems and communication methods.
<b>S24</b>	Access and use systems accurately, efficiently and within legislation requirements.
<b>S25</b>	Maintain precise records of all products and services purchased by clients.
<b>S26</b>	Ensure the timely receipt of payments and finance agreements.
<b>Pathway – Funeral Operative</b>	
<b>S28</b>	Use pre-arranged routes when driving business vehicles during funeral services and alternative routes when necessary, reporting issues with routes to the appropriate person.
<b>S30</b>	Assist in the preparation and presentation of the coffin and the deceased.
<b>S32</b>	Handle coffins and floral tributes safely and respectfully at all times.
<b>Behaviours</b>	
<b>B7</b>	Treat all clients and colleagues with respect and work positively within the local community.
<b>B8</b>	Actively promote the reputation of the business by using social media and business technology tools responsibly.
<b>B9</b>	Be conscious of the impact of personal behaviours on the team by a consistent, positive and professional approach.
<b>B10</b>	Consistently exhibit respect and work positively with team leaders and team.
<b>B11</b>	Operate in an honest and trustworthy way demonstrating integrity in all duties respecting the dignity of the deceased at all times.
<b>B12</b>	Reflect on own ways of working and with support from your line manager, actively create and implement a personal development plan.
<b>Pathway – Funeral Arranger</b>	
<b>B16</b>	Use own initiative when carrying out arranging activities.
<b>B17</b>	Consistently prioritise and arrange financial records and client accounts.



Ref	KSB Statement
<b>B18</b>	Consistently review information and clerical processes for errors and make corrections before finalising administration / financial duties.
Pathway – Funeral Operative	
<b>B22</b>	Actively and competently, participate in the smooth running of the funeral service.
<b>B23</b>	Remain calm and respectful in different situations and help colleagues to do the same.

### Final Grade

The assessment activities are not ‘weighted’ in percentage terms as they are all important to demonstrating the apprentice’s synoptic performance.

On Demand Test	Competence Scenario	Professional Discussion	Overall Grading
Fail	Fail	Fail	Fail
Pass	Fail	Fail	Fail
Fail	Pass	Fail	Fail
Fail	Fail	Pass	Fail
Fail	Pass	Pass	Fail
Pass	Fail	Pass	Fail
Pass	Pass	Fail	Fail
Pass	Pass	Pass	Pass
Distinction	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Pass	Distinction	Distinction

### Moderation

Assessment organisations will undertake moderation of End-Point Assessor decisions through observations and examination of documentation on a risk sampling basis. Results cannot be confirmed until moderation has been completed.

### Re-takes / re-sits

Apprentices who fail one or more assessment method will be offered the opportunity to take a resit/re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit/re-take. The apprentice’s employer will need to agree that a re-sit/re-take is an appropriate course of action.

Any assessment method re-sit/re-take must be taken during the maximum EPA period; otherwise, the entire EPA must be retaken, unless in the opinion of SIAS exceptional circumstances apply outside the control of the apprentice or their employer.

Re-sits/re-takes are not offered to apprentices wishing to move from pass to distinction. Where any assessment method has to be re-sat/re-taken, the apprentice may not be awarded a distinction, unless SIAS determines there are exceptional circumstances requiring a re-sit/re-take. Under normal circumstances, only a pass is available to apprentices who have re-taken or re-sat part of their EPA.

There is no limit to the number of re-sits or re-takes. The employer would agree this.

### Certification

The outcomes from the End-Point Assessment will be reviewed and a grade conferred by SIAS in accordance with SIAS QA procedures, which are available from SIAS. SIAS will notify the employer of the outcome of each of the assessments.

SIAS will apply for the apprentice’s certificate, which will be sent by ESFA. The certificate confirms that the apprentice has passed the End-Point Assessment, has demonstrated full competency across the standard and is job-ready.

### Assessment Specification

The assessment specification can be found in the published assessment plan for the standard. Details of which elements of the apprenticeship standard will be tested by each test are given in the Mapping knowledge, skills, and behaviours section of this guide.

### Mapping of knowledge, skills, and behaviours

Key:	
On demand Multiple Choice Test	MCT
Competence Scenario	CS
Professional Discussion	PD

Ref	KSB to be assessed	Assessment Method
<b>Knowledge</b>		
K1	How to communicate with clients during the various stages of the grieving process.	MCT
K2	Specific client communication needs, for example, dementia, language, cultural diversity.	MCT
K3	Client types, how to identify their needs and preferred methods of communication	CS
K4	The importance of meeting client’s needs and requests, whilst working in line with the products and services offered by the business	MCT

Ref	KSB to be assessed	Assessment Method
K5	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.	MCT
K6	How to protect the business reputation based on values, vision, aims and behaviours.	MCT
K7	The importance of maintaining a good reputation with clients, competitors and within the local area.	MCT
K8	Client types and the local community demographic.	PD
K9	The benefit to yourself and the business of forming professional relationships.	PD
K10	The acceptable boundaries of professional relationships	PD
K11	How technology, including social media is used in the business and how it contributes to the business reputation.	MCT
K12	How to support and influence the team positively, recognising how all colleagues and teams are dependent on each other to meet business objectives.	PD
K13	Different types of teams, third party team members and stakeholders within the wider team and how strengths and weaknesses affect team dynamics	MCT
K14	The legislative requirements, duties and responsibilities of the business.	MCT
K15	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.	PD
K16	How personal development and performance contributes to success of the business.	PD
K17	How to identify personal goals and development opportunities and the support / resources available to achieve these.	PD
K18	Different learning styles.	MCT
K19	The full range and unique selling points of products and services offered by the business.	PD
K20	Where to find information regarding specialist products and services for example exhumation, repatriation and burial at sea	MCT
<b>Pathway – Funeral Arranger</b>		
K21	The businesses' process for the care of the deceased.	CS

Ref	KSB to be assessed	Assessment Method
K22	The third parties involved and the role they play in delivering client needs.	MCT
K23	How to plan/arrange a funeral according to client’s needs within legislative boundaries and local constraints, rules and regulations.	CS
K24	The importance of accurate calculation and completion of the client contract and the implications to the business if not completed properly.	PD
K25	The principles of operating commercially in a competitive industry.	MCT
K26	The business administration / finance systems and how invoices are created.	PD
<b>Pathway – Funeral Operative</b>		
K27	The legal and business requirements for driving, maintaining and cleaning vehicles for example reporting damage.	MCT
K28	The importance of knowing routes and planning contingency routes before setting off, keeping up-to-date and checking local disruptions to routes in advance.	PD
K29	How to handle, remove and move the deceased while maintaining dignity and respect.	CS
K30	The environments, the equipment used and the importance of completing dynamic risk assessments to move the deceased.	MCT
K31	When and how to request additional support when carrying out the transfer of the deceased.	PD
K32	How to prepare and present the coffin and the deceased.	CS
K33	Pre-funeral checking procedures and your role for the ‘day of the funeral’ service.	CS
K34	How to bear coffins or use appropriate equipment safely, professionally and in varying environments with dignity and respect.	MCT
K35	How to identify and handle potential incidents and when to escalate to an appropriate person.	PD
<b>Skills</b>		
S1	Use appropriate methods of communication including non- verbal, verbal, written and social media.	CS
S2	Show respect when communicating with all clients and third parties.	CS
S3	Use clear, relevant and empathetic communication to establish clients’ needs and satisfy their requirements.	CS

Ref	KSB to be assessed	Assessment Method
S4	Deliver excellent service during all interactions, including phone, face-to face, electronic and postal communications.	CS
S5	Apply business policies and procedures to handle client concerns, complaints and compliments.	PD
S6	Deal with client feedback within the limits of your own authority, sharing positive comments, escalating negative comments and finding solutions where possible.	PD
S7	Operate within the business values when dealing with clients and team members in all daily activities.	CS
S8	Engage in professional relationships with clients, communities and other stakeholders in order to help build a positive public reputation.	PD
S9	Report any instance where the reputation of the business could be / has been damaged.	PD
S10	Use technology including social media in line with business requirements.	PD
S11	Support team members to ensure that the services provided are of a high quality, delivered on time and as required.	PD
S12	Adapt positively to all types of team leaders, team members and different types of team within the business in which you work.	PD
S13	Comply with legal and business requirements whilst conducting all services.	CS
S14	Follow business policies and procedures relating to third party locations of the deceased, identification, release of ashes, personal effects, notifiable diseases and specialist services.	PD
S15	Take ownership for own learning development and performance.	PD
S16	Carry out personal development activities.	PD
S17	Identify your own learning styles.	PD
S18	Take a proactive approach to providing clients with product and service information within your area of responsibility.	CS
S19	Offer information and assistance with specialist services and products.	CS
<b>Pathway – Funeral Arranger</b>		
S20	Arrange, plan and assist in visits to the deceased, ensuring client’s needs are respected at all times.	CS

Ref	KSB to be assessed	Assessment Method
S21	Arrange at need or pre-need funerals according to clients' requirements, maintaining accurate records of all products and services ordered.	CS
S22	Complete, discuss and agree client contracts efficiently and according to business guidelines.	CS
S23	Gather and collate feedback from clients using the businesses approved systems and communication methods.	PD
S24	Access and use systems accurately, efficiently and within legislation requirements.	PD
S25	Maintain precise records of all products and services purchased by clients.	PD
S26	Ensure the timely receipt of payments and finance agreements.	PD
<b>Pathway – Funeral Operative</b>		
S27	Follow relevant legislation, codes of practice and business standards for driving, maintaining and cleaning business vehicles.	CS
S28	Use pre-arranged routes when driving business vehicles during funeral services and alternative routes when necessary, reporting issues with routes to the appropriate person.	PD
S29	Transfer the deceased using correct techniques and maintaining client and business requirements.	CS
S30	Assist in the preparation and presentation of the coffin and the deceased.	PD
S31	Attend funeral briefings and use information to assist in the delivery of the funeral.	CS
S32	Handle coffins and floral tributes safely and respectfully at all times.	PD
S33	Carry out allocated duties with dignity and respect to ensure the smooth running of the funeral.	CS
<b>Behaviours</b>		
B1	Confidently interact with clients adapting to the needs of the individual during the grieving process.	CS
B2	Use clear language in all communication, verbal and written, seeking help when it is required.	CS
B3	Communicate politely at all times.	CS
B4	Communicate clearly and with empathy at all times.	CS
B5	Professionally and calmly, work with clients to resolve concerns, complaints and use compliments effectively in the funeral business.	CS

Ref	KSB to be assessed	Assessment Method
B6	Support the reputation of the business by providing a professional service to clients, knowledgeable of how it compares to competitors.	CS
B7	Treat all clients and colleagues with respect and work positively within the local community.	PD
B8	Actively promote the reputation of the business by using social media and business technology tools responsibly.	PD
B9	Be conscious of the impact of personal behaviours on the team by a consistent, positive and professional approach.	PD
B10	Consistently exhibit respect and work positively with team leaders and team.	PD
B11	Operate in an honest and trustworthy way demonstrating integrity in all duties respecting the dignity of the deceased at all times.	PD
B12	Reflect on own ways of working and with support from your line manager, actively create and implement a personal development plan.	PD
B13	Promote the products and services offered by the business.	CS
B14	Consistently work to personalise the funeral to the needs of the deceased, client, family, and friends.	CS
<b>Pathway – Funeral Arranger</b>		
B15	Confidently communicate with clients and third-party service representatives with understanding, empathy and integrity.	CS
B16	Use own initiative when carrying out arranging activities.	PD
B17	Consistently prioritise and arrange financial records and client accounts.	PD
B18	Consistently review information and clerical processes for errors and make corrections before finalising administration / financial duties.	PD
<b>Pathway – Funeral Operative</b>		
B19	Show pride in maintaining and cleaning business vehicles.	CS
B20	Remain calm and drive responsibly at all times.	CS
B21	Be respectful of the deceased at all times.	CS
B22	Actively and competently, participate in the smooth running of the funeral service.	PD
B23	Remain calm and respectful in different situations and help colleagues to do the same.	PD

### Further Information

For information about SIAS policies, quality assurance, re-sits, appeals, complaints and general enquiries please see our website: [www.siasuk.com](http://www.siasuk.com)

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