

General Overview

- ✓ Typical on-programme learning: 12 months
- ✓ EPA duration: 3 months
- ✓ Maximum funding: £4,000
- ✓ Level 2



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.

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.

Entry Requirements

The apprentice is expected to have the following personal attributes and values; dignity, respect, sensitivity, empathy, professionalism, caring, adaptability, flexibility, resilience, integrity. Funeral operatives must be in possession of a valid driving licence.

On-Programme Competence Evaluation

The apprentice will complete on and off-the-job training, developing their knowledge, skills & behaviours as stipulated within the apprenticeship standard.

Gateway Requirements

The employer, supported by the training provider must confirm that the apprentice is ready for EPA, before the EPA process can begin.

The employer, supported by the training provider must sign a declaration to agree the apprentice has met the required criteria as set out in the Funeral Team Member standard.

As part of the SIAS EPA service, we will check that all gateway evidence has been met before we begin the process of EPA.

End Point Assessment (EPA)

The assessment plan defines the following methods of assessment for the Funeral Team Member standard.

1

On demand Test

- Multiple-choice scenario-based questions taken under exam conditions.
- Part A – 12 questions on core function.
- Part B – 8 questions on specialist function.
- Duration: 40 minutes.

2

Competence Scenario

- Covers the core and relevant specialist function during observation or simulated process.
- Duration: 75 minutes.

3

Professional Discussion

- The professional discussion will be based on the contents of a Portfolio of Evidence, which will be compiled throughout the apprenticeship. The portfolio must have sufficient content to demonstrate the apprentices' application of the specific knowledge, skills, and behaviours of the job role.
- Minimum of 10 questions.
- Duration: 60 minutes.



Assessment Marking & Grading

Results for each individual assessment method will be available within 15 working days from the assessment date.

The SIAS End Point Assessor, will combine the results of each individual assessment method and provide an overall assessment grade of Fail, Pass, or Distinction.



Apprenticeship Certification

Your apprentice will receive a Certificate of Apprenticeship on successful completion of all individual assessment methods.



Guidance & Support

SIAS provide a range of resources which offer EPA guidance and support for the apprentice, the employer, and the college/training provider.

We aim to help employers and colleges/training providers to support the on-going competence evaluation of the apprentices' knowledge, skills, and behaviour to ensure that your apprentice is confident for their EPA. All of our resources are comprehensively mapped to this apprenticeship standard.