



LAFD
**Certificate in Funeral Arranging &
Administration**

Course Syllabus

(September 2023)

London Association of Funeral Directors

Certificate in Funeral Arranging and Administration

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Syllabus for the Certificate in Funeral Arranging and Administration

Seminar 1:

Course induction

IFSO (Independent Funeral Standards Organisation) Code of Practice.
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Welcome, course induction and administration.

The student should have a knowledge and understanding of:

1. The IFSO Code principals (1-6) and objectives.
2. The three stages of the NAFD Resolve complaints procedure.

Seminar 2:

The First Call of death and Caring for the Deceased
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The student should have knowledge and understanding of:

1. The information to obtain when receiving a first call of death, whether taking place at home, nursing home, hospice or hospital.
2. Information and advice to be given to the caller, including registration and the funeral arrangements.
3. Dealing with a first call where the deceased is to be bequeathed for anatomical dissection.
4. Procedures for the transfer of the deceased from home, nursing home and hospitals including, identification and equipment.
5. Dealing with a bariatric deceased including coffins, issues concerning burial, cremation and transport.
6. The purpose and objectives of arterial embalming.
7. Embalming procedures for a deceased not subjected to a post-mortem examination, subjected to a post-mortem examination and also for long-term preservation.
8. The factors outside the control of the funeral director that may hinder viewing and embalming.
9. The consensual and documentary permission required prior to embalming.
10. How to explain embalming to clients including sensitive terminology.
11. Advice on aspects such as the provision of own clothing, and items to help with the presentation of the deceased including cosmetics, glasses, dentures, photographs, etc.
12. Good practice when viewing the deceased at the funeral home and elsewhere including a residence and church, including preparation prior to the family arriving, whilst viewing and after leaving.
13. The handling of all personal effects whilst in the care of the funeral director.
14. Arrangements for the removal and safe disposal of pacemakers and other implants including nuclear substances.

Seminar 3:

The Registration of Death and the Coroners' Procedure
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The student should have knowledge and understanding of:

1. Advice to give clients concerning the registration of death in England and Wales including location of the registration, travelling arrangements, appointment system, etc,
2. The issuing of the Medical Certificate of the Cause of Death.
3. The difference between verifying and certifying death.
4. The role of the Medical Examiner
5. Time scales involved in registering a death.
6. Who may be an informant.
7. Where deaths may be registered.
8. Documentation required by the registrar.
9. The procedure when registering a death including the information required to register a death.
10. Certificates issued by the registrar.
11. The registrar's duty to report a death to the coroner.
12. The 'Tell Us Once' system.
13. Registration by Declaration
14. The role of the coroner and the coroner's officers when investigating a death.
15. The types of death that may be referred to the coroner, including deaths occurring outside England and Wales.
16. The system for referring deaths to a coroner.
17. The four courses of action that can be taken by the Coroner including no action, investigation only, post-mortem only, post-mortem followed by inquest.
18. Certification issued by the coroner in all circumstances including those between the coroner and registration and those issued to permit burial or cremation.
19. Certification for the removal of a deceased outside England & Wales.
20. The function and format of an inquest including conclusions/verdicts.

Seminar 4:

Cremation Administration and Procedures
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The student should have knowledge and understanding of:

1. The advice to be given to clients concerning the facilities at crematoria, including music, audio visual presentations, access, chapel capacity, duration of service, committal arrangements, display of flowers, memorialisation, options for the disposal of ashes, recovery of implants, fees, the holding-over of coffin, display of floral tributes, other facilities, etc.
2. The purpose of all cremation documentation issued under the Cremation Regulations 2008 and subsequent amendments.
3. The completion of non-statutory documentation including the preliminary application and the music instructions form.
4. Committal arrangements.
5. Options for the disposal of ashes.
6. Arrangements for the witnessing of cremations.
7. Arrangements for the cremation of an over-size coffin.
8. Types of coffins and items that cannot be cremated.
9. The Code of Cremation Practice and other guidelines issued by the Federation of Burial and Cremation Authorities.
10. The management of ashes when in the custody of the funeral director including storage, record keeping and release to clients.

Seminar 5:

Burial Administration and Procedures

The student should have knowledge and understanding of:

1. The advice to be given to clients concerning facilities at burial grounds, including locations, chapel capacity and availability, duration of service, music facilities, and other areas detailed below concerning all types of graves.
2. The difference in ownership, management, legislation and administration of churchyards, cemeteries and private burial grounds including woodland burial grounds, religious communities and family estates.
3. The procedures and issues concerning burial on private land, such as 'back garden' burials.
4. The difference between reclaimed and reused graves.
5. The distinction between a resident and non-resident and implications regarding burial fees.
6. All types of graves including lawn graves, traditional graves, public graves, vaults, brick graves, mausolea, catacombs, Muslim burial chambers, woodland graves, child graves, ashes plots, etc.
7. Burial ground legislation including the Local Authorities Burial Order 1977 and Ecclesiastical law.
8. The interpretation of fees lists.
9. Certification issued by the registrar or coroner to permit burial.
10. Burial documentation including interment notice and memorial permits.
11. Ownership of a grave including the purpose of a grave deed and transfer of ownership.
12. Arrangements for short-notice burials and for back-filling a grave.
13. Arrangements for the burial of ashes.
14. The giving of coffin/casket sizes to burial authorities.
15. Grave referencing systems, including woodland graves.
16. Procedures at burial grounds.

Seminar 6:

Procedures for the Funerals of Children
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The students should have knowledge and understanding of:

1. The definitions of child deaths: a non-viable foetus, a stillbirth and a livebirth.
2. The registration procedures and documentation for the above.
3. The coroner's procedures and documentation for the above.
4. Documents required for burial and cremation for the above.
5. Suitable coffins/caskets for children.
6. Issues concerning costs including the funeral director's charges, external payments (disbursements), and grants from organisations.
7. Types of transport.
8. Embalming and/or preparation of the child including arrangement in the chapel of rest.
9. Facilities at cemeteries including the availability of child graves and restrictions.
10. Committal arrangements at cemeteries and crematoria.
11. Issues concerning ashes including non-availability.
12. Opportunities for personalisation of the funeral including participation, music, etc.

Seminar 7:

Funeral Rites and Music at Funerals
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The student should have knowledge and understanding of:

1. Arrangements for contacting religious and non-religious officiants.
2. The format of a Church of England/Anglican funeral service.
3. The format of a Roman Catholic funeral Mass/Liturgy including reception of the coffin prior to the funeral and the use of a coffin pall.
4. The format of funerals for other Christian denominations including Methodist, Baptist, United Reformed, Pentecostal, Salvation Army, Jehovah's Witness, Seventh Day Adventist, etc.
5. The format of Liberal Jewish funeral services.
6. The format of Sikh and Hindu funerals including body preparation, arrangements at crematoria, and issues concerning the ashes.
7. The format of Muslim funerals including body preparation and arrangements at cemeteries.
8. The distinction between Humanist and civil funerals or non-religious officiants.
9. Issues concerning family-led funerals and contributions to ceremonies by family and friends.
10. Music and audio-visual presentation facilities at crematoria and cemeteries, including advance ordering and the sourcing of material.
11. Arrangements for the booking and performance of live musicians, including organists, instrumentalists and vocal soloists.
12. Issues concerning the preparation of orders of service including the layout, checking of content, etc.

Seminar 8:

Our Client, DWP financial assistance and Public Health funerals
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The student should have knowledge and understanding of:

1. The definition and duties of an executor.
2. The definition and duties of the 'next-of-kin'.
3. Issues concerning identifying your client.
4. The nature of the contractual relationship between the client and funeral director including the liability for meeting funeral costs.
5. Sources of finance to meet funeral costs including the estate, pre-paid funeral plans, etc.
6. The DWP Funeral Payment, Bereavement support Payment and Child Funeral Fund.
7. Public Health funerals.

Seminar 9:

Client Care

The student should have knowledge and understanding of:

1. Client needs in all circumstances.
2. Good practice when meeting clients prior to arranging a funeral.
3. Telephone manner.
4. Questioning and listening techniques.

The session will comprise online exercises looking client care in practice.

The Mock Examination

A mock examination will be conducted after session 9. The paper is to be downloaded, completed, and submitted by the stated date. A protocol sheet gives further information.

Seminar 10:

Coffins, Caskets and Urns

The student should have knowledge and understanding of:

1. Coffin and casket shapes, material used in construction, linings, furnishings, ornaments, and nameplates.
2. Coffins and cremation regulations.
3. Coffins and burial in earth graves, vaults, catacombs, mausolea.
4. Coffins for UK and International transportation.
5. Assessing the measurement of the deceased.
6. Coffins for bariatric deceased (and 'outsize' coffins)
7. Urns and caskets for ashes.
8. Grave markers.

Seminar 11:

Arranging the funeral

The student should have knowledge and understanding of:

1. The nature of the relationship between the client and funeral director during the funeral arrangement, including the Funeral Directors Code, ethical and professional boundaries, CMA requirements, confidentiality and data protection.
2. The information to be given and received during a funeral arrangement, including details of deceased and client, registration advice, venue for the service, format of funeral ceremony, facilities and arrangements at cemeteries and crematoria, options for transportation, documentation, presentation of the deceased, coffin selection and costing of the funeral, disbursements and payment arrangements, the issue of an estimate, summarising outstanding matters, etc.
3. Personalisation of a funeral using music, participation by family and friends, orders of services, press and online death notices, flowers, doves, etc.
4. Alternative forms of funerary transport.
5. Issues concerning the use of alternative funeral venues.
6. Factors to be considered when booking the date and time of the funeral.
7. Advice to be given to families concerning carrying/bearing the coffin.
8. Dealing with double and multiple funerals.
9. The legislation relating to dealing with clients at any location other than in the funeral home including knowledge of the Consumer Contracts Regulations 2014,
10. The giving of a cost quotation for a funeral either on the telephone, or by email or in person.