

apprenticeship FRAMEWORK

Funeral Operations and Services (England)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 21 SEPTEMBER 2018

Modifications to SASE came into effect on 21 September 2018. Accordingly, SASE publication DFE-00236-2018 applies **both** to new Apprenticeship starts from 21 September 2018 **and** all Apprenticeships commenced before and not completed by 21 September 2018.

Latest framework version?

For any previous versions of this framework: https://acecerts.co.uk/framework_library

Issue date: 24 July 2015

Issued By:
People 1st

Apprenticeship Certificates
England

https://acecerts.co.uk/framework_library

Document Status:
Issued



Funeral Operations and Services

Contents

| | |
|----------------------------------------------------------------------------------------------------------|----|
| Framework information..... | 6 |
| Information on the Issuing Authority for this framework: | 6 |
| People 1st | 6 |
| Short description..... | 6 |
| Contact information..... | 7 |
| Proposer of this framework..... | 7 |
| Revising a framework | 8 |
| Why this framework is being revised | 8 |
| Summary of changes made to this framework | 8 |
| Qualifications removed | 8 |
| Qualifications added | 8 |
| Qualifications that have been extended..... | 8 |
| Purpose of this framework | 9 |
| Summary of the purpose of the framework..... | 9 |
| Level 2 Intermediate Funeral Operations and Services Apprenticeship..... | 9 |
| Level 3 Advanced Apprenticeship in Funeral Operations and Services..... | 10 |
| Aims and objectives of this framework (England) | 10 |
| Entry conditions for this framework..... | 11 |
| Initial Assessment | 11 |
| Level 2, Pathway 1: Funeral Operations and Services | 13 |
| Description of this pathway | 13 |
| Entry requirements for this pathway in addition to the framework entry requirements..... | 13 |
| Qualifications..... | 15 |
| Competence qualifications available to this pathway | 15 |
| Knowledge qualifications available to this pathway | 15 |
| Combined qualifications available to this pathway | 16 |
| Relationship between competence and knowledge qualifications..... | 16 |
| Transferable skills (England) | 17 |
| Inclusion of Information and Communications Technology (ICT) | 18 |
| Progression routes into and from this pathway | 19 |
| Progression routes from the Level 2 Intermediate Apprenticeship in Funeral Operations and Services:..... | 19 |

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| Employee rights and responsibilities | 20 |
| ERR Delivery..... | 20 |
| Recording..... | 20 |
| Evidence of ERR | 20 |
| Certification Requirements for ERR | 21 |
| Level 3, Pathway 1: Funeral Operations and Services | 23 |
| Description of this pathway | 23 |
| Entry requirements for this pathway in addition to the framework entry requirements | 23 |
| Qualifications..... | 25 |
| Competence qualifications available to this pathway | 25 |
| Knowledge qualifications available to this pathway | 25 |
| Combined qualifications available to this pathway | 26 |
| Relationship between competence and knowledge qualifications..... | 26 |
| Transferable skills (England) | 27 |
| Inclusion of Information and Communications Technology (ICT) | 28 |
| Progression routes into and from this pathway | 29 |
| Progression onto the Level 3 Advanced Apprenticeship in Funeral Operations and Services..... | 29 |
| Progression following completion of the Level 3 Advanced Funeral Operations and Services Apprenticeships..... | 29 |
| The learner may wish to progress onto a Leadership and Management qualification or a relevant Higher Level Apprenticeship in order to further their career in the funeral industry. | 29 |
| Employee rights and responsibilities | 30 |
| ERR Delivery..... | 30 |
| Recording..... | 30 |
| Evidence of ERR | 30 |
| Certification Requirements for ERR | 31 |
| How equality and diversity will be met..... | 32 |
| On and off the job guided learning (England) | 33 |
| Total GLH for each pathway..... | 33 |
| Level 2 Intermediate Apprenticeship in Funeral Operations and Services | 33 |
| Level 3 Advanced Apprenticeship in Funeral Operations and Services..... | 33 |
| Minimum off-the-job guided learning hours | 34 |
| Level 2 Intermediate Apprenticeship in Funeral Operations and Services | 34 |
| Level 3 Advanced Apprenticeship in Funeral Operations and Services..... | 34 |
| How this requirement will be met..... | 34 |
| Functional Skills | 36 |
| Minimum on-the-job guided learning hours | 36 |
| Level 2 Intermediate Apprenticeship in Funeral Operations and Services | 36 |
| Level 3 Advanced Apprenticeship in Funeral Operations and Services..... | 36 |
| How this requirement will be met..... | 36 |

| | |
|------------------------------------------------------------------------------------------------|----|
| On-the-job learning within the Funeral Operations and Services Apprenticeship Frameworks | 36 |
| Functional Skills | 36 |
| Recording Mechanisms | 37 |
| Certification Requirements for GLH | 38 |
| Personal learning and thinking skills assessment and recognition (England) | 39 |
| Summary of Personal Learning and Thinking Skills | 39 |
| Certification Requirements for PLTS | 39 |
| Creative thinking..... | 40 |
| Independent enquiry | 40 |
| Reflective learning..... | 40 |
| Team working..... | 40 |
| Self management..... | 41 |
| Effective participation | 41 |

Framework information

Information on the Issuing Authority for this framework:

People 1st

The Apprenticeship sector for occupations in hospitality, catering, retail, leisure, travel, tourism and passenger transport.

| | |
|------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Issue number: 6 | This framework includes: |
| Framework ID: FR03503 | Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input type="checkbox"/> |
| Date this framework is to be reviewed by: 31/07/2017 | This framework is for use in: England |

Short description

The Funeral Operations and Services frameworks at Level 2 and 3 are designed to provide apprentices with the knowledge, skills and understanding they require to carry out their job role and to support their future progression within the sector. At Level 2, the Intermediate Apprenticeship framework reflects the requirements of a range of roles within the funeral industry including Funeral Operatives and Funeral Arrangers. The Level 3 Advanced Apprenticeship is more suited to individuals within a senior role such as Funeral Directors.

Contact information

Proposer of this framework

Lloyd Thomas - The Co-operative Group

Developer of this framework

| | |
|--------------------|-----------------------------------------------------------------------------------------------------|
| Name: | Cara Taylor |
| Organisation: | Skillsmart Retail Ltd |
| Organisation Type: | Sector Skills Council |
| Job Title: | Apprenticeship Manager |
| Email: | frameworkreview@people1st.co.uk |
| Postal address: | People 1 st Hospitality House 11-59 High Road East Finchley London N2 8AB |
| Website: | www.people1st.co.uk |

Issuing Authority's contact details

| | |
|-----------------------|----------------------------------------------------------------------------------|
| Issued by: | People 1st |
| Issuer contact name: | Joanne Parker |
| Issuer contact phone: | 020 3074 1222 |
| Issuer Email: | joanne.parker@people1st.co.uk |

Revising a framework

Why this framework is being revised

The framework is being revised to include new FAQ qualifications and update People 1st contact details.

Summary of changes made to this framework

The framework is being revised to add new FAQ qualifications and update People 1st contact details.

Qualifications removed

None

Qualifications added

Level 3

- 601/6587/X - FAQ Level 3 Certificate in Funeral Operations and Services (QCF)
- 601/6586/8 - FAQ Level 3 Certificate in Principles of Funeral Operations and Services (QCF)

Qualifications that have been extended

None

Purpose of this framework

Summary of the purpose of the framework

An Apprenticeship is a job with an accompanying skills development programme designed by employers in the sector. It allows the Apprentice to gain technical knowledge, real practical experience and wider skills required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice new skills in a work context. This broad mix and transferable skills differentiates Apprenticeships from training delivered to meet narrowly focused job needs.

On completion the Apprentice must be able to undertake the full range of duties confidently and competently to the standard set by the industry, and in the range of circumstances appropriate to the job.

Claims for Apprenticeship Completion Certificates in England are managed through an online system called Apprenticeship Certificates England (ACE) <https://acecerts.co.uk/web/form-s-documentation> This will specify the evidence required for claiming a completion certificate.

Employers in the funeral sector are aware that customer demands are changing. With the availability of the internet, customers now have more information about products and services and so can expect a higher level of service. In order to remain sustainable, funeral organisations would benefit from improving the skills and knowledge of their employees with an Apprenticeship knowing that their service was delivered supported by a framework of approved standards.

In the funeral sector, there has been a recognised requirement for formal qualifications and programmes that will provide their employees with the knowledge, skills and understanding to carry out their role. Current assessments used for staffing are not recognised on the Qualifications and Credit Framework and most training offered is on the job. In the funeral industry, there are at present, only non-accredited exam-based qualifications which do not offer the chance for competency, on-the-job assessment to take place.

The introduction of an Apprenticeship in Funeral Operations and Services provides a more rounded assessment of the individual and a chance to improve their skills in English and maths as well as the funeral-related activities needed for their role.

Level 2 Intermediate Funeral Operations and Services Apprenticeship

This framework has been designed for individuals working within a funeral business as a Funeral Operative or Funeral Arranger. The Funeral Operations and Services and the Principles

of Funeral Operations and Services qualifications contain mandatory units which focus on the apprentice's ability to carry out their main role effectively. The optional units in the qualifications enable apprentices in more specialist roles such as Funeral bearers or drivers to develop their skills and knowledge.

Level 3 Advanced Apprenticeship in Funeral Operations and Services

This framework has been developed for those working in a senior position such as a Funeral Director. The pathway ensures that apprentices working at this level are completing competence based qualifications which most appropriately reflect their current skills and job role. The mandatory units of the Funeral Operations and Services competence qualification ensures that learners can maintain sensitive working relationships as well as manage and co-ordinate the funeral processes effectively. This pathway also provides a progression route for employees who have achieved a Level 2 Intermediate Apprenticeship in Funeral Operations and Services and aspire to progress to director level within the funeral sector.

Aims and objectives of this framework (England)

The Funeral Operations and Services Apprenticeship frameworks will consolidate the skills and knowledge required in the funeral industry through the offer of the programme. The Apprenticeship programme enables organisations operating in the sector to raise the standards of their service and subsequently, remain competitive in the funeral industry. This Apprenticeship also:

- Ensures that there is consistency in standards for those employers who choose to adopt the Apprenticeship as part of their staff development offer.
- Promotes the sector as a career choice for school leavers and the wider community.
- Enables the progression of funeral employees in the industry to deliver a higher standard of service and/or achieve a promotion within an organisation.

The Funeral Operations and Services Apprenticeship framework and their component qualifications have been developed through consultation with employers to ensure that they meet the needs of the individual businesses and funeral sector as a whole.

Consultation and regular research will take place to ensure that the Funeral Operations and Service Apprenticeship is meeting the needs of the industry and will identify whether any amendments are required to the framework and/or qualifications.

Entry conditions for this framework

This framework does not impose any entry restrictions although employers may set their own entry requirements. In consultation with employers, formal entry requirements were seen as unnecessary for completion of the programme. All employers agreed that businesses may have their own specific entry requirements but that in general, apprentices identified for the programme should have demonstrated some interpersonal skills and empathy for clients as well as a reasonable level of customer service.

Initial Assessment

As the funeral sector employs individuals of varying academic ability, it is essential that a rigorous initial assessment process is adopted. Whilst there are no prescribed assessment and diagnostic tools, those used must be fit for purpose with regard to measuring literacy and numeracy skills. Prior knowledge and experience should also be taken into account when assessing suitability for the programme as well their attitudes, attributes and behaviours.

Completion of a Level 2 Intermediate Funeral Operations and Services Apprenticeship would benefit learners commencing a Level 3 Advanced Apprenticeship in Funeral Operations and Services.

Level 2

Title for this framework at level 2

Intermediate Apprenticeship in Funeral Operations and Services

Pathways for the framework at level 2:

Pathway 1: Funeral Operations and Services

Level 2, Pathway 1: Funeral Operations and Services

Description of this pathway

Level 2 Intermediate Funeral Operations and Services Apprenticeship

Total minimum credits: 58 credits representing:

- Competence qualification: 35 credits;
- Knowledge qualification: 13 credits;
- Functional Skills in English and Maths: 10 credits

Entry requirements for this pathway in addition to the framework entry requirements

There may be a requirement for the learner to hold a valid driving licence for this pathway, in particular, for funeral operatives who will be required to drive as part of their role.

| Job title(s) | Job role(s) |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Funeral Operatives | Driving/care of vehicles, preparation and carrying of coffin. Care/preparation of the deceased. |
| Funeral Arrangers | Arranging of funeral service, liaising with crematorium, cemetery or church and other agencies. Family liason and general admin. |

Qualifications

Competence qualifications available to this pathway

| C1 - Level 2 Certificate in Funeral Operations and Services | | | | | |
|-------------------------------------------------------------|------------|----------------------------------------|--------------|-----------------------|-------------------|
| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
| C1a | 600/5446/3 | EDI | 35 | 138-193 | N/A |
| C1b | 600/9602/0 | Pearson | 35 | 129-215 | N/A |
| C1c | 601/3868/3 | Future (Awards and Qualifications Ltd) | 35 | 129-215 | N/A |

Knowledge qualifications available to this pathway

| K1 - Level 2 Certificate in Principles of Funeral Operations and Services | | | | | |
|---------------------------------------------------------------------------|------------|----------------------------------------|--------------|-----------------------|-------------------|
| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
| K1a | 600/5445/1 | EDI | 13 | 87-109 | N/A |
| K1b | 601/0122/2 | Pearson | 13 | 87-109 | N/A |
| K1c | 601/3817/8 | Future (Awards and Qualifications Ltd) | 13 | 87-109 | N/A |

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1 provides the underpinning knowledge and understanding for C1.

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

NO

If YES, please state the grade/level required for ICT:

Click here to enter text.

Progression routes into and from this pathway

Progression routes into the Level 2 Intermediate Apprenticeship in Funeral Operations and Services:

- A learner can progress onto this Intermediate Apprenticeship at any stage either with or without experience of working in the industry.
- A learner may have completed a Vocational Qualification specific to the funeral industry and wish to gain a more comprehensive qualification which incorporates sector knowledge.
- Following completion of full time education. Achievement of GCSE English and maths may exempt learners from having to undertake the Functional Skills element of the framework.

Progression routes from the Level 2 Intermediate Apprenticeship in Funeral Operations and Services:

- Progression onto the Level 3 Advanced Apprenticeship in Funeral Operations and Services if it is deemed suitable.
- The apprentice may wish to have a period of consolidation within their current role and further develop additional skills either at the same level or at a higher level.

Employee rights and responsibilities

ERR Delivery

The nine outcomes for Employee Rights and Responsibilities are embedded in the mandatory units of the knowledge-based qualifications in this pathway. ERR is, therefore, delivered and assessed as part of these qualifications.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded directly from ACE:

<https://acecerts.co.uk/web/form s-documentation>

Certification Requirements for ERR

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the Apprentice's apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Level 3

Title for this framework at level 3

Advanced Apprenticeship in Funeral Operations and Services

Pathways for the framework at level 3:

Pathway 1: Funeral Operations and Services

Level 3, Pathway 1: Funeral Operations and Services

Description of this pathway

Level 3 Advanced Apprenticeship in Funeral Operations and Services

Total minimum credits: 61 credits representing:

Competence qualification: 35 credits;

Knowledge qualification: 16 credits;

Functional Skills in English and Maths: 10 credits

Entry requirements for this pathway in addition to the framework entry requirements

There are no specific minimum entry requirements for this pathway.

| Job title(s) | Job role(s) |
|------------------|------------------------------------------------------------------------------------------|
| Funeral Director | Overall responsibility for arranging, conducting and managing the accounts for funerals. |

Qualifications

Competence qualifications available to this pathway

| C1 - Level 3 Certificate in Funeral Operations and Services | | | | | |
|-------------------------------------------------------------|------------|-----------------------|--------------|-----------------------|-------------------|
| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
| C1a | 600/5586/8 | EDI | 35 | 150-177 | N/A |
| C1b | 601/0116/7 | Pearson | 35 | 150-177 | N/A |
| C1c | 601/6587/X | FAQ | 35 | 150-177 | N/A |

Knowledge qualifications available to this pathway

| K1 - Level 3 Certificate in Principles of Funeral Operations and Services | | | | | |
|---------------------------------------------------------------------------|------------|-----------------------|--------------|-----------------------|-------------------|
| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
| K1a | 600/5444/X | EDI | 16 | 119 | N/A |
| K1b | 601/0121/0 | Pearson | 16 | 119 | N/A |
| K1c | 601/6586/8 | FAQ | 16 | 119 | N/A |

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

K1 provides the underpinning knowledge and understanding for C1

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

NO

If YES, please state the grade/level required for ICT:

Click here to enter text.

Progression routes into and from this pathway

Progression onto the Level 3 Advanced Apprenticeship in Funeral Operations and Services.

- Completion of a Level 2 Intermediate Apprenticeship in Funeral Operations and Services
- A period of consolidation may be required before progression onto a Level 3 Advanced Apprenticeship.

Progression following completion of the Level 3 Advanced Funeral Operations and Services Apprenticeships.

The learner may wish to progress onto a Leadership and Management qualification or a relevant Higher Level Apprenticeship in order to further their career in the funeral industry.

Employee rights and responsibilities

ERR Delivery

The nine outcomes for Employee Rights and Responsibilities are embedded in the mandatory units of the knowledge-based qualifications in this pathway. ERR is, therefore, delivered and assessed as part of these qualifications.

The nine national outcomes/standards for ERR require the apprentice to:

- Know and understand employment law and legislation that may affect their work. This includes discrimination, equality, health and safety and knowing what the employer's responsibilities and duties are
- Know and understand procedures and documentation within their organisation, which recognise and protect their working relationships. This includes health and safety and equality and diversity
- Know and understand the range or sources of information and advice available to them, including Access to Work and Additional Learning and Support
- Understand the role their organisation plays in the industry
- Have an informed view of the different career pathways/opportunities available to them
- Know the types of representative bodies or organisations and their relevance to their employment/industry
- Know where and how to get information and advice on their industry, occupation, training and career
- Work within their organisation's principles and codes of practice
- Recognise issues that may be of public concern that could affect their organisation and/or industry

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed completion certificate claim form. This can be downloaded directly from ACE:

<https://acecerts.co.uk/web/form s-documentation>

Certification Requirements for ERR

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the Apprentice's apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

The component qualifications within the apprenticeship frameworks have had to be developed to ensure flexibility and choice within the rules of combination. Similarly, the units have been written, in collaboration with a partner awarding organisation to ensure that they are free from bias, accessible to all learners and are applicable to a wide range of roles and businesses within the retail sector. They have been developed in line with key legislation on disability and equality, including the Disability Discrimination Act.

In the funeral sector, the majority of businesses employ more men than women with around a third employing equal numbers. More than three quarters of employees are aged 45 and over, with job roles influencing whether an employee works full or part time. Funeral Directors tend to be full time. Work has been carried out with a partner awarding organisation to word units and develop the qualifications in a manner which does not emulate the under-representation of certain groups of individuals within the sector.

There are no apparent barriers of entry to the sector with current training mostly provided on the job. When recruiting new staff, almost all funeral businesses look at personality and the ability to deal with people in a sensitive manner as opposed to the achievement of GCSEs and A levels.

The component qualifications are designed to be flexible but also ensure that learners are not presented with any unnecessary barriers that would prevent them from undertaking any of the units. Flexibility has been written into the assessment practices to allow for simulation in the competence-based qualification when an unnecessary barrier may be presented.

Entry conditions to these frameworks do not discriminate against any individuals as the programme is accessible to all potential apprentices in the sector.

The Equality Act 2010 places a duty on employers and providers to comply with the Act and the following link will assist employers with good practice and guidance in using the Equality Act Law. <http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/>

On and off the job guided learning (England)

Total GLH for each pathway

Level 2 Intermediate Apprenticeship in Funeral Operations and Services

The minimum amount of Guided Learning Hours (GLH) which includes both on and off-the-job guided learning for this pathway is 315 GLH. This must include a minimum of 100 GLH delivered off the job. The remaining GLH are required to deliver the on the job element of the framework and the rest of the Functional Skill qualifications. These can be delivered either on, or off the job, according to the requirement of the provider's delivery model. The GLH given for the competence-based qualifications and knowledge-based qualifications shows the minimum and maximum GLH figures and therefore, delivery may vary between these hours depending on the learners' programme.

It is expected that apprentices undertaking a Level 2 Intermediate Apprenticeship in Funeral Operations and Services will complete the programme in a minimum of 12 months. Below is an example of how the minimum GLH for this pathway can be met based on an apprentice commencing their programme with no prior achievement:

Level 2 Certificate in Funeral Operations and Services - min 138 GLH

Level 2 Certificate in Principles of Funeral Operations and Services - min 87 GLH

Level 1 Functional Skills in English - min 45 GLH

Level 1 Functional Skills in maths - min 45 GLH

Total GLH = 315

Level 3 Advanced Apprenticeship in Funeral Operations and Services

The minimum amount of Guided Learning Hours (GLH) which includes both on and off-the-job guided learning for the programme is 359. This must include a minimum of 100 GLH delivered off the job. The remaining GLH are required to deliver the on the job element of the framework and the rest of the Functional Skill qualifications. These can be delivered either on, or off the job, according to the requirement of the provider's delivery model. The GLH given for the competence-based qualifications and knowledge-based qualifications shows the minimum and maximum GLH figures and therefore, delivery may vary between these hours depending on the learners' programme.

It is expected that apprentices undertaking a Level 3 Advanced Apprenticeship in Funeral Operations and Services would be able to complete the programme in a minimum of 12

months. This includes a minimum of 100 GLH delivered off-the-job per year. As described previously, duration may vary where a learner already has prior achievement or experience. Below is an example of the hours that would be completed by an apprentice who commences their programme having no prior achievement and takes the minimum number of GLH for the required components:

Level 3 Certificate in Funeral Operations and Services - min 150 GLH

Level 3 Certificate in Principles of Funeral Operations and Services - min 119 GLH

Level 2 Functional Skills in English - min 45 GLH

Level 2 Functional Skills in maths - min 45 GLH Total GLH = 359

Minimum off-the-job guided learning hours

Off the job GLH is defined as Guided Learning Hours which are spent away from the immediate pressures of their job but which may still be delivered in the workplace. They should be delivered within the contracted working hours.

Level 2 Intermediate Apprenticeship in Funeral Operations and Services

For those learners undertaking the Level 2 Intermediate Apprenticeship in Funeral Operations and Services, the minimum number of GLH that should be spent off the job should be 177 Guided Learning Hours per year.

Level 3 Advanced Apprenticeship in Funeral Operations and Services

For those learners undertaking the Level 3 Advanced Apprenticeship in Funeral Operations and Services, the minimum number of GLH that should be spent off the job should be 209 Guided Learning Hours.

How this requirement will be met

Off-the-job GLH is defined as GLH which are spent away from the immediate pressures of the apprentice's job but which may still be delivered in the workplace. The off-the-job GLH should be used to enable the learner to develop knowledge, and in some instances, underpinning technical skills, before applying these skills and knowledge within their job role.

Within the Funeral Operations and Services Apprenticeships, off-the-job GLH will mainly be delivered through the knowledge-based component and the delivery of elements of Functional

Skill qualifications, as outlined below. However, in addition to the delivery of the Certificate in Principles of Funeral Operations and Services and Functional Skills, there are a wide range of other opportunities for the apprentice to meet the minimum off-the-job GLH requirement. For example through company training, CPD programmes, personal objective setting and mentoring sessions, health and safety presentations and induction programmes. Through consultation with employers in the funeral sector further opportunities for off-the-job activities were identified and could include:

- Familiarisation visits to relevant organisations
- Increasing knowledge of the local area and communities
- Carrying out mock funeral arrangement exercises

This is by no means an exhaustive list and employers and providers are encouraged to identify opportunities for the delivery of off-the-job GLH within their own schemes of learning or training programmes.

Level 2 Intermediate Apprenticeship in Funeral Operations and Services.

Off-the-job learning will comprise:

- Level 2 Certificate in Principles of Funeral Operations and Services - minimum of 87 GLH
- Level 1 Functional Skill in Mathematics - minimum of 45 GLH
- Level 1 Functional Skill in English - minimum of 45 GLH

Level 3 Advanced Apprenticeship in Funeral Operations and Services

Off the job learning will comprise:

- Level 3 Certificate in Principles of Funeral Operations and Services - minimum of 119 GLH.
- Level 2 Functional Skill in Mathematics - minimum of 45 GLH
- Level 2 Functional Skill in English - minimum of 45 GLH

Individual Learning Plans

The Individual Learning Plan is an essential tool within the delivery of the apprenticeship frameworks, regardless of the delivery model chosen. It should be used, by both assessor or manager, and the apprentice to identify and record opportunities for both on and off-the-job learning. It is acceptable for an organisation (either employer or provider) to develop their own learning or training plan, for example a log or diary, however it must perform the same role as the Individual Learning Plan and must be owned by the apprentice.

The Individual Learning Plan (or bespoke training plan) is not required to be submitted as evidence of off-the-job GLH but must be retained by the training provider or employer for audit purposes.

Functional Skills

The remaining Guided Learning Hours required to complete the Functional Skill qualifications can count towards either the off the job learning requirement, or the on the job learning requirement. This will depend on the requirements of the provider's delivery model.

Minimum on-the-job guided learning hours

On-the-job GLH should be used to enable the learner to acquire, practice and demonstrate key competencies as outlined in the competence-based qualifications of the framework.

Level 2 Intermediate Apprenticeship in Funeral Operations and Services

For those learners undertaking the Level 2 Intermediate Apprenticeship in Funeral Operations and Services, the minimum number of GLH that should be spent on the job is 138 Guided Learning Hours per year.

Level 3 Advanced Apprenticeship in Funeral Operations and Services

For those learners undertaking the Level 3 Advanced Apprenticeship in Funeral Operations and Services, the minimum number of GLH that should be spent on the job is 150 Guided Learning Hours per year.

How this requirement will be met

On-the-job learning within the Funeral Operations and Services Apprenticeship Frameworks

The on-the job learning hours should be used to enable the learner to acquire the skills needed to successfully achieve the competence-based qualifications outlined in each pathway of the Apprenticeship Frameworks in Funeral Operations and Services. The on-the-job GLH should be planned, monitored and evaluated by the learner, tutor, mentor/manager and employer, using an Individual Learning Plan. Within the Funeral Operations and Services Apprenticeships this will be delivered through the competence-based components, and may draw upon elements of the Functional Skills delivery.

Level 2 Intermediate Apprenticeship in Funeral Operations and Services

- Level 2 Certificate in Funeral Operations and Services - minimum of 138 GLH

Level 3 Advanced Apprenticeship in Funeral Operations and Services

- Level 3 Certificate in Funeral Operations and Services - minimum of 150 GLH

Functional Skills

Some of the Guided Learning Hours required to complete the Functional Skill qualifications can count towards either the off the job learning requirement, or the on the job learning requirement. This will depend on the requirements of the provider's delivery model.

Recording Mechanisms

Assessment of the Certificate in Funeral Operations and Services qualification is based on demonstrating occupational competence within the workplace and must be conducted in accordance with the relevant funeral assessment strategy. There are a wide range of activities which apprentices may take part in, in order to demonstrate achievement of the competence-based qualifications and may include performance reviews, observation, building portfolios, simulation and professional discussion. Some units within the Funeral Operations and Services qualifications have specific evidence requirements which must be adhered to. Within the funeral sector there may be a range of different delivery methods of the apprenticeship framework requirements.

Certification Requirements for GLH

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the apprentice's Apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

The six Personal, Learning and Thinking Skills can be achieved through the assessment of the mandatory units within the Certificate in Funeral Operations and Services and Principles of Funeral Operations and Services qualifications. A signposting document has been produced which shows where each of the PLTS are covered within the assessment criteria of the mandatory units in Certificate in Funeral Operations and Services and Principles of Funeral Operations and Services. All of the PLTS outcome statements can be mapped to the mandatory units in the funeral qualifications.

Please note: for the Level 3 Advanced Apprenticeship, the outcome statement 'Review progress, acting on the outcomes' element in the Reflective learner skills area is currently mapped to the unit 'Understanding how individuals and teams contribute to the work of a funeral business' which is classed as an optional unit. However, whilst not labelled as mandatory, this unit will be undertaken by all learners as stipulated in the Rules of Combination document. Therefore, the achievement of the mandatory units within these qualifications is evidence that the apprentice has met all required outcomes within the six PLTS areas.

There are, however, a wide range of additional opportunities for the learner to develop specific PLTS through the delivery of all Funeral Operations and Services and Principles of Funeral Operations and Services units. Providers and employers are encouraged to carefully consider the coverage of the PLTS outcome statements, within the delivery of all units in the Funeral Operations and Services Apprenticeship frameworks. It is recommended that apprentices are encouraged to take ownership of their achievement of the PLTS through recognition within the Individual Learning Plans. This will enable the apprentice to develop an understanding of what the six PLTS areas are and how the skills achieved will assist them in all areas of their home and work life.

Certification Requirements for PLTS

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the apprentice's Apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Creative thinking

People think creatively by generating and exploring ideas, making original connections. They try different ways to tackle a problem, working with others to find imaginative solutions and outcomes that are of value.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Generate ideas and explore possibilities;
- Ask questions to extend their thinking;
- Connect their own and others' ideas and experiences in inventive ways; Question their own and others' assumptions;
- Try out alternatives or new solutions and follow ideas through; Adapt ideas as circumstances change.

Independent enquiry

People process and evaluate information in their investigations, planning what to do and how to go about it. They take informed and well-reasoned decisions, recognising that others have different beliefs and attitudes.

Skills, behaviours and personal qualities for apprentices:

- Identify questions to answer and problems to resolve;
- Plan and carry out research, appreciating the consequences of decisions; Explore issues, events or problems from different perspectives;
- Analyse and evaluate information, judging its relevance and value;
- Consider the influence of circumstances, beliefs and feelings on decisions and events; Support conclusions, using reasoned arguments and evidence.

Reflective learning

People evaluate their strengths and limitations, setting themselves realistic goals with criteria for success. They monitor their own performance and progress, inviting feedback from others and making changes to further their learning.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Assess themselves and others, identifying opportunities and achievements;
- Set goals with success criteria for their development and work;
- Review progress, acting on the outcomes;
- Invite feedback and deal positively with praise, setbacks and criticism; Evaluate experiences and learning to inform future progress;
- Communicate their learning in relevant ways for different audiences.

Team working

People work confidently with others, adapting to different contexts and taking responsibility for their own part. They listen to and take account of different views. They form collaborative relationships, resolving issues to reach agreed outcomes.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Collaborate with others to work towards common goals;
- Reach agreements, managing discussions to achieve results;
- Adapt behaviour to suit different roles and situations, including leadership roles; Show fairness

- and consideration to others;
- Take responsibility, showing confidence in themselves and their contribution;
- Provide constructive support and feedback to others.

Self management

People organise themselves, showing personal responsibility, initiative, creativity and enterprise with a commitment to learning and self-improvement. They actively embrace change, responding positively to new priorities, coping with challenges and looking for opportunities.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Seek out challenges or new responsibilities and show flexibility when priorities change;
- Work towards goals, showing initiative, commitment and perseverance;
- Organise time and resources, prioritising actions;
- Anticipate, take and manage risks;
- Deal with competing pressures, including personal and work-related demands;
- Respond positively to change, seeking advice and support when needed;
- Manage their emotions, and build and maintain relationships.

Effective participation

People actively engage with issues that affect them and those around them. They play a full part in the life of their school, college, workplace or wider community by taking responsible action to bring improvements for others as well as themselves.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Discuss issues of concern, seeking resolution where needed;
- Present a persuasive case for action;
- Propose practical ways forward, breaking these down into manageable steps;
- Identify improvements that would benefit others as well as themselves;
- Try to influence others, negotiating and balancing diverse views to reach workable solutions;
- Act as an advocate for views and beliefs that may differ from their own.

apprenticeship **FRAMEWORK**

For more information visit-
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