



Level 2 Certificate in
FUNERAL OPERATIONS AND SERVICES

Evidence Logbook

Qualification recognition number: 601/3868/3

Qualification Reference: L2CFOS

www.futurequals.com

This document is copyright under the Berne Convention. All rights are reserved. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the Copyright, Designs and Patents Act 1998, no part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, electrical, chemical, mechanical, optical, photocopying, recording or otherwise, without prior written permission of the copyright owner. Enquiries should be addressed to Future Awards and Qualifications.

Copyright © Future (Awards and Qualifications) Ltd 2019

Assessment Principles

1. Assessment Principles

Please refer to the FutureQuals website (www.futurequals.com) for the current version of the Assessment Principles and the latest version of the qualification specification for any specific Assessment Principles relating to this qualification.

This page is intentionally left blank

Component 1: Interact Sensitively with Clients of a Funeral Business

Component Reference Number: A/503/8992

Level: 2

Credit: 3

GL: 17

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1. Know how to interact sensitively with clients of a funeral business			
1.1 Explain why it is important to interact sensitively with clients of a funeral business			
1.2 Outline different ways in which clients react to loss and the experience of grief			
2 Be able to interact sensitively with clients of a funeral business			
2.1 Identify self and the organisation to clients clearly			
2.2 Comply with organisational standards of dress and personal conduct when meeting clients			
2.3 Provide information to clients that is: <ul style="list-style-type: none"> •accurate •relevant •sensitively given •within own authority to give 			
2.4 Interact with clients in ways that demonstrate respect for them and sensitivity towards their feelings			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Level 2 Certificate in Funeral Operations
Summary of Achievement

Learner Name		FutureQuals Learner Number	
Centre Name		Centre Number	

Component Number	Component Title	Credits	Date Verified	Learner Signature	Assessor Signature	IQA Signature	EQA Signature
1	Interact Sensitively with Clients of a Funeral Business	3					

Competence has been demonstrated in all the components recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.

Internal Quality Assurer Signature

Date

This page is intentionally left blank

FutureQuals[™]

INSPIRING LEARNING AND SKILLS

Future (Awards and Qualifications) Ltd
EMP House, Telford Way, Coalville,
Leicestershire, LE67 3HE

Telephone: 01530 836662

Fax: 01530 836668

Email: info@futurequals.com

www.futurequals.com

www.futurequals.com