



Level 2 Certificate in  
FUNERAL OPERATIONS AND SERVICES

## Qualification Specification

Qualification recognition number: 601/3868/3

Qualification Reference: L2CFOS

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## Version Control Information

Document details	
Document name	FAQ Level 2 Certificate in Funeral Operations and Services - Specification  601/3868/3
Purpose of document	Qualification specification, component contents, assessment guidelines and information for centres.
Change applied to existing version	L2CFOS_V1_07/11/2017
Document owner	Product Development Team

Version history			
New version number after amendment	Date amended	Section	Details of change/s
L2CFOS_V2_10/06/2019	June 2019	Throughout	Administration updates, correcting typos, web links and Assessment Principles.

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## Section One

### Centre Requirements

#### 1.1 Introduction

##### Introduction to FutureQuals

FutureQuals is forward thinking, learner and customer-focused, and committed to delivering inspiring learning and skills.

##### Our Values

“We are a Visionary, Supportive, Innovative and Professional Awarding Organisation that is committed to excellence.”

##### Our Vision

“We envisage a place in which every learner realises their full potential.”

##### Our Mission

“To provide respected and valued qualifications and assessment to enable quality assured learning.”

FutureQuals is recognised to deliver regulated qualifications by Ofqual in England, CCEA Regulation in Northern Ireland, the Scottish Qualifications Authority (SQA Accreditation) and Qualifications Wales to offer a comprehensive and diverse range of qualifications across a wide range of vocational areas many of which are transferable across industries and sectors.

A full list of FutureQuals current qualifications can be accessed at <https://www.futurequals.com>

We have developed a genuine understanding and insight into all types of educational organisations, which ensures that we are highly responsive to their needs. We offer a wide range of benefits and support for our learners, our approved centres, and their assessment and quality assurance teams.

FutureQuals offers a wide range of benefits and support for all of our educational products and services including:

- Vocational qualifications accredited by the UK regulators and recognised by employers, universities and professional bodies
- 24/7 online management systems for the registration of learners, ensuring highly efficient services and access to assessment and results
- A diverse range of qualifications
- A flexible approach to assessment
- A network of professionals who examine and quality assure our regulated qualifications and assessments
- Regular updates on new developments in education and training
- Unrivalled customer service support and extensive guidance materials.

## Introduction to Qualification Specification

Welcome to the FutureQuals Specification for the **FAQ Level 2 Certificate in Funeral Operations and Services**. The aim of this specification is to provide our centres with guidance to assist in the administration, delivery and assessment of this qualification. It is recommended that you study this specification in detail and become fully conversant with the procedures and accompanying documents.

This specification is a live document and, as such, will be updated when required. Centres will be notified when changes are made. It is the responsibility of the approved centre to ensure the most up to date version of the Approved Specification is in use.

This document is copyright but may be copied by approved centres for the purpose of assessing learners. It may also be copied by learners for their own use.

### 1.2 Data Protection

FutureQuals is registered with the Data Protection Act and handles all data in accordance with the required procedures of the Act.

### 1.3 Complaints

FutureQuals aims to constantly monitor the levels of service provided and report on performance indicators on a regular basis. We will endeavour to be open about the levels of service we aim to offer all our customers.

However, if we fall short of expectations or our own standards, we want to give the opportunity for those affected to provide feedback so we can put things right.

Our Complaints Policy, which includes information on how to make a complaint, can be found on the FutureQuals website.

### 1.4 Enquiries

Any enquires relating to this qualification should be addressed to:

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

Tel: 01530 836662

Fax: 01530 836668

E-mail: [qualifications@futurequals.com](mailto:qualifications@futurequals.com)

Website: <https://www.futurequals.com/>

## Section Two

### Qualification Information

#### 2.1 Qualification Outline

##### Purpose and Aims

The purpose of this **FAQ Level 2 Certificate in Funeral Operations and Services** is to provide the learner with the skills, knowledge and understanding required to work in the funeral services sector.

It also gives learners the opportunity to demonstrate competence of working in the funeral sector as a Funeral Operative or Funeral Arranger.

**The Total Qualification Time (TQT) for this qualification is: 350**

**Guided Learning (GL) for this qualification is: 129 hours**

**Minimum credits required to achieve the qualification: 35**

**Suitable for age ranges: 16-18, 19+**

**Method of assessment:** Portfolio of Evidence. This qualification is internally assessed and internally quality assured by Centre staff and externally quality assured by FutureQuals External Quality Advisors (EQAs).

If the method of assessment includes formative assessments such as practical tasks, written questions, multiple choice/short answer and knowledge assessment tasks where supervision of a learner assessment is required, assessment must be undertaken in line with the requirements set on in the FutureQuals' *Instructions for Conducting Controlled Assessments* policy. This document is published on the 'Policies and Procedures' section of the FutureQuals' website.

**Grading:** There is no specific grading criteria for this qualification.

**Entry guidance:** There are no formal qualification entry requirements that a learner must have completed before taking this qualification and no requirement for learners to have prior skills, knowledge or understanding.

**Exit Requirements:** None.

#### 2.2 Additional Information

This qualification is regulated by the Office of the Qualifications and Examinations Regulator (Ofqual) in England <https://register.ofqual.gov.uk/Qualifications> and CCEA Regulation in Northern Ireland <http://ceea.org.uk/regulation>.

It may be eligible for public funding as determined by the Department for Education (DfE) under Sections 96 and 97 of the Learning and Skills Act 2000, Qualification Wales and Department for the Economy in Northern Ireland.

For information regarding potential sources of funding, please visit the following websites:

<https://hub.fasst.org.uk/Pages/default.aspx>

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

<https://www.economy-ni.gov.uk/>

alternatively, contact your local funding office.

You should use the Qualification Accreditation Number (QAN) when you wish to seek public funding for your learners. Each component within a qualification will also have a unique reference number (Component Reference Number), which is listed in this specification. The qualification title and component reference numbers will appear on the learner's final certification document. Learners need to be made aware of this detail when they are recruited by the centre and registered with FutureQuals.

### 2.3 Progression

Once learners have completed this qualification, they could progress on to a Level 3 Certificate in Funeral Operations and Services or a Level 3 Certificate in Principles of Funeral Operations and Services.

### 2.4 Assessment Principles

The FAQ Level 2 Certificate in Principles of Funeral Operations and Services must be assessed according to the FutureQuals Assessment Principles.

### 2.5 Qualification Structure

To achieve the FAQ Level 2 Certificate in Funeral Operations and Services learners must achieve a minimum of 35 credits. They must complete 1 mandatory component in Group M (3 credits) and achieve a minimum of 32 credits from Group O optional components.

At least 35 of the credits must be achieved at Level 2 or above.

Group M - Mandatory				
Component Number	URN	Component Name	Credit Value	Level
1	A/503/8992	Interact sensitively with clients of a funeral business	3	2

Group O1 – Optional Components			
URN	Component Name	Credit Value	Level
T/503/8991	Establish client requirements for funeral arrangements	6	2
M/503/8990	Bring the deceased into the care of a funeral business	6	2



F/503/8993	Care for the deceased within a funeral business	6	2
J/503/8994	Bear the coffin and handle floral tributes	2	2
L/503/8995	Encoffin the deceased	2	2
R/503/8996	Make arrangements for viewing the deceased	2	2
Y/503/8997	Prepare coffins	2	2
D/503/8998	Drive funeral vehicles in corteges	4	2
H/503/8999	Assure the roadworthiness of funeral vehicles	1	2
J/503/9000	Assist clients to choose funeral products and services	3	2
L/503/9001	Conduct viewings of the deceased	2	2
R/503/9002	Control the payment of accounts in a funeral business	2	2
H/600/9660	Develop working relationships with colleagues	3	2
L/601/0933	Give customers a positive impression of yourself and your organisation	5	2
R/601/2490	Store and retrieve information	3	2
T/503/5685	Help customers to choose products in a retail environment	6	2
M/504/9441	Go the extra mile to exceed customer expectations	6	2
T/504/9442	Deliver an organisation's service offer, vision and promise	6	2

## 2.6 Barred Components and Exemptions

Components with the same title at different levels, or components with the same content, cannot be combined in the same qualification.

## Section Three

### Assessment Principles and Component Specifications

#### 3.1 Assessment Principles

FutureQuals' qualifications will always include Assessment Principles whether they have been developed by a Sector Skills Council (SSC) or FutureQuals' own. The latest version of the generic Assessment Principles are available on the FutureQuals website and should be used in conjunction with any qualification-specific assessment principles. You can view the principles here: <https://www.futurequals.com/assets/AssessmentPrinciples.pdf>.

Any Assessment Principles specific to a qualification will always be re-produced in the specification they relate to.



### **3.2 Component Specifications**

## Component 1: Interact sensitively with clients of a funeral business

Component Reference Number: A/503/8992

Level: 2  
Credit: 3  
GL: 17

### Component Summary

The purpose of this component is to assess the occupational competence of individuals who work in a funeral business and who interact with clients on a general basis rather than developing the client relationship.

### Assessment Guidance

This component requires workplace assessment of occupational competence.

<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>
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
	1.3 Identify techniques for responding sensitively to clients
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"><li>• accurate</li><li>• relevant</li><li>• sensitively given</li><li>• within own authority to give</li></ul>
	2.4 Interact with clients in ways that demonstrate respect for them and sensitivity towards their feelings

## Section Four

### Centre Information

#### 4.1 Centre Operations Manual

Information regarding centre support, learner registration, certification, reasonable adjustments and special consideration, complaints and appeals can be found in the [Centre Operations Manual](#).

#### 4.2 Initial Assessment and Centre Learner Support

It is important that centres carry out an initial assessment to identify what knowledge and degree of skills the learner already has, and to identify if any support or reasonable adjustments will be required to enable them to be assessed fairly. This may include an assessment of minimum core personal skills in English, Mathematics and ICT.

This can be recorded so that centres can identify any associated needs and record this in appropriate plans. This will help in planning the learning programme. It is important at the initial assessment stage to ensure that learners commence a programme at the appropriate level.

Centres should assess each learner's potential and make a professional judgement about his/her ability to successfully complete the programme of study and achieve the qualification.

This assessment will need to take account of:

- the support available to the learner within the centre during his/her programme of study
- any specific support that might be necessary to allow the learner to access the assessment for the qualification
- diagnoses of the requirements of the learner, making use of specialist advice from external sources, as appropriate.

Centres should identify any learner requirements and how they may affect successful completion of the particular programme. Programme teams should refer closely to the qualification specifications when discussing possible options for learners. They should advise learners on the appropriateness of the qualification to the learner and identify more suitable qualifications if necessary.

It is our intention that there should be no discrimination on the grounds of a protected characteristic. FutureQuals and approved centres have a responsibility to ensure that the process of assessment is robust and fair and allows a learner to show what they know and can do without compromising the assessment criteria.

Details on how to make adjustments for learners to ensure fair access to assessment is set out in the FutureQuals' *Reasonable Adjustment and Special Considerations* policy.

## 4.3 Identification Requirements and Learner Authenticity

### Identification Requirements

It is a centre's responsibility to confirm the identity of a learner as part of its registration process. A centre may do this by requesting sufficient personal data and a unique learner number (ULN) to ensure the learner can be clearly and uniquely identified.

The use of a ULN is now a mandatory requirement for publicly funded education and when submitting Individualised Learner Record (ILR) returns.

Centres must have systems in place to ensure that an individual completing an assessment is the person he/she is claiming to be.

Therefore, centres are required to ensure that each learner's identification is checked and that the type of identification provided by each learner is recorded before assessments are undertaken. FutureQuals External Quality Assurers will check this record during quality assurance monitoring activities.

The following would be permitted proof of a learner's Identity:

- a valid passport (any nationality)
- a signed UK photo card driving licence
- valid warrant card issued by HM Forces or the Police
- other photographic ID card, e.g. employee ID card (must be current employer), student ID card, travel card
- UK biometric residence permit.

If an assessment is taking place in a learner's place of work and a learner is unable to supply any of the above, authentication of a learner's identity by a third-party representative, for example his/her line manager or a member of his/her workplace Human Resources Team can be accepted.

### Learner Authenticity

It is a regulatory requirement that every assessment submission is authenticated as the work of the named learner whether submitted to a centre or to FutureQuals. Therefore, the FutureQuals Evidence Logbook requires that a declaration of authenticity is signed by a learner for each assessment submitted.

By signing the declaration, a learner is acknowledging that if the statement is untrue, an assessment breach has been committed.

If a centre uses electronic systems or e-portfolios, an alternate form of formal declaration of authenticity must be completed with each assessment that is submitted.

If a centre uses its own version of the FutureQuals Evidence Logbook it must ensure that the version used captures the same information i.e. the assessment method, evidence reference, the assessor's decision (including the signature and date to evidence completion assessment) and the learner's declaration of authenticity.

Any submission that does not carry a formal declaration of authenticity will not be externally quality assured. If an alternate formal declaration of authenticity is completed by a learner it must, as a minimum, include the statement:

**Statement of confirmation of authenticity**

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

The learner must sign and date the declaration.

#### **4.4 Legal Considerations**

Learners and centres should be aware of regulations affecting those who deal with children, young people and vulnerable adults in the country the qualification is delivered in.

The Prevent Duty Guidance available from the Home Office, makes clear the important role of further education leaders in stopping extremists seeking to radicalise learners on campuses and in supporting learners at risk of extremist influences.

Ofsted has responsibility for monitoring the Prevent Duty in publicly funded further education and skills providers.

# FutureQuals<sup>™</sup>

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