

Apprenticeship End-Point Assessment Plan Funeral Team Member Level 2

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Introduction

This document sets out the requirements and process for independent end-point assessment of the funeral team member apprenticeship standard. All apprenticeship standards must include independent end-point assessment to check the apprentice's overall performance against the standard. This plan is designed for employers, apprentices, education and training providers and end-point assessment organisations (EPAOs).

Independent end-point assessment occurs when the employer is satisfied that the apprentice is working consistently at or above the level set out in the funeral team member apprenticeship standard. The end-point assessment period for the funeral team member apprenticeship standard can commence at any point once the apprentice is competent after the twelve-month minimum period of learning and development.

Gateway

The independent end-point assessment ensures that all apprentices consistently achieve the industry set professional standard for a funeral team member. Apprentices without level 1 English and maths will need to achieve this level and take the test for level 2 English and maths prior to taking the end-point assessment. For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3 and a British Sign Language qualification is an alternative to English qualifications for whom this is their primary language.

Once the employer is satisfied that the apprentice is deemed competent, the apprentice moves through the Gateway and enters the end-point assessment period. The EPAO must arrange a (post-gateway) planning meeting within one week that includes the apprentice, the employer and an independent end-point assessor appointed by the EPAO. This meeting is to plan the timings for the end-point assessment and may be conducted remotely – e.g. a virtual meeting using technology such as Skype, as its aim is to secure the plan for the EPA methods, but does not contribute to any end-point assessment decisions.

The apprentice must supply a copy of the portfolio of evidence to the EPAO at this time. The portfolio of evidence is utilised by the independent end-point assessor to underpin the professional discussion but it is not assessed. It allows the independent end-point assessor to select a minimum of 10 competency-based questions chosen from the EPAO's question bank to ask the apprentice during the professional discussion.

At this planning meeting, the independent end-point assessor will agree a plan and schedule for each end-point assessment method with the apprentice and employer to ensure all methods can be completed and passed within a three-month end-point assessment window. EPAOs must inform the EQA of the independent end-point assessments prior to commencement to ensure external quality assurance activity can be planned and implemented. It should be noted that the training provider is not involved in this planning activity as this forms the next step of the apprenticeship journey, moving from the on-programme phase to the end-point assessment.

Order and timings of the end-point assessment

There are three assessment methods for the funeral team member independent end-point assessment. These methods may be carried out in any order. All assessment methods must be completed and passed within the three-month assessment window, after the EPA gateway. This end-point assessment window begins on commencement of the first assessment method.

Summary of end-point assessment methods

The apprentice will be assessed to the apprenticeship standard using three complementary assessment methods. The assessment methods are not 'weighted' in percentage terms, as they are all important to demonstrating the apprentice's performance. The assessment methods will be carried out by the independent end-point assessor as follows:

<p>Method 1</p> <p>On demand test:</p> <ul style="list-style-type: none"> • 40-minute on-demand multiple choice test • Covers the core and relevant specialist function • Scenario based questions • Externally set and marked automatically by the EPAO • Undertaken either on the employer's premises or off site • Graded fail, pas, distinction 	<p>Method 2</p> <p>Practical demonstration:</p> <ul style="list-style-type: none"> • 75-minute (+10% at the discretion of the independent assessor) practical demonstration • Covers the core and relevant specialist function • Externally observed and marked by the EPAO • Graded fail and pass. 	<p>Method 3</p> <p>Professional discussion:</p> <ul style="list-style-type: none"> • 45-minute (+10% at the discretion of the independent assessor) structured meeting • Covers the core and relevant specialist function and portfolio of evidence • Structured discussion between the apprentice and the independent end-point assessor • Led by the independent end assessor • Graded fail, pass, distinction
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Completion:

Independent end-point assessor confirms that each end-point assessment method has been completed and passed.

The **achievement** is determined by the independent end-point assessor based on the combination of performance in all end-point assessment methods. See grading page 18

Fail / Pass / Distinction

On demand test

The apprentice must carry out a knowledge test during the EPA period

- Apprentices must have 40-minutes to complete the test
- On-demand computer-based multiple-choice test (20 questions, 4 choices per question 1 correct answer = 1 mark, incorrect answers must be assigned 0 marks)
- Scenario based questions, externally set and marked by the end-point assessment organisation on the RoEPAO, undertaken either on the employer's premises or off site
- The 40-minute test will include two parts, part A (12 questions) on the core and part B (8 questions) on the relevant specialist function. The apprentice must pass **both** sections to pass overall.

The assessment will be an objective on-demand, computer-based test and will be in a multiple-choice format ensuring validity and reliability and which allows for consistent, efficient and timely allocation of marks. It is expected that the on-demand tests will be on-screen and computer marked, with validated results notified to the independent end-point assessor. Questions will cover the knowledge and skills identified on the standard (Annex A) and will be written using the language, tone and style expected for the level of standard. Apprentices taking the tests will be given a proportional sample of these questions which reflect general coverage of the standards to demonstrate competence within the given time constraints.

EPAOs must develop 'question banks' of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose.

Apprentices will complete their tests on-screen, unless individual assessment needs dictate a suitable alternative method, and in a 'controlled' environment, which may be on or off the employers' premises. Multiple online sample tests must be available. The independent end-point assessor will be notified of successful completion of the on-demand test (results of which will usually be computer generated and validated by the EPAO, or if not computer generated but paper based, must use automated marking by the EPAO and results notified).

The EPAO will identify a suitable person who can uphold integrity and prevent candidate malpractice to invigilate the on demand test. It may, but does not have to be, the assessor marking the practical demonstration and conducting the professional discussion. Tests will be invigilated in line with the requirements set out by the EPAO.

On-demand test – Apprentices must pass **both** the core and specialist section of the test in order to pass.

The apprentice will achieve the following grade boundaries (core) 0-7 fail, 8+ pass (specialism) 0-4 fail, 5+ pass. Apprentices **must pass both core and specialism questions to pass** therefore overall grade boundaries 0-12 fail 13-16 pass 17-20 distinction. (see page 18 for overall grading criteria)

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Practical demonstration

As a key element of the standard, apprentices are required to demonstrate their skills, competence and behaviour in their specialist job role. Due to the highly sensitive nature of these roles and the need for client confidentiality, the assessment method for these criteria will be via practical demonstrations of simulated scenarios.

- 120-minute (+10% at the discretion of the independent assessor) practical demonstration observed by the independent end-point assessor
- Will include areas of the standard identified in Annex A
- The independent end-point assessor will select the scenarios from a bank of scenarios generated by the EPAO.

The practical demonstration will focus on a particular activity and will test behavioural, analytical and decision-making skills in a realistic setting.

The practical demonstrations must succeed in recreating the atmosphere, conditions and pressures of the real situation.

Any resources or equipment that would normally be in the work environment should be available and in working order for the practical demonstration.

Apprentices will complete the required tasks in the timescales normally expected in the workplace, taking account of any legislation and regulations that would apply. Only one apprentice will be observed at any time.

The EPAO will generate a bank of scenarios. Activities suitable for practical demonstration are included (but not limited to) the scenarios outlined in Appendix 1. Dependant upon the route the apprentice is taking, different scenarios of differing sizes will be utilised. Whichever route is taken, the apprentice will cover all of the required KSB.

As part of best practical demonstration practice, the assessor will ask questions appropriate to the demonstration to further clarify knowledge and understanding and evidence behaviours, and to question about activities not observed by the independent assessor during the practical demonstration. Questions must be asked after the practical demonstration is complete and should not interfere with the completion of the tasks being observed. The independent assessor can ask up to 6 questions and can ask follow up questions where clarification is required. Questions must be asked within a time period not exceeding 10 minutes and must be completed within the total time allowed for the practical demonstration.

KSBs observed and answers to questions must be documented by the independent assessor.

Professional discussion

- 45-minute (+10% at the discretion of the independent assessor) discussion between the apprentice and the independent end-point assessor
- Competency-based questions with supporting evidence from portfolio
- Will include areas of the standard identified in the mapping table (see pages 12-17) and the portfolio of evidence.

The independent end-point assessor conducting and marking the professional discussion would normally be the same person who marked the practical demonstration.

The portfolio of evidence is used by the independent end-point assessor to extract the best of the apprentice's competence and excellence in relation to the specific criteria. The portfolio of evidence supports the professional discussion and will not be assessed or graded during the end-point assessment. The independent end-point assessor will review the portfolio of evidence beforehand to select a minimum of 10 competency-based questions chosen from the EPAO's question bank to ask the apprentice during the professional discussion.

EPAOs must develop a bank of competency-based questions of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose.

The supporting portfolio of evidence should have a minimum of 5 and a maximum of 10 pieces of evidence. Examples of evidence include, but are not limited to:

- Witness testimonies
- Completed documentation
- Client feedback
- Performance review documentation
- Pictorial evidence

Please note that reflective accounts and self-evaluations are not acceptable in the portfolio of evidence.

The professional discussion will be conducted in a 'controlled environment'. The professional discussion may be conducted using technology, as long as fair assessment conditions can be maintained. Acceptable means of remote assessment include video conferencing / video calling and must include a two-way visual and audio link.

A standard template, provided by the end-point assessment organisation, which can be contextualised, will be used to ensure that standards are secure but assessors are able to focus on key areas for confirmation of performance and effective appraisal of the discussion. This will ensure that consistent approaches are taken and that all key areas are appropriately explored. The professional discussion will be planned in advance to allow for quality assurance activity in line with sampling requirements and will cover the key elements of the standard previously identified.

The amount of competency-based questions asked during the professional discussion will vary according to the breadth and depth of the answers given (and how many

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follow-up questions are required) but as a minimum there must be 10 questions asked to cover all the criteria requirements and give full opportunity for the apprentice to demonstrate all the requirements for a distinction.

Reliability, Validity and Consistency

Independent end-point assessment is a culmination of a learning and development journey resulting in external confirmation of an apprentice meeting the industry-defined standard. The assessments are conducted by an independent end-point assessor approved and appointed by an end-point assessment organisation (EPAO) which is on the register of end-point assessment organisations (RoEPAO) and which is quality assured to ensure consistent, reliable and valid judgements.

In summary, the following controls must be adhered to:

- ✓ A formal structure to plan the end-point assessment, allowing planning of internal and external quality assurance.
- ✓ The mandating of both technical and assessment competence and continuing professional development (CPD) for independent end-point assessors to ensure that they have the right tools, qualifications, training and experience to make reliable judgements.
- ✓ An end-point assessor from an independent assessment organisation, who has had no prior involvement with the apprentice, providing an objective independent view
- ✓ The internal quality assurance of individuals conducting independent end-point assessments and of independent end-point assessment outcomes and results, by an ESFA registered EPAO.
- ✓ The use of on-demand tests with automated marking ensuring a consistent approach regardless of the apprentice's workplace.
- ✓ Three complementary assessment methods that provide a clear structure for synoptic assessment across the standard.

Roles and responsibilities

Apprentice

The apprentice takes responsibility for learning independently, preparing for the EPA and contributing to the decision on the timing of their EPA.

Employer

The employer determines when the apprentice is competent and ready to attempt the EPA. They enable the independent end-point assessor to observe the apprentice within the workplace.

Independent end-point assessor

An independent end-point assessor must be someone who has nothing to gain from the outcome of the assessment and must not have been involved in training or employment of the apprentice. They must be approved and appointed by the assessment organisation to undertake the independent end-point assessment of the apprentice.

To ensure consistent and reliable judgements are made, independent end-point assessors will be subject to rigorous quality assurance and must take part in regular standardisation activities. The mandatory criteria for independent end-point assessors is set out below:

Mandatory requirements:	Independent Assessors
Be independent of the apprentice, their employer and training provider(s) i.e. there must be no conflict of interest	√
Have recent, relevant experience of the occupation/sector gained in the last two years or significant experience of the occupation/sector. This should be at least at the same level as the standard.	√
Hold or be working towards Assessor Award (EPAQ/A1/A2/D32/D33/TAQA or equivalent qualification)	√
Attend a minimum of 2 days EPAO standardisation sessions per year	√
Undertake a minimum of 2 days continuing professional development relating to the actual job role per year	√
Hold a recognised funeral qualification at Level 2 or higher	√

End-Point Assessment Organisations (EPAOs)

EPAOs are registered on the ESFA Register of End-Point Assessment Organisations (RoEPAO). EPAOs are responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent.

EPAOs must:

- Develop a question bank for the on-demand test of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose.
- Develop a bank of competency-based questions for the professional discussion, of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose.
- Create documentation for recording assessment decisions.
- Appoint independent assessors that meet the requirements as detailed in this plan – see above.
- Have internal expertise in terms of qualified personnel with V1 or equivalent
- Provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading.
- Have quality assurance systems and procedures that support fair, reliable and consistent assessment across the organisation and over time.
- Operate regular standardisation events that enable assessors to attend a minimum of 2 events per year.
- Operate moderation of assessment activity and decisions, through examination of documentation and observation of activity. Moderation must be performed on a risk basis, i.e. new or poorly performing independent assessors must have every component of every assessment quality assured, but established, and high performing independent assessors can be quality assured on a sampling basis, with at least one assessment component being subject to either desk based or live internal quality assurance activity.

All end-point assessment organisations are required to check the independence of the end-point assessor from the apprentice, ensuring that the end-point assessor has not been involved in the learning, development or line management of the apprentice. End-point assessment organisations will be subject to external quality assurance in order to deliver national consistency across the funeral (retail) sector that is overseen by the employer-led EQA body.

Affordability

This approach to independent assessment has been tested with employers who have confirmed that it is the preferred approach. The following factors should ensure that EPA is affordable:

- Employer's premises used for practical demonstration
- On-demand test administered on screen and computer marked
- Video conferencing can be used to conduct the professional discussion, but the EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided in some way.

Volumes

It is anticipated that there will be 750 starts in the first year on this apprenticeship and 500 per year once established.

Manageability and feasibility

This apprenticeship has been designed to be viable for both large and small organisations. This means that there will be a wide geographical take up. Existing funeral director training providers are used to dealing with this and the assessment model is a simple one to administer.

External quality assurance (EQA) of the end-point assessment for the funeral team member apprenticeship standard

The external quality assurance will be an employer-led model carried out by People 1st on behalf of the employers.

Assessment method mapped by element of the funeral team member standard

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.

Key to assessment method identification	
End-point assessment method EPA	This chart provides an overview of what an apprentice can expect to be covered in each assessment method.
T	Assessment will be through the on-demand test
P	Assessment will be through the practical demonstration
PD	Assessment will be through the professional discussion
2 methods	Some sections of the standard are assessed by more than one method.

Core: All funeral team members must have all of the following generic skills, knowledge and behaviour

Knowledge (Know it)	EPA	Skills (Show it)	EPA	Behaviours (Live it)	EPA
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Client	K1 How to communicate with clients during the various stages of the grieving process. K2 Specific client communication needs, for example, dementia, language, cultural diversity.	T T	S1 Use appropriate methods of communication including non- verbal, verbal, written and social media. S2 Show respect when communicating with all clients and third parties.	P P	B1 Confidently interact with clients adapting to the needs of the individual during the grieving process. B2 Use clear language in all communication, verbal and written, seeking help when it is required. B3 Communicate politely at all times.	P P
	K3 Client types, how to identify their needs and preferred methods of communication. K4 The importance of meeting client's needs and requests, whilst working in line with the products and services offered by the business.	P T	S3 Use clear, relevant and empathetic communication to establish clients' needs and satisfy their requirements. S4 Deliver excellent service during all interactions, including phone, face-to-face, electronic and postal communications.	P P	B4 Communicate clearly and with empathy at all times.	P
	K5 How to obtain and handle client feedback both positive and negative, the information required from clients to resolve an issue and when to ask for help.	T	S5 Apply business policies and procedures to handle client concerns, complaints and compliments. S6 Deal with client feedback within the limits of your own authority, sharing positive comments, escalating negative comments and finding solutions where possible.	PD PD	B5 Professionally and calmly, work with clients to resolve concerns, complaints and use compliments effectively in the funeral business.	P
Reputation	K6 How to protect the business reputation based on values, vision, aims and behaviours. K7 The importance of maintaining a good reputation with clients, competitors and within the local area.	T T	S7 Operate within the business values when dealing with clients and team members in all daily activities.	P	B6 Support the reputation of the business by providing a professional service to clients, knowledgeable of how it compares to competitors.	P

	K8 Client types and the local community demographic. K9 The benefit to yourself and the business of forming professional relationships. K10 The acceptable boundaries of professional relationships.	PD PD PD	S8 Engage in professional relationships with clients, communities and other stakeholders in order to help build a positive public reputation. S9 Report any instance where the reputation of the business could be / has been damaged.	PD PD	B7 Treat all clients and colleagues with respect and work positively within the local community.	PD
	K11 How technology, including social media is used in the business and how it contributes to the business reputation.	T	S10 Use technology including social media in line with business requirements.	PD	B8 Actively promote the reputation of the business by using social media and business technology tools responsibly.	PD
Team	K12 How to support and influence the team positively, recognising how all colleagues and teams are dependent on each other to meet business objectives.	PD	S11 Support team members to ensure that the services provided are of a high quality, delivered on time and as required.	PD	B9 Be conscious of the impact of personal behaviours on the team by a consistent, positive and professional approach.	PD
	K13 Different types of teams, third party team members and stakeholders within the wider team and how strengths and weaknesses affect team dynamics	T	S12 Adapt positively to all types of team leaders, team members and different types of team within the business in which you work.	PD	B10 Consistently exhibit respect and work positively with team leaders and team.	PD
Legal and Governance	K14 The legislative requirements, duties and responsibilities of the business. K15 The policies and procedures of the business regarding the deceased when they are in own premises or third party locations, identification, release of ashes, personal effects, notifiable diseases and specialist services.	T PD	S13 Comply with legal and business requirements whilst conducting all services. S14 Follow business policies and procedures relating to third party locations of the deceased, identification, release of ashes, personal effects, notifiable diseases and specialist-services.	P PD	B11 Operate in an honest and trustworthy way demonstrating integrity in all duties respecting the dignity of the deceased at all times.	PD

Personal development and performance	K16 How personal development and performance contributes to success of the business.	PD	S15 Take ownership for own learning development and performance. S16 Carry out personal development activities. S17 Identify your own learning styles.	PD	B12 Reflect on own ways of working and with support from your line manager, actively create and implement a personal development plan.	PD
	K17 How to identify personal goals and development opportunities and the support / resources available to achieve these. K18 Different learning styles.	PD		PD		
Products and services	K19 The full range and unique selling points of products and services offered by the business.	PD	S18 Take a proactive approach to providing clients with product and service information within your area of responsibility. S19 Offer information and assistance with specialist services and products.	P	B13 Promote the products and services offered by the business. B14 Consistently work to personalise the funeral to the needs of the deceased, client, family, and friends.	P
	K20 Where to find information regarding specialist products and services for example exhumation, repatriation and burial at sea.	T		P		

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.

	Knowledge (Know it)	EPA	Skills (Show it)	EPA	Behaviours (Live it)	EPA
Funeral arranging	K21 The businesses' process for the care of the deceased.	P	S20 Arrange, plan and assist in visits to the deceased, ensuring client's needs are respected at all times. S21 Arrange at need or pre-need funerals according to clients' requirements, maintaining accurate records of all products and services ordered.	P	B15 Confidently communicate with clients and third party service representatives with understanding, empathy and integrity. B16 Use own initiative when carrying out arranging-activities.	P
	K22 The third parties involved and the role they play in delivering client needs.	T		P		
	K23 How to plan/arrange a funeral according to client's needs within legislative boundaries and local constraints, rules and regulations.	P		P		

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	K24 The importance of accurate calculation and completion of the client contract and the implications to the business if not completed properly.	PD	S22 Complete, discuss and agree client contracts efficiently and according to business guidelines. S23 Gather and collate feedback from clients using the businesses approved systems and communication methods.	PD		
Administrati on / Finance	K25 The principles of operating commercially in a competitive industry.	T	S24 Access and use systems accurately, efficiently and within legislation requirements.	PD	B17 Consistently prioritise and arrange financial records and client accounts.	PD
	K26 The business administration / finance systems and how invoices are created.	PD	S25 Maintain precise records of all products and services purchased by clients. S26 Ensure the timely receipt of payments and finance agreements.	PD	B18 Consistently review information and clerical processes for errors and make corrections before finalising administration / financial duties.	PD

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.

	Knowledge and Understanding (Know it)	EPA	Skills (Show it)	EPA	Behaviours (Live it)	EPA
Maintain and drive vehicles	K27 The legal and business requirements for driving, maintaining and cleaning vehicles for example reporting damage.	T	S27 Follow relevant legislation, codes of practice and business standards for driving, maintaining and cleaning business vehicles.	P	B19 Show pride in maintaining and cleaning business vehicles. B20 Remain calm and drive responsibly at all times.	P
	K28 The importance of knowing routes and planning contingency routes before setting off, keeping up-	PD	S28 Use pre-arranged routes when driving business vehicles during funeral services and alternative routes when	PD		P

	to-date and checking local disruptions to routes in advance.		necessary reporting issues with routes to the appropriate person.			
Care of the deceased	<p>K29 How to handle, remove and move the deceased while maintaining dignity and respect.</p> <p>K30 The environments, the equipment used and the importance of completing dynamic risk assessments to move the deceased.</p> <p>K31 When and how to request additional support when carrying out the transfer of the deceased.</p> <p>K32 How to prepare and present the coffin and the deceased.</p>	<p>P</p> <p>T</p> <p>PD</p> <p>P</p>	<p>S29 Transfer the deceased using correct techniques and maintaining client and business requirements.</p> <p>S30 Assist in the preparation and presentation of the coffin and the deceased.</p>	<p>P</p> <p>PD</p>	<p>B21 Be respectful of the deceased at all times.</p>	<p>P</p>
Funerals	<p>K33 Pre-funeral checking procedures and your role for the 'day of the funeral' service.</p> <p>K34 How to bear coffins or use appropriate equipment safely, professionally and in varying environments with dignity and respect.</p> <p>K35 How to identify and handle potential incidents and when to escalate to an appropriate person.</p>	<p>P</p> <p>T</p> <p>PD</p>	<p>S31 Attend funeral briefings and use information to assist in the delivery of the funeral.</p> <p>S32 Handle coffins and floral tributes safely and respectfully at all times.</p> <p>S33 Carry out allocated duties with dignity and respect to ensure the smooth running of the funeral.</p>	<p>P</p> <p>PD</p> <p>P</p>	<p>B22 Actively and competently, participate in the smooth running of the funeral service.</p> <p>B23 Remain calm and respectful in different situations and help colleagues to do the same.</p>	<p>PD</p> <p>PD</p>

Grading criteria

Apprentices who fail to demonstrate competence against the standard for the on-demand test, competence scenario or the professional discussion will be considered to have failed that assessment and as a result will fail overall (see table below).

On-demand test (both elements) P/F/D	Practical demonstration P/F	Professional discussion P/F/D	Overall grade P/F/D
Fail 0-12	Any	Any	Fail
Any	Fail	Any	Fail
Any	Any	Fail	Fail
Pass 13-16	Pass	Pass	Pass
Pass 13-16	Pass	Distinction	Pass
Distinction 17-20	Pass	Pass	Pass
Distinction 17-20	Pass	Distinction	Distinction

Detailed grade descriptors

Method 1: On-demand test

Apprentices must pass **both** the core and specialist section of the test in order to pass.

The apprentice will achieve the following grade boundaries (core) 0-7 fail, 8+ pass (specialism) 0-4 fail, 5+ pass. Apprentices must pass both core and specialism questions to pass therefore overall grade boundaries 0-12 fail 13-16 pass 17-20 distinction.

Core KSB mapped K1 K2 K4 K5 K6 K7 K11 K13 K14 K18 K20

Arranger KSB mapped K22 K25 Operative KSB mapped K27 K30 K34

Method 2: Practical demonstration has pass / fail grades

	Fail	Pass
<p>Core KSB mapped K3 S1 S2 S3 S4 S7 S13 S18 S19 B1 B2 B3 B4 B5 B6 B13 B14</p>	<p>The apprentice will be deemed to have failed the practical observation if they have not met the pass criteria.</p>	<p>Applies both legal and business policies and guidance along with the businesses values to deliver excellent service while organising and carrying out day-to-day funeral activities. S4 S7 S13 B3 B6</p> <p>Identifies appropriate forms of verbal or non-verbal communication based on client type and the individual needs of each client and applies them respectfully in every interaction with colleagues, clients or other key stakeholders. K3 S1 S2 S3 B2 B4</p> <p>Provides clients with personalised information on products, services and specialist services. Supports the business reputation by promoting the products and services offered while demonstrating competitor awareness. S18 S19 B1 B3 B4 B6 B14</p> <p>Demonstrates professionalism and confidence at all times helping to resolve complaints and concerns and sharing compliments when received. B1 B3 B4 B5</p>
<p>Arranger KSB mapped K21 K23 S20 S21 S22 B15</p>	<p>The apprentice will be deemed to have failed the practical observation if they have not met the pass criteria.</p>	<p>In addition to meeting the criteria for a pass in the core KSBs, funeral arranger apprentices will:</p> <p>Arrange client funerals or pre need plans within legislative and local boundaries with empathy, efficiently and according to business procedures. K23 S21 S22</p> <p>Demonstrating the ability to interpret client information, establish a clients' needs and offer a variety of products and services to meet those needs.</p> <p>Carry out appropriate processes to care for the deceased. K21 S20</p> <p>Organise key activities to ensure the smooth running of a funeral and complete client contracts correctly and in a timely manner. B15</p>

Operative KSB mapped K29 K32 K33 S27 S29 S31 S33 B19 B20 B21	<p>The apprentice will be deemed to have failed the practical observation if they have not met the pass criteria.</p>	<p>In addition to meeting the criteria for a pass in the core KSBs, funeral operative apprentices will:</p> <p>Attend briefings and use the information provided to prepare products in line with the clients' needs and special requests clearly following business guidelines and legal requirements.</p> <p>Deliver a full range of funeral services for example: transferring the deceased from place of death to final place of rest and pre funeral checks, professionally and with dignity demonstrating respectful behaviour towards both the client and the deceased at all times. K29 K32 K33 S29 S31 S33 B21</p> <p>Apply legislation and organisational guidelines when driving, cleaning and maintaining vehicles. S27 B19 B20</p>
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Method 3: Professional discussion has distinction / pass / fail grades

	Fail	Pass	Distinction
Core KSB mapped K8 K9 K10 K12 K15 K16 K17 K19 S5 S6 S8 S9 S10 S11 S12 S14 S15 S16 S17 B7 B8 B9 B10 B11 B12	<p>The apprentice will be deemed to have failed the professional discussion if they have not met the pass criteria.</p>	<p>Applies business and legal guidance to report actual or potential client concerns/complaints and passes on compliments in a timely manner. S5 S6 S9</p> <p>Demonstrates professional working relationships and can adapt own style to suit others with colleagues, team leaders and other key stakeholders for example local ministers. S12 B7 B9 B10</p> <p>Identifies the differing client types, the local community demographic and demonstrates how the forming of professional relationships has supported the reputation of the business. K8 K9 K10 S8 B7 B10 B11</p> <p>Demonstrates respect, dignity, and the ability to deliver positive client, community and colleague support face-to-face, online</p>	<p>In addition to meeting the pass criteria, the apprentice;</p> <p>Evaluates their performance, looking at key learnings and reports how these have been put into action where appropriate.</p> <p>Validates the decisions they have taken describing the alternatives that were available to them and explaining the reasons they took the decisions that they did.</p>

		<p>and wherever appropriate in line with the businesses policies and guidelines to meet business objectives. Demonstrates a clear understanding of the full range of products and services offered by the business. K12 K19 B7 B11</p> <p>Handles and supports the deceased on and off the premises with dignity and respect and carries out all funeral related activities according to the policies and procedures of the business supporting their peers to provide high quality services. K1 S10 S11 S14 B8</p> <p>Demonstrates the identification of their preferred learning styles and uses to drive the development of their own learning and skills and articulates how this has improved both their personal and the business's performance. K16 K17 S15 S16 S17 B12</p>	<p>Recommend improvements for implementation that can enhance client service and will add value to the business and its position within the wider community.</p> <p>Support their evaluations with validated examples from their day-to-day activities within the workplace.</p>
<p>Arranger KSB mapped K24 K26 S23 S24 S25 S26 B16 B17 B18</p>	<p>The apprentice will be deemed to have failed the professional discussion if they have not met the pass criteria.</p>	<p>In addition to the core KSBs, the funeral arranger apprentice:</p> <p>Accurately gathers and interprets information for example, client feedback and local community events/activities and share with the team using the appropriate business communication channel.</p> <p>Accurately and precisely calculates the cost of funerals and pre-paid funeral plans and records all the necessary detail associated with a funeral arrangement or a funeral plan in line with business guidelines. K24 K26 S23 S24 S25 B17</p> <p>Uses own initiative to organise activities and resources to meet each individual client's needs in line with businesses guidelines. B16</p> <p>Demonstrates the efficient and effective use of business systems with examples of accurate and timely work produced. K26 S25 S26 B17 B18</p>	
<p>Operative KSB mapped K28 K31 K35 S28 S30 S32 B22 B23</p>	<p>The apprentice will be deemed to have failed the professional</p>	<p>In addition to the core KSBs, the funeral operative apprentice:</p> <p>Demonstrates how they participate in day-to-day funeral activities including the handling, preparing and presenting of both coffins and the deceased with both dignity and respect and the handling of floral</p>	

	discussion if they have not met the pass criteria.	<p>tributes effectively and efficiently r at all times. S30 S32 B22</p> <p>Identifies the importance of planning and checking routes and creating contingencies in advance to ensure the smooth running of the funeral. K28 S28</p> <p>Identifies when to ask for support when handling and transferring the deceased or when dealing with any potential funeral related problems. Portrays a calm and dignified manner at all times and supports colleagues and clients with dignity and respects escalating problems to the appropriate person where necessary. K31 K35 B23.</p>	
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Resits / retakes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit/re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit/re-take. The apprentice's employer will need to agree that a re-sit/re-take is an appropriate course of action.

Any assessment method re-sit/re-take must be taken during the maximum three-month EPA period; otherwise, the entire EPA must be retaken, unless in the opinion of the EPAO exceptional circumstances apply outside the control of the apprentice.

Re-sits/re-takes are not offered to apprentices wishing to move from pass to distinction. Where any assessment method has to be re-sat/re-taken, the apprentice may not be awarded a distinction, unless the EPAO determines there are exceptional circumstances requiring a re-sit/re-take.

Appendix 1 Example competence scenarios

Funeral Arranger route - observing the apprentice carrying out either a pre-need (plan) or at need arrangement conversation. This could either be one of the set plans offered across the industry, a tailor made plan or a normal at need arrangement. Variations could include a cremation or a burial, different types of service so church or non-religious/celebration of life, different vehicles i.e. specialist hearse, horse drawn, motorcycle, different coffins, flowers, orders of service, music etc.

Encourages a confident apprentice listening to the clients' needs and offering a full and varied choice of options to suit the clients' needs and budget ensuring the client gets the best funeral for their loved one they can.

Funeral Operative route – Apprentices must be observed carrying out 3 of these activities in order to encompass the same range of KSB that the funeral arranger will cover..

Finishing the coffin - checking the coffin meets the clients' needs and is in good condition then finishing the coffin off by creating and fixing a nameplate and any other coffin decorations. Apprentices must follow procedure; carry out identification checks and safe use of tools and machinery.

Preparing the deceased - carrying out first offices, generally completed when a deceased is not being embalmed. Washing the deceased including hair and shaving if required, packing the deceased ears, nose and throat, placing eye caps and suturing the mouth. Making sure the deceased is ready for their funeral. Apprentices must follow procedure, preparing the deceased in line with client's wishes, safe use of tools, dignity and respect and safe working practices following health and safety guidelines.

Dressing and Encoffining the deceased - dressing the deceased in line with the clients wishes in own clothes or gown, carrying out with dignity and respect then placing the deceased in their coffin again with dignity and respect whilst considering health and safety i.e. manual handling. Apprentices must follow procedure, dressing of the deceased in line with client's wishes, safe use of tools, dignity and respect and safe working practices following health and safety guidelines.

Maintaining a vehicle - carrying out and recording in line with business procedures weekly and pre-funeral checks i.e. fuel level, oil, tyres etc., making sure the vehicle they are checking (hearse, limousine, ambulance, fleet car) is roadworthy and ready for the funeral or next journey. Washing and polishing of the vehicle both interior and exterior. Apprentices must follow procedure, safe use of equipment and materials tools, and safe working practices following health and safety guidelines as well as an understanding of what makes a car road worthy.

Loading a deceased into the hearse - carrying out the final pre-funeral checks, making sure the coffin is in perfect condition, carrying out identification checks before closing the coffin, closing of the coffin and then loading the deceased into the hearse. Apprentices must follow procedure, specifically the identification procedure, working with both dignity and respect at all times and safe working practices following health and safety guidelines, specifically manual handling

Driving a funeral vehicle - could be the ambulance, hearse or limousine either on a funeral, the collection of a deceased or any other funeral business. Apprentices must demonstrate safe driving taking into consideration that vehicles are what give people either a positive or a negative impression of the business.