

Name:
Candidate number:
Date:

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# Frontline Funeral Service Operations

## Assignment for module 6: Preparing for and conducting visitation of the deceased

Learning Outcome 1 and 2: Recognising diversity and preparing the deceased for visitation

To meet the criteria for this learning outcome you are required to complete the following tasks - You are advised to refer to the online guidance when carrying out this assignment

**Task 1:** Ask your line manager or work colleague to write a witness statement demonstrating that you can communicate effectively with the client and their family members and also other work colleagues – use the **witness statement template** that can be found on the training web site (under 'portfolio' link).

**Task 2:** Provide an example of activities carried in your work place out that demonstrate you recognise and support diversity and equality for the following:

Under the Equality Act (2010) people are protected from discrimination on these grounds:

Culture:

Gender:

Disability:

Religion and belief:

Age:

**Task 3:** In your own words, describe the differences between race, ethnicity, and religion:

**Task 4:** Produce a reflective piece relating to learning outcome 1 of this module on: “**Recognising the diversity of the deceased and / or the client**” OR “**Effective communication with clients and / or family members**”, use the **reflective learning statement template** that can be found on the training web site for this task.

**Task 5:** Produce a piece of work-based evidence demonstrating how your business is able to communicate more effectively with clients and family members with additional needs.

Give a brief description of the evidence provided:

Evidence examples: E.g., equipment used to facilitate clients with hearing or visual impairment, use of interpreters, posters or booklets given out to improve understanding, notices and posters to visitors, larger text, face-to-face meetings etc.).

Insert evidence  
here

Mentor signature:

**Task 6:** Produce a piece of work-based evidence demonstrating how your business manages visitation of the deceased by relatives, friends and family members of the deceased.

Give a brief description of the evidence provided:

Insert evidence  
here

Mentor signature:

**Task 7:** Outline business procedures and checks for visiting the deceased for the following processes:

Visiting hours:

Choosing a suitable day for visit:

Ritual washing / facilities:

Communication and guidance offered:

Coffin and presentation of the deceased:

Maintaining dignity of the deceased:

Identity checks (including the deceased):

Personal items place with the deceased:

Visitor / logs and records: