



NAFD Frontline Funeral Service Operations Training Programme

Objective

The objective of the training programme is to provide the knowledge and skills to assist with the funeral operative, assistant and funeral directing roles in order to carry out all physical and administrative responsibilities safely, and with care and consideration at all times.

Description

This training is designed for funeral service operatives; funeral assistants and funeral directors who have a unique and varied role in the provision of funeral service following notification that death has occurred. They are a first point of contact for the bereaved at the point of the first call and when undertaking removal of the deceased from home premises. This occupational group also liaise with coroners/ procurator fiscal personnel, mortuary and bereavement personnel and the police during transfer and care of the deceased. They are responsible for the care of the deceased and for assisting the bereaved whilst on funeral premises, as well as undertaking personal care of the deceased and aiding the bereaved during visitation. Funeral service employees are in attendance during funeral services to ensure safe transfer of the deceased to the crematorium or burial ground and to assist with care of the bereaved during the funeral, which can be an emotive time for families and friends. It is therefore essential that such key staff are trained and competent in all associated procedures.

Duration and Assessment

This training will be completed over a period of 3 – 6 months via a blended learning approach of face-to-face and online learning. Each cluster of units within each module will be completed within an estimated timeframe of one month, with some application of acquired skills testing carried out through the form of basic test / completion of learning, examination questions, a visual competency test or by the candidate providing reflection and a portfolio of evidence throughout the duration of learning.

MODULES

Module 1	SENSITIVE COMMUNICATION		Page 3	NOS	MANUAL OF FUNERAL DIRECTING
	UNIT 1	UNDERSTANDING THE IMPACT OF BEREAVEMENT AND GRIEF		PPLFOS02 / PPLFOS03	CHAPTER 4
	UNIT 2	PRINCIPLES OF EFFECTIVE COMMUNICATION		SSR.FOS207	CHAPTER 7
	UNIT 3	TEAM WORKING		SSR.FOS207	CHAPTER 19
	UNIT 4	RESPONDING TO THE FIRST CALL		PPLFOS04	CHAPTER 11

Module 2	HEALTH & SAFETY WITHIN THE FUNERAL BUSINESS		Page 5	NOS	MANUAL OF FUNERAL DIRECTING
	UNIT 1	HEALTH AND SAFETY WITHIN THE FUNERAL BUSINESS		PPLFOS26 / PPLFOS06 / PPLFOS27	CHAPTER 6
	UNIT 2	DRIVING AND ROUTINE MAINTENANCE OF FUNERAL VEHICLES		PPLFOS25	CHAPTER 19

Module 3	MANUAL HANDLING OF THE DECEASED AND INFECTION CONTROL		Page 6	NOS	MANUAL OF FUNERAL DIRECTING
	UNIT 1	SENSITIVE AND SAFE REMOVAL OF THE DECEASED		PPLFOS06 / PPLFOS07	CHAPTER 13
	UNIT 2	WORKING WITH INFECTION CONTROL		PPLFOS26	CHAPTER 6
	UNIT 3	LIFT, HANDLE, MANOEUVRE AND LOWER THE COFFIN FOR CREMATION AND FOR BURIAL		PPLFOS19 / PPLFOS20	CHAPTER 19

Module 4	MORTUARY PRACTICE		Page 8	NOS	MANUAL OF FUNERAL DIRECTING
	UNIT 1	MORTUARY OPERATIONS			CHAPTER 6, CHAPTER 13
	UNIT 2	SUPERVISION AND ADMINISTRATION OF MORTUARY PRACTICE			CHAPTER 6, CHAPTER 13

Module 5	CARE AND PREPARATION OF THE DECEASED		Page 9	NOS	MANUAL OF FUNERAL DIRECTING
	UNIT 1	AWARENESS OF THE HUMAN ANATOMY			N/A
	UNIT 2	CONDUCT FIRST OFFICES		PPLFOS11	CHAPTER 13
	UNIT 3	CARE OF THE DECEASED AND PRACTICE FOLLOWING POST MORTEM EXAMINATION		PPLFOS11	CHAPTER 13

Module 6	PREPARING FOR AND CONDUCTING VISITATION OF THE DECEASED		Page 10	NOS	MANUAL OF FUNERAL DIRECTING
	UNIT 1	RECOGNISE THE DIVERSITY OF THE DECEASED AND OF THE CLIENT		PPLFOS03	CHAPTER 3, CHAPTER 7
	UNIT 2	PREPARE THE DECEASED FOR VISITING		PPLFOS12 / PPLFOS13 / PPLFOS14	CHAPTER 18

MODULE 1: SENSITIVE COMMUNICATION	
UNIT 1	UNDERSTANDING THE IMPACT OF BEREAVEMENT AND GRIEF
UNIT 2	PRINCIPLES OF EFFECTIVE COMMUNICATION
UNIT 3	WORKING TOGETHER
UNIT 4	RESPONDING TO THE FIRST CALL

Module 1 Unit 1	UNDERSTANDING THE IMPACT OF BEREAVEMENT AND GRIEF	LEARNING OUTCOMES
1.1.1	Recognise the current stage of bereavement and grief when assisting the client and adapt your approach accordingly	Explain how to support the client at the time of bereavement
1.1.2	Adapt approach and support to meet the emotional and physical needs of the client during the stages of their bereavement and grief	Describe each common reaction to bereavement
1.1.3	Understand the role of the funeral business in a wider context in order to provide support to the client and care of the deceased	Identify the role of the funeral business in supporting the client and in caring for the deceased.
1.1.4	Know how to adapt approach and support to meet any cultural and religious values and beliefs of the client and the deceased	Describe the influence and impact of religion, culture and belief upon working with the client during the period of their bereavement and grief

Module 1 Unit 2	PRINCIPLES OF EFFECTIVE COMMUNICATION	LEARNING OUTCOMES
1.2.1	Understand the importance of effective communication with colleagues, the client and third-party representatives.	Explain the importance of effective communication in the wider context when working with colleagues, the client and third-party representatives.
1.2.2	Recognise the communication skills that are required for communicating with colleagues within a mortuary environment.	Identify the range of communication skills that are required for communicating with colleagues within a mortuary environment.
1.2.3	Understand the communication skills that are required communicating with relatives, friends and carers of the deceased	Identify the range of communication skills that are required communicating with relatives, friends and carers of the deceased
1.2.4	Know the barriers to communication and strategies for overcoming	Identify barriers to communication and strategies for overcoming

Module 1 Unit 3	WORKING TOGETHER	LEARNING OUTCOMES
1.3.1	Understand the roles and contributions of team members to ensure effective team working.	Describe the roles and contributions of team members and the significance of working together.
1.3.2	Understand the purpose of the funeral team	Identify the purpose of the funeral team
1.3.3	Plan activities with the team in order to meet the aims and objectives of meeting the client's needs	Describe how to plan team activity in order to meet the needs of the client.
1.3.4	Agree timescales for completion of activities	Agree timescales for completion of activities

1.3.5	Organise own work in order to meet agreed aims and objectives on time	Organise own work in order to meet agreed aims and objectives on time
1.3.6	Monitor own progress towards meeting aims and objectives	Monitor own progress towards meeting aims and objectives
1.3.7	Inform other team members of own progress within the	Inform other team members of own progress within the
1.3.8	Explain why team work is important in a funeral director's team	Explain why team work is important in a Funeral Director's team

Module 1 Unit 4	RESPONDING TO THE FIRST CALL	LEARNING OUTCOMES
1.4.1	Understand the funeral business' protocols, policies and procedures for identifying and introducing yourself and your funeral business to clients during the first call	Apply the funeral business' protocols, policies and procedures for identifying and introducing yourself and your funeral business to clients during the first call
1.4.2	Know the questions to ask to confirm the identity of the caller and their relationship to the deceased	Ask open questions to confirm the identity of the caller and their relationship to the deceased
1.4.3	Understand the significance of identifying who the client and primary contact are for all future communications.	Identify and confirm the client and primary contact for all future communications
1.4.4	Understand the funeral business' procedures for the recording of information pertaining to the deceased and confirming the client's information during the first call	Describe your funeral business' procedures for recording information pertaining to the deceased and confirming the client's information during the first call.
1.4.5	Know how to handle the distress of clients during first call and why this important, what action will be taken after the first call and why it is important for clients to understand these actions	Describe how to handle the distress of clients during first call and explain why this important, including the next steps.
1.4.6	Understand the relevant legislation that applies to death registration in the country where the death has occurred	Identify the relevant legislation that applies to death registration in the country where the death has occurred
1.4.7	Know the location and contact details of registry offices in the local area	Identify the location and contact details of registry offices in the local area
1.4.8	Understand the purpose and use of documentation issued by the registrar	Explain the purpose and use of documentation issued by the registrar
1.4.9	Understand the purpose of registration by declaration	Describe the purpose of registration by declaration
1.4.10	Understand the circumstances when a death needs to be reported to the Coroner or Procurator Fiscal	Identify the circumstances when a death needs to be reported to the Coroner or Procurator Fiscal

MODULE 2: HEALTH AND SAFETY WITHIN THE FUNERAL BUSINESS	
UNIT 1	HEALTH AND SAFETY WITHIN THE FUNERAL BUSINESS
UNIT 2	DRIVING AND ROUTINE MAINTENANCE OF FUNERAL VEHICLES

Module 2 Unit 1	HEALTH & SAFETY WITHIN THE FUNERAL BUSINESS	LEARNING OUTCOMES
2.1.1.	Understand and comply with health and safety legislation relevant to the workplace	Outline the main legal framework and laws relating to health and safety at work
2.1.2	Understand the responsibilities of the employer in respect to health and safety at work	Explain the responsibilities of employers with respect to health and safety at work
2.1.3	Understand the health and safety responsibilities of the employee in respect to health and safety at work	Explain the responsibilities of employees with respect to health and safety at work
2.1.4	Understand the hazards and risks of a mortuary to individuals and the environment	Explain the risks and effects of biological, chemical, physical and radiological hazard in a mortuary
2.1.5	Understand the tasks and responsibilities of working within the mortuary	Identify work activities in the mortuary that may require a risk assessment
2.1.6	Know the control measures for common biological, chemical and physical hazards likely to be encountered in a mortuary	Explain control measures for common biological, chemical and physical hazards likely to be encountered in a mortuary
2.1.7	Understand how to produce a risk assessment	Outline the steps needed to be taken to complete a risk assessment
2.1.8	Know the funeral director's business emergency procedures in the event of an accident or incident	Describe immediate actions that should be taken in the event of an accident, fire other emergency
2.1.9	Know the funeral director's business procedures for reporting, recording and investigating accidents, incidents, near misses and ill-health	Outline procedures for reporting, recording and investigating accidents, incidents, near misses and ill-health

Module 2 Unit 2	DRIVING AND ROUTINE MAINTENANCE OF FUNERAL VEHICLES	LEARNING OUTCOMES
2.2.1	Know which legislation, codes of practice and your funeral business' policies and procedures you need to follow when maintaining vehicles and driving safely	Outline the main legislation, codes of practice and policies and procedures within your funeral business and explain how they impact on your role when maintaining and driving vehicles
2.2.2	Know where to obtain information about tax and insurance on vehicles within the funeral business and how to check the validity of your own driving license	Identify the tax and insurance dates for vehicles within the business as well as confirm the validity of your own driving licenses for the requirements of your role

2.2.3	Know what routine maintenance checks and inspections need to be carried out on vehicles	Identify the steps required to routinely inspect and maintain the vehicles in your funeral business
2.2.4	Understand the relevant legislation and your funeral businesses' requirements for maintaining records of maintenance of vehicles	Explain the legislation for maintaining records of vehicle maintenance
2.2.5	Understand what personal protective equipment (PPE), coverings, cleaning methods and cleaning agents are appropriate to use during cleaning operations and where to get the instructions	Explain what PPE, coverings, cleaning methods and cleaning agents are required during the cleaning operations of vehicles and how to obtain detailed instructions for these items
2.2.6	Know how to dispose of used cleaning agents and waste materials safely	Follow funeral business procedures to safely dispose of used cleaning agents and waste materials
2.2.7	Be aware of who to report faults or damage of vehicles to within the funeral business, following cleaning and inspections	Explain the process for reporting faults and damage to vehicles within the funeral business
2.2.8	Understand your funeral businesses' procedures for instructions about driving rotas and be aware of when pre-route and funeral plan briefings are held	Describe how the driving rota system works within your business and how pre-route and funeral briefings are held
2.2.9	Understand why you are required to drive the vehicle at a steady pace throughout the journey and the information to follow to assist you in adhering to the agreed route, timings and cortege formation as well as being aware of incidents and long delays on the planned route	Explain why it is important for you to drive the vehicle at a steady pace throughout the journey and the information that you require to assist you in adhering to the agreed route, timings and cortege information as well as being aware of incidents and long delays en-route
2.2.10	Know how to treat mourners with courtesy and consideration and why you need to explain to them the safe use of seatbelts	Explain how you would treat mourners with courtesy and consideration during the funeral and explain the safe use of their seatbelts
2.2.11	Understand how to confirm that parking areas are available and suitable for access by the funeral vehicle	Be able to identify the suitable parking areas for the funeral vehicles

Module 3	MANUAL HANDLING OF THE DECEASED AND INFECTION CONTROL
UNIT 1	SENSITIVE AND SAFE REMOVAL OF THE DECEASED
UNIT 2	WORKING WITH INFECTION CONTROL
UNIT 3	LIFT, HANDLE, MANOEUVRE AND LOWER THE COFFIN FOR CREMATION AND FOR BURIAL

Module 3 Unit 1	SENSITIVE AND SAFE REMOVAL OF THE DECEASED	LEARNING OUTCOMES
3.1.1	Know how to select the resources and equipment for removal and transfer of the deceased to the designated premises	Identify the appropriate resources and equipment for removal and transfer of the deceased to the designated premises
3.1.2	Understand why it is important to check and confirm the identity of the deceased and record their details and relevant information	Describe why it is important to check and confirm the identity of the deceased and record their details and relevant information
3.1.3	Understand the health and safety requirements including the content of relevant codes of practice, regulations and your funeral business' policies and procedures	Identify the health and safety requirements that apply, and any specific precautions to be taken to adhere to relevant codes of practice, regulations and your funeral business' policies and procedures
3.1.4	Know the methods of communication with third party or family member(s) that meet the sensitivity of the situation relating to the removal and transfer of the deceased	Describe the methods of communication with third party or family member(s) that meet the sensitivity of the situation relating to the removal and transfer of the deceased
3.1.5	Understand the business procedures for checking and recording of clothing, jewellery or other property that is to be removed or remain with the deceased	Identify the business process/procedures for the recording of clothing, jewellery or other property belonging to the deceased.
3.1.6	Understand the relevant legislation and documentation relating to removal of the deceased	Identify the relevant legislation and documentation relating to removal of the deceased
3.1.7	Understand what religious, cultural and other customs may be encountered when attending and transferring the deceased	Identify what religious, cultural and other customs may be encountered when attending and transferring the deceased
3.1.8	Understand the methods to use to maintain the dignity and respect of the deceased	Describe the methods to use to maintain the dignity and respect of the deceased
3.1.9	Know what types of personal protective equipment to use for removal purposes	Identify what types of personal protective equipment to use for removal purposes
3.1.10	Know how to ensure appropriate safe lifting and handling techniques when effecting the removal of the deceased	Identify how to ensure safe lifting and handling techniques when effecting the removal of the deceased appropriate to the circumstances.

Module 3 Unit 2	WORKING WITH INFECTION CONTROL	LEARNING OUTCOMES
3.2.1	Understand the life cycles of bacteria, fungi and viruses of relevance to human health	Outline the life-cycles of bacteria, fungi and viruses that are representative of those commonly encountered in a mortuary
3.2.2	Recognise the common protozoa capable of causing disease in humans	List three common examples of protozoa capable of causing disease in humans
3.2.3	Describe examples of protozoa capable of causing disease in humans	Explain how protozoa can infect and spread between humans.
3.2.4	Understand the significance of infection control when working with the deceased	Outline how infestations may develop in a mortuary setting
3.2.5	Understand how to minimise spread of microorganisms	Outline how microorganisms can spread between individuals
3.2.6	Understand the processes required to reduce the risk of infection	Describe good mortuary practice to reduce the risk of infection

Module 3 Unit 3	LIFT, HANDLE, MANOEUVRE AND LOWER THE COFFIN FOR CREMATION AND FOR BURIAL	LEARNING OUTCOMES
3.3.1	Know the funeral business processes of removal of the coffin from the funeral home to the hearse, including safe transportation, lifting and placement onto the catafalque at the crematorium.	Identify the funeral business process of removal of the coffin from the funeral home to the hearse, including and safe transportation, lifting and placement onto the catafalque at the crematorium.
3.3.2	Understand the relevant processes and legislative requirements for burial of the deceased, in a cemetery, churchyard or woodland site.	Describe the relevant processes and legislative requirements for burial of the deceased in a cemetery, churchyard or woodland site.
3.3.3	Know the relevant checks and risk assessments that must be completed in the churchyard, cemetery or other burial place in advance of a burial or interment	Identify the relevant checks and risk assessments that must be completed in the churchyard, cemetery or other burial place in advance of a burial or interment
3.3.4	Understand how to measure and assess the length, depth and width of the grave and why this must be checked in advance of the burial or interment	Describe how to measure and assess the length, depth and width of the grave and why this must be checked in advance of the burial or interment
3.3.5	Understand how to prepare the graveside and use of equipment, including manual lowering of the coffin.	Describe how to prepare the graveside and use of equipment, including manual lowering of the coffin.
3.3.6	Understand the various methods used to transfer the coffin to the grave or ashes/cremated remains to the designated locations	Describe the procedural methods to transfer the coffin to the grave or ashes/cremated remains to the designated locations
3.3.7	Describe how to ensure the graveside area is kept safe during the burial or interment.	Describe how to ensure the graveside area is kept safe during the burial or interment.
3.3.8	Understand the purpose of bowing and discreetly retiring following the lowering of the coffin or placing of ashes.	Describe the purpose of bowing and discreetly retiring following the lowering of the coffin or placing of ashes.

Module 4	MORTUARY PRACTICE
UNIT 1	MORTUARY OPERATIONS
UNIT 2	SUPERVISION AND ADMINISTRATION OF MORTUARY PRACTICE

Module 4 Unit 1	MORTUARY OPERATIONS	LEARNING OUTCOMES
4.1.1	Know how to prepare cleaning and disinfectant solutions	Prepare cleaning and disinfection of surfaces and equipment using relevant solutions.
4.1.2	Know the businesses operating procedure in the cleaning and disinfection of surfaces	Follow funeral business procedures for cleaning and disinfection of mortuary surfaces and equipment.
4.1.3	Know the appropriate techniques to disinfect or sterilise	Apply the funeral business procedures for the disinfection and sterilisation of equipment is protected from contamination until required
4.1.4	Know why disinfected and sterilised equipment is protected from contamination until required	Utilise disinfected and sterilised equipment is protected from contamination until required
4.1.5	Understand operating procedures for the storage of equipment and materials	Comply with the funeral business operating procedures for the storage of mortuary equipment and materials
4.1.6	Know where to retrieve equipment and materials storage	Comply with the funeral business procedures for the retrieval of mortuary equipment and materials storage
4.1.7	Understand the funeral business operating procedures for the storage of records	Comply with funeral business operating procedures for the storage of mortuary records
4.1.8	Understand the operating procedures for the retrieval of records	Comply with funeral business operating procedures for the retrieval of mortuary records

Module 4 Unit 2	SUPERVISION AND ADMINISTRATION OF MORTUARY PRACTICE	LEARNING OUTCOMES
4.2.1	Understand the funeral business procedures and mortuary practice upon arrival of the deceased	Identify the funeral business procedures and mortuary practice upon arrival of the deceased
4.2.2	Understand mortuary practice and requirement for confidentiality.	Identify mortuary practice and how confidentiality is protected.
4.2.3	Know the reasons why compliance with GDPR and confidentiality is required in relation to the client.	Adhere to compliance of GDPR and specifically confidentiality relating to the client.
4.2.4	Understand presentation processes of the deceased following post mortem examinations	Describe the processes to follow for the presentation of the deceased following post mortem examinations
4.2.5	Know the documentation and procedural requirements relevant for death certification	Describe the purpose of the relevant statutory documentation and procedural requirements relevant for death certification
4.2.6	Know documentation and procedural requirements for the disposal of the deceased.	Describe the purpose of relevant statutory documentation and procedural requirements for the disposal of the deceased.

Module 5	CARE AND PREPARATION OF THE DECEASED
UNIT 1	AWARENESS OF THE HUMAN ANATOMY
UNIT 2	CONDUCT FIRST OFFICES
UNIT 3	CARE OF THE DECEASED AND PRACTICE FOLLOWING POST MORTEM EXAMINATION

Module 5 Unit 1	AWARENESS OF THE HUMAN ANATOMY	LEARNING OUTCOMES
5.1.1	Know the anatomical structure and identifiable features of the cardiovascular, lymphatic and respiratory systems of the human body	Describe the anatomical structure and identifiable features of the cardiovascular, lymphatic and respiratory systems of the human body
5.1.2	Know the anatomical structure and identifiable features of the muscular-skeletal system of the human body	Describe the anatomical structure and identifiable features of the musculoskeletal system of the human body

Module 5 Unit 2	CONDUCT FIRST OFFICES	LEARNING OUTCOMES
5.2.1	Understand the significance of ensuring the need for the work area to be in a clean and in a hygienic condition before conducting first offices	Explain the importance of why the work area needs to be in a clean and in a hygienic condition before conducting first offices
5.2.2	Know which instruments and equipment are required during first offices and why these must be clean and safe for use	Identify which instruments and equipment are required during first offices and why these must be clean and safe for use
5.2.3	Know the personal protective equipment (PPE) that is required by your funeral business for the purpose of first offices	Identify the personal protective equipment (PPE) your funeral business requires you to wear during first offices
5.2.4	Understand funeral business' policies and procedures for the disposal of non-clinical and clinical waste	Describe funeral business' policies and procedures for the disposal of non-clinical and clinical waste
5.2.5	Know the business procedure to confirm the identity of the deceased by referring to relevant documentation	Describe the funeral business procedure to confirm the identity of the deceased and identify the relevant documentation
5.2.6	Know the tests for death which should be conducted on the deceased	Explain the differing tests for death which should be conducted on the deceased
5.2.7	Know what remedial action to take and who to inform when evidence of infectious disease is identified	Identify what remedial action to take and who to inform when evidence of infectious disease is identified
5.2.8	Understand why personal effects and jewellery must be recorded and securely stored when removed from the deceased	Explain why personal effects and jewellery must be recorded and securely stored when removed from the deceased
5.2.9	Understand the importance of preparation of the body to ensure the deceased is dry, disinfected and as clean as their condition allows	Describe the importance of preparation of the body to ensure the deceased is dry, disinfected and as clean as their condition allows
5.2.10	Understand how to prepare and protect the modesty of the deceased.	Describe how to prepare and protect the modesty of the deceased.
5.2.11	Know why it is important to check that the preparation and presentation of the deceased meets the client requirements	Describe how to ensure that the preparation and presentation of the deceased meets client requirements

Module 5 Unit 3	CARE OF THE DECEASED AND PRACTICE FOLLOWING POST MORTEM EXAMINATION	LEARNING OUTCOMES
5.3.1	Able to carry out an external examination of a deceased person	Outline the importance of Identifying and recording marks and injuries on the deceased and subsequent reporting to the funeral director (applicable to post mortem and non-post mortem cases)
5.3.2	Know the importance of Identifying and recording marks and injuries on the deceased and subsequent reporting to the funeral director (applicable to non-post mortem cases)	Outline the importance of Identifying and recording marks and injuries on the deceased and subsequent reporting to the funeral director (non-post mortem cases)
5.3.3	Understand the correct techniques required to prepare and position the deceased in the coffin.	Describe the techniques to prepare the deceased and position into the coffin.

Module 6	VISITATION
UNIT 1	RECOGNISE THE DIVERSITY OF THE DECEASED AND OF THE CLIENT
UNIT 2	PREPARING FOR AND CONDUCTING VISITATION OF THE DECEASED

Module 6 Unit 1	RECOGNISE THE DIVERSITY OF THE DECEASED AND OF THE CLIENT	LEARNING OUTCOMES
6.1.1	Understand how to arrange for removal of the deceased respecting the diversity of the client and the deceased	Demonstrate respect and embrace the diversity among clients, families and potential clients in line with relevant legislation.
6.1.2	Demonstrate awareness and respect for the way in which cultural or belief issues may impact upon the removal and transfer, care, presentation and preparation of the deceased	Facilitate extended care and support in a manner that demonstrates respect for the deceased, and the cultural and social context in which they have lived their life
6.1.3	Understand how various cultural and religious beliefs may impact upon the removal and transfer, care, preparation and presentation of the deceased	Demonstrate awareness and respect of the way in which cultural and belief may impact upon the removal and transfer, care, preparation and presentation of the deceased
6.1.4	Know when to seek assistance if diversity requirements of the client or the deceased are beyond your own knowledge and understanding	Identify the extent and limits of your own cultural understanding and when and from where to seek advice or support
6.1.5	Know how to communicate effectively with the client, with family members through the assistance of other professionals, interpreter and bilingual service, sign interpreter or other specialists.	Describe how to communicate effectively with the client and with family members through the assistance of other professionals, interpreter and bilingual services, sign interpreter or other specialists.

Module 6 Unit 2	PREPARING FOR AND CONDUCTING VISITATION OF THE DECEASED	LEARNING OUTCOMES
6.2.1	Know the business procedures to follow to confirm the identity of the deceased person for visiting	Understand and comply with the funeral directing business procedures to follow to confirm the identity of the deceased person for visiting
6.2.2	Understand the significance of checking requirements and restrictions on the visiting of the deceased.	Understand the purpose of having clear guidance from the client regarding visiting of the deceased from the funeral director.
6.2.3	Know the business procedures in preparing the deceased for visiting	Outline business procedures and checks for visiting the deceased.
6.2.4	Know the business procedures to confirm the identity of relatives, friends and carers prior to allowing the visiting to take place	Identify the business procedures to follow to enable visiting of the deceased to take place.
6.2.5	Know the questions to ask to communicate appropriate information in a sensitive manner	Utilise sensitive communication when responding to requests for visiting the deceased
6.2.6	Understand business procedures when conducting visiting of the deceased	Apply and follow business procedures when conducting visiting of the deceased