

Funeral Director

A funeral director has overall responsibility for the client and the deceased by arranging, conducting and managing the funeral. The funeral director will act as a role model, mentor and coach to the team.

They will liaise with a wide range of other organisations and services on behalf of the client to deliver the funeral. On the day of the funeral, a funeral director briefs and leads the team and is the central point of contact, coordination and escalation of feedback. Creating and developing sensitive working relationships with clients and stakeholders such as suppliers, the police, coroners and medical personnel is a key part of the role.

Funding cap
£4,500

Average duration
12 months +

Level 3
A Level equivalent

Qualifications
n/a

Professional Accreditation
n/a

Funeral directors are the first point of contact for colleagues regarding specialist funeral services such as exhumation, bequeathal, repatriation, military funerals, burial at sea and multiple funerals.

Day to day operations include planning and coordinating arrangements and resources for funerals; overseeing pre-funeral checks; ensuring the funeral meets the needs of the client; assisting in the preparation and presentation of coffins and the deceased; delivering third party products and services; pre-need and aftercare services.

Candidates will cover these areas on their course:

Knowledge, Skills and Behaviours

- Client
- Reputation
- Leadership
- Legal and Governance
- Personal development and performance
- Products and services
- Communication
- Administration and Finance
- Funeral

Assessment

- 55 minute multiple-choice test
- 60 minute scenario activity
- 75 minute professional discussion
- Grading (pass, distinction)



For further information, contact CQM
0114 281 5761 or **info@cqmlearning.co.uk**