

**NOTICE 1721 OF 2002**  
**SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

In accordance with regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

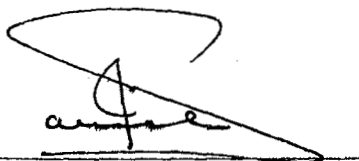
**Funeral Services**

Registered by NSB 11, Services, publishes the following qualifications and unit standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the qualification and unit standards upon which qualifications are based. The full qualification and unit standards can be accessed via the SAQA web-site at [www.saga.org.za](http://www.saga.org.za). Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, 659 Pienaar street, Brooklyn, Pretoria.

Comment on the unit standards should reach SAQA at the address ***below and no later than 13 October 2002***. All correspondence should be marked **Standards Setting – SGB for Funeral Services** and addressed to

The Director: Standards Setting and Development  
SAQA  
*Attention: Mr. D Mphuthing*  
Postnet Suite 248  
Private Bag X06  
Waterkloof  
0145  
or faxed to 012 – 482 0907



*Pf* **SAMUEL B.A. ISAACS**  
**EXECUTIVE OFFICER**

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY****National Certificate in Funeral Services Practice - NQF Level 3**

<b>Field:</b>	Services
<b>Sub-field:</b>	Personal Care
<b>Level:</b>	3
<b>Credit:</b>	122
<b>Issue date:</b>	
<b>Review date:</b>	

**Rationale for the qualification**

The National Certificate in Funeral Services Practice: Level 3 is designed to meet the needs of those learners who enter the field of Funeral Services, or are already involved and now wish to pursue a career in the Funeral Service Industry. The Funeral Service Industry is an essential industry and by its very nature a constant supply of customers is ensured. This means there is a need to develop career paths in this field, and it is an industry constantly in need of skilled people.

The National Certificate in Funeral Services Practice at NQF Level 3 supports the objectives of the NQF in that it gives the learner access to the National Qualifications Framework register. It will therefore ensure that the quality of education and training is enhanced and be of a world class standard.

The National Certificate in Funeral Services Practice: NQF Level 3 allows the learner to work towards a nationally recognised qualification. The qualification will allow both those in formal education and those already employed in organisations in the funeral business access to a qualification that can be used as a benchmark to gauge their competence against local and international standards.

### **Purpose of the qualification**

This qualification is for any individual who is or wishes to be involved in the Funeral Services Industry, will have access to this qualification. It also serves as the entry qualification into Funeral Services operations. This qualification will be registered at NQF Level 3.

A learner can complete the qualification specialising in Embalming and Restoration, Marketing and Merchandising or Disaster Management. The core unit standards are common to all three areas of specialisation. Portability across these areas of specialisation is therefore ensured.

Learners working towards this qualification will find that the acquisition of competence in the unit standards, which make up the qualification, will add value to the learner's job. This qualification is intended to enhance the provision of entry level service within the Funeral Service Industry.

The learners will be able to integrate all the selling, administrative, funeral provision and preparation of human remains knowledge and skills with those operational specifics in a given context.

The building on day-to-day specific funeral services as well as selling and providing an administrative competency, the qualification ensures progression of learning throughout their careers in this industry

It will therefore provide the broad knowledge, skills and values needed in the Funeral Services Industry and will facilitate access to, and mobility and progression within, education, training and to progress along a learning path for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- Have worked in Contact Centres for many years, but have no formal qualification in Contact Centre Support.
- Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in Contact Centres.

The qualification has building blocks that can be developed further and will lead to a more defined Funeral Services learning path at various NQF levels. It also focuses on the skills, knowledge, values and attitudes required to progress further. The intention is

- To promote the development of knowledge, skills and values that are required in Contact Centres.
- To release the potential of people.
- To provide opportunities for people to move up the value chain.

### **Access to the Qualification**

Access to this qualification is open, therefore a learner can access the total qualification and it must be noted that learners may also access any individual unit standard and obtain the credits issued against the unit standard. Also any learner who can provide evidence of the learning assumed to be in place has open access to this qualification. No restrictions, other than the learning assumed to be in place are prescribed.

### **Learning assumed to be in place**

Language, literacy, numeracy and communication are intrinsic to human and cognitive development and therefore central to lifelong learning. The learning assumed to be in place at this level is intended to accommodate a range of different contexts; that is, they can be demonstrated in ways that are appropriate to each individual learners needs. The learning assumed to be in place is only a guide in order to help the learner cope with attaining competence of the unit standards in the qualification.

The following is the learning assumed to be in place:

- Numeracy at NQF Level 2 or equivalent.
- Verbal and written communication at NQF Level 2 or equivalent.

### **Exit Level Outcomes**

On achieving this qualification, the learner will be able to:

- Work with both internal and external stakeholders in a funeral business.
- Present and demonstrate funeral services and products to customers to meet their needs.
- Deal with customers in different situations including handling complaints.
- Demonstrate an understanding of basic health and safety practices when working with human remains.
- Prepare and clean human remains for different routine requirements.
- Comply with all legal and ethical issues such as a code of conduct, pertaining to the funeral service industry
- Assist with the quality preparation, transportation and conducting of funeral ceremonies
- Exhume human remains on request in accordance with legal requirements
- Comply with housekeeping and merchandising requirements
- Implement the necessary disaster management administration procedures and processes.  
Range: recovery, identification and repatriation of human remains from the disaster site, multiple deaths which cannot be handled by the normal local funeral infrastructure.

### **Associated Assessment Criteria**

In particular assessors should check that the learner must demonstrate an ability to consider a range of options and make decisions about:

- The principles, methods and techniques for dealing with people, both internal and external.
- Creating the right climate for the presentation of funeral service options and products.
- The most effective way of dealing with customer complaints.
- The correct methods and techniques for complying with health, safety and ethical regulations.
- The correct procedures and processes for preparing, cleaning and embalming human remains.
- Legal, regulatory and ethical requirements for a funeral business.
- The applicable administrative systems and procedures.
- The legal and practical requirements for exhuming human remains.
- Marketing and merchandising issues in a funeral business.

### **International comparability**

Benchmarking was done by comparison to Unit Standards / Outcomes of learning against:

- The New Zealand qualifications - 'National Certificate in Embalming', National Certificate in Funeral Directing and the 'National Diploma in Funeral Directing, with a total credit value of 302 credits. The SGB also compared the unit standards in this qualification to the 21 New Zealand unit standards at levels 3, 4 and 5.
- NVQ Qualifications from Britain. The NVQs in funeral Service – Levels 2 and 3.

A direct comparison of the title, specific outcomes, assessment criteria and embedded knowledge was undertaken with each and the best practice points were highlighted and incorporated into each unit standard. However the points incorporated were written in a South African context.

Because of the difference in levels across the different countries, difficulty was found in making actual direct comparisons, level to level.

### **Integrated Assessment**

Because assessment practices must be open, transparent, fair, valid, and reliable and ensure that no learner is disadvantaged in any way whatsoever, an integrated assessment approach is incorporated into the qualification.

Learning, teaching and assessment are inextricably linked. Whenever possible, the assessment of knowledge, skills, attitudes and values shown in the unit standards should be integrated.

Assessment of the communication, language, literacy and numeracy should be conducted in conjunction with other aspects and should use authentic Funeral Services contexts wherever possible. A variety of methods must be used in assessment and tools and activities must be appropriate to the context in which the learner is working. Where it is not possible to assess the learner in the workplace or on-the-job, simulations, case studies, role-plays and other similar techniques should be used to provide a context appropriate to the assessment.

The term 'Integrated Assessment' implies that theoretical and practical components should be assessed together. During integrated assessments the assessor should make use of formative and summative assessment methods and assess combinations of practical, applied, foundational and reflective competencies.

Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

**Recognition of prior learning**

The structure of this Unit Standard based Qualification makes the Recognition of Prior Learning possible, if the learner is able to demonstrate competence in the knowledge, skills, values and attitudes implicit in this Funeral Services Practice Qualification. Recognition of Prior Learning will be done by means of an Integrated Assessment as mentioned in the previous paragraph. Recognition of Prior Learning will be done by means of an Integrated Assessment as mentioned in the previous paragraph.

This Recognition of Prior Learning may allow:

- For accelerated access to further learning
- Gaining of credits towards a unit standard

All recognition of Prior Learning is subject to quality assurance by the relevant accredited Education, Training, Quality, Assurance Body and is conducted by a registered workplace assessor.

**Articulation possibilities**

A learner could follow careers in:

- Funeral Administration
- Human Remains Preparation
- Funeral Insurance Sales
- Marketing and Merchandising
- Disaster Scene Preparation
- Funeral Undertakers
- Inventory and Material Handling
- Mortuary Administration
- Grave Side Attending
- Funeral Service Conductors
- Driving

*Note:*

*The above is an indication rather than an exhaustive listing*

### **Moderation Options**

- Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor with the relevant Education, Training, Quality, Assurance (ETQA) Body.
- Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA.
- Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQA's policies and guidelines for assessment and moderation; in terms of agreements reached around assessment and moderation between ETQAs (including professional bodies); and in terms of the moderation guideline detailed immediately below.
- Moderation must include both internal and external moderation of assessments at exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards as well as the integrated competence described in the qualification.

Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

### **Criteria for registration of assessors**

For an applicant to register as an assessor, the applicant needs:

- A minimum of 2 (two) years' practical, relevant occupational experience
- To be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)
- Detailed documentary proof of educational qualification, practical training undergone, and experience gained by the applicant must be provided (Portfolio of evidence)

## National Certificate in Funeral Services Practice - NQF Level 3

	Level 2	Credits	Level 3	Credits	Level 4	Credits	Total
Fundamental			<b>Communication Studies and Language</b> <ul style="list-style-type: none"> <li>• Accommodate audience and context needs in oral communication (ID 8968)</li> <li>• Interpret and use information from texts (ID 8969)</li> <li>• Write texts for a range of communicative contexts (ID 8970)</li> <li>• Use language and communication in occupational learning programmes (ID 8973)</li> </ul> <b>Physical; mathematical, computer and life sciences</b> <ul style="list-style-type: none"> <li>• Identify and work with simple forms of complex numbers (ID 7455)</li> <li>• Work with a wide range of patterns and transformations of functions and solve related problems (ID 7457)</li> <li>• Use structured models to describe, represent and analyse shape and motion in 2 and 3 dimensional space (ID 7460)</li> <li>• Collect and use data to establish statistical and probability models and solve related problems (ID 7454)</li> </ul>	(20) 5 5 5 5  (18) 1 8 4 5			38
Core			<ul style="list-style-type: none"> <li>• Build rapport with clients in a funeral business.</li> <li>• Provide and demonstrate funeral product and service information to individuals to enable informed decision-making.</li> <li>• Comply with organisation ethics.</li> <li>• Prepare and clean human remains for storage.</li> <li>• Prepare and clean human remains for visitation and coffin.</li> <li>• Prepare the funeral site for burial, cremation or memorial services.</li> <li>• Participate in conducting funeral ceremonies.</li> <li>• Transport human remains, the bereaved and materials and equipment.</li> <li>• Implement and participate in administrative procedures in a funeral business.</li> <li>• Exhume human remains.</li> </ul>	6 10 4 6 8 5 6 5 7 5	<ul style="list-style-type: none"> <li>• Work as a team member in a funeral business</li> <li>• Present funeral provision options to individuals.</li> <li>• Handle a range of customer complaints.</li> </ul>	5 5 4	76



Elective Embalming and Restoration				• Prepare human remains for embalming.	6	• Comply with legal requirements and understand implications when embalming.	4	10
TOTAL					106		18	124
Marketing and Merchandising	• Maintaining housekeeping in a funeral business	3		• Display and mark funeral merchandise	5			OR 8
TOTAL		3			105		14	122
Disaster Management						• Gather and collate resource data and source and place disaster equipment.	11	OR 11
TOTAL					100		25	125

## UNIT STANDARDS FOR NATIONAL CERTIFICATE IN FUNERAL SERVICES PRACTICE

### NQF LEVEL 3

#### UNIT STANDARDS TITLES AT NQF LEVEL 2

1. Title Maintain housekeeping in a funeral business.

#### UNIT STANDARDS TITLES AT NQF LEVEL 3

- \*. Title Comply with organisation ethics (ID 10022)
1. Title Build rapport with clients in a funeral business
2. Title Provide and demonstrate funeral product and service information to individuals to enable informed decision-making
3. Title Prepare and clean human remains for storage
4. Title Prepare and clean human remains for visitation and coffining
5. Title Prepare the funeral site for burial, cremation or memorial services
6. Title Participate in conducting funeral ceremonies
7. Title Transport human remains, the bereaved and materials and equipment
8. Title Implement and participate in administrative procedures in a funeral business
9. Title Exhume human remains
10. Title Prepare human remains for embalming
11. Title Display and mark funeral merchandise

#### UNIT STANDARDS TITLES AT NQF LEVEL 4

- \*. Title Handle a range of customer complaints (ID 10025)
1. Title Work as a team member in a funeral business
2. Title Present funeral provision options to individuals
3. Title Comply with legal requirements and understand implications when embalming
4. Title Gather and collate resource data and source and place disaster equipment.

### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES FOR THE NATIONAL CERTIFICATE IN FUNERAL SERVICES PRACTICES AT NQF LEVEL 3

#### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES AT NQF LEVEL 2

1. Title **Maintain housekeeping in a funeral business**
- Specific Outcome 1.1 Maintain a clean and safe funeral business
- Specific Outcome 1.2 Maintain funeral business display and work areas

#### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES AT NQF LEVEL 3

1. Title **Build rapport with clients in a funeral business**
- Specific Outcome 1.1 Establish a relationship and environment in which to gather or give information
- Specific Outcome 1.2 Maintain a relationship and environment with clients
- Specific Outcome 1.3 Gather information on the purpose of the visit or call

- |                  |              |                                                                                                                          |
|------------------|--------------|--------------------------------------------------------------------------------------------------------------------------|
| <b>2.</b>        | <b>Title</b> | <b>Provide and demonstrate funeral product and service information to individuals to enable informed decision-making</b> |
| Specific Outcome | 2.1          | Identify client needs and expectations to meet client requirements                                                       |
| Specific Outcome | 2.2          | Analyse client needs and provide solutions / options to meet client needs                                                |
| Specific Outcome | 2.3          | Close encounter (sale) and complete documentation and follow up procedures                                               |
| Specific Outcome | 2.4          | Understand product and service specifications                                                                            |
|                  |              |                                                                                                                          |
| <b>3.</b>        | <b>Title</b> | <b>Prepare and clean human remains for storage</b>                                                                       |
| Specific Outcome | 3.1          | Clean the human remains physically for storage purposes                                                                  |
| Specific Outcome | 3.2          | Seal and plug orifices                                                                                                   |
|                  |              |                                                                                                                          |
| <b>4.</b>        | <b>Title</b> | <b>Prepare and clean human remains for visitation and coffining</b>                                                      |
| Specific Outcome | 4.1          | Dress and make the human remains presentable                                                                             |
| Specific Outcome | 4.2          | Coffin human remains for disposition                                                                                     |
| Specific Outcome | 4.3          | Finish coffins for presentation purposes                                                                                 |
|                  |              |                                                                                                                          |
| <b>5.</b>        | <b>Title</b> | <b>Prepare the funeral site for burial, cremation or memorial services</b>                                               |
| Specific Outcome | 5.1          | Organise administration, materials and equipment for the preparation of the funeral site                                 |
| Specific Outcome | 5.2          | Confirm and check the funeral site                                                                                       |
| Specific Outcome | 5.3          | Assemble materials and equipment and prepare the grave                                                                   |
| Specific Outcome | 5.4          | Organise and arrange the funeral site                                                                                    |
|                  |              |                                                                                                                          |
| <b>6.</b>        | <b>Title</b> | <b>Participate in conducting funeral ceremonies</b>                                                                      |
| Specific Outcome | 6.1          | Prepare for the funeral ceremony                                                                                         |
| Specific Outcome | 6.2          | Assist at the funeral ceremony                                                                                           |
| Specific Outcome | 6.3          | Assist with the interment of the human remains                                                                           |
| Specific Outcome | 6.4          | Assist with the delivery of the human remains                                                                            |
|                  |              |                                                                                                                          |
| <b>7.</b>        | <b>Title</b> | <b>Transport human remains, the bereaved and materials and equipment</b>                                                 |
| Specific Outcome | 7.1          | Check funeral vehicle, materials and equipment                                                                           |
| Specific Outcome | 7.2          | Transfer of human remains locally and long distance                                                                      |
| Specific Outcome | 7.3          | Transport the bereaved                                                                                                   |
|                  |              |                                                                                                                          |
| <b>8.</b>        | <b>Title</b> | <b>Implement and participate in administrative procedures in a funeral business</b>                                      |
| Specific Outcome | 8.1          | Demonstrate an understanding of a funeral business                                                                       |

Specific Outcome	8.2	Process funeral documentation
Specific Outcome	8.3	Arrange and organise funeral logistics

**9. Title Exhume human remains**

Specific Outcome	9.1	Prepare for exhumation of human remains
Specific Outcome	9.2	Remove human remains from grave according to established procedures
Specific Outcome	9.3	Pack human remains and finalise gravesites

**10. Title Prepare human remains for embalming**

Specific Outcome	10.1	Prepare the embalming facility
Specific Outcome	10.2	Prepare the human remains for embalming

**11. Title Display and mark funeral merchandise**

Specific Outcome	11.1	Display funeral merchandise using a range of techniques for arranging merchandise in a funeral business
Specific Outcome	11.2	Mark funeral merchandise using a range of techniques
Specific Outcome	11.3	Perform a range of housekeeping activities for maintaining quality and presentation of merchandise in a funeral business

**UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES AT NQF LEVEL 4**

**1. Title Work as a team member in a funeral business.**

Specific Outcome	1.1	Communicate with all relevant stakeholders to enhance teamwork
Specific Outcome	1.2	Report on team progress to appropriate authority and team
Specific Outcome	1.3	Display tendencies to work with others as a team member in a funeral business
Specific Outcome	1.4	Handle and resolve areas of conflict

**2. Title Present funeral provision options to individuals**

Specific Outcome	2.1	Demonstrate an understanding of funeral provision
Specific Outcome	2.2	Close presentation and complete documentation and follow up procedures

**3. Title Comply with legal requirements and understand implications when embalming**

Specific Outcome	3.1	Comply with legislation and rules, which regulate conduct during the embalming process
Specific Outcome	3.2	Apply the various aspects of law and statutory requirements applicable to embalming human remains

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<b>4.</b>	<b>Title</b>	<b>Gather and collate resource data and source and place disaster equipment</b>
Specific Outcome	4.1	Gather and collate resource data for decision making purposes
Specific Outcome	4.2	Source disaster equipment and resources
Specific Outcome	4.3	Place and dismantle disaster equipment and resources on site

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY****National Higher Certificate in Funeral Services Practice - NQF Level 4**

<b>Field:</b>	Services
<b>Sub-field:</b>	Personal Care
<b>Level:</b>	4
<b>Credit:</b>	121
<b>Issue date:</b>	
<b>Review date:</b>	

**Rationale for the qualification**

The National Higher Certificate in Funeral Services Practice: Level 4 is designed to meet the needs of those learners who are already involved in the field of Funeral Services and now wish to progress in a career in the Funeral Service Industry. The Funeral Service Industry is an essential industry and by its very nature a constant supply of customers is ensured. This means there is a need to develop career paths in this field, and it is an industry constantly in need of skilled people.

The National Higher Certificate in Funeral Services Practice at NQF Level 4 supports the objectives of the NQF in that it gives the learner access to the National Qualifications Framework register. It will therefore ensure that the quality of education and training is enhanced and be of a world class standard.

The National Certificate in Funeral Services Practice: NQF Level 4 allows the learner to work towards a nationally recognised qualification. The qualification will allow both those in formal education and those already employed in organisations in the funeral business access to a qualification that can be used as a benchmark to gauge their competence against local and international standards.

Many different roles and careers are linked to and affected by this qualification. They include, but are not limited to:

- Funeral Directors
- Funeral Administration Staff
- Funeral Service Managers
- Embalmers
- Funeral Insurance Representatives
- Human Remains Restorers

- Marketing Managers
- Undertakers
- Mortuary Cleaners
- Funeral Service Drivers
- Funeral Conductors
- Disaster Managers
- Inventory Clerks
- Mortuary Managers
- Grave Side Attendants
- Funeral Assistants

The National Certificate in Funeral Services Practice: NQF Level 4, should produce knowledgeable, skilled people who are able to contribute to improved productivity and efficiency within the Funeral Services industry. It should provide the means for current individuals in the Funeral Services field to receive recognition of prior learning and to upgrade their skills and knowledge base. The qualification is structured in such a way that it exposes individuals to a set of core competencies to give a broad understanding of Funeral Business operations and the electives, which will allow for a specialisation of competence in one of three areas, namely; Embalming and Restoration, Marketing and Merchandising and Disaster Management. It will also promote the notion of life-long learning.

### **Purpose of the qualification**

This qualification is for any individual who is or wishes to be involved in the Funeral Services Industry. It also serves as a more advanced qualification into Funeral Service operations. This qualification will be registered at NQF Level 4.

A learner can complete the qualification specialising in Embalming and Restoration, Marketing and Merchandising or Disaster Management. The core unit standards are common to all three areas of specialisation. Portability across these areas of specialisation is therefore ensured.

Learners working towards this qualification will find that the acquisition of competence in the unit standards, which make up the qualification, will add value to the learner's job. This qualification is intended to enhance the provision of a higher level service within the Funeral Service Industry.

Learners will be able to present information to clients in difficult circumstances and ensure that the funeral provisions meet the client's needs. They will also improve their supervisory capacity and be able to conduct funeral ceremonies in a professional manner.

The learner will be able to apply the necessary knowledge and skills to ensure human remains are dealt with ethically, using competencies in this area.

It will provide the broad knowledge, skills and values needed in the Funeral Services Industry and will facilitate access to, and mobility and progression within, education, training and to progress along a learning path for learners who:

- Were previously disadvantaged or who were unable to complete their schooling and were therefore denied access to Further Education and Training.
- Have worked in Contact Centres for many years, but have no formal qualification in Contact Centre Support.
- Wish to extend their range of skills and knowledge of the industry so that they can become competent workers in Contact Centres.

The qualification has building blocks that can be developed further and will lead to a more defined Funeral Services learning path at various NQF levels. It also focuses on the skills, knowledge, values and attitudes required to progress further. The intention is

- To promote the development of knowledge, skills and values that are required in Contact Centres.
- To release the potential of people.
- To provide opportunities for people to move up the value chain.

### **Access to the Qualification**

Access to this qualification is open, therefore a learner can access the total qualification and it must be noted that learners may also access any individual unit standard and obtain the credits issued against the unit standard. Also any learner who can provide evidence of the learning assumed to be in place has open access to this qualification. No restrictions, other than the learning assumed to be in place are prescribed.

### **Learning assumed to be in place**

The following is the learning assumed to be in place:

- Learners accessing this qualification, will have demonstrated competency against standards in the qualification Funeral Services Practices at NQF Level 3 or equivalent

### **Exit level Outcomes**

On achieving this qualification, the learner will be able to:

- Prepare and present more complex funeral services and products to clients and groups.
- Supervise the preparation and presentation of human remains.
- Conduct funeral ceremonies.
- Supervise the preparation of funeral sites.
- Supervise the transportation of human remains, the bereaved and funeral equipment.
- Manage funeral logistics and administration processes.
- Implement the training of funeral service personnel.
- Embalm human remains without trauma or complications.
- Manage merchandising within a funeral business.
- Implement actions associated with a disaster scene.

### **Associated Assessment Criteria**

In particular assessors should check that the learner must demonstrate an ability to consider a range of options and make decisions about:

- The techniques used to prepare and present funeral services and products to individuals and groups.
- The quality of work performed on human remains during their cleaning and presentation.



- The methods and techniques used in conducting funeral ceremonies.
- The transportation, logistics and administration procedures and processes used in a funeral business.
- The principles, methods and techniques used for the training and development of funeral service personnel.
- The procedures and processes to be used in the embalming of human remains without trauma and complications.
- The methods, techniques and organisational procedures used in the merchandising of funeral services and products
- The requirements for the setting up of a disaster scene.

### **International comparability**

Benchmarking was done by comparison to Unit Standards / Outcomes of learning against:

- The New Zealand qualifications - 'National Certificate in Embalming', National Certificate in Funeral Directing and the 'National Diploma in Funeral Directing, with a total credit value of 302 credits. The SGB also compared the unit standards in this qualification to the 21 New Zealand unit standards at levels 3, 4 and 5.
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Assessors and moderators should make use of a range of formative and summative assessment methods. Assessors should assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Assessment should ensure that all specific outcomes, embedded knowledge and critical cross-field outcomes are evaluated. The assessment of the critical cross-field outcomes should be integrated with the assessment of specific outcomes and embedded knowledge.

### **Recognition of prior learning**

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This Recognition of Prior Learning may allow:

- For accelerated access to further learning
- Gaining of credits towards a unit standard

All recognition of Prior Learning is subject to quality assurance by the relevant accredited Education, Training, Quality, Assurance Body and is conducted by a registered workplace assessor.

### **Articulation possibilities**

A learner could follow a career in:

- Funeral Administration Management
- Embalming and Restoration of human Remains
- Funeral Insurance Sales
- Funeral Insurance Sales Management
- Marketing and Merchandising Management
- Disaster Scene Supervision
- Funeral Undertakers
- Inventory and Material Handling Supervision
- Mortuary Administration Supervision
- Mortuary Management
- Funeral Service Conductors

*Note:*

*The above is an indication rather than an exhaustive listing*

### **Moderation Options**

- Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor with the relevant Education, Training, Quality, Assurance (ETQA) Body.
- Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA.
- Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQA's policies and guidelines for assessment and moderation; in terms of agreements reached around assessment and moderation between ETQAs (including professional bodies); and in terms of the moderation guideline detailed immediately below.
- Moderation must include both internal and external moderation of assessments at exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards as well as the integrated competence described in the qualification.

Anyone wishing to be assessed against this Qualification may apply to be assessed by any assessment agency, assessor or provider institution that is accredited by the relevant ETQA.

### **Criteria for registration of assessors**

For an applicant to register as an assessor, the applicant needs:

- A minimum of 2 (two) years' practical, relevant occupational experience
- To be declared competent in all the outcomes of the National Assessor Unit Standards as stipulated by South African Qualifications Authority (SAQA)
- Detailed documentary proof of educational qualification, practical training undergone, and experience gained by the applicant must be provided (Portfolio of evidence)

## National Higher Certificate in Funeral Services Practice – NQF Level 4

	Level 4	Credits	Level 5	Credits	Total
<b>Fundamental</b>	<b>Communication Studies and Language</b> <ul style="list-style-type: none"> <li>Engage in sustained oral communication and evaluate spoken texts (ID 8974)</li> <li>Read, analyse and respond to a variety of texts (ID 8975)</li> <li>Write for a wide range of contexts (ID 8976)</li> <li>Use language and communication in occupational learning programmes (ID 8979)</li> </ul> <b>Physical; mathematical, computer and life sciences</b> <ul style="list-style-type: none"> <li>Demonstrate understanding of real and complex number systems (ID 7485)</li> <li>Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues (ID 7468)</li> <li>Work with a wide range of patterns and inverses of functions and solve related problems (ID 7470)</li> <li>Collect and use data to establish complex statistical and probability models and solve related problems (ID 7465)</li> </ul>	(20) 5 5 5 5 (16) 3 2 6 5			
<b>Core</b>	<ul style="list-style-type: none"> <li>Present information to clients to enable informed decisions to be made.</li> <li>Inspect and monitor human remains, coffin and finished product.</li> <li>Monitor and co-ordinate the preparation of the funeral site.</li> <li>Conduct funeral ceremonies.</li> <li>Co-ordinate and monitor the transportation of human remains, the bereaved and equipment.</li> <li>Maintain and control funeral logistics and administration.</li> <li>Administer the exhumation of human remains.</li> </ul>	8 5 4 6 5 9 7	<ul style="list-style-type: none"> <li>Prepare and present funeral products and services to groups.</li> <li>Present funeral provision options to groups.</li> <li>Provide funeral product and services training to individuals and relevant parties.</li> </ul>	10 5 11	36 70

Elective Embalming and Restoration			• Embalm human remains without complications and/or trauma.	15		15
TOTAL				80	41	121
Marketing and Merchandising	• Set up product displays and monitoring housekeeping. • Co-ordinate and monitor sales in a funeral business. • Interact with special interest groups.	8 7 6 101				21 127
TOTAL					26 15	15
Disaster Management			• Assess and use data and liase with relevant stakeholders to ensure required resources are in place for a disaster.			15
TOTAL				80	41	121

## UNIT STANDARDS FOR NATIONAL HIGHER CERTIFICATE IN FUNERAL SERVICES PRACTICE AT NQF LEVEL 4

### UNIT STANDARDS TITLES AT NQF LEVEL 4

1. Title Present information to clients to enable informed decisions to be made
2. Title Inspect and monitor human remains, coffining and finished product.
3. Title Monitor and co-ordinate the preparation of the funeral site.
4. Title Conduct funeral ceremonies.
5. Title Co-ordinate and monitor the transportation of human remains, the bereaved and equipment.
6. Title Maintain and control funeral logistics and administration.
7. Title Administer the exhumation of human remains
8. Title Set up product displays and monitor housekeeping
9. Title Co-ordinate and monitor sales in a funeral business
10. Title Interact with special interest groups

### UNIT STANDARDS TITLES AT NQF LEVEL 5

1. Title Prepare and present funeral products and services to groups.
2. Title Present funeral provision options to groups.
3. Title Provide funeral product and services training to individuals and relevant parties.
4. Title Embalm human remains without complications and/or trauma.
5. Title Assess and use data and liaise with relevant stakeholders to ensure required resources are in place for a disaster.

## UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES FOR NATIONAL HIGHER CERTIFICATE IN FUNERAL SERVICES PRACTICE NQF LEVEL 4

### UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES AT NQF LEVEL 4

- |    |                  |                                                                                    |
|----|------------------|------------------------------------------------------------------------------------|
| 1. | Title            | <b>Present information to clients to enable informed decisions to be made</b>      |
|    | Specific Outcome | 1.1 Present funeral options to clients                                             |
|    | Specific Outcome | 1.2 Explain and finalise funeral arrangements                                      |
| 2. | Title            | <b>Inspect and monitor human remains, coffining and finished product</b>           |
|    | Specific Outcome | 2.1 Inspect human remains to ensure compliance with set standards and instructions |
|    | Specific Outcome | 2.2 Monitor the preparation of human remains and coffining                         |
| 3. | Title            | <b>Monitor and co-ordinate the preparation of the funeral site</b>                 |
|    | Specific Outcome | 3.1 Co-ordinate the preparation of materials and equipment for the funeral site    |
|    | Specific Outcome | 3.2 Monitor and check the preparation of the funeral and grave site                |

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- |     |                       |                                                                                                |
|-----|-----------------------|------------------------------------------------------------------------------------------------|
| 4.  | <b>Title</b>          | <b>Conduct funeral ceremonies</b>                                                              |
|     | Specific Outcome 4.1  | Prepare for the funeral ceremony                                                               |
|     | Specific Outcome 4.2  | Conduct the funeral ceremony                                                                   |
|     | Specific Outcome 4.3  | Direct the internment ceremony                                                                 |
| 5.  | <b>Title</b>          | <b>Co-ordinate and monitor the transportation of human remains, the bereaved and equipment</b> |
|     | Specific Outcome 5.1  | Control vehicle usage                                                                          |
|     | Specific Outcome 5.2  | Assess the transfer of human remains                                                           |
|     | Specific Outcome 5.3  | Monitor the transportation of the bereaved                                                     |
| 6.  | <b>Title</b>          | <b>Maintain and control funeral logistics and administration</b>                               |
|     | Specific Outcome 6.1  | Maintain and control logistical aspects of a funeral                                           |
|     | Specific Outcome 6.2  | Monitor and evaluate the implementation of a funeral service                                   |
|     | Specific Outcome 6.3  | Monitor funeral administration practices and procedures                                        |
| 7.  | <b>Title</b>          | <b>Administer the exhumation of human remains</b>                                              |
|     | Specific Outcome 7.1  | Process documentation for exhumation of human remains                                          |
|     | Specific Outcome 7.2  | Plan exhumations of human remains                                                              |
|     | Specific Outcome 7.3  | Assist with the internment of the human remains                                                |
|     | Specific Outcome 7.4  | Assist with the delivery of the human remains                                                  |
| 8.  | <b>Title</b>          | <b>Set up product displays and monitor housekeeping</b>                                        |
|     | Specific Outcome 8.1  | Evaluate funeral merchandise and service displays                                              |
|     | Specific Outcome 8.2  | Mark and label funeral merchandise                                                             |
|     | Specific Outcome 8.3  | Monitor housekeeping standards                                                                 |
| 9.  | <b>Title</b>          | <b>Co-ordinate and monitor sales in a funeral business</b>                                     |
|     | Specific Outcome 9.1  | Determine client service levels for a funeral business                                         |
|     | Specific Outcome 9.2  | Co-ordinate and monitor sales team activities                                                  |
| 10. | <b>Title</b>          | <b>Interact with special interest groups</b>                                                   |
|     | Specific Outcome 10.1 | Demonstrate an understanding of various interest groups                                        |
|     | Specific Outcome 10.2 | Build relationships with special interest groups                                               |
|     | Specific Outcome 10.3 | Co-ordinate and plan funeral projects with special interest groups                             |

**UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES AT NQF LEVEL 5**

<b>1.</b>	<b>Title</b>	<b>Prepare and present funeral products and services to groups</b>
Specific Outcome	1.1	Identify and approach potential groups
Specific Outcome	1.2	Gather information, assess group needs and prepare group specifications plan
Specific Outcome	1.3	Present group specifications to groups to meet pre-determined needs
Specific Outcome	1.4	Conduct follow-up procedures in order to reach agreement
<b>2.</b>	<b>Title</b>	<b>Present funeral provision options to groups</b>
Specific Outcome	2.1	Analyse group needs and expectations and identify funeral provision options to meet them
Specific Outcome	2.2	Develop an appropriate funeral provision presentation to meet group and funeral societies needs and expectations
Specific Outcome	2.3	Deliver funeral provision presentation to groups and funeral societies
<b>3.</b>	<b>Title</b>	<b>Provide funeral product and services training to individuals and relevant parties</b>
Specific Outcome	3.1	Assess training needs of individuals, teams and relevant parties
Specific Outcome	3.2	Organise training and development activities for individuals and teams
Specific Outcome	3.3	Assemble materials and equipment and prepare the grave
Specific Outcome	3.4	Organise and arrange the funeral site
<b>4.</b>	<b>Title</b>	<b>Embalm human remains without complications and/or trauma</b>
Specific Outcome	4.1	Perform pre-embalming procedures on human remains without complications and/or trauma
Specific Outcome	4.2	Embalm human remains without complications and/or trauma
<b>5.</b>	<b>Title</b>	<b>Assess and use data and liaise with relevant stakeholders to ensure required resources are in place for a disaster</b>
Specific Outcome	5.1	Assess and use data for decision making purposes
Specific Outcome	5.2	Liaise with relevant parties and stakeholders
Specific Outcome	5.3	Monitor and control data gathering process and its results