

Name:	Candidate No:
Module number: 6	Evidence No:
Date:	Evidence type: Work based

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: List the training you have received and / or activities carried in your work place out that demonstrate you recognise and support diversity and equality of the deceased, clients, family members and other work colleagues on the following:

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

Ethnicity (is there a difference between ethnicity and race?)

1.
2.

Gender:

1.
2.

Disability:

1.
2.

Religion and belief:

1.
2.

Age:

1.
2.

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

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Task 4: Produce a reflective piece on learning outcome 1 of this module i.e. “recognising the diversity of the deceased and of the client and effective communication”. use the [reflective learning statement template](#) that can be found on the training web site (under ‘portfolio’ link).

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.

Insert evidence here:

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.).

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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.

Insert evidence here:

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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:

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