



FUNERAL SERVICES PRACTICE NATIONAL CERTIFICATE

**SAQA QUAL ID: 21787 NQF Level 3
Minimum Credits: 122**

COURSE OBJECTIVES

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 pertaining to the funeral service industry.
- Assist with the preparation, transportation and conducting of funeral ceremonies.
- Exhume human remains on request.
- Comply with housekeeping and merchandising requirements.

WHO SHOULD ATTEND?

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 is intended to enhance the provision of entry level service within the Funeral Service Industry.

CAMPUS

- ATTI Nelspruit – 2 days per week; and
- Work integrated learning at a Funeral Home – 3 days per week.

MINIMUM ADMISSION REQUIREMENTS

- Grade 11;
- Numeracy at NQF Level 2 or equivalent; and
- Verbal and written communication at NQF Level 2 or equivalent.

DURATION

- 12 months

PRESENTATION FORMAT

- Theoretical / practical contact sessions.
- Day Classes

ASSESSMENT / EVALUATION

- Continues Integrated Formative and Summative Assessment;
- Simulations;
- Written Assessments; and
- Practical Portfolio of Evidence.

INTAKE FOR THE QUALIFICATION

- January & February

ADDITIONAL COSTS

Examination re-writes, Late Submissions, Lost Student Cards and Penalty fees for late payments after the 7th of each month

POSSIBLE CAREERS

- Work in the Funeral Industry.

SUBJECTS / LEARNING AREAS:

- Customer Care;
- Organisational Ethics;
- Communication;
- Administrative procedures in a funeral business;
- Participating in conducting funeral ceremonies;
- Preparing and cleaning human remains for storage;
- Preparing the funeral site for burial, cremation or memorial services;
- Preparing and cleaning human remains for visitation and coffining;
- Presenting funeral provision options to individuals; and
- Transporting human remains, the bereaved and materials and equipment.

CERTIFICATION

- Service Seta Certification Programme.

