

CELEBRATING



NAFD GRADUATION CEREMONY HIGHLIGHTS STUDENT ACHIEVEMENTS ACROSS 2017

More than 40 graduates of the NAFD Diploma in Funeral Arranging & Administration, the Diploma in Funeral Directing and NAFD Certificate in Education and Training, gathered with friends and family at Birmingham City University (BCU) in December, to receive their awards and celebrate their achievements.

The event was held, once again, in the Birmingham City University Business School, and graduates caught up with fellow students, their tutors and other colleagues as they prepared to receive the awards for which they had worked so hard.

Dr Dawn Albery, who heads the business school, welcomed the graduates, highlighting the importance of their role in society: "The role of a funeral arranger and funeral director is, without doubt, a role that commands a wide breadth of knowledge and a multitude of abilities, including an exceptional level of interpersonal skills.

"Your roles are unique. Who else can we turn to at a time when one of our own friends, or a member of our own family, dies? Who else can we turn to for help and understanding; sometimes a shoulder to cry on at a time when we are not at our best either mentally or physically? Who else can we turn to, to provide a broad service encompassing all of our needs and who else can we turn to, but true professionals like those of you who are receiving your Diplomas today to organise and to take care of us?

"Today, is a celebration of success. Today gives us the opportunity to celebrate and offer recognition for all the hard work you have done. Today is also a day for thanking your friends and family for their support during your period



Success!

of learning and a day to congratulate you on your professionalism, your commitment and your motivation to educate yourselves ultimately so that you are able to provide an excellent service, to be of help and assistance to the bereaved."

Dr Albery's sentiments were echoed by Keith Peacock, chair of the NAFD Board of Examiners, and NAFD Second Vice President, David Barrington, who extended an especially warm welcome to Maurice Humphris of Humphris Funerals in Banbury, Oxfordshire. Maurice was one of the first members of the NAFD to achieve the Diploma in Funeral Directing in 1959 and was there, with his son Martin, to watch his granddaughter, Lucy, become the third generation of the family to receive the award.

David said: "Maurice, you have been a champion of our qualifications for the last six decades, and it is a great privilege to welcome you and your family to the graduation ceremony to see your granddaughter Lucy receive her award."

There was also praise for the tutors and examiners, who have played such an important part in the success of the NAFD's qualifications programmes.

Addressing the graduates as she bestowed their diplomas upon them, NAFD President Alison Crake added: "Graduates, congratulations! You have worked hard. You deserve to be proud of this achievement, and to take this opportunity to celebrate. I would like to offer a few words of wisdom as you go forward in your careers. Firstly, if you carry out your responsibilities consistently, to the best of your ability, people will trust you as a colleague, and turn to you for leadership. Secondly, act with courage; always remember the reasons for your purpose in serving the needs of the bereaved and the care of

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For Lucy Humphris, the chance to celebrate with her father and grandfather made the day particularly special: "I was over the moon when I opened my results to find out that I had passed my exams for the Diploma in Funeral Arranging and Administration. It means so much to me to have successfully passed, it's been a lot of hard work but it is something I really wanted to achieve. All my family, and my tutor Peter Linford, have been a great support through my studying.

"Being able to celebrate with my father and grandfather at my graduation meant a lot to me. I felt so proud to not only be the fifth generation in the business alongside my cousin Matthew but also being the third generation to pass the same qualification felt quite overwhelming.

"I am looking forward to carrying on our family business and helping bereaved families through such a difficult time."



(L-R) Dr Dawn Albery, Martin Humphris, Lucy Humphris and Maurice Humphris, along with NAFD President Alison Crake



Preparing to graduate, David Norman puts on his NAFD stole

the deceased – and never be afraid to ask for help if you need support. Never forget to look after yourself – especially your health, both physical and mental – as this occupation can at times have impact upon our own wellbeing, as well as being rewarding when working with families.

“Follow your instincts and curiosity wherever they lead, and broaden your knowledge by reading, listening, researching and experiencing as much as you can. Embrace opportunities and create opportunities for yourself. It’s the key to our success as a society, and it helps us grow as individuals. Be bold and take risks, and don’t let the fear of failure stop you.

“You are part of your community and your community is part of you. Always remember that no act of kindness, no ever small, is ever wasted. Every day you step in to lives of someone who has lost someone they love and you make a difference – even through something as simple as a kind word or gesture.”

Scales Award winners for 2017, Zoe Turnbull (Diploma in Funeral Arranging and Administration) and Kirby Cranshaw (Diploma in Funeral Directing) were also presented with cheques for £100 in celebration of their achievements.

After receiving their awards, the graduates enjoyed a celebration lunch with their families and friends and a chance to reflect on their achievements.

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Jason Corbin, of Reynolds Funeral Directors, who was awarded the Diploma in Funeral Arranging and Administration, added: “When I entered into this profession nearly eight years ago, I made it one of my goals to be the best funeral director I possibly could be, and when I saw the opportunity to study for the Dip. FAA last year, I knew that this would be essential for me to achieve this, along with giving me the skills to provide my clients with the best service I could offer.

“I wasn’t exactly an academic type of person back during my school days, so I was slightly hesitant at first knowing that I’d be returning back to a classroom type of environment. There was nothing to be hesitant about at all! My tutor, Kate, made learning and studying (almost) fun! My fellow students and I got to know each other well and we helped and supported each other throughout the course, as well as celebrating together when we graduated.”

“Achieving this has given me more confidence, both professionally and personally. Professionally, knowing that I am giving families the best advice, and sharing the knowledge I have gained from the course – and personally, giving me enormous self-pride and assuring me that, if you put your mind to it, you can achieve anything!”



Jason Corbin

The graduation event is also a source of pride for the tutors that have supported the graduates in their studies. Natasha Gidley is a tutor for Lincolnshire Co-op, a role she has held since 2012.

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Said Natasha: “It is an honour to be a tutor, to help people grow in knowledge, understanding and confidence is very rewarding. I have worked in the profession for 26 years and qualified as a funeral director in 2000. Over the years, client expectations have changed and I decided to become a tutor for the NAFD, passing the Certificate in Teaching in the Lifelong Learning Sector qualification in 2012.

“I am currently running a Dip. FAA and Dip. FD course. The courses meet once a fortnight, which I feel is invaluable, as students share ideas and support each other in their learning journey. The students put in a lot of time and effort to pass their qualification, usually at the expense of family time. I encourage them to support one another, and I am available when they need me. I even attend the exam days with them (I wait outside) and I feel it is important to be there for them.

“During the courses, I watch the students develop their knowledge, understanding and professionalism; this enables their confidence to grow. By the end of the course, they are confident of their own knowledge and can talk to clients and colleagues in a professional way. At each lesson, all students have stories of putting into practice what they have learnt during the course.

“I have recently had five students sit the Dip. FAA exams, and three students sit the Dip. FD exam. After a lot of dedicated hard work, all eight passed and one student received the ‘Scales’ high achiever award for the Dip. FD qualification. All eight attended the awards ceremony to celebrate their success. Not only were they excited for themselves, but it was pleasant to see that they were excited and happy for each other. It was a very proud moment for the students, their employer and myself.”

DEVELOP YOUR PROFESSIONAL SKILLS IN 2018

If you are inspired by the success of the Class of 2017, why not think about adding an NAFD qualification to your professional achievements?



2017 Scales Award winner for the Diploma in Funeral Directing, Kirby Cranshaw, receives her award from Dr Dawn Albery and Alison Crane

The Association's two diploma courses provide comprehensive training for funeral service professionals and are considered the 'gold' standard qualifications for the sector. The Diploma in Funeral Arranging & Administration (DipFAA) and the Diploma in Funeral Directing (DipFD) are studied across a period of between 9-15 months (dependent upon the qualification) and are delivered by a team of highly qualified NAFD approved tutors and assessed by the NAFD Board of Examiners.

There are qualified NAFD tutors based in member funeral businesses across the UK, from Southampton up to Dundee, and from Belfast in Northern Ireland over to Norwich in the East of England, with numerous member firms not only focusing on their own



2017 Scales Award winner for the Diploma in Funeral Arranging and Administration, Zoe Turnbull, receives her award from Dr Dawn Albery and Alison Crake

employees' professional development but supporting other member firms too.

For example, in Scotland, family funeral directors Anderson Maguire has recently launched the Funeral Academy Scotland. The Academy is led by David Campbell, Senior Funeral Director with Anderson Maguire and one of only two NAFD (National Association of Funeral Directors) approved tutors based in Scotland.

Declan Maguire, Managing Director of Anderson Maguire Funeral Directors, said of the move: "We place great emphasis on training our staff so that they can be the standard bearers of what good funeral directing should look like. As a family firm with family values, we have always been committed to Continuous Professional Development for all our staff. We pride ourselves on our professionalism and we are proactive in ensuring that is backed up with substance. The importance of NAFD accredited status cannot be underestimated and we know that NAFD trained staff gives clients confidence and reassurance for all those delivering funeral services in Scotland."

To find your nearest tutor, visit nafdqualifications.com and follow the simple registration process.

As well as the two diplomas, the Association is also supported in delivery of its education programme by the London Association of Funeral Directors, which operates the LAFD



Certificate in Funeral Arranging & Administration. Launched in 2007, the twelve-week LAFD Certificate in Funeral Arranging & Administration course has been designed specifically as a qualification for those in the frontline of funeral service. Course alumni have been drawn from a variety of funeral service backgrounds: from those with several years of experience to relatively new staff and from the smallest to the largest member firms.

With both the diplomas and LAFD certificate, graduates are entitled to use a post nominal after their name to

indicate their successful completion of the qualification.

For further information about NAFD Qualifications, please contact the NAFD Education team at trainingadministration@nafd.org.uk, call 0121 711 1343, ext. 1001, or visit nafdqualifications.org.uk. Full details of the courses and all fees can be found on this site.

For further information about the LAFD Certificate, please contact the course administrator, LAFD Secretary Judith Williams on secretary@lafd.org.uk, call **07776 995335**, or visit www.lafd.org.uk.

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“The Certificate in Education course is not a course connected to funerals. It is a course designed to enable you as a tutor to deliver training in an inclusive manner, for all students, in an understandable and logical way. Like grief affects us all differently, so does the manner in how we learn and the course will show you as a tutor how to make sure your students are learning what is being taught and how you can assess this throughout the course (wait until you do the 10 pedagogies!). The course is spread out over a period of time allowing you to apply yourself fully to the units. It is tough, as you have to gain a minimum of 30 hours teaching and you also have to complete a portfolio of learning. It is challenging and thorough but, hey, I am 50 and I achieved it.

“Since my qualification, I have contributed to my community by putting training programmes together for those professionals who work with families who have lost a loved one; teaching what happens after death, how the coroners and registrar’s system operates, for example.

“My self-confidence has risen when dealing with different scenarios in the classroom but, best of all, are the long-lasting friendships you build up with the students. It is so satisfying to see what you teach them being taken away and then used in their day-to-day work routines. Nothing is better than seeing them going on to take the Dip. FD after the Dip. FAA, or seeing them at the National Funeral Exhibition and talking to them on the NAFD stand. I met two students on the stand in June and then, on graduation day at Birmingham University on a very cold December morning, they came over to say thank you so much for the advice I had given. They were thrilled at passing their exams – that is the best reward you can get as a tutor.”

MARK HALL, OF ROSEDALE FUNERAL HOME IN SUFFOLK, GRADUATED IN DECEMBER AS AN NAFD TUTOR.

WHY NOT TRAIN TO TEACH?

The National Association of Funeral Directors is a training centre approved by One Awards for the delivery of the Certificate in Education and Training and the Award in Education and Training. The programme provides funeral directors with a knowledge of teaching and enhancement of skills to enable them to tutor students on behalf of the NAFD.

This is an integrated teacher training programme, based on the development of tutoring skills to national qualification standards and integrated with the knowledge required to deliver NAFD qualifications.

There are six units of learning:-

- Understanding Roles, Responsibilities and Relationships in Education and Training
- Delivering Education and Training
- Using Resources for Education and Training
- Assessing learners in Education and Training
- Planning to meet the needs of learners in Education and Training.
- Teaching in a Specialist Area

The training is delivered through ten workshops, with additional self-guided personal learning and independent research, with regular assessments and submission of written work.

Students also need to deliver at least 30 hours of teaching practice.

Course content doesn’t just cover how to tutor funeral professionals, but also how to support students through the learning process too. Nick Round, the NAFD’s Training and Professional Support Manager, is passionate about the standard of tutoring NAFD approved tutors are able to provide. He says: “We have taken an extra step to ensure that not only are we able to provide rigorous training for prospective tutors to achieve the recognised national teaching qualification standards, but that tutors understand about the hard and soft skills required for learning and student development too.

“In addition, the NAFD is aware that there may be prospective tutors who may benefit from receiving additional support to improve their key skills in English and Maths. There may be others who experience the impact of Dyslexia or other related conditions. For this reason, we are able to support tutors and offer access to a range of resources and tools available.”



Nick Round (second left) with newly qualified tutors David Stamp, Mark Hall and Jill Thompson.