

CELEBRATION *of Success*



THE CLASS OF 2019 GRADUATE IN FRONT OF THEIR FAMILIES AND FRIENDS

The annual Celebration of Success is one of the happiest occasions in the NAFD year and is always a favourite of each NAFD President, who has the honour of bestowing the awards upon the graduands.



For this year's President, David Barrington, it was a particularly special occasion. As an NAFD tutor he has supported many students through their Diploma studies over the years and always enjoys the opportunity to share in their success. But this year, it was a chance to share in the special day of all 76 graduands who arrived bright and early at the new venue, the Jury's Inn in Hinckley, Leicestershire, to work out exactly how to properly put on a stole or, for the Diploma in Funeral Directing students, a cap and gown!

After welcome drinks, the guests were welcomed to the event by President David, who said: "Embarking on any of our courses brings a kaleidoscope of challenges. These could include coming back to education or, for some of you, the first time you have succeeded with a formal qualification.

"You are all different and have travelled different paths on your journeys. Some of you may work with your family in your family business. Some of you will have

started your career in funerals as a driver or bearer when you were at school, and have worked your way up. Some of you may have come to this as a career change, or as the result of being bereaved yourself, feeling you could give something back to other families in the same situation.

"You have gained new skills by using IT, researching new concepts, getting to grip with tasks and different ways of working from your tutors - which may challenge your established way of thinking or the norms that you have within your own workplace.

"You have successfully completed the ILR's, the dreaded reflective logs, revision, the written exam and the oral exam and all of this has been done while you are working helping families every day and giving something of yourselves to look after people who need you following a bereavement.

"There is no other word for it. You are amazing.

"The desire to better yourselves should be highly commended and I hope that this is the start of a continuous desire to improve your practice for the future. When I took my Diploma, as well as the official learning I also learnt lots from my peers who were on the course with me and something that always strikes me when I teach a class of students is how much I learn from them."

NAFD Chief Executive Officer Jon Levett paid tribute to the families and friends who had supported the students through their studies and predicted a bright future, saying: "Many of you will have completed your studies whilst juggling many responsibilities while managing several competing demands on your time, such as serving the immediate needs of the bereaved and caring for family members at their time of need, which makes your success even more remarkable and worthy of celebration."

"I truly believe that the time and investment you have made in order to have achieved your NAFD qualification will open up amazing opportunities for you in the future, helping you to make the very best of your potential and achieve a successful and rewarding career in the funeral service. Today's funeral

service employers recognise that a qualification of this standard of which we are proud to provide identifies you as being someone who possesses the necessary high level skills and personal commitment to succeed."

First Vice President Kate Edwards, who is also an NAFD tutor, offered her congratulations to the graduands before reading the roll call of students. Each, in turn, took to the stage to be presented with their Diploma by David Barrington.

The 2019 Scales Awards winners, for the highest marks achieved in the examinations, were Paul Riley (Diploma in Funeral Arranging & Administration (DipFAA)) and Andrew Jones (Diploma in Funeral Directing (DipFD)). Paul Riley was unable to attend the event but his award is on its way to him.



▲ One of the Scales Award winners, Andrew Jones. Paul Riley was unable to attend the event but his award is on its way to him.



▲ The NAFD team

After the ceremony, the newly minted graduates enjoyed a drinks reception, lunch and celebration with their families, friends and colleagues. Many were also accompanied by their tutors and employers who have supported their studies.



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Thanking the NAFD team that organised the event, led by Event Manager Jane Lawrence and Education Development Manager Karen Vanstone, NAFD tutor Mark Hall said of the event: "The awards ceremony was the best ever! It was like a breath of fresh air and the students/graduates were beaming from ear to ear. I am sure blood, sweat and tears went into the organisation; however, it was a new format and venue and it worked! I now have three students who want to go on and take their DipFD after Saturday's Ceremony."



▲ Daniel Ormrod

day at the awards and it really felt like I had achieved something with how the day was planned out," he said.

"I have learnt so much by taking the Dip FAA and would highly recommend any aspiring funeral director to embark on taking this course. It has shaped the way I approach the families who use our services especially knowledge gained from Module 1, which focuses on communication skills, client care and knowledge of bereavement issues. I would advise any potential candidate to revise the modules as they get them and not to leave it until the last minute. There is a lot to learn but don't let this put you off, you'll get all the help you need from the fantastic tutors."



▲ Kyle Daley,
Hillier Funeral Service

Funeral Director Kyle Daley, of Hillier Funeral Service, added a DipFD to his DipFAA throughout the day. He said: "The event was a great way to bring all the hard work and dedication to a close and celebrating it with friends, family, colleagues and tutors just makes the experience even more rewarding. Completing the Diploma has given me the confidence and knowledge to help and support the families that we care for.

"My advice to anyone thinking about doing one of the Diplomas would be to do it. It gives you further knowledge and experience which in turn helps you support your clients and gives them an even better service and at the end of the day that is why we are all in the profession. Further professional development in my mind is a must and the Diplomas achieve this."

For Daniel Ormrod, of Argent Funeral Care in the Channel Islands, who achieved his Dip. FAA, there was a real sense of achievement. "I had a fantastic



▲ Lara Collins

Lara Collins, from H Porter & Sons in Stourbridge, added: "The NAFD Diploma Awards Celebrating Success last Saturday was brilliant. The venue was lovely, the organisation was superb and it was nice to have my name in the graduates of 2019 programme, in Funeral Director Monthly and on 'the big screen.'

"Completing the diploma has given me more confidence as a Funeral Director and feel I can advise families on so much more. Now I have completed by Diploma, I will put everything I have learnt into practice and keep giving the families I care for 110%.

"I would thoroughly recommend completing the Diplomas. It is hard work which they will need to be prepared for but it is well worth it to gain further knowledge and confidence.





DEVELOP YOUR PROFESSIONAL SKILLS IN 2020

If you are inspired by the success of the Class of 2019, why not think about adding an NAFD qualification or ongoing CPD to your professional achievements?

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 (Dip FAA) and the Diploma in Funeral Directing (Dip FD) are studied for 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, with numerous member firms not only focusing on their own employees' professional development but supporting other member firms too.

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.

The Association is also putting the finishing touches to something new - please look out for news on some exciting developments in Education as 2020 unfolds!

For further information about NAFD Training and Qualifications, please contact the NAFD Education team on trainingadmin@nafd.org.uk, call 0121 711 1343 - or visit nafdeducation.org.uk. Full details of the courses and fees can be found on this site.

THANK YOU TO OUR SPONSORS!

The NAFD would like to thank our two brilliant event sponsors, Rosedale Training and CPJ Field. We spoke to NAFD tutors Mark Hall, from Rosedale Training and Peter Linford, from CPJ Field, to find out about their approach to learning and development.

"Learning should be fun!" said Mark. "Rosedale Training ensures that your Diploma training will be just that. We teach over the year with workshops that include guest speakers covering topics such as the coroner, bequeathal, wills, probate and more. We mentor you all the way, including support on the day of your exams, with the added benefit of two tutors. Thought about taking your Dip. FD but never carried on? No problem, as we take students at any stage of learning. With regulation of the funeral profession now being implemented, the importance of having up-to-date professional knowledge and operating to the highest possible standards cannot be underestimated."

Based in East Anglia, for more information about Rosedale Training, call Anne Beckett-Allen or Mark Hall on 01953 452538, or email Mark on mark@rosedalefuneralhome.co.uk.

Peter Linford, who heads up training at CPJ Field agrees that enjoying learning is the key to a successful Diploma course. He said: "My goal on these courses is that groups should have fun. We spend a lot of time studying together and that time should not be a chore but a joy. Where we can go on visits, we do that. Where I can get guest speakers in, we get them. There's lots to learn from each other and I want an environment where that can be exciting and stimulating."

Based in Sussex, for more information about training with CPJ Field, call Peter Linford on 01444 230430 or email peter.linford@cpjfield.co.uk.

