



End-Point Assessment Specification

Funeral Team Member

Level 2

1 *What the* ROLE ENTAILS

Funeral team members are the first point of contact for the business so must create a good first impression, put clients at ease, take information, answer questions or find answers, building good client relationships and confidence while upholding the image of the business. Funeral team members make a positive difference to their clients at a challenging, emotional time and contact with the deceased is a key aspect of any role within this industry.

A Funeral Arranger – Supports the funeral director by arranging funerals and pre-payment plans, handling customer enquiries, sales and after care either on or off site. Administration and payment reconciliation is a part of this job role.

A Funeral Operative – Plays an active role in assisting the funeral director on funerals, cleaning and driving a variety of vehicles, bringing the deceased into care, preparing the deceased and coffins and supporting client visits.

2 *On-programme* ASSESSMENT

Before entering Gateway, the apprentice must complete the following on-programme assessment requirements:

- Level 1 English and maths
- A Portfolio of Evidence
- Confirmation from the employer that the apprentice is consistently operating at the level required.

3 *Gateway* REQUIREMENTS

The employer, training provider and the apprentice make the decision that the apprentice is ready to go through Gateway.

Training providers registered with us for this EPA will have access to a wide range of resources to support preparing the apprentice for their assessment. The apprentice will also have access to a range of materials and resources via EPA Pro.



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4 End Point ASSESSMENT

EPA element 1:

On demand test:

The on demand multiple choice test will be a maximum of 40-minutes (including reading time) and consist of 20 questions with 4 choices per question with 1 correct answer.

The multiple choice test will include two parts, part A (12 questions) on the core and part B (8 questions) on the relevant specialist function. The apprentice must pass both sections to pass overall.

The questions will be scenario based requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard.

EPA element 2:

Competence scenario:

Due to the highly sensitive nature of these roles and the need for client confidentiality, the assessment method for these criteria will be via a competence scenario. This will be a practical observation of an activity where suitable or via a simulated scenario where not.

The observation / simulation will be 75 minutes in duration and observed by our Independent Endpoint Assessor. Where naturally occurring (and if appropriate), activities will be observed rather than simulated. The observation / simulation will focus on a particular activity and will test behavioural, analytical and decision-making skills in a realistic setting.

Simulations must succeed in recreating the atmosphere, conditions and pressures of the real situation.

EPA element 3:

Professional discussion:

The Professional Discussion is a structured discussion of 60 minutes between the apprentice and the Independent End-Point Assessor.

The portfolio of evidence is used by the Independent End-Point Assessor to extract the best of the apprentice's energy, enthusiasm, competence and excellence in relation to the specific criteria. The portfolio supports the interview and will not be assessed during the endpoint assessment.

5 Completion & CERTIFICATION

Once the apprentice has successfully completed all EPA elements, and the IEPA has verified this, the report is sent out along with a request for permission to claim the Certificate on behalf of the apprentice.

The Certificate is then claimed from the ESFA.

Why choose Steadfast EPA?

We are an Ofqual approved End-Point Assessment Organisation (EPAO) specialising in EPA delivery across health, education, care, and business apprenticeship standards. We offer flexible and reliable EPA solutions supported by sector expertise, guidance documents and proactive service and support. We believe that we offer a premium service to our clients, combining excellent customer service with high quality, fair and robust end point assessments

To review the standard and assessment plan, follow the link below.

[Funeral Team Member / Institute for Apprenticeships and Technical Education](#)



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