



# Best Practice In Modern Funeral Directing

Green Fuse Funeral Training  
with Chester Pearce Associates





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# Best Practice in Modern Funeral Directing

## Introduction

“I thoroughly enjoyed my training with Green Fuse. As a new Funeral Director, the training gave me the knowledge and confidence to undertake my new venture. The content of the course was very informative and thorough and presented in a very easy to understand and relaxed manner. The premises and grounds are lovely and provide a delightful learning environment and everyone was so friendly.” *Holly Clarke. Holly’s Funerals. October 2016*

The skills, knowledge and attitudes with which funeral practitioners meet families makes a massive difference to the whole funeral experience and to the process of bereavement. It is imperative that all funeral practitioners receive the best possible training. The practical, hands-on programme covers the main aspects of the funeral process.

You can choose from our modular, modern and practical funeral practitioner training programme according to your needs:

1. **You run a funeral company** and want to deliver leading edge customer service and respond to changing trends. See *Staying Ahead of Changing Trends in funerals; Modern Funeral Arranging; Grief and Bereavement for Funeral and Bereavement Practitioners*
2. **You want to enhance the skills of and motivate your staff.** See *Modern Funeral Arranging; Funeral Conducting; Care and Management of the Body; Grief and Bereavement for Funeral and Bereavement Practitioners*
3. **You want to set up your own funeral business.** All the courses are beneficial to you. We recommend starting with *Modern Funeral Arranging; Care and Management of the Body; Managing the Funeral Process*; to give you a good grounding in funeral work and *Starting Your Own Funeral Business* to get your business plan going.
4. **You are looking for employment or better employment** in the funeral sector, begin with *Modern Funeral Arranging; Managing the Funeral Process; Care and Management of the Body.*

**Modern Funeral Arranging** gives you knowledge, skills and experience to help a family arrange a personal funeral according to the life, character, values and beliefs of the person who has died.

**Managing the Funeral Process** is about all the things that happen behind the scenes once you have arranged the funeral to bring everything to fruition and ensure the smooth running of your funerals.

**Care and Management of the Body** helps you to look after the body from the time of bringing the person who has died into your care, how to tend to it until the funeral in the best possible way.

**Funeral Conducting** explores the role of the funeral director and their team on the day of the funeral.

**Starting Your Own Funeral Business** looks at defining your market niche, equipment and premises and business planning for your own business..

**Staying Ahead of Changing Trends in Funerals** takes a detailed look at how funeral directors need to respond to meet the new expectations of the public.

**Grief and Bereavement for Funeral and Bereavement Practitioners** - having more knowledge of grief and bereavement will help you to work empathically and sensitively with families and provide a funeral which will help their bereavement process.

Which are the right courses for you?

Your training needs	Courses to achieve these
1. You are running a funeral company and want to deliver leading edge customer service and respond to changing trends.	Changing Trends in Funerals Modern Funeral Arranging Grief and Bereavement
2. You want to enhance the skills of and motivate your staff	Modern Funeral Arranging Funeral Conducting Care and Management of the Body Grief and Bereavement
3. You want to set up your own funeral business. Many people have used these courses for this purpose.	All the courses are beneficial to you. To give you a good grounding in funeral work we recommend starting with: Modern Funeral Arranging; Care and Management of the Body; Managing the Funeral Process; And to get your business plan going Starting Your Own Funeral Business.
4. You are looking for employment or better employment in the funeral sector.	Begin with: Modern Funeral Arranging; Managing the Funeral Process; Care and Management of the Body

## The Courses

On each of these courses you will be provided with information and given activities which engage and embed the learning. You will have a comprehensive manual for each course to take away and refer back to.

“The course was incredibly useful and very real. If you want to start a funeral business go and do this course with Green Fuse. When we filled in our first funeral form we remembered the game we played to know how to complete them. It was very good, what you taught.” *Ash Rao. Moksh Funerals.*



## Modern Funeral Arranging (3 days)

“I have benefited greatly and reviewed significantly the way that I carry out funerals in light of the course.” *Alan James, John Edwards Funeral Directors*

This course gives you knowledge, skills and experience to help a family arrange a personal funeral according to the life, character, values and beliefs of the person who has died. It covers information about all types of funerals from traditional to green, options and products, the paperwork necessary and how to conduct effective interviews by learning special listening skills.

The course covers:

- Beginning preparations with the family
- Listening and interviewing skills
- Helping the family to think about the funeral process
- Including family involvement
- Integrating the arrangements with the type of ceremony
- Choosing a place and style for the ceremony
- Funeral products, coffins, transport, types of disposal etc
- Funerals for different religions, cultures and the unaffiliated
- A guide to the paperwork.
- Planning a funeral in advance
- Payment options

## Care and Management of the Body (2 days)

With Angie McLachlan and meet Angie's incredibly lifelike dummy, Ichabod, the nearest you can get to working on a real person.

The course helps you with everything from the time of bringing a body into your care, how to tend to it until the funeral in the best possible way, presentation for visits and vigils and getting ready for the funeral itself. The course teaches lots of practical skills using Ichabod.

The course covers:

- Caring for the body and mortuary practice
- Bringing the body into care from hospitals, hospices, care home and home
- Removing cannulas, pacemakers, catheters etc
- Washing and treating wounds, especially after a post mortem
- The uses of embalming (this is not an embalming training)
- Dressing, cosmetology and presenting for viewing
- Safe handling and health and safety procedures
- Identification systems, jewelry and possessions
- Vigils and visits
- Preparing the coffin and coffining for the funeral.



Angie with students in the mortuary working with Ichabod

## Managing the Funeral Process (2 days)

"I thought the attention to detail was superb. I felt I was learning from and trusting professionals who take great care in every aspect of their work. Thank you." *Pippa Sparkes*



This course is about all the things that happen behind the scenes to bring funeral arrangements to fruition and ensure the smooth running of your funeral business, for example where to get cars, coffins and other resources, dealing with coroners, doctors and other professionals, paperwork in depth, booking ministers and celebrants, music, crematoria and burial grounds, costing, invoicing and more. Supporting your work with robust business practises, lends confidence and efficiency to a whole host of decisions which much be made within a very short time frame.

The course covers:

- The procedures when someone dies
- Dealing with the coroner and doctors
- Office procedures and staffing
- Forms and paperwork in depth, registration, cremation and burial forms, coroners
- Flowers, Death Notices, Music
- Costing a funeral
- Booking ministers, celebrants, crematoria, gravediggers etc
- Liaising with families
- Burial and Cremation regulations
- Paying for the funeral (incl. Social Fund and Bereavement Benefits)
- Pricing and invoicing
- Donation administration
- Memorials
- Completing the relationship with the family
- Support services
- Repatriation from abroad

## Funeral Conducting (1 day)

This course provides the knowledge and skills you need to be an effective funeral conductor on the day, efficiently and calmly carrying out tasks including interacting with family, the crematorium or burial staff, the celebrant or minister and your own team.

- Preparations for leaving your premises
- The coffin and the hearse; limousines
- Route planning and timing
- Organising our bearing team and briefing family bearers
- Dress
- Paging the hearse
- Meeting with the family at home or the place of the funeral
- Ceremony sheets and objects; flowers, music
- The coffin entrance
- During the funeral
- Burials
- The exit from the funeral
- Immediately after, flowers, family, cars

You can add to this module hearse driving.



## Starting Your Own Funeral Business (2 days)

This course is about starting your own business in the funeral sector. The tutors have all set up their own successful funeral businesses to a very high standard of quality. Simon Smith, apart from his funeral work, had a career in management and leadership consultancy and corporate finance and is author of the book Inner Leadership and brings these skills to the course.

The course covers:

- Different business models to get started in the funeral business
- Equipment and premises you need
- Costs of setting up
- How to access resources
- Finding your market niche
- Making a marketing and business plan
- Staffing
- Finances

## Staying Ahead of Changing Trends in Funerals (1 day)

In our experience, as funeral directors specialising in personal and modern funerals, the funeral choices and process of those born after 1940 are often different to those who die at an older age. There are clear trends. It is for this reason that we believe funerals are going to continue to change rapidly over the next 10 years and funeral directors will need to keep up with the change if they are going to continue to thrive.

This is not just a case of providing different products such as cars and coffins. It requires a different set of attitudes and how to go about things. No longer will people be satisfied to fit in with the norms and standardisation of funerals. The role of the funeral director will be, in the words of one university researcher, “a guide for the self-organisation of the bereaved, based on creativity and improvisation, enabling persons to behave in ways in keeping with their culture and lifestyle.” This type of role is complex and needs new attitudes knowledge, skills and resources.

The course covers:

- Changing trends in funerals – the future of funerals
- The role, qualities and attitudes of the modern funeral practitioner
- Funeral ceremonies and how they are changing
- Different styles of funeral and the resources needed to deliver them
- Funerals for different circumstances (young people, suicide, sudden death)
- Green funerals and green issues
- Management and business issues arising from more complex funerals.



## Grief and Bereavement for Funeral & Bereavement Practitioners (2 days)

Grief and bereavement theories, and especially those relating to children, have changed over recent years from “getting over the loss” to “living with the loss”. Grief is a complex process and has a major impact on bereavement. It may begin before the person dies as the roles they have played in life disappear and communication becomes difficult, and certainly will be present during the time the funeral practitioner works with families.

Having a working knowledge of grief and bereavement will help you to work empathically with families during the period possibly before the death takes place, during the period between the death and the funeral, and give ideas of services you can provide after the funeral. Learn how to involve children in the funeral process and how to answer that tricky question “do you think the children should come to the funeral?”

This course has a practical focus using exercises, discussion, group work and information. You will receive a certificate on successful completion. The course covers:

- A brief history of bereavement theory
- Understanding grief and bereavement in your work and interactions with families
- How family involvement can help with grief
- Working with bereaved children and how to involve them in the funeral process
- What children of different ages understand
- Losing a parent, a sibling, a child
- Children’s funerals
- Complex grief – sudden deaths, murder and suicide
- Resources for families – specialist organisations, counselling, books and videos
- Setting up self-help groups



## Our Principles

Key to all our courses are the following principles:

1. Funeral practitioners need to be highly trained to achieve best practice in every aspect of their work and give the best possible experience to each newly bereaved family.
2. This training is designed to help funeral staff respond to the needs of each individual family, and learn how to listen to what they want and need rather than use a prescriptive approach.
3. The funeral director's role is to enable each family to think about and devise an individual funeral of their own choosing, based on their own culture, beliefs and rituals, by providing practical help, information and impartial advice.
4. The training encourages participants to think for themselves and solve problems, as well as provide them with practical guidance and best practice in each area.

*Best Practice In Modern Funeral Directing* is an essential and flexible training for anyone serious about being the best funeral practitioner they could possibly be. Our Modern Funeral Arranging, Care and Management of the Body and Managing the Funeral Process course modules are a comprehensive foundation, expanded upon in our Advanced courses.

## Why is this programme needed now?

Families' expectations have changed greatly in the last ten years, and they continue to do so, bringing new and urgent challenges to funeral directors. The dominance of the formally religious Victorian style funeral is ending. The next generation of people we are serving want transparency of procedures, information to make their own choices and to express the uniqueness of the person who has died. They expect information rather than standard choices and a very high level of customer care. It is vital that funeral directors keep themselves and their staff up to date with knowledge, skills and best practice. We need to be able to deal with diversity, ambiguity and constant change.

This re-visioning requires changes in attitudes as well as practices. This highly practical training programme is an exploration of the subject matter using a range of learning styles to suit everyone. By the end of the course participants will feel confident that they can support and assist the bereaved to create a funeral that matches their needs and expectations, whatever these may be. They will be up to date with changing trends, for example contemporary and individual funerals, funerals for the unaffiliated and green funerals. Participants will have learned how to be the best funeral directors they can be.

## Who we are



**Jane Morrell and Simon Smith founded Green Fuse** in 1999 with a vision to align funerals with changing social trends and attitudes towards death in their local community. They continue to run their funeral directing business, Heart & Soul Funerals. Green Fuse has been described by Robert Lodge of Lodge Brothers as “the leaders in contemporary funerals”. In 2006 they wrote the acclaimed book *We Need To Talk About The Funeral – 101 Practical Ways To Commemorate and Celebrate A Life*.



In 2007 Jane and Simon began training funeral celebrants and directors and have now trained over 500 people across the UK and abroad. Simon wrote and facilitated training programmes in leadership and management between 1997 for Parcelforce, the NHS and others.

They both hold Psychotherapeutic Counselling Diploma. Jane trained in ceremony and ritual with Welfare State International. Simon holds the Foundation Degree In Funeral Services from Bath University and is an accredited member of and professional membership of the Society of Bereavement Practitioners.

Jane and Simon were jointly awarded Funeral Directors of the year



**Stephen Nimmo** holds the Degree in Funeral Services from Bath University.

He has worked in the funeral industry since 1997 and in 2000 joined a family firm undertaking in the region of 1500 funerals per year and was personally responsible for around 250 per year with responsibilities for staffing and fleet.

In 2002 Steve joined the Kenyon Emergency Services team, and was involved in emergency and mass fatality responses in the UK and abroad. In 2003 he became involved in overseeing the ceremonial repatriation of British War Dead to the UK from Iraq and Afghanistan. He received the Ministry Of Defence Medal For Repatriation in 2008.

In 2010 Steve created Chester Pearce Associates Limited, to provide a range of bereavement services including specialist funeral directing and training.



**Angie McLachlan**

MA (Distinction) in Religion: The Rhetoric and Rituals of Death,  
BA (Hons) in Death Loss and Palliative Care

Having worked with and around death for the last 24 years, Angie holds an informed and unique perspective on mortality, death and caring for the dead. She has undertaken most of the practical tasks relating to funerals, including as a premises inspector for a Funeral Trade Organisation. She is a member of the British Institute of Embalmers, the European Association of Embalmers and is a member of Dying Matters Coalition. Angie started her PhD in September 2012 and received an 'Academic Excellence Award'. Angie is also an ordained priest in The Liberal Catholic Church International. Angie now concentrates on practical tutoring with her Death Dummy Ichabod Smith. She was pleased that her unique work has been recognised, as in 2015, she was honoured to be among the 5 finalists in the Good Funeral Award category: 'Major Contribution to the Understanding of Death.'

“The training that Mike received at Green Fuse has enabled him at the age of 25 to set up his own funeral directing business. We attended Green Fuse’s training. When my partner died in February 2016 Mike was able to take charge and sort everything out for the funeral having combined his experience in the field with the knowledge and confidence gained from the training. The Green Fuse training promotes a fresh approach to funerals which tend to be very traditional in the main, largely I feel because people are simply not aware of the choices available. I have been involved in some wonderfully creative funerals. The Green Fuse training is very much in line with this philosophy.” *Kate Spohrer. Attwoods Funerals August 2015*

“This course is a must for anyone wishing to learn how to develop funerals together with the family and friends in a sensitive and meaningful way.”  
*Anne Bury.*

“The Funeral Arranger course met and exceeded my expectations. The tuition was friendly, informal and the safe environment provided best learning” *Christine Cuzick Nov 2015*





“Since I finished the course my company has more or less let me take the reins. I just wanted to thank you both for all the invaluable information you gave me. I don't think I would have felt so comfortable and confident in this last week had I not attended the course. Thank you both once again.” *Ali Redstone, of a family owned funeral directors.*

## Green Fuse Funeral Training and Chester Pearce Associates

For more information or to book a course  
please call Ruth Jenni on 07702167819  
email: [training@greenfuse.co.uk](mailto:training@greenfuse.co.uk)  
[www.greenfuse.co.uk](http://www.greenfuse.co.uk)

