



# ICCM

## Education Handbook

### Diploma and Full BTEC HNC in Cemetery & Crematorium Management

ICCM - Working in partnership with

Stratford  
**Business**  
School

Accredited by



Pearson

November 2016



## Education Course Guidelines

### 1. Introduction

The outline information contained in this document is intended to help you plot your course of study to Diploma level and subsequently to the full BTEC HNC in Cemetery & Crematorium Management in the coming years. The new structure to the Institute's qualification also allows you to use these qualifications should you decide to progress to a higher level, including Degree. **The new ICCM Diploma is also part of the Ofqual Regulated Qualifications Framework (RQF).**

In order to help you to be able to enrol on a Unit(s) you must do two things.

1. **Apply to become an Associate Member of the Institute**
2. **Enrol on the Unit(s) that you wish to tackle first.**

Application forms are at the back of this document.

### 2. Structure of the Diploma

The ICCM Diploma is the only specialised qualification currently available to those employed within the Burial and Cremation Service. Units 1-8 as listed below are accredited by Pearson (previously Edexcel) at BTEC HNC standard. To gain the Diploma you will need to complete 4 compulsory core units plus 3 of the 4 remaining business units therefore an element of choice is available. As a Diploma holder of the ICCM it demonstrates not only possession of an academic qualification, but also recognises an individual's character and commitment to developing his or her own management competencies in what is a very specialised field of work.

<b>Compulsory Units</b>	<b>Option Units (choose 3)</b>
Cemetery Management	Natural Burial Ground Management
Crematorium Management	Identifying Entrepreneurial Opportunities
Cemetery & Crematorium Law	Marketing Essentials
Managing Operations & Teams	Understanding & Leading Change

In considering the options for study detailed in these guidelines you should be aware that you do not need to commit yourself to studying the whole diploma course. You may wish to only study one or two of the Units that are appropriate to your own career aspirations, it is advisable, however that should you aspire to manage a service then you should obtain the ICCM Certificate relevant to the service you aspire to manage. This is considered as the minimum standard required for a service manager.

Upon starting to study you will need to register as an Associate Member with the ICCM. Your progress will then be monitored as you progress through your studies. It will be expected that your studies for the ICCM Cemetery, Crematorium Office Manager's Certificate should be completed within two years and your studies for the Diploma should be completed within five years. If you have not completed your studies after five years then you will need to re-register. There will be an additional charge for this and may also be a requirement for students to 'convert' an older qualification. This will be decided upon re-registration.

There are three distinct stages to the ICCM qualifications, these are as follows:

## 2.1 ICCM Certificates

On completion of the required combination of core Units students will be awarded the ICCM Certificate for either Cemetery, Crematorium or Office Management as indicated below:

- ***ICCM Certificate in Cemetery Management:***

Cemetery Management  
Cemetery & Crematorium Law  
Managing Operations and Teams

- ***ICCM Certificate in Crematorium Management:***

Crematorium Management  
Cemetery & Crematorium Law  
Managing Operations and Teams

- ***ICCM Certificate in Natural Burial Ground Management:***

Natural Burial Ground Management  
Cemetery & Crematorium Law  
A choice of one of the other Option units

Studying for an ICCM Certificate should be completed within a two year period to obtain the qualification.

(Note that a separate Diploma in the Management of Natural Burial Grounds is available. See the Natural Burial Grounds Diploma Handbook)

## 2.2 ICCM Diploma

Studying for the ICCM Diploma should be completed within a five year period, inclusive of the two years study for the Certificate.

Those achieving the Diploma will be awarded their qualification by the President of the Institute at the annual Learning Convention.

## 2.3 Full BTEC HNC in Cemetery & Crematorium Management (ICCM Diploma with Honours)

An ICCM Diploma with honours will be awarded to students who achieve an overall Distinction grade for their HNC.

Whilst each individual Unit can be studied in isolation and successful completion will result in a level of competence in the subject, they inevitably overlap and indeed compliment each other. In planning their approach to study, students are advised to attempt no more than 3 Units in one year.

Those that achieve the full BTEC HNC can use the units to count toward further higher qualifications such as HND and Degree (See section 9 of this handbook)

## 3. Certification

Upon completion of each Unit, students will be entitled to a completion Certificate issued by the ICCM. BTEC HNC certificates are also issued by Pearson for all Diploma Units.

## 4. Method of Study

**Stratford Business School** in partnership with the ICCM provides all of the Units and support and guidance to those studying any of the above Units, including the thesis. The primary method of study with the Stratford Business School is by distance learning. There are no formal examinations; assessment is based on coursework assignments, which are part of a Student Study Pack. On completion to the required standard, students will be awarded a pass in the unit.

### 4.1 The Seminar

A residential seminar takes place annually (normally during February/March) and in recent years has been held at an educational centre in the Midlands. The seminar is an integral part of the education course and provides opportunities for both formal and informal learning.

Teaching Teams from Stratford Business School attend the seminar and are available for individual tutorials. This is an ideal opportunity for students to discuss their work in detail with their tutor and fellow students.

In addition to this, for most of the Units, you will have an opportunity to complete an assignment during the seminar. This will involve group working, under the direction of a tutor and you will have your work graded when you complete the assignment towards the end of the seminar.

In addition to the teaching team, other speakers are invited from both the ICCM and from other associated professions.

The value of the seminar in terms of contacts made with other students should not be underestimated. The Institute consists of its members who, whilst often working in isolation or small groups, can rely on the network of contacts with other like-minded professionals.

Each student will receive details about the seminar, the fees and an application form, after commencement of the course.

### 4.2 Study and conversion days

Special study and conversion days have been held periodically and according to demand. These days will be periods of intense study, supported by SBS tutors, followed by assessments on the Units or conversion assignments opted for. All students are informed of dates and venues.

Stratford Business School tutors are available to offer guidance and support as students work through the Study Pack and prepare for the assignments.

For all Units, a pass will count towards both ICCM Diploma and a BTEC higher national certificate in business.

## 5. Enrolment

Enrolment on any of the Units must be done through the ICCM National Office. This can be done at any point in the year.

After enrolment the student will receive a letter of confirmation together with an invoice. Following payment of the invoice the student details will be passed to the Stratford Business School who will forward Study Pack(s) and assignment details.

Students are asked to take personal responsibility for ensuring that the invoice is passed to the appropriate section of their authority or company for prompt payment.

## 6. Syllabus Details and Costs

Each Unit seeks to develop competencies in particular areas.  
The key elements of each Unit are given below.

The cost for each unit is £595.

The Pearson BTEC one-off enrolment fee is £180

### **Cemetery Management**

#### *Learning outcomes*

- Understand the relevant factors affecting the provision of a cemetery
- Know cemetery management procedures
- Understand operational and maintenance procedures
- Know how cemeteries and churchyards meet the needs of the local community

### **Crematorium Management**

#### *Learning outcomes*

- Understand the relevant factors affecting the provision of crematoria
- Know the legal requirements governing the management of crematoria
- Understand the management of crematoria operations
- Be able to adopt a customer-focussed approach in the management of crematoria

### **Cemetery and Crematorium Law**

#### *Learning outcomes*

- Know the Law relating to the management of cemeteries
- Know the Law relating to the exhumation of human remains
- Know the Law relating to the management of crematoria
- Know the legal requirements for the disposal of human remains
- Understand the essential elements of a valid contract and specific terms
- Examine the law of tort, tortious liability and the tort of negligence

## **Managing Operations & Teams**

This unit investigates the role of a leader and the function of a manager, including the principles of Total Quality Management (TQM) and Continuous Professional Development. The content will include how the management of operations makes an efficient and effective contribution to a department or organisation. Performance management and collaborative working techniques are developed to support high performance culture and commitment.

#### *Learning Outcomes*

- *Differentiate between the role of a leader and the function of a manager.*
- *Apply the role of a leader and the function of a manager in given contexts.*
- *Demonstrate an appreciation of the role leaders and managers play in the operations function of an organisation.*
- *Demonstrate an understanding of the relationship between leadership and management in a contemporary business environment.*

## **Identifying Entrepreneurial Opportunities**

This unit involves evaluating and developing new opportunities including an investigation of gaps in a market or provision of service. Skills are developed to assess the commercial viability of new ideas in the context of the industry.

#### *Learning Outcomes*

- *Evaluate possible sources for a new and innovative business idea.*
- *Explain the choice of a specific entrepreneurial idea for investigation and the market gap that it addresses.*
- *Use primary and secondary data to identify market potential.*

- *Evaluate the entrepreneurial idea in the context of the market and competitors, and make an assessment of potential viability.*

### **Marketing Essentials**

This unit provides an introduction to the principles of marketing and includes the creation of marketing plans. Skills are developed to analyse marketing activities and to understand their contribution to the achievement of organisation objectives involving sales and customer satisfaction.

#### *Learning outcomes*

- *Explain the role of marketing and how it interrelates with other functional units of an organisation.*
- *Compare ways in which organisations use elements of the marketing mix (7Ps) to achieve overall business objectives.*
- *Develop and evaluate a basic marketing plan.*

### **Understanding and Leading Change**

This unit enables students to anticipate, plan and deliver organisational change. The content includes the development of knowledge and understanding to make an effective contribution to the way in which a department or organisation manages people through change.

#### *Learning Outcomes*

- *Compare ways in which change impacts on an organisation's strategy and operations.*
- *Evaluate the influences that drivers of change have on organisational behavior.*
- *Determine how barriers to change influence leadership decision-making.*
- *Apply a range of leadership approaches to a change initiative.*

### **Natural Burial Ground Management**

The unit develops the skills and knowledge necessary for the provision, layout and management of different types of natural burial grounds. This includes the administrative, financial and legal implications as well as sustainability and a customer focused approach to management.

#### *Learning Outcomes*

- *Explore factors which inform the provision of natural burial grounds.*
- *Explain the legal, financial and administrative implications of operating a natural burial ground.*
- *Explain how natural burial grounds are operated to meet the needs of the bereaved and minimise the environmental impact of their use.*
- *Develop a customer-focused approach in the management of natural burial grounds.*

There are elements of the previous Diploma units running through the new units. For example there are aspects of Finance in the Natural Burial Ground unit and also in Identifying Entrepreneurial Opportunities. There are aspects of HRM and Organisations and Behaviour in the Managing Operations and Teams unit.

## **7. Opportunities for further study**

The Stratford Business School can provide students with further details should they wish to continue with their studies.

## **8. Application**

**Application forms contained on the following pages should be forwarded to:**

Julie Callender  
ICCM National Office,  
City of London Cemetery,  
Aldersbrook Road,  
Manor Park,  
London,  
E12 5DQ

Tel: 020 8989 4661

Fax: 020 8989 6112

EMAIL: [julie.callender@iccm-uk.com](mailto:julie.callender@iccm-uk.com)



## DIPLOMA ENROLMENT APPLICATION FORM

### PERSONAL AND EMPLOYMENT DETAILS *(please type or use block letters)*

Full Name:	
Home Address:	
	Post Code
Email:	Home Tel No:
Order No:	Work Tel No:
Date Of Birth:	Membership No:
Employer:	
Invoice Address:	
	Post Code:
Your Job Title:	

Course Required	Please tick box
1. CEMETERY MANAGEMENT	<input type="checkbox"/>
2. CREMATORIUM MANAGEMENT	<input type="checkbox"/>
3. CEMETERY AND CREMATORIUM LAW	<input type="checkbox"/>
4. MANAGING OPERATIONS AND TEAMS	<input type="checkbox"/>
5. IDENTIFYING ENTREPRENEURIAL OPPORTUNITIES	<input type="checkbox"/>
6. MARKETING ESSENTIALS	<input type="checkbox"/>
7. UNDERSTANDING AND LEADING CHANGE	<input type="checkbox"/>
8. NATURAL BURIAL GROUND MANAGEMENT	<input type="checkbox"/>

I wish to enroll as a student on the ICCM Education Unit(s) listed above and confirm that I am eligible to take my chosen Unit(s), agree to pay the fees as stated and be bound by the Tuition Terms detailed in the Students Handbook.

**SIGNED:**

**DATE:**

**AUTHORISING OFFICER**

Should you require an authorising signature for the Unit(s) please arrange for the Authorising Officer to complete the section below:

**PRINT NAME:**

**DATE:**

**SIGNED:**

**Institute of Cemetery & Crematorium Management**

**APPLICATION FOR ASSOCIATE PROFESSIONAL MEMBERSHIP OF THE ICCM**

Title .....
<b>1. Full name:</b> ..... <b>Date of Birth:</b> .....
Home Address: .....
.....

<b>2. Contact details:</b>
Telephone: .....
Fax: .....
Email: .....

<b>3. Name of Employer:</b>
.....
Address: .....
.....
.....
Position held:
.....

**NOTE**

1. Associate Professional members, unless elected as Fellows, are not eligible for membership of the Institute's Board of Directors or Professional Committee.
2. The following are eligible and qualify to apply for Associate Professional Membership:
  - (a) Students registered for the Institute's diploma or studying under the Crematorium Technicians Training Scheme or Cemetery Operatives Training Scheme;
  - (b) Any person employed in a burial, cremation or similar undertaking connected with the disposal of the dead or a public service ancillary thereto;
  - (c) Professional members re-admitted to membership under Article 16

**Please read the information overleaf for details of current fees**

**DECLARATION**

I hereby confirm that I have the relevant qualifications for election as an Associate Professional Member of the ICCM and that, if so elected, I will observe the provisions of the Memorandum and Articles of Association, Byelaws and other regulations of the Institute for the time being in force.

Signed: .....

Dated: .....

For Office use:
Membership No.....
Branch.....
Invoice no.....
Date Paid.....



## INFORMATION FOR APPLICANTS

Please read the following information before completing the application form overleaf. If you require any further information or help with your application please contact the National Office at the addresses below.

### Classes of Membership

There are four classes of membership of the Institute:

Life Members      Fellows      Members      Associate Members

**Life Members** and **Fellows** are those Members of the Institute who are deemed by the Board of Directors to have made a significant contribution to the work of the Institute or to the bereavement services industry. The election by the Board of Directors to one of these classes of membership is an honour and recognition of the achievement of the Member.

To qualify as a **Member** of the Institute, the applicant must be of suitable character to enjoy the status of Member, and must also hold the Institute's Diploma. Holding 5 consecutive year's certification in the Institute's Continuing Professional Development Scheme will also qualify a person to become a Member.

**All successful new applicants of the Institute will be classed as Associate Members.** In order to be eligible for Associate Membership, applicants must **either**:

- a) be students registered for the Institute's examinations, or studying under the crematorium Technicians Training Scheme or Cemetery Operatives Training Scheme, **or**
- b) be a non-Diploma holder gainfully employed in a burial, cremation or similar undertaking connected to the disposal of the dead or a public ancillary service thereto.

Please note that all classes of membership hold full voting rights, but that only Life Members, Fellows and Members shall be eligible to act as Directors of the Board.

### Designations

Members of the Institute may use the following abbreviations after their names to indicate their membership of a professional body:

Fellows	FICCM
Members	MICCM
Associate Members	AICCM

Diploma holders may add (Diploma) or (Dip) after the appropriate abbreviation.

### Powers of the Board of Directors

The Board of Directors or an officer appointed by them may determine the class of membership in the case of doubt, e.g. in the case of applications from Diploma holders or other previous Members who have let their membership lapse. The decision of the Board of Directors or their appointed officer will be final and the Board shall not be obliged to give any reason for the decision.

### **Current fees:**

Associate Member	£ 90.00
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**Please return your completed Application Form and appropriate fee or official order to:**  
ICCM National Office, City of London Cemetery, Aldersbrook Road, Manor Park, London, E12 5DQ

**Please make cheques payable to ICCM**

Should you require assistance in respect of making this application for membership please contact the ICCM National Office on:

Tel: 020 8989 4661

Fax: 020 8989 6112

Email: [julie.callender@iccm-uk.com](mailto:julie.callender@iccm-uk.com)