Recycling of Metals Following Cremation

The Environment Agency has published its response to the consultation on funerals and their impact on the environment.

The Environment Agency agrees with the Institute and its legal adviser that the burial of metals within crematoria grounds is contrary to waste management legislation and therefore illegal.

Download the Environment Agency response from the ICCM website and note comment number 81 within the document.

Customer Care Training Course and DVD

The ICCM service specific customer care programme and supporting DVD will be launched at conference.

Further details are attached.

CTTS – BTEC Accreditation

Accreditation for CTTS is being finalised with Edexel and SBS.

Those with old CTTS certificates will be able to undertake a ‘refresher’ course to upgrade to ACCREDITED qualifications.

CTTS is the only route for refresher upgrading to an educationally recognised standard.

Corporate Seminar (previously the CBA Seminar)

Only the name has changed. The event will be taking place again as usual next year at Cranfield University. Keep an eye on the website for booking forms etc. in the new year.

CPD Scheme

Look out for a simple guide to the CPD scheme. It’s easy, just keep a record of what you do and you will probably gain a CPD Certificate that will be useful for future career progression. More information at Conference.
Customer Care Programme

We are pleased to be launching our new customer care package at Conference this year. The package is flexible to your needs and will include:

1. A one day workshop on Customer Care in Bereavement Services including extracts from our new DVD. This workshop has been developed by ICCM Officers in conjunction with a PR specialist. It is an interactive training day that will cover a wide range of situations experienced within bereavement services. The day is guaranteed to maintain the interest of delegates and leave them more informed and able to deal with customers in this very sensitive service.

2. An innovative aid for local authorities in the form of a training DVD called “Understanding the Needs of the Bereaved” - Strategies for Better Customer Service and Care. This features the world renowned grief counsellor Dr Bill Webster, the use of professional actors and comments from a range of experienced officers from within bereavement services.

3. Packages for the delivery of customer care training that are flexible to the needs of every authority. The packages we will offer are as follows:

   a) Customer Care Workshop only - Single Authority
      This will be a full day workshop for up to 20 persons and will include extracts from the DVD. The course has been designed for the specific needs of those working in bereavement services.

   b) Customer Care Workshop only - Multiple Authorities
      The ICCM will advertise the Customer Care Course in your region. As long as ten persons book onto the course then the course will run. One authority will host the event and receive two free places. They will be asked to provide is a room/chapel with electricity and will also be asked to organise the catering for the day (catering costs will be fully reimbursed).

   c) Customer Care Workshop and DVD - Single Authority
      The workshop will be run as above and a professionally produced DVD will be left with the authority at the end of the day. The DVD will be provided with a full training guide to allow the DVD to be used for refresher training of existing staff or as part of a training package for new staff. This may be an invaluable aid for your bereavement services section for years to come with advice from one of the world's leading grief counsellors as well as practitioners throughout the world.

   d) DVD and Training Guide only
      The DVD can be provided complete with a training guide. We do advise that at least one person within bereavement services has attended the workshop in order to be able to get the very best of results from the use of the DVD, however, this is entirely up to each local authority.

Look out for further information at Conference.