



SEXTON DUTIES

Course overview

- Grave identification and cemetery plans
- Instructions to gravediggers
- Checking procedures -verification of location, depth, size
- Memorials removed from graves
- Preparation for interment
- Legal requirements and implications
- Adjacent unstable memorials
- Dealing with families, funeral directors and officiants
- The funeral service
- Identification of the coffin
- Backfilling
- Inclement weather
- Health and safety
- Customer care
- Problem solving
- Questions and answers

Suitable for: anyone involved in managing or working in a cemetery

Equipment required: a computer, phone or tablet with internet connection, video and microphone function, able to run GoToMeeting, either as an app or online

Learning Outcomes

- Knowledge required to ensure a legally compliant, trouble-free, sensitive service
- How to deal with common problems
- How to avoid costly errors

Attendance:

£80.00 plus VAT for ICCM members

£95.00 plus VAT for non-members

During the online training, attendees can submit questions and comments using the Chat function. The trainer will answer these at the end of the course.



An ICCM quality
online training event

Interactive sessions

Learn about the
benefits of having
legally compliant
systems and
procedures

Learn new skills

Have your questions
answered

Programme

- 9.30 Sign in and introduction
- 9.45 General principles and procedures
- 10.30 Short break
- 10.45 Dealing with families, funeral directors and officiants
- 11.30 Short break
- 11.45 The graveside service
- 12.15 Problem solving
- 12.30 Questions and answers
- 13.00 Finish

Booking Form

I wish to attend/have the following attend the ICCM Sexton Duties online training course on:

Available course dates (please indicate chosen dates):

Tuesday, 8th September 20 09:30-13:00 – online training

Tuesday, 10th November 20 09:30-13:00 – online training

Name 1: _____ ICCM Member?
Y/N

Name 2: _____ Y/N

Representing: _____

Email: _____
Confirmation and link to the training course will be sent by email

Phone No: _____

Address for invoice: _____

Order No: _____

The fee for the online training covers attendance and documentation. The fee is £80.00 + VAT for ICCM members and £95.00 + VAT for non-members.

Please do not send cash or a cheque with the booking form – an invoice will be sent to you at the address you give above.

Cancellations and refunds – receipt of the completed booking form is a contract. Cancellations must be made in writing at least 10 working days before the workshop, and will incur a 20% administration fee. Cancellations made after 10 working days before the workshop will not be refunded. No refund will be given for non-attendance. Substitution of delegates at no extra charge may be made by emailing julie.callender@iccm-uk.com. In the unlikely event of cancellation by the organisers, any fees paid will be refunded but no further liability will be accepted. The organisers reserve the right to make changes to the programme, speakers and venue should this be necessary.

Please return completed forms to Julie Callender at julie.callender@iccm-uk.com, or to

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