

Institute of Cemetery & Crematorium Management



working with Stratford Business School



## **Crematorium Technicians Training Scheme Candidate Handbook**

Accredited by



## Introduction and Details of Courses

The Crematorium Technicians Training Scheme (CTTS) is provided as part of the Institute of Cemetery and Crematorium Management's (ICCM) portfolio of accredited educational courses; it can be completed on its own to conform with the requirements of the Guidance Note PG5/2 for Crematoria (latest version) or as a prelude to Crematorium Management unit which is part of the ICCM Diploma course. Pearson BTEC has accredited the CTTS course and validates its contents on an annual basis thus ensuring consistency and quality. This is a Pearson Self-Regulated Framework (SRF) qualification and is not regulated by Ofqual.

The course pack, which is normally supplied via email attachment, is worked through at the candidate's own pace under the guidance of a mentor. The course pack also contains detailed information and notes designed to help the candidate through the course.

Each candidate will have an on-site mentor, normally their lead technician, crematorium supervisor or manager who will provide the lead and support during the training period.

### Information for Mentors

The role of the mentor is to help guide the candidate through the process of studying and training. This will include the initial scrutiny of the candidate's assignments as the Mentor needs to give feedback on assignment work. Mentors need to satisfy themselves that the candidate is capable of working unsupervised and can gain an opinion of progress by questioning the candidate regularly.

If the mentor feels that the candidate hasn't answered a question correctly or that more work may be required to obtain a pass mark, then please write this in your comments section and give the candidate the opportunity of improving his/her work before it is sent off to the ICCM National Office for grading by the Assessor and the Verifier.

### Supervised Cremations

The candidate needs to complete supervised cremations as part of the course. The number of cremations required to attain a suitable level of competence and understanding will vary between candidates therefore **the Mentor must decide when the candidate has reached a level of competence where he/she is ready for the on-site assessment**. There is no set number of cremations that has to be completed. It will be the responsibility of the mentor to make the recommendation that a candidate is ready to undertake the on-site assessment. The recommendation is confirmed by signing the Certificate of Preparation contained within this handbook prior to forwarding the certificate to the ICCM National Office. Remember also that two baby and/or infant cremations must be logged in the workbook. Wherever possible the baby or infant cremations should be individual. If this is not possible at your own crematorium, every effort should be made to complete this task at a neighbouring site. If, after all suitable efforts have been made to undertake individual cremations, this is not possible, the ICCM will accept at least two shared infant or baby cremations adopting the same techniques and principles as the former, together with adequate answers in the workbook relating to the procedure for undertaking the cremation of a baby and/or infant.

### Assistance for Mentors

If you require any further clarification or support in your role as Mentor, please contact the ICCM National Office and you will be put in touch with the ICCM Assessor.

### Recognition of Mentors

The ICCM recognises the importance of mentors therefore when you have mentored two candidates through the course you will be awarded the Accredited Mentor's Certificate.

## **BTEC Certificate for ICCM Crematorium Technical Operations**

The course comes in two parts; written responses and on-site assessment.

On the application form for the course a mentor must be appointed to carry out training relating to cremation, answer any questions the candidate may have on the information contained in the training course and generally assist the candidate in their new role. This would be a normal responsibility for a supervisor, senior technician or manager. The mentor must be a qualified senior technician or manager who can readily answer questions and provide proper support to the candidate.

***Those mentoring candidates should read the 'Information for Mentors' sheet contained in this handbook***

### **Written Responses**

The candidate works through a workbook and provides written responses to the assignments below with the support of his/her mentor. Once complete the workbook is submitted either via the post\* or email to the national office where an ICCM officer will assess the responses given. Should a candidate not have covered all of the points required, an ICCM officer will contact the candidate directly and talk through the matters at hand. Following this, additional responses can be given and added to the workbook. There is no immediate fail of the course as full support and encouragement will be given in order for candidates to attain the BTEC standard.

(\*Note – If submitting a workbook via the post please ensure that a copy is retained. The ICCM cannot be held responsible for any workbook lost in the post)

#### **Assignment 1 – Components and Control Mechanisms**

This assignment will help you to demonstrate that you have a full knowledge of the components and control mechanisms that make up the modern cremator.

#### **Assignment 2 - Key Stages in the Cremation Process**

This assignment is designed to demonstrate your knowledge of the key stages of the cremation process and your understanding of them.

#### **Assignment 3 – Cremating**

This assignment will give you the practical experience of operating cremation equipment and build on your confidence and competence. Note that two baby and/or infant cremations must be logged. This assignment is also intended to demonstrate your understanding of the conditions within the cremator that are required to maximise the recovery of ashes and how bereaved parents benefit from the recommended technique.

#### **Assignment 4 – Start/Close Procedures**

This assignment helps you to demonstrate that you understand the reason for the set down procedures, how they operate, and that you are able to explain the procedures clearly and concisely.

#### **Assignment 5 – Abnormal Conditions**

This assignment is intended to identify your understanding of the range of operating conditions and to demonstrate what you feel is an abnormal cremation and how you counteract those abnormal conditions highlighted.

#### **Assignment 6 - Cremated Remains/Ashes**

The reduction of and storage of cremated remains is one of many sensitive areas of our service. This assignment will help you to demonstrate a good understanding of the process from reduction through to the dignified storage of the resultant cremated remains.

**Note:** In all CTTS and other ICCM documents the terms 'cremated remains' and 'ashes' are deemed to be one and the same and no differentiation should be made. All that is left after the last flame has ceased should be disposed of in accordance with the instructions received from the applicant.

The course material will normally be sent via email however should you not have email access please inform the ICCM National Office and paper copies will be sent to you. To carry out the activities it is necessary for the candidate to print off the Student Workbook from a computer, complete the required exercises and submit.

Whilst working through this part of the course the candidate will record 10 cremations in the log contained in the workbook, two of which should be baby and/or infant cremations. It would be advantageous if any problematic cremations or abnormal conditions encountered are included with the actions taken to overcome such problems. The log should be retained as the on-site assessor will ask for these on the day of assessment. Note that 10 cremations must be logged however, the mentor must decide when the candidate is ready to undertake the on-site assessment.

Activities are contained within the training documents. Most require the candidate to take some time thinking about the information contained and applying it to their own experience of their crematorium. Others require the candidate to recall the essential information contained within the study pack.

The activities are designed to help the candidate to remember and understand what they have read and to make them aware of the connection between the material and the actual day-to-day working of the crematorium in which they work.

When the training is completed, and the mentor is satisfied that the candidate is ready to undertake the assessment, the necessary Certificate of Preparation must be completed and forwarded to the ICCM National Office to arrange for the assessment. The Certificate of Preparation is contained at the end of this handbook together with application form.

On receipt of the Certificate of Preparation the Institute will assign an assessor who will contact the crematorium directly to arrange a suitable day and time for the on-site assessment. Managers should note that at least one cremation booking should have been received for the date of the assessment and that the candidate can undergo assessment with no distractions.

## **On-site Assessment**

### **Multi-choice question paper**

At the on-site assessment candidates are required to answer 20 multiple-choice questions covering all aspects of the cremation process. As the answers to these questions are all contained in the course study pack the result will confirm that the candidate has read and understood it.

### **Practical Assessment**

For the practical assessment candidates are required to demonstrate their competence in cremator operation, by completing a full cremation. Questions will be asked of the candidate in respect of baby and infant cremations and the technique adopted that is designed to maximise the recovery of ashes.

Both assessments focus on the contents of the training modules, as well as seeking to assess the candidate's practical skills. The assessments measure their knowledge of the training modules and their essential practical skills. No additional material or procedures, outside the training modules, are included in the assessment.

The multi-choice question paper and the practical assessment together take approximately three hours. The assessment starts with the multiple-choice question paper, for which 30 minutes is allowed. The practical assessment requires the assessor to observe the candidate completing all the technical procedures relating to a single cremation cycle. This involves:

- Starting the cremator
- Receiving a coffin and checking identity
- Charging a coffin
- Cremation process
- Removing the cremated remains
- Reducing the cremated remains
- Maintaining identity at all stages
- Closing down the cremator.

The candidate is informed of the result in writing within 28 days of the assessment taking place.

## **SCOTLAND**

**In order to comply with recommendations made by the Infant Cremation Commission technicians are required to visit a site that has consistently produced ashes from Baby and Infant cremations. The ICCM can refer cremation authorities to a suitable crematorium.**

**It was also recommended that technicians are observed carrying out baby and infant cremations. The ICCM can provide this service and certificate technicians in this specific subject provided tghat adequate notice is given. This service is charged at cost.**



# ICCM

Institute of Cemetery and  
Crematorium Management

## CTTS ENROLMENT APPLICATION FORM:

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

FULL NAME Mr/Mrs/Miss/Ms	
HOME ADDRESS	
POSTCODE	
DATE OF BIRTH	
EMAIL ADDRESS	
HOME TEL	WORK TEL
YOUR JOB TITLE	
EMPLOYER	
DEPARTMENT	
WORK ADDRESS	
POSTCODE	
INVOICE ADDRESS (if different to work address)	
POSTCODE	
NAME OF MENTOR	
JOB TITLE OF MENTOR	
EMAIL ADDRESS	
<b>I agree to pay the fees as stated and be bound by the course Tuition Terms detailed over.</b>	
<b>NAME OF AUTHORISING OFFICER</b>	
<b>SIGNATURE OF AUTHORISING OFFICER</b>	
DATE	
EMAIL ADDRESS	

**Inter Fee £475 (+ VAT for private companies) – Please enclose a cheque payable to the ICCM, or an Official Order Number with the completed Enrolment Form and forward to the ICCM Head Office**

**Institute of Cemetery & Crematorium Management**

**Crematorium Technicians Training Scheme**

**Certificate of Preparation**

**Candidate** .....

**Reference No.** .....

**Declaration of Candidate**

I am aware that the written assessment is based on the course of study, which I have received and that having completed the course I wish to apply to take the assessment.

Signed (Candidate).....

Date.....

**Declaration of Mentor**

It is my opinion that having supervised and mentored the above named candidate he/she has achieved the required level of competence to undertake the practical assessment.

Signed (Mentor).....

Date.....

**Instruction to Scheme Secretary**

I am satisfied that the candidate has carried out sufficient preparation for the written and practical assessments.

Signed (Manager [if manager not the mentor]).....

Date.....

**On completion of this form it should be either faxed to 020 8989 6112  
or posted to:**

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

## **TERMS AND CONDITIONS**

1. **Tuition Provided**

The fee for the course covers all the CTTS study material, together with all revisions and updates in respect of those materials for the period of the course.

2. **Syllabus and Subjects**

Material is provided for the syllabus in force at the time of enrolment and only for the subject agreed on enrolment.

3. **Return of Fees**

Enrolment fees are not refundable. Students, however, who find it necessary postpone their studies may, at our discretion, have payments credited to any course subsequently taken with the ICCM within two years. If agreed an administration fee of £50 will be charged.

4. **Transfers**

CTTS is not able to transfer enrolments from one student to another in the event of the first student not completing the course or assessment.

5. **Payment of Fees**

All course fees become outstanding at the commencement of study. Invoices will be prepared by the Treasurer, made out to the employer (if appropriate) and sent directly to the student, who must take personal responsibility for its prompt payment. Any invoices outstanding at the time of the completion of the course will preclude the student from taking the assessment.

6. **Use of Course Material**

All CTTS study and assessment material remains the property of the ICCM for which it holds copyright. It must not be reproduced in any form without the permission of the ICCM. It is supplied on the strict understanding that it is used for personal study only by the enrolled student to whom it is issued.

7. **Assessment Eligibility and Registration**

Every effort is made to check student's eligibility for the course and to advise on the procedure for entry for assessment. Students, however, must accept responsibility for complying with any assessment regulations, formally entering for the assessment and complying with the appeals procedure.

8. **Confidentiality**

The completion of the course and assessment are conducted in strict confidence. Students, however, who receive financial assistance from their employers, should note that they might request progress reports as a condition of that assistance.