



# 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, 2<sup>nd</sup> March 2021 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](mailto: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](mailto:julie.callender@iccm-uk.com), or to

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