



**ICCM**

## **Education Handbook**

**Diploma in Cemetery & Crematorium Management**

**ICCM - Working in partnership with**

**Stratford  
Business  
School**



## ICCM Education Guidelines

### 1. Introduction

The information contained in this Handbook will help you plot your course of study towards the ICCM Diploma in Cemetery & Crematorium Management. It is important that you read this information to ensure you understand how and what you can study to achieve the ICCM units, Certificates or Diploma.

In order to first enrol on the Diploma course, 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.**

Membership Application and Diploma Unit Enrolment forms are at the back of this Handbook.

### 2. Structure of the Diploma

The ICCM Diploma is the only specialised qualification currently available to those employed in burial and cremation services in the UK. Gaining the ICCM Diploma demonstrates an individual's commitment to their profession, and helps them develop in their career. Many senior roles within bereavement services ask for possession of or study towards the ICCM Diploma.

The ICCM Diploma consists of 8 units, as listed below:

<b>Compulsory Core 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

To gain the ICCM Diploma you will need to complete the 4 compulsory core units plus 3 of the 4 Option units, a total of 7 units. However, you do not need to commit to studying for the full ICCM Diploma, and can choose to study individual units, or a combination of units to achieve one of three ICCM Certificates.

Before starting to study you will need to apply to become an Associate Member of the ICCM. Your progress will be monitored as you progress through your studies. It will be expected that your studies for the ICCM Cemetery, Crematorium or Natural Burial Ground Management Certificate should be completed within two years, and your studies for the full Diploma should be completed within five years. If you have not completed your studies after five years, you will need to re-register. There will be an additional charge for this and there may also be a requirement for students to 'convert' an older qualification. This will be decided upon application to re-register.

There are two distinct stages to the ICCM qualifications, which are as follows:

## 2.1 **ICCM Certificates**

On completion of the required combination of Units detailed below, students will be awarded the ICCM Certificate for either Cemetery, Crematorium or Natural Burial Ground Management:

- ***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. You only need to study one of the units once; it will be counted should you wish to proceed and gain a further certificate. For example, you can study Cemetery Management, Cemetery and Crematorium Law, and Managing Operations and Teams to gain the ICCM Certificate in Cemetery Management. You would then only need to study the Crematorium Management module to gain the ICCM Certificate in Crematorium Management, as you will have already gained the other two units required for this Certificate.

## 2.2 **ICCM Diploma**

To gain the ICCM Diploma you must complete the four compulsory core units – Cemetery Management, Crematorium Management, Cemetery and Crematorium Law, Managing Operations and Teams – and three of the four optional units – Natural Burial Ground Management, Identifying Entrepreneurial Opportunities, Marketing Essentials, Understanding and Leading Change.

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.

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.

### 3. Certification

Upon completion of each Unit, students will be issued with an ICCM certificate. The ICCM will also issue a certificate for each Certificate stage completed, and for the full Diploma.

### 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. The primary method of study with the Stratford Business School is by distance learning, supported by a tutor. 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, merit or distinction in the unit.

#### 4.1 The Education 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 important part of the education course and provides opportunities for both formal and informal learning.

Tutors from Stratford Business School attend the seminar to oversee group working and to provide feedback to assist with the completion of assignments. This is an ideal opportunity for students to discuss their work in detail with their tutor and fellow students, and to focus on completing assignments with no distractions. The tutors will mark each completed assignment at the Seminar, and provide feedback.

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 they have enrolled on the Diploma course.

#### 4.2 Study and conversion days

Special study and conversion days are held periodically and according to demand. These days will be periods of intense study, supported by Stratford Business School 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 the ICCM Diploma.

#### 4.3 ICCM Support

The ICCM offers bespoke Diploma study days based at your workplace. Further details can be provided on request.

### 5. Enrolment

Enrolment on any of the Units must be done through the ICCM National Office. Enrolment can take place 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 compulsory core units are marked \*.

**The cost for each unit is £595.00.**

**There is one-off enrolment fee of £180.00**

**Prices are ex-VAT**

### **Cemetery Management \***

#### *Learning outcomes*

- Understand the relevant factors affecting the provision of a cemetery
- Know cemetery management procedures
- Understand legal, 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 sector.

### *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**

This 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*

**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 completed and 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: Mr/Mrs/Miss/Ms* <span style="float: right;"><i>* Delete as applicable</i></span>	
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:**

**SIGNED:**

**DATE:**



**Institute of Cemetery & Crematorium Management**

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

(Mr/Mrs/Miss/Ms)

**1. Full name:** .....Date of Birth.....

Home Address: .....

.....

**2. Contact details:**

Telephone: .....

Fax: .....

Email: .....

**3. Name of Employer:**

.....

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 address 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 sector. 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                                      £ 95.00

**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)

