

A.W. LYMN

The Family Funeral Service®

Funeral Arranger Information 2023



“Our family serving your family since 1907”





Overview

At A.W. Lymn The Family Funeral Service we offer a modular training programme. This booklet contains information about the Funeral Arranging module.

- We will support you through four nationally recognised qualifications:
 - National Association of Funeral Directors (NAFD) Funeral Service Awareness Training
 - NAFD Funeral Arranging and Administration Certificate.
 - Institute of Advanced Motorists Membership (IAM).
 - Emergency First Aid at Work qualification.

In order to gain the qualifications above, the training programme involves placements in all areas of A.W. Lymn The Family Funeral Service. The following pages give an indication of the duration, aims, objectives and the normal hours of work for each placement.

For those candidates who are successful at completing the Funeral Arranging module there will be the opportunity to continue to the next stage of training - the Funeral Directing module which is 12 to 18 months in duration and focusses on achieving the NAFD recognised qualification.

Familiarisation

Information

The first few weeks at A.W. Lynn The Family Funeral Service give a chance to settle in and get to know the business.

Duration

- Three weeks.

Hours of work

- 9.00am to 5.00pm.

Aims and objectives

- Getting to know the local area.
- Familiarisation of the organisation of the company.
- Understanding the location of funeral homes.
- Visiting local hospitals, cemeteries and crematoria.
- Getting to know and meeting staff.
- Health and Safety induction.
- Spending time in fleet maintenance to become familiar with the vehicles.
- Time in the mortuary assisting with simple preparation of deceased.

Trainee responsibilities

- Understanding and following the policies in the Staff Handbook.
- Completion of new starter paperwork.
- Recording learning from Health and Safety induction.

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Stone Masonry

Information

A.W. Lymn The Craftsmen in Stone is a division of A.W. Lymn The Family Funeral Service. Both the workshop and the showroom / administration office are based at the Head office in Central Nottingham. The placement is split between the two areas above and aims to put trainees in a position of knowledge to enable them to assist clients with any memorial enquiries which arise as part of their role as a Funeral Arranger.

Duration

- One week overview.

Hours of work

- 9.00am to 5.00pm.

Aims and objectives

Gaining an understanding of stone masonry as an integral part of the funeral business:

Whilst in the workshop you will observe the following:

- Creating computer layouts and cutting stencils.
- Sandblasting / machine cutting of letters in the lettering shop.
- Drilling, cutting and polishing stones in the wet shop.
- Painting and gilding of inscriptions.
- Joining the fixing team to observe removal and fixing.

Whilst in the office you will observe the following:

- Selling of memorials to clients.
- The paperwork and administration relevant to memorials including ordering stones, applying for permission, raising invoices, processing payment and creating job cards.

Florists

Information

City Flowers is a division of A.W. Lymn The Family Funeral Service. The florists are based at the Head Office in central Nottingham. During the placement, the florists will demonstrate to trainees all aspects of the preparation of floral tributes and how the floristry division integrates with the rest of the funeral business.

Duration

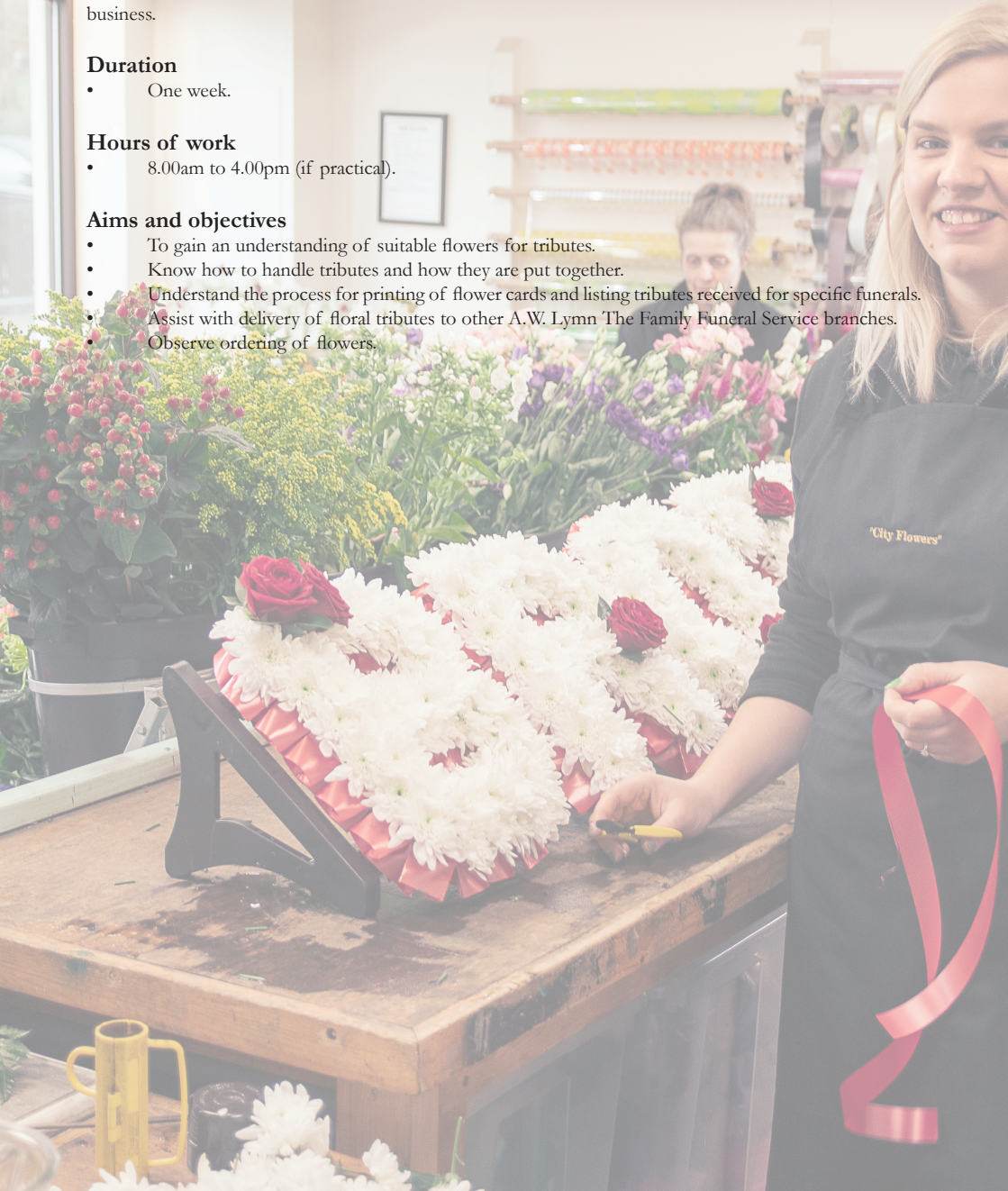
- One week.

Hours of work

- 8.00am to 4.00pm (if practical).

Aims and objectives

- To gain an understanding of suitable flowers for tributes.
- Know how to handle tributes and how they are put together.
- Understand the process for printing of flower cards and listing tributes received for specific funerals.
- Assist with delivery of floral tributes to other A.W. Lymn The Family Funeral Service branches.
- Observe ordering of flowers.



Coffin Preparation Department

Information

The Coffin Workshop is based at the Head Office. This area of the business prepares the coffin or casket for each funeral which takes place throughout the business. Coffins are delivered several times each week and the staff in the coffin workshop fit the handles, wreath holders and name plates and line the coffin.

Duration

- One week.

Hours of work

- 9.00am to 5.00pm.

Aims and objectives

- Familiarisation of all coffins in range and all coffin furniture and lining options.
- Preparing various types of coffins/ caskets.
- Gain knowledge of range of cremated remains caskets.
- Use of plate engraving machine.
- Maintaining a tidy work area and ensuring that all products displayed in the showroom are kept dust free and up to date.
- During this initial period there may be occasions when other, funeral related tasks may be performed such as carrying/ bearing of coffins and removal of deceased persons from place of death.



Mortuary

Information

Preparation of the deceased is carried out at Head Office, at Derby and at Mansfield Woodhouse. The main Mortuary at Head Office is where the placement will take place and where the majority of the embalming and preparation takes place. The placement in the mortuary allows trainees to be confident in the basic presentation techniques to enable them to give families the best Chapel of Rest experience possible.

Duration

- One week.

Hours of work

- 9.00am to 5.00pm.

Aims and objectives

- Learn aspects of preparation of the deceased for viewing.



Nottingham and Other Funeral Homes

Information

The time spent in the Nottingham funeral home is to gain a full understanding of the job of a funeral arranger. Nottingham is the largest funeral home in the business and will give trainees a broad exposure to all elements of funeral arranging.

Trainees will put everything they have learned into action with placements at three other funeral homes in the business. This will give the experience to support the tuition and examinations for NAFD recognised qualifications. By the final placement, at the intended destination funeral home trainees will be expected to work independently, although help will never be far away.

Duration

- Three weeks in Nottingham, three weeks in a second funeral home, three weeks in a third funeral home and 56 weeks at the intended destination funeral home.

Hours of work

- Weekdays 9.00am to 5.00pm with alternate Saturdays 9.00am until 12.30pm.

Schedule of main duties

- Studying for recognised NAFD qualifications.
- Completion of NAFD Funeral Service Awareness Training.
- General office duties including making drinks for clients, filing and maintaining a clean and tidy office.
- Answering the telephone and taking first calls from clients in a suitable telephone manner.
- Understanding all aspects of arranging a funeral and the associated administration.
- Designing and proofing service sheets.
- Assisting in the dressing of bodies, preparing the Chapel of Rest and showing families to it.
- Knowledge of branch procedures and processes including preparing invoices and debtor letters and petty cash reconciliation.
- Ability to undertake branch returns to the finance office.
- Funeral home cover unsupervised.
- Understanding of selling and servicing of pre-paid funeral plans as instructed by the Pre-Paid Funeral Manager.
- Carrying out removals.
- Driving, bearing and the listing of mourners on funeral.
- Assisting in memorial sales.
- Out of hours rota duties.
- Any other ancillary duties.



Other matters

It is imperative to learn and understand the disciplines of the funeral industry. As we operate a 24 hour service there may be some necessity to work out of hours.

Out of hours work will attract extra remuneration and may include any of the following duties:

- Church reception.
- Removal of deceased from place of death.
- Inter-branch transfer of deceased.
- Chapel of rest attendance, evenings/ Saturday.
- Saturday morning office cover.
- Saturday funeral duties.

Certain elements of the training will fall outside of 'normal' working hours such as evenings and weekends. This is to be expected and overtime is not paid at these times:

- Advanced driving tuition (approximately six accompanied drives often at a weekend).
- Tuition for NAFD recognised qualifications.
- Revision for all elements of the training programme depending on individual needs.

On a regular basis discussions with respect to progress will be held with a Director of A.W. Lymn The Family Funeral Service.

When an external provider is involved in any aspect of the training there will be regular liaison between that person and a Director of A.W. Lymn The Family Funeral Service to monitor progress.

Whilst it is anticipated that, by the end of the training period, the trainee will have gained the formal qualifications recognised within the funeral profession and a good knowledge of working in a large organisation, which would see trainees well placed to progress to funeral directing at A.W. Lymn The Family Funeral Service, there can be no guarantee of employment after the fixed term training course.

Trainee Payment Rates

Annual starting salary 2023 (adjusted annually)	£23,000.00
<i>Increments are added as follows when each item is achieved:</i>	
Emergency First Aid @ Work:	£500.00
Six months review (if positive)	£1,000.00
Institute of Advanced Motorists:	£500.00
NAFD FAA Certificate	£1,500.00
Final Salary	£26,500.00

Training Costs

A.W. Lymn The Family Service will pay for all of the training costs associated with the training programme.

Accommodation

A.W. Lymn The Family Funeral Service has in its trading location a number of flats which maybe available to those looking to relocate for the trainee programme.

Entry requirements

Several elements of the training programme require self-study and examinations so it is important that applicants can demonstrate prior success in these areas. All applicants must also have a clean UK driving licence.

