

# Understanding Bereavement Services

In partnership with the ICCM

Jan Kennedy, APSE Associate

Sofia Allana, ICCM



## Course Brochure

[training@apse.org.uk](mailto:training@apse.org.uk) | 0161 772 1810

# Understanding Bereavement Services

## Course details

Bereavement services are under new pressures with guidance that seems to change daily. Staff are coping with new risks and unprecedented demands to apply their emotional intelligence and breadth of experience to constantly changing circumstances.

To meet current demands, APSE Training and the Institute of Cemetery and Crematorium Management (ICCM) are offering this popular, one-day skills development course to help participants fully understand the meaning of bereavement services, the natural journey undertaken by people who are bereaved, and ways to develop excellent customer service during these unprecedented times.

Please note, this course was formerly known as The Bereavement Journey (ICCM).

## Who should attend?

This course is designed for those who are looking to refresh or gain awareness of the bigger picture of bereavement services, including:

- Administrators dealing with burials, cremations, and memorial bookings
- People working in cemetery operations, such as grave diggers
- People working in crematorium operations, such as cremator technicians
- Other grounds maintenance workers in cemeteries

## Learning Outcomes

- Develop an understanding of the scope of bereavement services
- Identify different customers within the sector
- Recognise the importance of customer care in your role
- Appreciate what skills are required to deliver an excellent bereavement service
- Gain awareness of the bereavement curve
- Assess the risks and opportunities in delivering excellent services
- Plan action to improve your performance

## Course Programme

09:45 - 10:00

REGISTRATION

10:00 - 11:15

### UNIT 1: The Bereavement Journey

- What do we mean by Bereavement Services?
- Why is it important to understand the 'bigger picture'?
- Bereavement Services mapping - What? Why? And Who?
- Current issues in your role

11:15 - 11:30

COMFORT BREAK

11:30 - 12:45

### UNIT 2: The Customer Journey

- Who are our customers? (internal & external)
- Cultures and behaviours - how does this relate to your role?
- Customer experiences - when it goes right & when it goes wrong.
- Bereavement Services mapping - When? Where? How?

12:45 - 13:15

LUNCH

13:15 - 14:30

### UNIT 3: The Bereavement Curve

- Stages of grief
- Recognising and responding to emotional behaviours

14:30 - 14:45

COMFORT BREAK

14:45 - 15:45

### UNIT 4: Creating the right Environment.

- Risks and Hazards across the service
- Safeguarding the welfare staff and customers
- Bereavement pathways and signposting
- Action planning for professional and service improvements

15:45 - 16:00

PLENARY, FEEDBACK AND CLOSE

# Understanding Bereavement Services

## Trainer Profiles

### **Jan Kennedy**

Jan Kennedy was the former Head of Training with APSE where she spent 15 years on the learning, skills and development arm of the Association, until November 2019 when she became an associate trainer.

Jan has a background in training and development, firstly as an executive officer in a central government training team. She moved to local government in 1999 where she joined Liverpool City Council as a member of the corporate training team managing the One Stop Shop training programme. Prior to joining APSE, Jan managed the Lifelong learning Employability curriculum in Community Education.

Jan holds a Certificate in Post 16 Education, CIPD in training and development, HNC in Business and finance and a CLAIT advanced in ICT. Jan is also qualified in psychometric testing - Level A and B, and is a member of the British psychological society.

Jan is also a registered volunteer for Tomorrow's Women Wirral, a charity for women in the community who want to make positive lifestyle changes.

### **Sofia Allana**

Sofia is the Technical Service and Journal Editor of the ICCM (Institute of Cemetery and Crematorium Management).

Her career in bereavement started in 2002, where she has worked in various roles from administration and memorial advisor, moving to cemetery operations management and finally up to Head of Bereavement Services.








Sofia joined the ICCM in 2019 and uses her vast experience to help other cemetery and crematorium managers on operational and legislative issues.

As well as holding the ICCM Diploma, Sofia has also obtained her TQUK level 3 award in education and training (RQF) and delivers training for the ICCM on a multiple of subjects within bereavement.



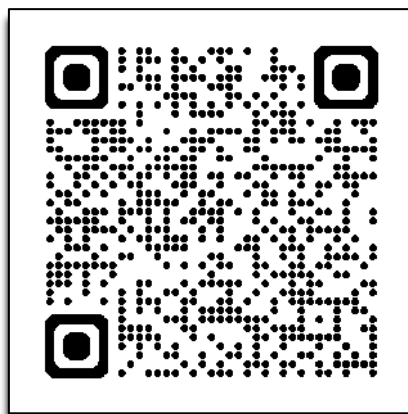
## In-house - tailored training to meet your needs.

The package includes:

-  A pre-course consultation so we can tailor the course to meet your needs.
-  Trainee Needs Analysis.
-  Customisation of the slide pack.
-  Delivery of the course on a mutually convenient date and time to meet your authority's needs and working patterns.
-  Analysis of trainee feedback, which we share with you.
-  Trainer feedback, if required.
-  Post-course materials on password-protected hidden webpage.

If delivered online, the course is suitable for up to 15 participants and over two half-days or one full day, via Microsoft Teams

If delivered onsite, it is suitable for up to 20 participants. Trainer travel, subsistence and accommodation is charged at cost.



**SCAN THE QR CODE TO ENQUIRE ABOUT AN IN-HOUSE COURSE,  
OR EMAIL US AT [TRAINING@APSE.ORG.UK](mailto:training@apse.org.uk)**

## About APSE Training

APSE (Association for Public Service Excellence) is a not-for-profit local government think tank, working with over 300 councils throughout the UK, promoting excellence in public services.

APSE is the foremost specialist in local authority front line services, hosting a network for front line service providers in areas such as waste and refuse collection, parks and environmental services, leisure, school meals, cleaning, housing, and building maintenance.

APSE Training aims to provide inspiring and impactful lifelong learning and development opportunities, nurturing talent and enabling growth. A broad range of courses are available via the APSE website and as bespoke in-house courses.

APSE Training is compliant with APSE's Quality Assurance processes under ISO 9001, ISO 14001, ISO 27001 and GDPR. We are also a Platinum Carbon Literate Organisation, which demonstrates our commitment to raising awareness of the climate crisis.

## What do participants have to say about APSE's training?

"Well explained and easy to understand."

"It enhances your understanding and removes assumption."

"It's very engaging and interesting. And all questions are encouraged and answered."

"Very informative, delivered in an engaging way."

"Attention was engaged throughout the course. Relative and informative."

"It is a very knowledgeable course and every point explained thoroughly and the slides were very well presented and didn't include too much information."

## Contact us

### The team is ready to help.

Please direct enquiries to: [training@apse.org.uk](mailto:training@apse.org.uk) | 0161 772 1810

APSE Head of Training: **Fiona Sutton-Wilson**

Senior Training Officer: **Amy Caldwell**

Training Co-ordinator: **Helen Reed**

Business Support Assistant (Finance): **Daniel Lee**



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