
RSPH Level 2 Certificate in Mortuary Support for Mortuary Workers (Funeral Service Operatives and Funeral Directors)

June 2025

Guided Learning Hours (GLH) 71 hours
Total Qualification Time (TQT) 132 hours

Ofqual Qualification Number: 610/5946/8

Description

The objective of this qualification is to support Mortuary Workers operating in a funeral services setting, to develop an understanding of the skills and knowledge required to support the safe and effective operation of a mortuary setting. This includes understanding the scope and importance of their role in areas such as infection control, health and safety, teamwork and communication, and the preparation and operation of a mortuary setting.

This qualification is suitable for individuals who work as funeral directors or funeral service operatives, who for purposes of best practice and achieving consistency across all mortuary settings, develop their skills and knowledge within these areas.

This qualification is the first important step to combining relevance of the Funeral Director Code of Practice, underpinned by quality-managed ways of working and standardised training within a funeral service setting.

Content:

	Page
Unit MSMW2.1: Health and Safety and Infection Control for Funeral Service Mortuary Workers	3
Unit MSMW2.2: Effective Communication and Teamwork for Funeral Service Mortuary Workers	7
Unit MSMW2.3: Preparation and Operation of a Mortuary for Funeral Service Mortuary Workers	11
Centre Guidance	15
Registration of Candidates	15
Recommended Prior Learning	15
Submission of Centre Assessed Work	15
Reasonable Adjustments and Special Consideration	15
How to apply to offer this qualification	16
Recommended Qualifications and Experience of Tutors and Assessors	16
Other Information	16

Unit 1 – Health and Safety and Infection Control for Funeral Service Mortuary Workers

Guided Learning Hours: 21 hours

Total Unit Time: 30 hours

Unit Level: 2

Unit reference number: K/651/6581

Summary of Learning Outcomes:

To achieve this qualification a candidate must:

- 1. Understand the growth, multiplication and life cycles of bacteria, fungi and viruses in funeral service mortuary settings, *with reference to:***
 - 1.1 The types of bacteria, fungi and viruses commonly encountered in funeral service mortuary settings
 - 1.2 The conditions necessary for the optimal growth and multiplication of bacteria and fungi
 - 1.3 The life-cycles of bacteria, fungi and viruses commonly encountered in a funeral service mortuary setting

- 2. Understand the chain of infection and how microorganisms can spread between individuals in funeral service mortuary settings, *with reference to:***
 - 2.1 The impact of infestations that may develop in a mortuary setting
 - 2.2 The ways in which microorganisms can spread between individuals
 - 2.3 The impact of mortuary practice on the risk of infection and spread of disease

- 3. Understand the potential risks and effects of hazards that can be present in a funeral service mortuary setting, *with reference to:***
 - 3.1 Biological hazards
 - 3.2 Chemical hazards
 - 3.3 Physical hazards
 - 3.4 Radiological hazards

- 4. Understand legislation, codes of practice, roles and responsibilities in relation to health and safety that are relevant to Funeral Service Mortuary Workers, *with reference to:***
 - 4.1 Key legislation and codes of practice
 - 4.2 Key responsibilities for employers
 - 4.3 Key responsibilities for employees
 - 4.4 Procedures for reporting and reporting accidents in a mortuary setting

Assessment

The knowledge and understanding of the candidates will be assessed by a multiple-choice examination. The multiple choice examination is provided by RSPH.

A candidate who is able to satisfy the learning outcomes **will achieve** a score of at least 20 out of 30 in the examination.

Strong performance in some areas of the qualification content may compensate for poorer performance in other areas.

The examination consists of 30 questions.

The duration of the examination is 45 minutes.

Unit 2 – Effective communication and teamwork for Funeral Service Mortuary Workers

Guided Learning Hours: 25 hours

Total Unit Time: 51 hours

Unit Level: 2

Unit reference number: L/651/6582

Summary of Learning Outcomes:

To achieve this qualification a candidate must:

1. Understand the importance of effective communication *with reference to:*

- 1.1 The importance of effective communication within a team
- 1.2 The communication skills that are effective in working within a team
- 1.3 Barriers to successful communication that may affect a team and the strategies for overcoming them.

2. Understand the role of effective communication for Funeral Service Mortuary Workers, *with reference to:*

- 2.1 The types of communication used by a Mortuary Workers
- 2.2 The individuals and groups that a Mortuary Worker is likely to communicate with
- 2.3 Factors that may affect communication with the bereaved
- 2.4 The communication skills that can support communication with the bereaved

3. Understand the importance of effective teamwork, *with reference to:*

- 3.1 The importance of effective teamwork within an organisation
- 3.2 The teamwork skills that are effective in working within an organisation
- 3.3 Barriers to successful teamwork within a team and the strategies for overcoming them

4. Understand the role of effective teamwork for Funeral Service Mortuary Workers, *with reference to:*

- 4.1 The aims and objectives of the team within a mortuary setting
- 4.2 The roles and contributions of different individuals to achieving aims and objectives
- 4.3 Monitoring own contribution to achieving the aims and objectives of the team
- 4.4 Identifying areas of development in own contribution to achieving the aims and objectives of the team

Assessment

The knowledge and understanding of candidates will be assessed by centre-devised assignments.

This could include coursework, task-based controlled assessment or written examination.

Unit 3 – Preparation and operation of a mortuary for Funeral Service Mortuary Workers

Guided Learning Hours: 25 hours

Total Unit Time: 51 hours

Unit Level: 2

Unit reference number: M/651/6583

Summary of Learning Outcomes:

To achieve this qualification a candidate must:

- 1. Understand the scope of practice for the role of a Funeral Service Mortuary Worker *by being able to meet the following criteria:***
 - 1.1 Explain the scope of practice for Mortuary Workers
 - 1.2 Outline why it is important to recognise the scope of practice for Mortuary Workers
 - 1.3 Outline the legislation, standards and codes of practice that set the scope of practice for a Mortuary Worker
 - 1.4 Outline how to access support or guidance in fulfilling the role of a Mortuary Worker

- 2. Understand standing operating procedures for the preparation and operation of a funeral service mortuary *by being able to meet the following criteria:***
 - 2.1 Describe standard operating procedures for cleaning and disinfection of surfaces and equipment
 - 2.2 Describe standard operating procedures for the storage of a deceased person
 - 2.3 Outline standard operating procedures for the storage of equipment and materials
 - 2.4 Describe standard operating procedures for the removal, receipt and release of the deceased person
 - 2.5 Outline standard operating procedures for the maintenance and access of records
 - 2.6 Describe standard operating procedures for ensuring the security of a mortuary setting

- 3. Understand how to prepare for the visitation or viewing of the deceased person, *with reference to:***
 - 3.1 Outline standard operating procedures for preparing for the visitation or viewing of the deceased person
 - 3.2 Outline the importance of checking the identity of the deceased person, relatives, friends, and carers prior to visitation or viewing

- 3.3 Explain why it is important to take account of any religious or cultural considerations when preparing for a visitation or viewing
- 3.4 Explain why it is important to take protective measures when preparing a for a visitation or viewing

4. Understand how to provide support to individuals visiting or viewing the deceased person, *with reference to:*

- 4.1 Outline how to communicate information in a sensitive manner
- 4.2 Identify sources of support and guidance that individuals can be referred to if required

Assessment

The knowledge and understanding of candidates will be assessed by centre-devised assignments. This could include coursework, task-based controlled assessment or written examination.

Centre Guidance:

Registration of Candidates:

Candidates must be registered with RSPH and have a candidate number before any work can be submitted to RSPH for external assessment.

Candidate registration forms can be downloaded from the Centre Area of the RSPH website (www.rsph.org.uk).

Recommended Prior Learning:

There is no recommend prior learning for this qualification.

Submission of Centre Assessed Work:

Evidence for attainment of Unit 2 and Unit 3 must be centre assessed and externally verified. Assessed evidence should be submitted to RSPH with an *assignment submission form* (available from RSPH when candidates are registered for the qualification) signed by the candidate and a completed *candidate assessment summary form* for each unit of the qualification. Assignment submission forms and candidate assessment summary forms can be downloaded from the Centre Area of the RSPH website (www.rsph.org.uk).

All centre assessed candidate work for the qualification must be completed and submitted to RSPH within two calendar years of registration (the *registration period*). In the event that candidate work does not meet the requirements of the assessment criteria or learning outcomes the candidate has a period of three months in which to repeat the assessment or submit any additional evidence requested, or by the end of the registration period, whichever is the shorter. An additional fee will be charged for the repeat of assessments.

In exceptional circumstances RSPH may extend the registration period for a candidate or cohort of candidates.

Reasonable Adjustments and Special Consideration:

Centres that have candidates requiring reasonable adjustments or special consideration should consult RSPH's *Reasonable Adjustments and Special Consideration* policy, this is available from RSPH and RSPH's web site (www.rsph.org.uk).

How to apply to offer this qualification:

To become a centre approved to offer this qualification, please complete the 'Centre Application' which you can find on our website in the Qualifications and Training section. If you are already an approved centre, please complete the 'Add an additional qualification form' in the Centre area on the website www.rsph.org.uk. Please ensure that you include details of your internal verification procedures if candidate work will be centre assessed by more than one individual. You will need to attach relevant CVs to this application. Please contact the Qualifications Department at centreapproval@rsph.org.uk if you need any assistance.

Progression

On completion of this qualification, learners will be able to implement the knowledge they have gained in the funeral service mortuary setting that they are in. Learners could further their learning by attending industry specific CPD events.

Recommended Qualifications and Experience of Tutors and Assessors:

RSPH recommends that tutors have teaching experience and a qualification in a relevant subject area. Assessors and internal verifiers for this qualification must meet the requirements of the assessment strategy of Skills for Health.

Suitable qualifications for the RSPH Level 2 Certificate in Mortuary Support for Funeral Services Mortuary Workers include:

RSPH Level 3 Diploma in Healthcare Science (Anatomical Pathology Technology)
RSPH Level 4 Diploma in Healthcare Science (Anatomical Pathology Technology)
Honours Degree in a relevant biological subject
Fellowship of the Royal College of Pathologists

Other Information:

All RSPH specifications are subject to review. Any changes to the assessment or learning outcomes will be notified to Centres in advance of their introduction. To check the currency of this version of the specification, please contact the Qualifications Department or consult the RSPH website.

Centres must be registered with RSPH.

Any enquiries about this qualification should be made to:

The Qualifications Department,
Royal Society for Public Health
John Snow House,

Tel. 020 7265 7300
Fax. 020 7265 7301
E.mail: info@rsph.org.uk

59 Mansell Street,
London E1 8AN

www.rsph.org.uk