



## Terms & Conditions

### 1. Tuition and Assessment Fees

The course fees cover all TEST material and the theory and practical assessments, together with all revisions and updates becoming current during the period of the two-year course.

The fee for the course is payable at the time of enrolment on the training scheme. An invoice will be sent direct to the Cremation Authority. Any payment outstanding at the completion of the course will prevent the candidate from taking their practical assessment.

### 2. Return of Fees

The course fee is non-returnable, and candidates are required to pass their practical assessment within two years of the date of enrolment. Failure to complete the course within two years will require a new enrolment for the candidate, for which the full current fee will be payable.

### 3. Transfers

Registrations on the TEST training course cannot be transferred from one applicant to another in the event of the first candidate not completing the course or theory and/or practical assessments. Candidates who fail to observe the Terms and Conditions, including the Policy on Authenticating Learner Work, may be disqualified from the qualification. Re-enrolment will require payment of the full current enrolment fee.

### 4. Use of Course Material

The TEST course material Any TEST course material including Continuous Professional Development (CPD) modules remains the property of the Federation of Burial and Cremation Authorities and must not be reproduced in any form without the consent of the Federation. The material is supplied on the basis that it is used only by the candidate to whom it is issued.

### 5. Responsibility of Course Applicants

Candidates must accept responsibility for complying with all the Terms and Conditions of the TEST course and Register of TEST Certificate of Proficiency Holders Terms & Conditions including the Policy on Authenticating Learner Work and, where applicable, with the Complaints and Appeals Policy Statement.

### 6. Enrolment Procedure

Each application for training requires completion of the current TEST enrolment application form. The form should be submitted to the Training Manager, by email, together with:

- The Cremation Authorities official order for the cost of the training.
- A digital passport style (head and shoulders) photograph of the applicant, ideally in jpeg format.

In addition, if the Mentor has not qualified under the FBCA TEST scheme a copy of their qualification certificate must be submitted with the TEST Training application form.

It is important that candidates, mentors, and officers in charge of crematoria have read the Terms and Conditions, including the Policy on Authenticating Learner Work prior to a candidate submitting their enrolment form as failure to comply may affect the validity of their Certificate of Proficiency or ability to act as a mentor for other candidates.

### 7. Provision of Course Material

The course notes, together with the candidate's coursework and Practical Assessment Application Form will be provided to the officer in charge of the crematorium, ie the person who has signed the TEST enrolment application form. The course notes will be provided in pdf format by email unless otherwise requested. The course notes are also available on Compact Disc or hard copy. This information will normally be supplied within a period of seven days from receipt of the registration form.

## **8. Registration**

At the time of enrolment the candidate's name, photographic ID and qualification status will be registered on the Register of TEST Certificate of Proficiency Holders which can be accessed by the officers of FBCA Member Authorities through the membership Portal of the FBCA Website.

## **9. Training and Evaluation Scheme for Crematorium Technicians course**

The course is designed to supplement the in-house training which the candidate will receive, at their workplace crematorium where it is envisaged that they will follow the course working at their own pace with a nominated mentor, however candidates are required to complete the course including the practical assessment within two years of their enrolment date. If the Mentor nominated has not qualified under the FBCA TEST scheme a copy of their qualification certificate must be submitted with the TEST Training application form.

## **10. Evidence of Practical Training**

Concurrent with the course, candidates are required to undertake 50 cremations, under the supervision of a trained and certificated technician, and to log the details of every fifth cremation on the form provided in the course notes, Appendix D. These should be countersigned by their mentor.

- Cremations carried out prior to the candidate's registration on the TEST scheme do not count towards the 50 cremations.
- No other proof of training will be accepted.

## **11. Candidates in Scotland**

For candidates in Scotland, information will be given to the Cremation Authority, the candidate and mentor to identify the crematoria that may be used as an exemplar. This is to allow the candidate and mentor to attend training in the conduct of baby and infant cremations at a crematorium identified by the Federation as excelling in the conduct of baby and infant cremations as required by The Infant Cremation Commission Report and Recommendations and the Scottish Inspector of Crematoria and reviewed by the Scottish Inspector of Crematoria.

## **12. Theory Assessment Procedure**

Coursework is accepted for assessment six weeks after the candidate is enrolled on the course. Coursework will only be accepted in a typed format using the personal Coursework Form provided. Coursework will not be accepted in any other format or using any other form of the paperwork.

It is important that candidates, mentors, and officers in charge of crematoria have read the Terms and Conditions, including the Policy on Authenticating Learner Work prior to a candidate submitting their coursework to the Training Manager for assessment.

The FBCA has a zero-tolerance policy where the learner Suspected incidents of plagiarism and/or cheating will be dealt with under the Complaints and Appeals Policy Statement.

Once the candidate has completed the course:

- undertaken the 50 cremations, including collation of their log of every fifth cremation using the cremation records document contained within the coursework document
- completed their theory coursework on the coursework document provided when they enrolled (see also Policy on Authenticating Learner Work)
- completed the candidate's section of the Practical Assessment Application Form

these documents should be given to their mentor for review and checking.

Mentors are required to review the candidate's answers with the senior officer of the crematorium. If the candidate is the senior officer, their line manager is required to complete the manager's section of the coursework and Practical Assessment Application Form, having read the Terms and Conditions documents including the Policy on Authenticating Learner Work detailed above.

When both are satisfied that the candidate has provided a full response to the questions asked in the coursework, the mentor and manager should sign the coursework declaration and Practical Assessment Application Form prior to the manager submitting the completed paperwork, together with the candidate's cremation log, to the Training Manager.

On receipt of the paperwork the Training Manager will check that all sections are completed (any incomplete forms will be returned) and will, review the paperwork under the provisions of the Policy on Authenticating Learner Work and Identification before allocating an assessor.

Where plagiarism or cheating is suspected the candidate's registration will be suspended while a full investigation is carried out as detailed in the attached Complaints and Appeals Policy Statement.

The appointed assessor will be sent the candidate's coursework for assessment against the agreed criteria.

- a. If the candidate's responses are to the required standard the assessor will advise the Training Manager that the practical assessment may proceed, and the assessor will contact the person in charge of the crematorium to book the practical assessment for the candidate.
- b. If the assessor decides the coursework is inaccurate or incomplete the coursework will be referred to the Training Manager who will contact you the person in charge of the crematorium to request that the candidate reviews the coursework and course notes, focussing on the areas where the original responses are assessed as incorrect or incomplete.

Once the candidate is satisfied with the revised responses the revised coursework and the completed Re-sit Request form should be given to their mentor for review and checking.

Mentors are required to review the candidate's answers with the senior officer of the crematorium. If the candidate is the senior officer, their line manager is required to complete the manager's section of the coursework and Practical Assessment Application Form, having read the Terms and Conditions documents including the Policy on Authenticating Learner Work detailed above.

When both are satisfied that the candidate has provided a full response to the questions asked in the coursework, the manager should submit the revised coursework and re-sit request form to the Training Manager re-assessment.

The revised coursework will be returned to the assessor for review.

Once a successful standard has been agreed by assessor, the assessor will notify the Training Manager that the practical assessment can proceed, and the assessor will contact the person in charge of the crematorium to book the practical assessment.

Candidates have three attempts at passing the theory assessment before you fail the qualification and are required to re-enrol, for which the full fee will be payable.

### **13. Practical Assessment Procedure**

The practical assessment will be undertaken at the crematorium where the candidate is employed unless their manager requests an alternative venue. The assessor will arrange for the practical assessment at a mutually agreeable date and time.

The assessment will include:

- the safe and competent operation of cremators from 'start up' to 'close down' procedures
- observance of the Code of Cremation Practice
- knowledge and observance of requirements prescribed by Process Guidance Notes made under the Environmental Protection Act, 1990
- procedures for the handling of cremated remains/ashes
- questions relating to the candidate's theory assessment

Candidates are required to sit, and pass, their practical assessment within two years of their enrolment date. Candidates who fail to do so will be required to re-enrol on the course for which the full fee at the time of re-enrolment is payable.

### **14. Post Assessment**

Within a period of one month following the practical assessment, both the candidate and the crematorium manager will receive a letter confirming the outcome.

If successful, a full certificate of competence to operate cremation equipment will be included together with the Candidate's photo ID card and the Mentor's Certificate for the mentor who has supervised and supported the candidate's training. At the same time the candidate's qualification status will be revised on the Register of TEST Certificate of Proficiency Holders which can be accessed by the officers of FBCA Member Authorities through the membership Portal of the FBCA Website.

### **15. Appeals Procedure**

In the event of an appeal against the theory or practical assessment decision, the grounds for the appeal must be submitted in writing to the Training Manager within 28 days of notification of the result. The appeal will be considered in accordance with the Complaints and Appeals Policy Statement.

### **16. Confidentiality**

The completion of the course and assessment scheme will be treated in confidence by the Federation of Burial and Cremation Authorities. However, candidates whose course fees are paid by their employer should be aware that details of the candidate's, progress, including any contravention of the Terms and Conditions, will be given to their employer.

The candidate's qualification status - either training, enrolment expired or TEST Certificate of Proficiency Holder will be recorded on the Register of TEST Certificate of Proficiency Holders which can be accessed by the officers of FBCA Member Authorities through the membership Portal of the FBCA Website.

Once registered after qualification the Terms of the Register of TEST Certificate of Proficiency Holders will apply.

### **17. Re-assessment**

In the event of practical assessment failure, a charge (currently £436) will be made for the subsequent re-assessment. Application can be made on the Re-Assessment request form provided.

Candidates have two chances to pass their practical assessment before being required to re-enrol, for which the full enrolment fee is payable.



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## Policy on Authenticating Learner Work and Identification

### Purpose

This Policy establishes guidelines for the process of validating Learner identity and authenticating learner work. The process begins with initial provision of approved forms of identification for the purpose of enrolment on the course of study, progresses through stages of validating assessment, and concludes with submission of authentic learner work.

Due to the online rather than traditional face to face learning environment in which the Training and Evaluation Scheme for Crematorium Technicians (TEST) operates, it is extremely important that all learners who enrol on the course are the ones completing the coursework.

This Policy identifies the procedures that establish that the learner is the named learner who participates in, completes the learning program and, after successful completion of the practical examination receives the Certificate of Proficiency to Cremate.

### Persons Affected

All Learners

### Policy

Authenticating learner identity is integral:

- to prevent impersonation of learners on the course of study and to protect and uphold the integrity and reliability of the TEST qualification. Learners should ensure that the mentor carrying out their on-the-job training holds a Certificate of Proficiency by checking the list of qualified cremator operators displayed in the crematory.
- to ensure compliance to quality procedures there are strict systems in place to authenticate all learner work and their identity.
- to maintain credibility the employer of the learner is required to declare that the learner named on these documents has personally completed the coursework. Qualifications are at risk if learners emerge as not having personally completed the coursework or having carried out the required 50 cremations prior to applying for their theory assessment.
- to ensure learner achievement. Both the FBCA and employers have a responsibility to their learners to facilitate learning and prepare individuals for the TEST qualification, to allow them to safely and efficiently operate cremation equipment in accordance with current legislation. This can only occur if the learner has successfully completed the course and achieved learning at the relevant standard of achievement.

### Areas of concern

There are two main areas of concern where authentication of learner identification needs to be addressed:

- Plagiarism and cheating - it is necessary to determine if the learner's work is authentic and unique. The Training Manager and Assessor nominated will both carry out checks for plagiarism.
- Impersonation – it is necessary to determine if the learner receiving the credit for the course of study is the person completing the work. This will be checked by assessors using photographic identification on training records and assessment documents.

### Definition - Identity fraud

Any learner who allows another person to impersonate them or in any other way commit identity fraud in any course, exam or other academic or practical exercise will be dismissed from the course. This also applies to a learner who is found to impersonate another. The learner will be excluded from the course and will not be permitted to re-enrol for six months from the date of exclusion. The full enrolment fee will be payable if the candidate subsequently re-enrols on the course.

## Responsibilities

- **Learners** have responsibility to provide appropriate evidence of identity and adhere to all rules relating to assessment of their work.
- **Mentors** have the responsibility for ensuring that candidates are adequately prepared for their theory and practical assessments and for ensuring the identity of the learner as the person who has carried out the 50 cremations and completed the coursework.
- **Site Managers**, or where the candidate is the manager their line manager, have the responsibility for ensuring that candidates are adequately prepared for their theory and practical assessments and for ensuring the identity of the learner as the person who has carried out the 50 cremations and completed the coursework.
- **The FBCA** has responsibility for upholding the validity of the course of study.

## Procedures

The FBCA implements a number of procedures to ensure that a learner who gains an award for academic achievement is the person who actually completes the work.

Authentication is demonstrated by the following:

- All learners must provide supporting evidence for personal identification by providing a current passport style / head and shoulders digital photograph to be submitted with the enrolment form.
- Evidence of name change i.e. copies of: marriage certificate or deed poll documentation and a copy of a recent utility bill (within 3 months) as proof of name and address will be required in the event of a new certificate being requested after the qualification has been issued
- Mentors who do not hold a Certificate of Proficiency issued by the FBCA must provide a copy of their Certificate of Proficiency – to be submitted with the candidate's enrolment form together with a current passport style / head and shoulders digital photograph to be submitted with the enrolment form.

Each coursework submission includes a signed declaration confirming that all the work being submitted is the learner's own work. This signature will be compared to ID signatures.

The FBCA implement a variety of assessment methods and the Training Manager or Assessor have a right to question the content or meaning of any submitted assignments with the learner, to verify that a verbal level of understanding reflects the written content.

*The FBCA operate a zero-tolerance approach where a learner who has registered as a learner is not the person completing the work. Any proven instances will result in the learner being disqualified and removed from the course instantly. There will be no refund of course or registration fees, and the learner will not be permitted to re-enrol for six months from the date of exclusion. On re-enrolment the full enrolment fee will be payable.*

## Plagiarism and cheating

Where there is a suspicion of plagiarism and / or cheating the evidence will be recorded by the Training Manager and verified by the FBCA Secretary and Executive Officer, before the learner and their site manager (line manager where the learner is the site manager) are contacted in writing to advise them of the allegations.

The learner will be given the opportunity of responding to the allegations in writing within 28 days of notification of the allegation. Failure to respond within 28 days will be taken as acceptance that the allegations are correct. In this instance the Training Manager and FBCA Secretary and Executive Officer will agree which of the sanctions below are to be applied. The learner will be advised of their decision within 14 days.

Any appeal will be considered by the FBCA Secretary and Executive Officer and the FBCA Senior TEST Assessor. The learner and their manager will be notified of their decision, in writing, within 28 days.

The sanctions below will apply will be based on only evidence presented. The sanctions are considered to be reasonable, justifiable in scale and will be applied consistently.

- The learner may be issued with a warning and required to resubmit their coursework.
- The candidate may be disqualified from the whole qualification and will not be permitted to re-enrol for six months from the issue of the decision notice. Candidates may re-enrol on the course for which the full current enrolment fee will be payable.

The Executive Committee will be advised of the decision and the TEST assessors will be made aware of the allegations and sanctions applied, to ensure consistency of approach when assessing the work of candidates.



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## Complaints and Appeals Policy Statement

### Complaints from learners

In most instances, any complaints made to FBCA will concern the learners access to fair assessment including arrangements for reasonable adjustments and special considerations. FBCA will always use their best endeavours to ensure that any special considerations are catered for wherever practicalities permit. Any special considerations must be properly recorded in writing and included in the candidate's records as a separate document together with any relevant supporting evidence documentation.

Actions required by the FBCA Office to a complaint received:

- Record the complaint, including the learners name and registration/enrolment number, the nature of the complaint and log the contact details for responding to the learner.
- Investigation results will normally be available within ten working days. Should delays in providing any information be experienced, the Secretary and Executive Officer should be contacted as a matter of urgency.
- Once the status of the results of an investigation has been established the candidate should be contacted with the outcomes and a clear response given with respect to the reasons for a delay and a timescale within which the matter will be dealt with.

In all cases, regardless of the mode of the complaint (e.g. telephone, e-mail, letter), a written record of the response will be forwarded to the candidate. In the event of the candidate saying that a written response is not required, a file note of the response and/or any relevant ancillary documentation must be made to ensure an audit trail is available.

If a full response cannot be given within five working days of the enquiry, the candidate must be contacted within the five working day period with confirmation that the query is being dealt with and a likely timescale for a response.

In all cases the learner will receive communication or the full response within ten working days.

### Candidates contesting results

Candidates may enquire about assessment results. These enquiries will normally relate to the candidate failing to achieve the qualification standard.

If a candidate enquires about non-achievement of the assessed unit standard, the following procedures must be followed:

- Record the enquiry, including the candidate's name and number, the nature of the enquiry and contact details.
- Within ten working days of the enquiry the FBCA Office will:
  - a. Contact the assessor for factual information.
  - b. Inform the candidate of any information and/or actions planned/required together with likely time scales
- Findings will be conveyed to the candidate in writing. If the information given confirms non-achievement of the award the candidate must be forwarded a copy of the FBCA appeals procedure.
- If a genuine error was made, the candidate will receive the qualification.
- The following is the minimum information to be conveyed:
  - a. That an error had been made in the results.
  - b. The results achieved.
  - c. An apology for the error and an explanation as to how the error occurred.
  - d. A copy of the FBCA Complaints and Appeals Policy Statement.



**Appeals Procedure**

It follows that if there is an appeal there will need to be an investigation. The Secretary and Executive Officer will carry out the investigation following the necessary procedures to ensure the complaint is correctly reviewed.

The outcome of the appeal will be conveyed to the candidate within twenty-one days.

**Other Enquiries or Complaints**

Any enquiry or complaint that falls outside these procedures, especially any enquiry or complaint that may indicate a failure in due diligence or quality assurance, must be notified immediately to the FBCA Office.

This Statement must be reviewed annually and amended as necessary to ensure consistency with current legislation.

*Reviewed January 2025*