

1. TITLE OF THE CERTIFICATE (ES)

Certificado de Profesionalidad de nivel 2 en
SSCI0312 ATENCIÓN AL CLIENTE Y ORGANIZACIÓN DE ACTOS DE PROTOCOLO EN SERVICIOS FUNERARIOS

2. TRANSLATED TITLE OF THE CERTIFICATE (EN)

Professional Certificate Level 2 in
SSCI0312 CUSTOMER SERVICE AND ORGANIZATION OF FUNERAL PROTOCOL IN FUNERAL SERVICES
(This translation has no legal status)

3. PROFILE OF SKILLS AND COMPETENCES

The holder of this certificate will have acquired the **general competence** to give attention and information to funeral customers services demands in both funeral hiring and services provision and development, responding personally to the demands of the applicants, family and/or users, and organizing funeral services provision and funeral protocols applying quality services criteria. This general competence is divided into the following **skill units**(UC):

- Attend and inform on the demand of funeral services provision and payment operations (UC2008_2).
- Organize funeral services provision (UC2009_2).
- Organize funeral protocol and support activities to the applicant, family and/or funeral services users (UC2010_2).

The professional skills are acquired through the **learning outcomes** defined within the related Training Modules (MF):

- Attention and information of funeral services provision demand and payment operations (MF2008_2).
- Organization of funeral services provision (MF2009_2).
- Organization of funeral protocol acts and activities to assist the applicant, family and/or funeral services users (MF2010_2).
- Practical training at the workplace in customer service and organization of funeral protocols in funeral services (MPO508).

(See legal basis for all learning outcomes information acquired by the holder of this Certificate in each MF).

As a reference the learning outcomes include in the Practical training at the workplace that complete and reinforce the learning outcomes acquired in the other training modules, are:

- Arrange the funeral service and the possible provision services complying quality protocols and service requirements, meeting the demands of the applicant and/or family of the deceased.
- Coordinate the provision of funeral services between all those involved in it, according to established protocols and organize the different stages of the funeral service.
- Coordinate the audience during the various phases of the funeral service monitoring its usual development.
- Make the budget, invoice, receipt and collection of the funeral service.
- Participate in the working processes of the company, following the rules and instructions established at the workplace.

4. RANGE OF OCCUPATIONS ACCESSIBLE TO THE HOLDER OF THIS CERTIFICATE

The holder of this certificate may work in the funeral service sector, both in morgues and funeral homes and other sectors of healthcare and research such as health centers, post-mortem centers, geriatric centers, tissue banks and organ donation and research centers. The most relevant occupations and work positions are:

- Funeral products and services sale advisor.
- Assistant to funeral management service.
- Funeral services hiring agent.
- Auxiliary assistant to the funeral management service.
- Funeral services protocol assistant.
- Auxiliary assistant to funeral services.

5. OFFICIAL BASIS OF THE CERTIFICATE

Name and status of the national/regional authority providing accreditation/recognition of the certificate

The Ministry of Employment and Social Security or the corresponding autonomous regional administration within the scope of its competence, in the name of the King. The certificate is valid throughout Spain.

Level of the certificate

The Professional Certificate Level 2 of the National Repertoire of Professional Certificates corresponds to level 3 of the International Standard Classification of Education (ISCED-P 2011).

The European Qualification Framework (EQF) level:

Grading scale/Pass requirements

The grading scale and pass level of the training modules are expressed on a scale of 0 to 10. The minimum score for a pass is 5 in every training module including a pass in the practical training at the workplace module.

The grading system is as follows:

- FAIL: 0 to 4.9
- PASS-SATISFACTORY: 5 to 6.9
- PASS-GOOD: 7 to 8.9
- PASS-EXCELLENT: 9 to 10

Access to next level of education/training

This Professional Certificate Level 2 gives access to Professional Certificate Level 3 within the same professional area and family.

For validation purposes, the educational authorities will recognise the professional module or modules of the VET diplomas corresponding to the skills units included in the training modules of this certificate.

Legal basis

Royal Decree 990/2013 of December 13th, by which six professional certificates of the professional family "Sociocultural and Community Services", included in the National Repertoire of professional certificates are established, and a professional certificate of the professional family "Food industry", established in Royal Decree 646/2011, of May 9th is updated. (Appendix II, Code: SSCI0312).

6. OFFICIALLY RECOGNISED WAYS OF ACQUIRING THE CERTIFICATE

This certificate may be acquired by:

1. Training: Completion with a pass grade of the face-to-face or online training programme.
2. Recognition of the professional skills acquired through professional experience or non-formal training (prior learning): Completion of a process of skills evaluation and accreditation in all the skills units making up the professional certificate.
3. Dual training: Completion of a training and apprenticeship contract, which may range from 1 year (or 6 months, if stipulated as such in the collective agreement) to 3 years, during which effective working time is combined with time dedicated to training under the training programme for the professional certificate.

The training method (number 1 above) requires successful completion of the training modules and the practical training at the workplace:

Description of vocational training received	Percentage of total programme (%)	Duration (hours)
Training modules	86	240
Practical training at the workplace	14	40
Total duration of training leading to the certificate		280

Entry/access requirements:

- Compulsory Secondary Education Diploma (Lower secondary education); or
- Professional Certificate Level 1 in the same professional area.
- If neither of the above or higher certifications are held, a pass in the key skills tests.

Additional information: Professional certificates are instruments for official accreditation of the professional qualifications in the National Catalogue of Professional Qualifications for all economic activities, within the scope of the labour administration. The National Repertoire of Professional Certificates is divided into three qualification levels (Level 1, Level 2 and Level 3), and by sectors into 26 professional families and 102 professional areas. More information is available at: www.sepe.es

National Europass Centre: www.sepie.es

(*) **Explanatory note:** This document is designed to provide additional information about the specified certificate, but has no legal status in itself. The format of the description is based on the following texts: Council Resolution 93/C 49/01 of 3 December 1992 on the transparency of qualifications; Council Resolution 96/C 224/04 of 15 July 1996 on the transparency of vocational training certificates; and Recommendation 2001/613/EC of the European Parliament and of the Council of 10 July 2001 on mobility within the Community for students, persons undergoing training, volunteers, teachers and trainers.

More information is available at: <http://europass.cedefop.eu.int>

Information on Professional Certificates of the Map of Qualifications and Vocational Training in Spain

