

LEVEL TWO

# FUNERAL TEAM MEMBER ARRANGER

Guiding Families with Care, Arranging with Grace!

Develop confidence in supporting families with compassion, while building strong communication, organisational, and customer service skills to arrange thoughtful and seamless services.



#### HOW LONG IS IT?

The minimum duration of this apprenticeship is 8 months



#### HOW MUCH DOES IT COST?

The cost of your apprenticeship is fully covered, with funding arranged through your employer. The value of this apprenticeship is £4,000.



PRINCESS ROYAL  
TRAINING AWARD  
2024



Apprenticeship Provider  
of the Year  
Winner 2025



# What to expect...

This apprenticeship will equip you with the empathy, confidence and professionalism needed to guide families through funeral planning with care, clarity and respect. Develop expert skills in communication, client support, service coordination, and administration, ensuring each funeral reflects the wishes and needs of those you serve.

You'll be supported every step of the way by your own Connect2Care Vocational Trainer, with regular face-to-face and online sessions. We're also specialists in English and maths – we'll assess your needs and give you tailored support if you need a boost.

## The apprenticeship modules:

1	Induction
2	Personal Development and Performance
3	Client
4	Arranging
5	Legal & Governance
6	Reputation
7	Administration & Finance
8	Products & Services



Sustainability & equality, diversity & inclusion are built into everything we teach.

**Every  
apprentice  
also gets...**  
Access to L1  
Mental Health  
First Aid Awareness  
Course.



**Find out more...**  
**0800 9542 803**  
[info@connect2care.net](mailto:info@connect2care.net)

**Connect**  
**2 Funeral Services**