



The Independent Funeral Standards Organisation Code of Practice

London Association of Funeral Directors

Certificate in Funeral Arranging & Administration

The IFSO Code of Practice

A copy of the IFSO (Independent Funeral Standards Organisation) Code of Practice is included in the course notes along with the 'Resolve' leaflet.

This Code is founded on the following eleven mandatory principles. Any failure to operate in accordance with these principles will constitute a breach of this Code.

Members of the NAFD must:

1. Act in the best interests of each client, and prospective client;
2. Provide the best possible level of care to bereaved people, keeping in mind the specific needs of each client and family;
3. Respect and maintain the dignity of deceased people in your care at all times;
4. Act transparently, with honesty and integrity;
5. Provide clients with full and fair information about services, products and associated prices;
6. Behave in a way that promotes and maintains public trust in their business, the funeral directing profession and related industries;
7. Comply with all legal and regulatory obligations and deal with their regulators in an open, timely and cooperative manner;
8. Run their business effectively and in accordance with proper governance and sound risk management principles;
9. Run their business in a way that encourages equality of opportunity and respect for diversity;
10. Run their business in a way that encourages a culture that values and welcomes both negative and positive feedback as a way of putting things right and continuously improving service; and
11. Conduct appropriate due diligence in relation to all third-party contractual relationships that have the potential to negatively impact clients.

This Code is founded on the following eleven mandatory **principles**. Any failure to operate in accordance with these principles will constitute a breach of this Code.

See the full code for all the **outcomes** and indicative **behaviours**. Please note that there is a distinction between the two.

Websites

A copy of the IFSO Code of Practice and a complaints form can be downloaded from this website:

<https://ifso.org.uk/wp-content/uploads/2022/02/IFSO-Code-20.01.22.pdf>

<https://nafd.org.uk/complaint-form/>

Past examination question

The IFSO Code of Practice contains a number of parts each containing a number of outcomes. Use key words or phrases to outline any of the possible outcomes.

- Caring for deceased people (12 possible outcomes)
- Confidentiality and data protection (3 possible outcomes)

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