



## Request

Please list all training needed for a Cemetery Operative including training needed for concrete handling and litter handling and disposal

## Response

Cemetery Operatives are required to undertake a range of training to ensure they can carry out their duties safely, competently, and thoughtfully.

The following outlines the core training and development expected for the role:

### Formal / Accredited Training

- **ICCM Cemetery Operative Training Scheme (COTS)** – Operatives are required to work towards obtaining the ICCM COTS certificate, which provides essential training and best-practice standards for cemetery operations.
- **360° Mechanical Excavator Training** – Training and certification to safely operate a 360-degree mechanical digging machine.
- **Full Driving Licence (Category B with Trailer Entitlement)** – Operatives are expected to work towards gaining a full UK driving licence including the category B entitlement for towing trailers.
- **Machinery Operation Training** – Operatives work towards competency in the safe operation of a range of machinery used within cemetery and grounds maintenance services.

### On-the-Job Learning

- **Shadowing and Mentoring** – New operatives gain experience by shadowing colleagues to learn cemetery procedures, operational tasks, and grounds maintenance skills.
- **Working Independently** – Operatives develop the confidence and ability to work unsupervised and use their initiative appropriately.
- **Teamwork Skills** – Experience is gained in working effectively as part of a team.
- **Customer Care and Bereavement Sensitivity** – Operatives learn to deal sympathetically with cemetery visitors and bereaved families, including managing difficult or emotional situations professionally.
- **Health and Safety Awareness** – Operatives are trained to identify and address health and safety issues immediately as part of maintaining a safe working environment.
- **Hazard identification & Manual handling** – Operatives are trained to identify sharp objects, biohazards, traffic, uneven ground when litter picking and dispose of appropriately when dealing with sharps and biohazards. Depending on the type of waste bins there will be the need for two operatives to empty the waste and transfer to vehicle so load assessment will be required before emptying. This will also apply when transferring waste to the relevant skip. The use of concrete is on an ad hoc basis when only a short raft/grave foundation is required. Mixing will be carried out under supervision and working with a colleague who has the relevant experience. All health and safety precautions will apply as well as PPE.
- **Continuous Service Improvement** – Operatives develop the ability to respond positively to challenges and to contribute to improving the overall customer experience.