



Qualification Specification

ProQual Level 2 Award in Bereavement Support Awareness

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This qualification is part of ProQual's broad offer of qualifications in the Health and Social Care Sector.

To find out more about other qualifications in this, or any other sector, or for our latest fees; check our Fees Schedule via the QR code below:



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Contents

Introduction.....	3
Qualification Profile	4
Learner Profile	5
Qualification Structure	6
Centre Requirements	7
Certification	8
Assessment Requirements.....	9
Enquiries, Appeals and Adjustments.....	10
Units – Learning Outcomes and Assessment Criteria.....	11
Principles of Bereavement Support.....	11
Appendix One – Command Verb Definitions	14

Introduction

The ProQual Level 2 Award Bereavement Support Awareness provides a nationally recognised qualification for those currently working in, or who want to work in the health and social care sector. This qualification would also be beneficial to those outside of the health and social care sector, including those in roles such as line management and Human Resources.

The award is a knowledge only qualification that is suitable for distance and blended learning, and perfect for those who do not yet work in the field to develop their knowledge ready for a career within health and social care, specifically end of life care. The award contains knowledge-based units that would also be suitable for those already working in the sector, and would be suitable for training, CPD or other professional development.

The aims of this qualification are:

- To allow those either working, or aspiring to work in the adult care sector to develop and demonstrate the underpinning knowledge required to deliver effective end of life care.
- To support the skills required to deliver end of life care.
- To allow those working in a line manager or Human Resources capacity the knowledge and skills required to support staff who have experienced a bereavement.

The awarding body for this qualification is ProQual AB. This qualification has been approved for delivery in England. The regulatory body for this qualification is Ofqual, and this qualification has been accredited onto the Regulated Qualification Framework (RQF), and has been published in Ofqual's Register of Qualifications.

Qualification Profile

Qualification Title:	ProQual Level 2 Award in Bereavement Support Awareness
Qualification Number:	610/5639/X
Level:	2 Hours
Total Qualification Time (TQT):	30 Hours 3 Credits
Guided Learning Hours (GLH):	24
Assessment:	Pass / Fail
	Internally assessed and verified by centre staff
	External quality assured by ProQual Verifiers
Qualification Start Date:	12/05/2025
Qualification Review Date:	12/05/2028

Learner Profile

There are no formal entry requirements for this qualification. Centres should perform an initial assessment of candidate knowledge and skills to identify any gaps and to help determine the assessment plan.

Candidates must be **at least** 18 years old on the day that they are registered with ProQual. Centres are reminded that no assessment activity should take place until a candidate has been registered.

Candidates who complete this qualification may wish to progress onto other qualifications within ProQual's Health and Social Care Suite.

Qualification Structure

This qualification consists of **1** mandatory unit. Candidates must complete all mandatory units to complete this qualification.

Unit Number	Unit Title	Level	TQT	GLH
Mandatory Units – Candidates must complete all units in this group.				
Y/651/5900	Principles of Bereavement Support	2	30	24

Centre Requirements

Centres must be approved to deliver this qualification. If your centre is not approved to deliver this qualification, please complete and submit the **ProQual Additional Qualification Approval Form**.

Materials produced by centres to support candidates should:

- Enable them to track their achievements as they progress through the learning outcomes and assessment criteria.
- Provide information on where ProQual's policies and procedures can be viewed.
- Provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence.

Centres must have the appropriate equipment to enable candidates to carry out the practical requirements of this qualification.

Certification

Candidates who achieve the requirements for this qualification will be awarded:

- A certificate listing all units achieved, and
- A certificate giving the full qualification title:

ProQual Level 2 Award in Bereavement Support Awareness

Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the qualification. All certificates will be issued to the centre for successful candidates.

Unit certificates

If a candidate does not achieve all of the units required for a qualification, the centre may claim a unit certificate for the candidate which will list all of the units achieved.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement.

Assessment Requirements

Each candidate is required to produce a portfolio of evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:

- Observation report by assessor.
- Assignments/projects/reports.
- Professional discussion.
- Witness testimony.
- Candidate product.
- Worksheets.
- Record of oral and written questioning.
- Recognition of Prior Learning.

Candidates must demonstrate the level of competence described in the unit. Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification.

Centre staff assessing this qualification must be **occupationally competent** and qualified to make assessment decisions. Assessors who are suitably qualified may hold a qualification such as, but not limited to:

- ProQual Level 3 Certificate in Teaching, Training and Assessment.
- ProQual Level 3 Award in Education and Training.
- ProQual Level 3 Award in Assessing Competence in the Work Environment.
(Suitable for assessment taking place in a working salon only.)
- ProQual Level 3 Award in Assessing Vocational Achievement.
(Suitable for assessment taking place in a simulated training environment only.)

Candidate portfolios must be internally verified by centre staff who are **occupationally knowledgeable** and qualified to make quality assurance decisions. Internal verifiers who are suitably qualified may hold a qualification such as:

- ProQual Level 4 Award in the Internal QA of Assessment Processes and Practice.
- ProQual Level 4 Certificate in Leading the Internal QA of Assessment Processes and Practice.

Occupationally competent means capable of carrying out the full requirements contained within a unit. **Occupationally knowledgeable** means possessing relevant knowledge and understanding.

Enquiries, Appeals and Adjustments

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Units – Learning Outcomes and Assessment Criteria

Title:		Principles of Bereavement Support		Level:	2
Unit Number:		Y/651/5900	TQT:	30	GLH: 24
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Understand the nature of grief and the factors that influence individual responses to bereavement.	1.1	Describe common emotional, cognitive and physical reactions to bereavement.		
		1.2	Identify key theories of grief, bereavement and mourning in relation to individuals at different life stages.		
		1.3	Explain how the following can affect an individual's response to a bereavement: <ul style="list-style-type: none"> • Culture. • Faith. • Religion. • Personal beliefs. • Developmental stage. • Previous experience of loss. 		
2	Know legal, ethical and organisational responsibilities when providing bereavement support.	2.1	Identify current legislation, codes of practice and organisational policies relevant to equality, diversity and human rights in bereavement support.		
		2.2	State own role, responsibilities and limits of competence when supporting individuals through loss.		
		2.3	Explain the duty to maintain confidentiality and the circumstances in which information must be shared.		

2	<i>Continued</i>	2.4	Describe indicators of possible harm, abuse or complicated grief and the action to take in line with safeguarding procedures.
3	Understand how to support individuals when they first learn of a bereavement.	3.1	Explain why timing, privacy and environment are important when sharing news of a bereavement.
		3.2	Describe ways to communicate information about a death clearly, sensitively and at the individual's pace.
		3.3	Identify sources of immediate information and support that can help the individual understand ensuing procedures
4	Know how to provide ongoing emotional and practical support during the period of mourning.	4.1	Describe strategies to encourage individuals to express thoughts and feelings about their loss.
		4.2	Describe how to recognise signs of distress that may require additional support or referral.
		4.3	Explain how to work with key people and colleagues to maintain the individual's daily routines and wellbeing.
		4.4	Identify methods of self-care and supervision available to workers supporting bereaved individuals.
5	Understand how to help individuals manage changes and rebuild life after bereavement.	5.1	Describe common practical, social and emotional changes that may follow a bereavement.
		5.2	Explain how to support individuals to identify their preferences, strengths and options for change.
		5.3	Outline ways to promote a positive outlook and future planning that respect the individual's pace and readiness.
		5.4	Identify specialist and community resources that can provide continued or long-term support.

Additional Assessment Information

This unit is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Where an assessment criteria refers to organisational requirements, or otherwise requires an answer to be within the context of a job role, if the candidate is not currently employed within the health and social sector, this may be a simulated or 'typical employer' within the sector. This may also be a setting in which they volunteer.

Appendix One – Command Verb Definitions

The table below explains what is expected from each **command verb** used in an assessment objective. Not all verbs are used in this specification.

Apply	Use existing knowledge or skills in a new or different context.
Analyse	Break a larger subject into smaller parts, examine them in detail and show how these parts are related to each other. This may be supported by reference to current research or theories.
Classify	Organise information according to specific criteria.
Compare	Examine subjects in detail, giving the similarities and differences.
Critically Compare	As with compare, but extended to include pros and cons of the subject. There may or may not be a conclusion or recommendation as appropriate.
Describe	Provide detailed, factual information about a subject.
Discuss	Give a detailed account of a subject, including a range of contrasting views and opinions.
Explain	As with describe, but extended to include causation and reasoning.
Identify	Select or ascertain appropriate information and details from a broader range of information or data.
Interpret	Use information or data to clarify or explain something.
Produce	Make or create something.
State	Give short, factual information about something.
Specify	State a fact or requirement clearly and in precise detail.



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