

# Short inspection of Civil Ceremonies Limited

Inspection dates:

20 and 21 August 2024

## **Outcome**

Civil Ceremonies Limited continues to be an outstanding provider.

## **Information about this provider**

Leaders currently have 69 learners on their highly focused and specialist celebrancy courses. They provide learners with recognised qualifications and routes to become celebrants at funerals and at couples' and naming ceremonies. Leaders are influential in the design and development of celebrancy qualifications in England.

At the time of the inspection, there were 37 learners on the level 3 diploma for naming and couples, 21 learners on the level 3 diploma in funeral celebrancy and 11 learners on the level 4 diploma in advanced funeral practice. Training is largely online followed by a week-long residential course.

## **What is it like to be a learner with this provider?**

Learners enjoy their courses. They join to become a celebrant, are highly motivated and incredibly well focused on their training. Learners fully embrace the residential week where they share tips with each other such as how to manage their nerves and keep themselves calm when speaking in public. Learners make friends and contacts that benefit them long after the course has finished.

Tutors provide training in topics such as marketing and branding, far over and above that required for the qualification. Learners are very well prepared for the challenges of being self-employed and setting up their own businesses.

Learners build their confidence in skills such as how to navigate sensitive conversations with bereaved families and how to adjust their language when a child is present at the client planning meeting.

Learners are knowledgeable about safeguarding. They know how to keep themselves safe as lone workers and how to respond to any potential safeguarding issues they may witness.

## **What does the provider do well and what does it need to do better?**

Leaders and tutors organise the courses with great care. The distance learning component is very thorough and very well devised. Learners gain fundamental knowledge early in topics such as symbolic actions. During the residential course, tutors introduce learners to the wide array of practical skills they will need.

Leaders and tutors are experts in their sector. Learners benefit from qualified tutors who are active celebrants, along with guest speakers who are industry specialists. Learners build important relationships with these key partners, who help them in their future careers as celebrants. Learners stay in touch with their tutors after the course and often reach out for advice and guidance that tutors proudly provide.

Tutors use their expertise skilfully and enable learners to gain a deep understanding of key topics. They encourage learners to use their new knowledge to be imaginative in their thinking and to make sure their ceremonies are truly personal. Tutors passionately share their own experience and provide learners with adaptable tools that they can use, such as the sand ceremony or cocktail mixing, to represent the uniting of couples.

Tutors are highly supportive. They give learners the freedom and space to make mistakes in low-risk situations. Tutors provide careful reminders of terminology celebrants cannot use, by law, and this draws on and revisits content from their distance learning sessions. Learners know well how to use inclusive language such as gender within their customer communication and ceremonies.

Leaders and tutors have developed their courses to include topics such as neurodiversity. They are committed to promoting inclusivity within their courses. Learners are well equipped to provide inclusive and highly personalised ceremonies to their customers.

The overall course content is demanding and exacting. Learners rightly value the in-depth nature of the course and how well it prepares them to embark on their career as celebrants.

Learners achieve their qualifications very well and on time. In a few cases, learners require more support or time to complete their studies. Leaders and tutors support them effectively and sensitively. As a result, most of these learners go on to successfully complete their course and embark on their new career.

Leaders have high expectations of their staff. Leaders are closely involved in the courses and have excellent oversight of quality assurance processes. Leaders are present at the residential training and collaborate with staff well to quickly implement solutions or amend training if required. Staff are clear on their roles and are well supported to provide learners with a consistently outstanding experience.

## **Safeguarding**

The arrangements for safeguarding are effective.

## Provider details

<b>Unique reference number</b>	1248008
<b>Address</b>	Unit 1 Shield Office Centre 186a Station Road Burton Latimer Kettering NN15 5NT
<b>Contact number</b>	01480 276080
<b>Website</b>	<a href="http://www.civilceremonies.co.uk">www.civilceremonies.co.uk</a>
<b>Principal, CEO or equivalent</b>	Anne Barber
<b>Provider type</b>	Independent learning provider
<b>Date of previous inspection</b>	28 to 30 November 2018
<b>Main subcontractors</b>	None

## Information about this inspection

The inspection was the first short inspection carried out since Civil Ceremonies Limited was judged to be outstanding in November 2018.

The inspection team was assisted by the managing director, as nominee. Inspectors took account of the provider's most recent self-assessment report and development plans, and the previous inspection report. The inspection was carried out using the [further education and skills inspection handbook](#) and took into account all relevant provision at the provider. Inspectors collected a wide range of evidence to inform judgements, including visiting learning sessions, scrutinising learners' work, seeking the views of learners, staff and other stakeholders, and examining the provider's documentation and records.

## Inspection team

Sarah Houghton, lead inspector

His Majesty's Inspector

Vicki Locke

His Majesty's Inspector

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