



Diploma in Funeral Arranging and Administration

ORAL EXAMINATION Guidelines for Students

Students have 75 minutes in which to arrange a funeral with the client being an NAFD examiner. Under the following headings key aspects of the oral examination are outlined below:-

Preparation for the Oral Examination

- Dress:- professional business dress (as you would when arranging a funeral in a client's home or at a funeral home).
- An arrangement case should be equipped to deal with the scope of funeral arrangements as outlined below. This should include the following:-
 - an appropriate arrangement form for recording all funeral details,
 - an estimate / confirmation of funeral arrangements,
 - appropriate contractual forms;
 - statutory and non-statutory burial and cremation forms,
 - a comprehensive price list of funeral director's charges (which conforms to the NAFD Code of Practice and also includes a Simple Funeral Service specification),
 - a schedule of disbursements,
 - writing equipment and stationery,
 - other equipment as detailed in the student learning materials and deemed to be appropriate for funeral arranging.
- Students will be handed a card by the invigilator with information relating to the oral examination a minimum of 15 minutes prior to the appointed time of the examination. The information on the card, such as names and addresses, should be referred to during the oral examination.

The Oral Arrangement – Environment

- Students should be prepared to make funeral arrangements in a room set out as a lounge with armchairs. Alternatively, the room may have a desk and formal chairs.

Oral Examination Criteria

The objective of the examination is for funeral arrangers and administrators; funeral directors to demonstrate their competence at making arrangements for a funeral. During the arrangement each candidate must demonstrate their ability to:

- Build an appropriate rapport with the client upon meeting.
- Identify the client and gather detailed information about the client and the deceased.
- Offer comprehensive accurate information on the medical certification of death, registration and/or knowledge of the procedures and documentation used by the coroner/procurator fiscal.
- Plan for the funeral including aspects such as transportation, venues for the service/burial/cremation, the format of religious/non-religious services, use of an officiant and relevant personalisation of the funeral required by the client.



Oral Examination Criteria continued

- Advice on the ritual of specific denominations.
- Clear explanation of burial and/or cremation procedures.
- Based on the clients needs, suggest a realistic date for the funeral as appropriate to the scope of the funeral
- Discuss and agree specific details including; preparation of the deceased including the option for embalming; care and viewing of the deceased; the care of personnel effects; music; draft a press notice; plan the contents of an order of service; attention to special needs i.e. disability; flowers; catering and other aspects which personalise a funeral ceremony.
- Explain the procedure and documentation for purchase and/or reopening of a grave for burial
- Discuss options for the disposition of cremated remains
- Cost a funeral commencing with the assessment of third party payments, then funeral directors extra charges and finally, the coffin selection.
- Explain clearly the contractual requirements for funerals arranged at the clients home, or in the office.
- Display knowledge of all services and facilities offered by the funeral director and third parties.
- Offers appropriate facilities and services for those with disabilities.
- Display knowledge of the NAFD Code of Practice as appropriate to the funeral arrangement
- Explain the use and completion of statutory and non-statutory burial and/or cremation documentation.
- Complete a confirmation of funeral arrangements and estimate of funeral costs.
- Offer advice of financial issues, including methods of and time limits for payment, payments in advance, application for a claim from the Social fund and other organisations as appropriate to the scope of the arrangement
- Summarise outstanding areas discussed during the arrangement
- Offer advice, support, information and literature appropriate to the scope of the funeral arrangement discussed

The scope of the examination

The funeral arrangement may involve:

- A death occurring within England, Wales, Scotland or Northern Ireland (where the arranger is located)
- A child (a foetus, a stillbirth or a live birth)
- The removal of the deceased from the place where they are currently lying to England, Wales, Scotland or Northern Ireland for burial or cremation
- The burial or cremation of body parts
- The burial of cremated remains
- The redemption of a pre-need plan

For the purpose of this particular qualification, the funeral arrangement will not involve:

- Exhumation of human or cremated remains
- Transportation of human remains to a country other than England, Wales, Scotland or Northern Ireland.
- Comprehensive procedures for Bequeathal of the body as determined by the Human Tissue Act 2004
- Comprehensive procedures and Burial at Sea
- Burial of cremation arrangements under Visiting Forces legislation.
- The sale of a pre-need funeral plan or monumental masonry.



Additional points:

- Students should use their own company forms, brochures and prices etc.
- The student is not required to leave the examination room to make a booking for the date of the funeral.
- Students must show their NAFD student registration card to the invigilator when presenting themselves for the examination.
- Students may use their own name during the arrangement
- Only the student for examination may enter the room for the examination purposes.
- In addition to the examiner, the NAFD reserves the right to permit one other person to be present in the examiner room during the examination (such as a moderator or trainee examiner).
- The candidate should offer a Simple Funeral Service only if it is appropriate to the funeral arrangement discussed.

Managing the Arrangement

Students must demonstrate appropriate use of communication and interpersonal skills appropriate to the client, and the scope of the arrangement.

Evidence of the following skills should be demonstrated:

Active listening and questioning; responding appropriately to the client; absence of jargon; appropriate pace; non-verbal communication; able to engage in dialogue with the client maintaining a balance of empathy and business focus; manage the flow of information required; use of paraphrasing for purposes of clarification.

Final Reflective Log (RL)

Immediately after completion of the Oral Examination, Students will be invited to complete a final reflective log. The purpose of the reflective log is to enable the student to reflect on their performance during the examination based on the following:-

- Preparation for the Oral Examination
 - Performance during the Examination
 - What has been done well ?
 - What, if anything have they missed?
 - Strengths and Weakness.
- An Opportunity to comment on their examiner.

Mock Oral Arrangement – Tutor Guidance

All students should have the opportunity to practice for the Oral Examination and receive feedback on their performance from their tutor and their peers prior to the date of examination.

Tutors should only recommend students for Oral Examination if thorough training and assessment has taken place.

Mock Oral practice and tutor assessment should take place on at least 2-3 occasions prior to the oral examination as a minimum.