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## Examination Principles and Regulations 2013-2014

### Diploma in Funeral Arranging & Administration (Dip.FAA).

#### 1.General Principles for Examination Registration.

Students must be a minimum age of 17 years old, and have completed the Diploma in Funeral Arranging and Administration qualification course of study with an NAFD approved tutor.

Registered students must be employed as funeral arrangers and administrators or as funeral directors. Alternatively, to allow for development of knowledge and to enable progression, students must be employed as funeral service operatives or assistants and have had access to the relevant workplace tasks and responsibilities, from either their employer, or another funeral directing business, prior to completing the qualification course of study and prior to registering for final examinations.

#### 1.2 NAFD Student Registration

NAFD Student Registration is for a maximum period of two years.

Registration may be extended for an additional twelve months to allow for completion of study and final examinations should unavoidable circumstances occur due to e.g. illness, unplanned caring responsibilities etc.

Should the registration period near expiry, it is the registered student's responsibility to apply for an additional twelve months student registration. The Association will send an electronic reminder to students three months prior to expiry.

An additional registration fee is payable upon extension.

#### 1.3 Plagiarism

Any form of Plagiarism undermines the integrity of the whole education system and the work of all those involved. Plagiarism also devalues the qualification. The Board of Examiners has taken a strong stance on this issue and will not mark the work and to disqualify any student found responsible for plagiarism for a period of two years. Zero tolerance applies.

#### 1.4 Additional Learning Needs

NAFD Approved Tutors and the Board of Examiners will ensure that students with any additional learning needs are not disadvantaged during the period of registration with the Association, and will consider the personal requirements of each individual as they arise.

Requests for additional support must be received in writing from the registered student at the time of initial student registration, and must be accompanied by an adult educational



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psychological assessment. The relevant documents must be uploaded in the student registration area of the qualifications website [www.nafdqualifications.org.uk](http://www.nafdqualifications.org.uk)

## **2.Examination Regulations**

### **2.1 Eligibility for examination registration.**

Students must have been comprehensively trained and have had their coursework assessed by an NAFD Approved Tutor, and submitted for moderation prior to registration for final examination.

2.1.1 Each student must have successfully achieved a 60% pass rate for each Individual Learning Report (ILR) and have satisfied the criteria for the Reflective Log (RL).

2.1.2 Each student must have completed at least two face to face mock oral examination practice sessions in preparation for final examination with their NAFD approved tutor.

2.1.3 Students must be able to demonstrate competence in spelling and numeracy to national qualification standards (Level 1) as a minimum, and ideally Level 2 prior to registration for the Dip FAA examination.

### **2.2 Achievements of Individual Learning Reports (ILRs) and Reflective Logs (RLs)**

All Individual Learning Reports (ILRs) and Reflective Logs (RLs) must be marked by the NAFD approved tutor and submitted on behalf of their students' to the N.A.F.D. for moderation throughout the period of learning.

All qualification modules in the syllabus require a minimum pass mark of 60% for each ILR.

Individual Learning Reports and Reflective Logs associated with each learning module may only be submitted for moderation three times following tutor marking. Students who are unable to achieve the 60% standard of coursework required following the three attempts per module, will be unable to register for the final examinations.

### **2.3 Responsibilities**

NAFD approved tutors are responsible for ensuring registered students are adequately trained and prepared for both the written and oral examinations relevant to this qualification, prior to student registration for examinations.

Registered students must also take personal responsibility for working with their tutor; responding to feedback offered; and for allowing adequate personal time to prepare for final written and oral examination.



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## **2.4 Moderation of Coursework and Final Examinations**

Moderation of coursework and final examination is carried out by the following group of representatives:-

- The Chairman of the Board of Examiners;
- NAFD Examiners;
- NAFD National Training Officer;
- Education Development Manager
- An external moderator independent of the industry

Following coursework moderation, a summary of outcomes is returned to the appropriate NAFD approved tutor, along with a summary of student trends via the lead Moderators Report.

## **2.5 Examination Timetable**

Examinations are held twice yearly, dates are published well in advance and are available from NAFD approved tutors.

## **2.6 Examination Centre**

Students should note that only one national centre for examinations is normally available for final examinations. The examination centre is based in Solihull, West Midlands. However, subject to sufficient demand, examinations may be held in Scotland and Northern Ireland for students in these areas.

## **2.7 Examination - Expression of Interest**

An initial expression of interest to sit the scheduled examinations should be confirmed by the students' tutor by email to the NAFD Training Administrator, confirming expressions of interest for student entry into the next scheduled examinations, no less than two months prior to the date of the examinations.

## **2.8 Examination Registration**

A student should be authorised by their NAFD approved tutor for both the written and oral parts of the examination, or for one part only, normally at least 3-4 weeks before the examination date. Specific examination dates are published annually to NAFD tutors.

If a student has any concerns about the pre - examination preparation received from the tutor for either examination, the student must raise issues directly with the tutor in order to address, and to agree a way forward to enable the continuation of studies prior to registration for examinations.

## **2.9 Payment of Examination Fees**

Full payment must accompany each application, which must be made on the appropriate application for examination form issued by the N.A.F.D. and available via the approved tutor.



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Details of the examination fees can be found under 'Professional Fees' on the NAFD qualifications website [www.nafdqualifications.org.uk](http://www.nafdqualifications.org.uk)

Examination fees are not transferable to an ensuing examination. Only in very exceptional circumstances would this be considered by the Board.

### **2.10 Student Absence**

If a student is absent from an examination, or any part of it, the student or their employer automatically forfeits the examination fee.

Where absence is due to illness, providing medical evidence is provided within three working days of the examination, the examination registration fee for the next scheduled examination will be waived.

If a student withdraws from the examination within 5 working days or less before the examination date without good reason, the Board gives no undertaking to authorise return the examination fee or any portion of it.

Should absence become necessary, the Training Administrator should be notified verbally, followed by confirmation in writing as a matter of priority.

Any refund of examination fee is made entirely at the discretion of the Board depending upon individual circumstances.

## **3. Format of the Examinations**

The examinations relevant to the Diploma in Arranging and Administration consists of two separate examinations:-

- a) Written Examination
- b) Oral Examination

The student and NAFD approved tutor will receive confirmation details from the N.A.F.D. of the examination arrangements:-

- The date, place and time of the written examination
- The date, place and time of the oral examination
- The date and arrangements for the publication of the results.

### **3.2 Examination Duration**

Written Examination - the examination will last for 1.5 hours. Five minutes being allowed in advance as reading time, during which time no writing will be permitted. Commencement of writing will be authorised by the invigilator.



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The start time of the examination will be confirmed by the training administrator upon examination registration and payment.

The Oral Examination will last for a maximum period of seventy –five minutes.

### **3.3 Examination Conditions – Written Examination**

Invigilators' are present at all examinations and are responsible for their proper conduct. Students are required to comply with all instructions issued by an invigilator.

Students will be admitted to the examination room by an invigilator shortly before an examination is due to start. Once admitted to the examination room, examination conditions apply so no talking is permitted.

Students should report and complete final registration for the examination 30 minutes before entering the examination room, confirming their identity by showing their N.A.F.D. student registration card and student registration number.

3.3.1 Students are not permitted to wear coats, scarves, hats or outdoor wear, except where exemption applies for religious reasons, during examinations. Invigilators will request that students remove any clothing of this type and to place it in the area reserved for storage of personal items for the duration of the examination.

3.3.2 Students must bring their own pens, pencils, rulers to each examination. These should be kept in a clear plastic pencil case. Cases and other containers are not permitted on examination desks.

3.3.3 Food and drink are not permitted in the examination room with the exception of water which, if required, should be in a clear plastic bottle.

3.3.4 Students must bring their NAFD Student ID card to all examinations and display it on their desk throughout the examination. ID cards will be checked by an invigilator upon arrival.

3.3.5 Students should enter their student number, including their name, on the examination paper. The student number is the number on the student ID card.

3.3.6 Examinations will start and finish on the instruction of the invigilator. Students must not open examination papers or start writing until instructed to do so.

3.3.7 Mobile telephones must be turned off and handed to the invigilator upon registration. The use of mobile telephones or other electronic devices is not permitted. If a mobile telephone or other electronic device is found on a student during the course of an examination it will be regarded as a disciplinary offence.



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3.3.8 Students will be provided with lined paper for use in the written examination. It is the student's responsibility to put together all the papers they wish the examiners to consider and mark. Anything not to be considered should be crossed through.

3.3.9 Students must write legibly and pay attention to accuracy of spelling. Students are not permitted to bring dictionaries or electronic translators into the examination room.

3.3.10 Talking or communicating in any other way with other students in the examination room before, during or after an examination is forbidden. Failure to observe this requirement will be treated as a disciplinary offence.

3.3.11 It is an offence for students to be in possession of any notes, documents or unauthorised material or to have any information written on their body or clothing. If any student is discovered with such material or with any information written on any part of their body or clothing in the examination room it will automatically be assumed that cheating has taken place and the consequence will be a mark of zero to the examination.

3.3.12 Any student wishing to leave the examination room temporarily should raise their hand to request permission from an invigilator. Students permitted to leave the room will be escorted by an invigilator. Any student who leaves the room without an invigilator's permission will be deemed to have withdrawn from the examination and will not be allowed to return.

3.3.13 Any student who causes a disturbance in an examination room will be reprimanded by an invigilator. If the conduct persists the student may be required to withdraw from the examination room and a report will be made to the Board of Examiners.

3.3.14 Should any student arrive late, they may be admitted to an examination room during the first 30 minutes of an examination, but will not be allowed admittance thereafter. No additional time will be given for late arrival.

3.3.15 Students are not permitted to leave an examination during the first 30 minutes, or the last 20 minutes of the examination start and end times.

Students wishing to leave an examination early must inform the invigilator and must remain in their seat until their examination paper has been collected.

3.3.16 At the end of an examination the invigilator will instruct students to stop writing. Students must remain seated at their desks until all examination papers have been collected by an invigilator.

3.3.17 No answer book or part of an answer book, whether used or not, may be removed from the examination room.



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3.3.18 Immediately after the closure of the written examination, students will be asked to complete a Reflective Log as a means self-reflection of their performance following the written examination before leaving the examination centre.

### **3.4 Examination Conditions – Oral Examinations**

Students must report to the invigilator a minimum of 25 minutes before the appointed time of their examination showing their N.A.F.D. student registration card as their identity.

Students will be handed a card by the invigilator with information relating to the oral arrangements a minimum of 15 minutes prior to the appointed time of the examination.

3.4.1 Students should ensure an arrangement case containing the relevant documentation and literature used to arrange a funeral is available during the oral examination.

3.4.2 Students will be escorted to the examination suite used for all Oral Examinations.

3.4.3 Students are expected to treat the examiner as their client, and conduct an 'arrangement' to meet the client's needs, and for the arrangement to comply with legislative and regulatory requirements.

3.4.4 Only the student may enter the room for the examination, the examination starting at the point the examiner opens the door. In addition to the examiner, the N.A.F.D. reserves the right to permit other persons to be present, who will take no part in the examination of the student, but who is present as a moderator or a prospective examiner.

3.4.5 The outcome of the oral examination will not be given during or after the examination by the examiner, and the student should not ask for any indication from the examiner.

3.4.6 Immediately after the Oral examination the Student will be directed to a debrief room to complete their final Reflective Log as a means self-reflection of their performance during the examination before leaving the examination centre.

Students will be required to provide feedback on their experience of the examination at this point, including feedback about the examiner.

Feedback must be included on completion of the Reflective Log about any misconduct of examiners, or of the examination process (if appropriate). If negative feedback applies, this will not affect the outcome of the examination result.

### **3.5 . Alternative Examination Arrangements**

Alternative examination arrangements may be made for students with long or short term medical conditions, specific learning difficulties or disabilities, subject to the overall requirement that academic standards must be maintained.



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Requests for alternative examination arrangements on the grounds of specific learning difficulties must be notified to the Training Administrator in advance of the examinations taking place. Only recommendations supported by an Educational Psychology Report will be considered. Requests for alternative examination arrangements on the grounds of either short or long term medical conditions must be made to the Training Administrator with the support of a doctor's covering note.

### 3.6 Action in the Event of a Fire Alarm during Examinations

In the event of a fire alarm during an examination students will be instructed by the invigilator or examiner for Oral Examinations to stop what they are doing, leave all materials on their desk and make their way to the nearest fire exit.

Students must not communicate with each other and examination conditions will be maintained.

### 3.7 Student Conduct and Behaviour

All Examinations are held on external premises, and as such, the National Association of Funeral Directors will not accept incidence of anti-social or any form of criminal behaviour by registered students either on the day of the examinations, or during the evening before.

Such behaviour affects the reputation of the Association; member and non-member employer(s); and in addition, the well-being of other students. The Association views any form of anti-social activity and behavior by students as unacceptable. This applies in the majority of cases, to incidents whereby the root lies in excessive consumption of alcohol the evening before the scheduled examinations.

Any student who is identified as unfit to take examinations due to excessive consumption of alcohol will not be allowed to sit their scheduled examination. Any student who is ill due to the effects of alcohol will not be allowed to take their examinations.

Should such an incident occur, a further examination registration fee will apply, and the student's employer (s) will be made aware of the circumstances (where applicable).

### 3.8 Dress Code

Written Examination: Students may dress informally (no need for a formal business suit) so that you are comfortable during the assessment.

Casual smart dress is acceptable.

Oral Examination: Professional business dress is required.

## 4 Examination Results

Students are respectfully reminded that following receipt of examination results, no further correspondence or telephone conversations should be entered into regarding the results of your examination with the Board of Examiners, or via National Office.





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#### **4.1 Publication of results**

Examination results are published normally within 10 days or sooner, following final examination moderation.

4.1.1 Students must contact their tutor for advice concerning the examination results.

4.1.2 Students will receive a letter from the NAFD to confirm the outcome of their examination(s), and written feedback from the Oral Examination only.

4.1.3 Written examination papers are not returned to students or tutors.

4.1.4 If a student is unsuccessful in either the written or oral examination, the unsuccessful part of the examination has to be retaken.

#### **5. Student Complaint and Appeals Procedures**

Should any student believe that they have been unfairly treated during the examination process, the Student Complaint and Appeals procedure should be used. The relevant documentation can be accessed via the core qualification information accessible via Moodle.

5.1 To enable the Association to comply with the requirements of external endorsement, any student complaint or appeal following examination must be via the formal procedures in place.

If a student wishes to appeal against the result, or for any other purpose, the Student Complaints and Appeals Procedures should be followed.

A copy of the Student Complaints and Appeals Procedure is accessible via Moodle.

The request and reason for a complaint or an appeal following examination must be sent the NAFD from the student, via their Tutor. If the NAFD approved tutor believes there are grounds for the appeal and specific evidence of the issue/s underpinning the appeal can be justified, the request for the appeal will be forwarded to the Chairman of the Board of Examiners. Please refer to the Appeals Policy for specific guidance.

5.2. Appeals concerning the accuracy or validity of the examination will not be considered.