

# NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



## Diploma in Funeral Arranging and Administration England and Wales

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### Written Examination

8<sup>TH</sup> MARCH 2017

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#### *Candidate Instructions*

- *Five minutes will be allowed before the start of the examination for the reading of the paper.*
- *Your registration number and name **must** be written at the top right hand corner of each page on which you write.*
- *Answer all questions.*
- *Strict examination conditions will apply – no talking is permitted. Any candidate leaving the room without permission will not be allowed to return.*
- *Access to mobile telephones or other electronic devices is not permitted in this examination*
- **TIME ALLOWED : 1 hour 30 minutes**

NAME..... REG. NO. ....

**MODULE 1**

**Q1. What FOUR specific characteristics can be ascribed to a Funeral Arranger?**  
**(4 marks)**

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**Q2. Identify FIVE essential skills of active listening when meeting with your client.**  
**(5 marks)**

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NAME..... REG. NO. ....

**MODULE 1**

**Q3. Identify TWO considerations when dealing with a client who may be blind or partially sighted.**

**(2 marks)**

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**Q4. Abnormal grief is sometimes referred to as ‘complicated grief’ and this area can be broken down into a number of different types. List those types.**

**(5 marks)**

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**Q5. List FIVE examples of good client care demonstrated by a Funeral Arranger.**

**(5 marks)**

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NAME..... REG. NO. ....

**MODULE 1**

**Q6. Identify what FAS stands for and name the THREE stages. (4 marks)**

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**MARKS /25**

**MODULE 2**

**Q1. Name and briefly describe the THREE benefits of embalming (6 marks)**

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**Q2. List FIVE occasions when you would need to check the identification of a deceased person in your care. (5 marks)**

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NAME..... REG. NO. ....

## MODULE 2

**Q3. The Doctor needs to know if cremation is proposed in order that the necessary documents are completed. What documents are required? (2 marks)**

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**Q4. Offer a short explanation of embalming that would be acceptable to a client. (3 marks)**

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**Q5. List FIVE checks that should be made before a viewing takes place in your Chapel of Rest. (5 marks)**

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NAME..... REG. NO. ....

## MODULE 2

Q6. List FOUR essential pieces of information that should be given to a client when carrying out a first call.

(4 marks)

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MARKS /25

NAME..... REG. NO. ....

### MODULE 3

**Q1. Privately owned burial grounds can be divided into a number of categories. List THREE of them.**

**(3 marks)**

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**Q2. List FIVE conditions for a common interment.**

**(5 marks)**

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**Q3. Identify the FOUR main pieces of Health and Safety Legislation that are relevant to the Funeral Industry.**

**(4 marks)**

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**Q4. List FOUR methods of disposal of cremated remains.**

**(4 marks)**

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**MODULE 3**

**Q5. When a death has taken place in a house, identify FIVE persons authorised to notify the death to the registrar. (5 marks)**

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**Q6. When a body has been found (not in a house), identify FOUR persons authorised to notify the death to the registrar. (4 marks)**

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**Marks /25**

NAME..... REG. NO. ....

## MODULE 4

**Q1. When using a non-standard venue to hold a funeral service, identify FIVE requirements that the funeral arranger should ensure the venue has.**

**(5 marks)**

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**Q2. What are the time scales for registration of a Stillbirth?**

**(2 marks)**

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**Q3. Who can register a stillbirth?**

**(4 marks)**

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**MODULE 4**

**Q4. List FIVE essential pieces of information that should be passed to the funeral officiant regarding the deceased. (5 marks)**

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**Q5. List THREE chargeable items ordinarily found listed on a funeral invoice. (3 marks)**

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**Q6. List SIX pieces of information included in the client confirmation of funeral arrangements. (6 marks)**

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**Marks /25**

NAME..... REG. NO. ....

## MODULE 5

**Q1. A) When interviewing a client identify TWO locations covered by the Consumer Contracts Regulations 2013 which would amount to an “Off Premises” contract.**

**(2 marks)**

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**Q1. B). Identify what specific location is not covered by the Consumer Regulations.**

**(1 mark)**

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**Q2. List FIVE sources to finance payment of a funeral.**

**(5 marks)**

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**Q3. List THREE advantages of a Funeral Plan over an insurance policy.**

**(3 marks)**

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**MODULE 5**

**Q4. List FOUR benefits to a Funeral Director for joining a National Prepaid Funeral Scheme. (4 marks)**

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**Q5. Identify FIVE situations when a person might consider pre-arranging their funeral. (5 marks)**

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**Q6. The person who takes responsibility for the funeral costs can apply to the Department for Work and Pensions for assistance with funeral payments if they are receiving one of the qualifying means-tested benefits on the day the claim is made, list FIVE of the “means tested benefits. (5 marks)**

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**Marks /25**



