

# NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



## Diploma in Funeral Arranging and Administration England and Wales

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Written Examination

7<sup>th</sup> SEPTEMBER 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. Identify FOUR associated feelings of grief with respect to suicide? (4 marks)**

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**Q2. According to Elisabeth Kubler-Ross there are five stages of grief. Briefly describe Bargaining and Depression. (4 marks)**

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**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. . The Determinants of Grief, as they are called, can be helpful, but should not be used to determine the depth of grief: List FIVE of the Determinants of Grief. (5 marks)**

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**MARKS /25**

## MODULE 2

Q1. List SIX occasions when positive identification of the deceased must take place.

(6 marks)

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Q2. Briefly define the term "First Call".

(2 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 statutory documents are completed. What statutory 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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**MODULE 2**

**Q6. Identify TWO actions you might take when jewellery is to remain with the deceased. (2 marks)**

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**Q7. When dealing with a 'First Call' relating to the death of a person, what is the minimum information that is required: (5 marks)**

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**MARKS /25**

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

### MODULE 3

**Q1. After registration of a death NOT involving a Coroner, what documents are issued by the Registrar? (3 marks)**

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**Q2. List SIX occasions when a death should be reported to the Coroner by the Registrar. (6 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 diseases that a funeral worker should be vaccinated against. (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. . List THREE key principles of the Manual Handling Operations Regulations (1992). (3 marks)**

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**Marks /25**

**MODULE 4**

**Q1. List FIVE procedures you should have in place for dealing with Donations following their reception at your premises. (5 marks)**

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**Q2. What are the time scales for registration of a Stillbirth? (2 marks)**

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**Q3. Define the terms: "Postnatal death" and "Stillborn". (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. Identify THREE different categories of costs that might appear 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**

**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 FOUR disbursements claimable from Department for Work and Pensions.**

**(4 marks)**

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**Q3. . Financial assistance towards funeral costs may be available from various sources, list FOUR examples.**

**(4 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. List FOUR booklets or leaflets available from the Department of Works and Pensions on the subject of death and benefits. (4 marks)**

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**Q6 A. Who has primary responsibility for the disposal of a deceased person? (1 mark)**

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**Q6 B. What are the limitations placed upon that person? (3 Marks)**

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

**MODULE 5**

**Q7. In the case of a Burial, the Funeral Payment Scheme will allow TWO items, list them:  
(2 marks)**

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**Marks /25**



