

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



Diploma in Funeral Arranging and Administration Guernsey

Written Examination

SEPTEMBER 2017

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

NAME..... REG. NO.

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. Which two people are authorised to sign the Form F “Authority to Cremate”?
(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

MODULE 3

Q1. Identify THREE persons qualified to act as informants to register a death at the Greffe. (3 marks)

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Q2. List SIX occasions when a death should be referred to the Law Officers (in their capacity as investigative coroner) by Doctors, the Hospital or the Police. (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. List FIVE occasions where Law Officers are likely to direct a post mortem examination.
(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 and where must it be registered?

(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. The States of Guernsey Death Grant is a sum of money payable on the death of certain people; List FOUR of the people named.

(4 marks)

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Q2. List THREE Bereavement benefits that are available in Guernsey.

(3 marks)

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Q3. List FOUR benefits of pre- arranging a funeral.

(4 marks)

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MODULE 5

Q4. Prepayment of a funeral has many advantages over providing for the cost of a funeral by insurance, list FOUR. (4 marks)

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Q5. A) List THREE situations when a Bereavement Benefit Claim will not be paid. (3 marks)

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Q5. B) Apart from satisfying the contribution conditions, when can you also claim Bereavement Benefit? (1 Mark)

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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. Name the TWO claim forms available from the Social Security Department for the Death Grant and Bereavement payment when someone has died. (2 marks)

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Marks /25

NAME..... REG. NO.

SPARE PAPER – *Please use a separate page for each question. If you need more paper please put your hand up and the invigilator will supply more for you.*

Module No: **Question No:**

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NAME..... REG. NO.

SPARE PAPER

Module No:

Question No:

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