

# NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



## Diploma in Funeral Arranging and Administration **ENGLAND AND WALES**

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Written Examination

**13<sup>th</sup> March 2019**

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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 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**

Student Name

Student ID

**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)**

**MODULE 1**

**Q1. A natural death occurs as a result of one of THREE things, list ALL THREE. (3 marks)**

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**Q2. List the FOUR ways in which the manner or type of death can be classified. (4 marks)**

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**Q3. It has been observed in the context of Rites of Passage, that the funeral represents three distinct phases. List the THREE phases. (3 marks)**

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Student ID

**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)**

**MODULE 1**

**Q4. Clients must be able to trust you and your colleagues. In order to justify that trust, it is important for funeral arrangers to pay particular attention to a number of aspects of professional practice. List SIX such aspects. (6 marks)**

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**Q5. Emotional Intelligence focuses on how emotions can be used intelligently and looks at FOUR core abilities, list them. (4 marks)**

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**Q6. Dr Elisabeth Kübler-Ross suggested the “five stages of grief” model. List the FIVE stages. (5 marks)**

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**MARKS /25**

Student Name

Student ID

**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)**

**MODULE 2**

**Q1. Identify the THREE categories that a first call would fall into. (3 marks)**

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**Q2. List FOUR pieces of information which should be offered regarding registration procedures. (4 marks)**

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**Q3. Having placed a deceased into your removal ambulance on a house removal, outline FOUR actions you should carry out, up to leaving the premises. (4 marks)**

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Student Name

Student ID

**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)**

**MODULE 2**

**Q4. List FOUR checks which should be carried out prior to leaving for the nursing home, when carrying out a removal. (4 marks)**

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**Q5. When dealing with a 'First Call' relating to the death of a person, if the death occurred at home there are a number of pieces of information that should be obtained as a minimum. List SIX such pieces of information. (6 marks)**

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**Q6. List FOUR examples of best practice when handling personal effects of the deceased. (4 marks)**

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**MARKS /25**

Student Name

Student ID

**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)**

**MODULE 3**

**Q1. List FOUR categories of people who are protected by duties imposed by The Health and Safety at Work Act 1974. (4 marks)**

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**Q2. Name FOUR areas of Health & Safety legislation that will affect your role as a funeral arranger. (4 marks)**

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**Q3. Under the Provision and Use of Work Equipment Regulations 1998, "Work equipment" is broadly defined to include everything from a hand tool, through machinery of all kinds, to complete manufacturing or process plant. List FIVE of the general requirements that Funeral Directors need to observe. (5 marks)**

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Student Name

Student ID

**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)**

**MODULE 3**

**Q4. List THREE key principles of the Manual Handling Operations Regulations (1992). (3 marks)**

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**Q5. List SIX occasions when a death should be reported to the Coroner by the Registrar. (6 marks)**

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**Q6. List the main duties of the Coroner. (3 marks)**

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**Marks /25**

Student Name

Student ID

**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)**

**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. List FOUR procedures you should have in place for dealing with Donations following receipt at your premises. (4 marks)**

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**Q3. Define the terms: a) Postnatal death    b) Stillborn. (4 marks)**

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Student Name

Student ID

**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)**

**MODULE 4**

**Q4. For many practicing Roman Catholic families, it is important to ensure that certain practices are observed. List FOUR such practices. (4 marks)**

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**Q5. List FIVE pieces of information commonly found in a death notice. (5 marks)**

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**Q6. If neither parent can attend the registrar to register a Stillbirth, list THREE people who may act as informants. (3 marks)**

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**Marks /25**

Student Name

Student ID

**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)**

**MODULE 5**

**Q1. List FIVE controls that should be in place when receiving flowers at the funeral home. (5 marks)**

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**Q2. List FOUR benefits to a Funeral Director for joining a National Prepaid Funeral Scheme. (4 marks)**

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**Q3. Describe THREE benefits of pre-paid funeral plans to the client. (3 marks)**

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Student Name

Student ID

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**MODULE 5**

**Q4. List FOUR sources to finance payment of a funeral. (4 marks)**

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**Q5. Identify FOUR situations when a person might consider pre-arranging their funeral. (4 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**









