

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



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

Written Examination

14th March 2019

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. Identify FOUR associated feelings of grief with respect to a suicide. (4 marks)

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

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MODULE 1

Q3. An efficient funeral arranger should be prepared to provide clients with information. This information falls into three categories, according to availability. Identify the THREE categories.

(3 marks)

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Q4. List FOUR methods of managing conflict to prevent the escalation of a difficult matter.

(4 marks)

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Q5. Briefly describe Stage 1 of the Funeral Arbitration Scheme.

(3 marks)

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MODULE 1

Q6. Name THREE ways in which people communicate, excluding verbally. (3 marks)

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Q7. Identify FOUR skills of the active listener. (4 marks)

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MARKS /25

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MODULE 2

Q1. What are the THREE categories that a first call would fall into? (3 marks)

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Q2. During the first call, list FOUR pieces of information that can be offered regarding the registration procedures. (4 marks)

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Q3. List FIVE occasions when the identification of a deceased person should be checked. (5 marks)

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MODULE 2

Q4. After obtaining all the deceased's details, what additional questions should you ask the Nursing Home staff before attending the removal? (4 marks)

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Q5. Itemise FOUR of the documents that may be required prior to the commencement of embalming. (4 marks)

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Q6. Give FIVE checks that should be made before showing a family into the Chapel of Rest. (5 marks)

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MARKS /25

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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. Give THREE general requirements that a funeral director should observe under the Provision and Use of Work Equipment Regulations. (3 marks)

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MODULE 3

Q4. What are the TWO main provisions of the Regulatory Reform (Fire Safety) Order 2005? (2 marks)

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Q5. Name FOUR diseases that a funeral worker should be vaccinated against. (4 marks)

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Q6. When would a Secretary of State's Order to Cremate be used? (2 marks)

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MODULE 3

Q7. Give a brief description of Registration by Declaration and its limitation. (6 marks)

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Marks /25

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MODULE 4

Q1. Identify THREE different categories of costs that might appear on a funeral invoice. (3 marks)

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Q2. What FOUR pieces of essential information should a Funeral Arranger give to a client who requests bequeathal for their family member? (4 marks)

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Q3. List FIVE pieces of information you should take when accepting a donation at your premises. (5 marks)

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MODULE 4

Q4. What considerations must be adhered to when preparing a Sikh man for the Chapel of Rest? (2 marks)

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

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Q6. Define the terms: a) Postnatal death b) Stillborn. (4 marks)

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Q7. Which TWO documents are required for the burial of foetal remains? (2 marks)

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Marks /25

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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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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

