

# NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



## Diploma in Funeral Arranging and Administration ENGLAND AND WALES

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Written Examination

**7 March 2018**

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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 left-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**

**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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

**MODULE 1**

**Q1. List the “Five stages of grief” identified by Elisabeth Kübler-Ross. (5 marks)**

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**Q2. The “Determinants of Grief”, as they are called, can be helpful, but should not be used to determine the depth of grief. Identify FOUR of them. (4 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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**MODULE 1**

**Q3. An efficient funeral arranger / director should be prepared to provide clients with information on a range of subjects. This information falls into three categories. Identify each category. (3 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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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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**MODULE 1**

**Q5. List FIVE examples of good client care demonstrated by a Funeral Arranger. (5 marks)**

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**Q6. Clients are entitled to expect that funeral arrangers / funeral directors will demonstrate an acceptable level of care and respect. List THREE things that are specifically included. (3 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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**MODULE 2**

**Q1. When dealing with a "First Call", if the death occurred at home, identify SIX pieces of information that should be ascertained. (6 marks)**

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

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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**MODULE 2**

**Q3. The initial identification of the deceased is only the beginning of a continuous system of checks that continue right through to the time of committal. List FIVE other occasions when the identity of the deceased should be checked. (5 marks)**

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**Q4. After the deceased has been removed from a house, identify THREE things that should be done before leaving the address. (3 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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**MODULE 2**

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

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**Q6. Receipt of a 'First Call' will usually fall into one of three categories. Identify TWO of them. (2 marks)**

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**MODULE 3**

**Q1. The duties imposed by the Health and Safety at Work Act 1974, protect groups of people who fall into certain categories. List FOUR of those categories (4 marks)**

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**Q2. It is the duty of each employee to take advantage of what are currently considered to be adequate and acceptable immunisations against certain diseases. List FIVE such diseases. (5 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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**MODULE 3**

**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. A Doctor will normally issue a Medical Certificate of Cause of Death when four criteria apply. List the FOUR criteria. (4 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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**MODULE 3**

**Q5. List FIVE occasions when a Registrar who has been informed of the death of any person within twelve months of its occurrence must report the death to the Coroner. (5 marks)**

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**Q6. List THREE NON STATUTORY forms required for a Cremation to take place. (3 marks)**

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**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. Define the term "Neonatal". (2 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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**MODULE 4**

**Q3. If neither parent can attend the Registrar to register a Stillbirth. List FOUR people who may act as Informants. (4 marks)**

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**Q4. A number of controls are suggested for when flowers are received at a Funeral Home, list FOUR of them. (4 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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**MODULE 4**

**Q5. When dealing with any donations received to the office list FOUR pieces of information that should be recorded. (4 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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**MODULE 5**

**Q1. Prepayment of a funeral has many advantages over providing for the cost of a funeral by insurance.  
Identify FOUR advantages. (4 marks)**

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**Q2. List FIVE sources to finance payment of a funeral. (5 marks)**

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**MODULE 5**

**Q3. List FOUR benefits to a Funeral Director for joining a National Prepaid Funeral Scheme. (4 marks)**

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**Q4. List THREE disadvantages to a Funeral Director for joining a National Prepaid Funeral Scheme. (3 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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**MODULE 5**

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

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**Q6. List FIVE costs/fees that the Funeral Payment Scheme will allow in the case of a Cremation. (5 marks)**

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**SPARE PAPER**

**Module No.          Question No.**

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