

# NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



## Diploma in Funeral Arranging and Administration ENGLAND AND WALES

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### Written Examination 8 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. Identify FOUR essential skills of active listening when meeting with your client. (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 them. (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. Identify what FAS stands for and name the THREE stages. (4 marks)**

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**MODULE 2**

**Q1. Name and briefly describe the THREE benefits of embalming. (6 marks)**

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**Q2. List FIVE occasions when you would need to check the identification of a deceased person in your care. (5 marks)**

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**MODULE 2**

**Q3. The Doctor needs to know if cremation is proposed in order that the necessary statutory documents are completed. What 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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**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. List FOUR pieces of information should be offered regarding registration procedures. (4 marks)**

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**MODULE 3**

**Q1. Privately owned burial grounds can be divided into a number of categories. List THREE of them. (3 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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**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. List FOUR methods of disposal of cremated remains. (4 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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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. When a body has been found (not in a house), identify FOUR persons authorised to notify the death to the registrar. (4 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. What are the time scales for registration of a Stillbirth? (2 marks)**

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**Q3. Who can register a stillbirth? (4 marks)**

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**MODULE 4**

**Q4. When dealing with any donations received to the office. List FOUR pieces of information that should be recorded. (4 marks)**

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**Q5. List FOUR chargeable items ordinarily found listed on a funeral invoice. (4 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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**MODULE 4**

**Q6. List SIX pieces of information included in the client confirmation of funeral arrangements.  
(6 marks)**

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**MODULE 5**

**Q1. 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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**Q2. List FIVE sources to finance payment of a funeral. (5 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION**

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**MODULE 5**

**Q3. List FOUR advantages of a Funeral Plan over an insurance policy. (4 marks)**

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**Q4. List FOUR benefits to a Funeral Director for joining a National Prepaid Funeral Scheme. (4 marks)**

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**MODULE 5**

**Q5. Identify FIVE situations when a person might consider pre-arranging their funeral. (5 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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**SPARE PAPER**

**Module No.          Question No.**

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