

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



Diploma in Funeral Arranging and Administration **Guernsey**

Written Examination

13th 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 (GUERNSEY)

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. Give FOUR main qualities of a Funeral Arranger. (4 marks)

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Q3. John Bowlby identified THREE phases, which he thought were typical of what happens when separation occurs. List them. (3 marks)

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (GUERNSEY)

MODULE 1

Q4. Any personal views or prejudice about the deceased, or the client, will impact on the level of care or service provided and will damage the reputation of the business. Comments and personal perceptions and views relating to certain subjects should be avoided. List SIX such subjects.

(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. 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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MARKS /25

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (GUERNSEY)

MODULE 2

Q1. List SIX occasions when positive identification of the deceased must take place. (6 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 (GUERNSEY)

MODULE 2

Q4. What are the THREE key benefits of embalming and briefly describe each? (6 marks)

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Q5. Which two people are authorised to sign the Form F “Authority to Cremate”? (2 marks)

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Q6. List THREE examples of best practice when handling personal effects of the deceased. (3 marks)

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MARKS /25

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (GUERNSEY)

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. When a death has taken place in a house, identify FOUR persons authorised to notify the death to the registrar.

(4 marks)

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Student Name

Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (GUERNSEY)

MODULE 3

Q4. Name THREE persons able to countersign an Application Form A for Cremation. (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. After registration of a death NOT involving a Coroner, what documents are issued by the Registrar? (3 marks)

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Marks /25

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Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (GUERNSEY)

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 FIVE procedures you should have in place for dealing with donations following receipt at your premises. (5 marks)

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Q3. Identify THREE categories of charges that comprise the complete funeral costs. (3 marks)

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Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (GUERNSEY)

MODULE 4

Q4. Identify FOUR considerations associated with the funeral of a Jehovah's Witness. (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. List THREE considerations that should be given to passengers travelling in funeral limousines. (3 marks)

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Marks /25

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Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (GUERNSEY)

MODULE 5

Q1. Identify FIVE situations when a person might consider pre-arranging their funeral. (5 marks)

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Q2. 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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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. There are a number of national, regional and local prepaid schemes that provide a service to Funeral Directors. List FOUR disadvantages for a Funeral Director using one of these schemes. (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

