

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



Diploma in Funeral Arranging and Administration ISLE OF MAN

Written Examination 8 MARCH 2018

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 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. 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

NAME..... REG. NO.

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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NAME..... REG. NO.

MODULE 3

Q5. List the FOUR types of death that the Coroner of Inquests will inquire into. (4 marks)

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Q6. List FOUR classes of people who may Register a death on the Isle of Man. (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. Define the term "Neonatal". (2 marks)

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Q3. Without the Certificate of Cause of Death, the Registrar cannot proceed with the registration. Although not essential, it is very helpful if certain documentation belonging to the deceased is taken to the registration appointment to verify information, list four such documents. (4 marks)

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION

NAME..... REG. NO.

MODULE 4

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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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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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. 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 potential 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 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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MODULE 5

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

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Q6. A Funeral Payment (claim form SF1/BP20) is a lump sum payment to assist a person responsible for funeral expenses. List FIVE of the basic qualifying conditions. (5 marks)

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION

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SPARE PAPER

Module No. Question No.

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