

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION

EXAMINATION

MARCH 2014

Module 1	Marks
Q1. List the combined five primary functions of a Funeral Arranger and Funeral Director working on behalf of the local community	(5)
Q2. List three ways in which might portray a positive, professional image to your client.	(3)
Q3. Explain how you could effectively communicate with a client who has a visual impairment.	(3)
Q4. Explain the difference between sympathy and empathy.	(2)
Q5. Give an example of an “open question” that you might ask your client	(1)
Q6. Explain why a “closed question” could be used when in discussion with your client.	(1)
Q7. You may be called upon to arrange a funeral for a person who only speaks English as a second language. Give three examples of how you could overcome any barriers and ensure the arrangement progresses smoothly.	(3)
Q8. List the four stages of the Murray-Parkes Bereavement Model.	(4)
Q9. List the three stages of the FAS scheme.	(3)
Total Section Marks /25	

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Module 2

Marks

Q1. List three occasions when you would need to check the identification of a deceased person in your care. (3)

Q2. List five points in the processes for the safekeeping of jewellery and how you act upon any instructions received. (5)

Q3. A death has occurred at home; list three questions that you might ask to obtain further information after you have confirmed the deceased's details and address. (3)

Q4. During the first call it is confirmed that a Funeral Plan is in place.

a) Explain what information you will need to ask. (3)

Q4 b) How could you ascertain what is covered in the plan? (1)

Q5. Identify four items of removal equipment that might be carried on the removal vehicle. (4)

Q6. A Nursing Home removal brings different considerations to a normal house removal; identify three relevant questions that could be asked of the staff during the first call. (3)

Q7. Offer a short explanation of embalming that would be acceptable to a client. (3)

Total Section Marks /25

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Module 3	Marks
Q1. Offer a brief explanation of a notifiable disease and who it should be reported to.	(2)
Q2. Explain what the letters RIDDOR stand for.	(1)
Q3. Under the COSHH regulations, list two factors that need to be considered before using any substances.	(2)
Q4. Explain the consequences if a body was to be cremated with a pace maker still fitted.	(1)
Q5. Explain the advice you would give to the client if a body carried a suspected contagious disease and viewing was requested.	(3)
Q6. Explain the potential consequences if a notification of your right to cancel/authority to commence work within the cancellation period is not completed during a home arrangement.	(2)
Q7. Describe the function of the Registrar.	(1)
Q8. Give a brief description of Registration by Declaration.	(3)
Q9. List the statutory and non-statutory documents that would be required for an adult cremation not involving the Coroner .	(6)
Q10. Identify four types of grave	(4)
Total Section Marks /25	

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Module 4

- Q1. List four examples of how you could personalise the funeral of a lifelong musician. (4)**
- Q2. Explain five points that should be taken into consideration when dealing with arrangements for a Muslim Burial. (5)**
- Q3. List -five rituals that are, routinely, carried out at Sikh funerals. (5)**
- Q4. Suggest six considerations if you were arranging the funeral of a child. (6)**
- Q5. List five points that should be considered good practice when administering donations. (5)**

Total Section Marks /25

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EXAMINATION

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Module 5

Q1. If a will is not readily available, identify one resource that may be used to try and locate it. (1)

Q2. The Department for Work and Pensions (DWP) publish many booklets and leaflets on the subject of benefits, as a Funeral Director you should have copies available for your clients. List four examples that you should keep in stock. (4)

Q3. Financial assistance towards funeral costs may be available from various sources, list three examples. (3)

Q6. What is the official current cost to purchase an “extract entry of registration” (Copy Death certificate) from the Register Office, at the time of Registration? (1)

**Q7. Which, of the following, take precedence in instructing a Funeral Director:
Next of Kin or Executor? (1)**

Q8. What term is applied to a cost that a Funeral Director quotes on behalf of a third party? (1)

Q9. What term is applied when someone dies without making a will? (1)

Q10. What name is given to a person responsible for administering the estate? (1)

Q11. What term is applied to someone who gains, materially or financially from a will? (1)

Q12. What form is required for application to the DWP Social Fund for a funeral payment? (1)

Q13. List six qualifying benefits or entitlements. (6)

Q14. List four disbursements claimable from DWP. (4)

Total Section Marks /25