

# NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



## Diploma in Funeral Arranging and Administration ENGLAND AND WALES

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Written Examination  
**5<sup>th</sup> September 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**





Student Name

Student ID

**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (England and Wales)**

**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 that 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 do prior to leaving the premises.**

**(4 marks)**

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**Module 2**

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

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**Q5. Identify TWO categories that a first call would fall into. (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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**Module 3**

**Q1. List FOUR methods of disposal of cremated remains.**

**(4 marks)**

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**Q2. Name FOUR areas of Health & Safety legislation that will affect your role as a funeral arranger.**

**(4 marks)**

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**Q3. 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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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (England and Wales)**

**Module 3**

**Q4. List THREE key principles of the Manual Handling Operations Regulations (1992). (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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**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 their reception 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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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (England and Wales)**

**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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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (England and Wales)**

**Module 5**

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

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**Q2. List FOUR benefits to a funeral director for joining a national prepaid funeral scheme. (4 marks)**

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**Q3. Describe THREE benefits of pre-paid funeral plans to the client. (3 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (England and Wales)**

**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.**

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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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