

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



Diploma in Funeral Arranging and Administration ENGLAND AND WALES

Written Examination
6th September 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**

Student Name

Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (England and Wales)

Module 1

Q1. An efficient funeral arranger should be prepared to provide clients with information. This information falls into THREE categories, according to availability. Identify the categories. (3 marks)

Q2. Give FOUR main qualities of a funeral arranger. (4 marks)

Q3. 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 marks)

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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)

Q5. Emotional Intelligence focuses on how emotions can be used intelligently and looks at FOUR core abilities. List the four abilities.

(4 marks)

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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Module 3

Q1. Name FIVE diseases that a funeral worker should be vaccinated against. (5 marks)

Q2. Name FOUR areas of Health & Safety legislation that will affect your role as a funeral arranger. (4 marks)

Q3. 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 3

Q4. List THREE key principles of the Manual Handling Operations Regulations (1992). (3 marks)

Q5. List SIX occasions when a death should be reported to the Coroner by the Registrar. (6 marks)

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

Q4. List the FOUR recommended documents for cremation of foetal remains. (4 marks)

Q5. List FIVE pieces of information commonly found in a death notice. (5 marks)

Q6. List THREE people who can register a stillbirth. (3 marks)

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (England and Wales)

Module 5

Q1. List FIVE costs/fees that the Funeral Payment Scheme will allow in the case of a cremation.

(5 marks)

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

Q3. List THREE advantages of a funeral plan over an insurance policy.

(3 marks)

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Module 5

Q4. List FOUR sources to finance payment of a funeral. (4 marks)

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)

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)
