

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



Diploma in Funeral Arranging and Administration

SCOTLAND

Written Examination

5th 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 (SCOTLAND)

Module 1

Q1. A natural death occurs as a result of one of THREE things. List ALL THREE. (3 marks)

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

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

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 or views relating to certain subjects should be avoided. List SIX such subjects. (6 marks)

Student Name

Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (SCOTLAND)

Module 1

Q5. Emotional Intelligence focuses on how emotions can be used intelligently and looks at FOUR core abilities. List each of them. (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)

Student Name

Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (SCOTLAND)

Module 2

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

Q2. List FOUR pieces of information should be offered regarding registration procedures. (4 marks)

Q3. Having placed a deceased into your removal ambulance on a house removal, outline FOUR actions you should do up to leaving the premises. (4 marks)

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

Student Name

Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (SCOTLAND)

Module 2

Q5. Identify TWO categories that a first call would fall into.

(2 marks)

Q6. List THREE examples of best practice when handling personal effects of the deceased.

(3 marks)

Student Name

Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (SCOTLAND)

Module 3

Q1. List FOUR methods of disposal of cremated remains.

(4 marks)

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

(4 marks)

Q3. List the documentation required for Cremation when the Procurator Fiscal is involved.

(4 marks)

Q4. An application for an "Interested Person Review" must meet certain criteria. List FOUR people who can make such an application.

(4 marks)

Student Name

Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (SCOTLAND)

Module 3

Q5. List FIVE potential circumstances when the registrar would send a notification of death to the Procurator Fiscal. (5 marks)

Q6. 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 FOUR such diseases. (4 marks)

Student Name

Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (SCOTLAND)

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)

Q2. List FIVE procedures you should have in place for dealing with donations following their reception at your premises. (5 marks)

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

Q4. Identify FOUR considerations associated with the funeral of a Jehovah's Witness. (4 marks)

Student Name

Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (SCOTLAND)

Module 4

Q5. List FIVE pieces of information commonly found in a death notice.

(5 marks)

Q6. List THREE considerations that should be given to passengers travelling in funeral limousines.

(3 marks)

Student Name

Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (SCOTLAND)

Module 5

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

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

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

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

Student Name

Student ID

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (SCOTLAND)

Module 5

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)
