

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



Diploma in Funeral Arranging and Administration **Scotland**

Written Examination

13th March 2019

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 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)

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Q2. List the FOUR ways in which the manner or type of death can be classified. (4 marks)

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Q3. It has been observed in the context of Rites of Passage, that the funeral represents three distinct phases. List the THREE phases. (3 marks)

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Module 1

Q4. Clients must be able to trust you and your colleagues. In order to justify that trust, it is important for funeral arrangers to pay particular attention to a number of aspects of professional practice: list SIX such aspects. (6 marks)

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Q5. Emotional Intelligence focuses on how emotions can be used intelligently and looks at FOUR core abilities. List them. (4 marks)

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Q6. Dr Elisabeth Kübler-Ross suggested the “five stages of grief” model. List the FIVE stages. (5 marks)

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MARKS /25

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Module 2

Q1. Identify the THREE categories that a first call would fall into. (3 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 carry out, up to leaving the premises. (4 marks)

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (Scotland)

Module 2

Q4. List FOUR checks which should be carried out prior to leaving for the nursing home, when carrying out a removal. (4 marks)

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Q5. When dealing with a 'First Call' relating to the death of a person, if the death occurred at home there are a number of pieces of information that should be obtained as a minimum. List SIX such pieces of information. (6 marks)

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Q6. List FOUR examples of best practice when handling personal effects of the deceased. (4 marks)

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MARKS /25

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Module 3

Q1. List FOUR categories of people who are protected by duties imposed by The Health and Safety at Work Act 1974. (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. Under the Provision and Use of Work Equipment Regulations 1998, "Work equipment" is broadly defined to include everything from a hand tool, through machinery of all kinds, to complete manufacturing or process plant. List FIVE of the general requirements that Funeral Directors need to observe. (5 marks)

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Module 3

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

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Q5. When a death is reported to the registrar, there are certain circumstances that would warrant them sending a notification to the Procurator Fiscal. List SIX such circumstances. (6 marks)

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Q6. List THREE types of death that the Procurator Fiscal investigates. (3 marks)

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Marks /25

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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 FOUR procedures you should have in place for dealing with donations following receipt at your premises. (4 marks)

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Q3. Define the terms: a) Postnatal death b) Stillborn. (4 marks)

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (Scotland)

Module 4

Q4. For many practicing Roman Catholic families, it is important to ensure that certain practices are observed. List FOUR such practices. (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 people who are qualified to give information for the registration of a still-born child. (3 marks)

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Marks /25

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Module 5

Q1. List FIVE controls that should be in place when receiving flowers at the funeral home. (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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Module 5

Q4. List FOUR sources to finance payment of a funeral.

(4 marks)

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Q5. Identify FOUR situations when a person might consider pre-arranging their funeral.

(4 marks)

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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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Marks /25

