

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION

EXAMINATION

SEPTEMBER 2013

Module 1	Marks
1. List Worden's Four Tasks of Mourning	(4)
2. What four items does the Simple Funeral Service specifically exclude?	(4)
3. Briefly outline Stage One of the Funeral Arbitration Scheme	(3)
4. Outline four practical considerations to effectively communicate with people with disabilities or special needs.	(4)
5. List four client expectations of Personal Service Standards	(4)
6. When considering Advertising and Marketing, what three key points must members of the Code of Practice bear in mind?	(6)
Total Section Marks	/ 25

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Module 2	Marks
1. List three categories of 'first calls'?	(3)
2. Having placed a deceased into your removal ambulance on a house removal, outline what you would do prior to leaving the premises.	(5)
3. Identify three checks that should be made prior to leaving for a removal at a nursing home.	(3)
4. List five checks that should be made prior to leaving your premises taking a deceased person home.	(5)
5. What are the three tests for death and give an example of each?	(6)
6. List three reasons for embalming.	(3)

Total Section Marks /25

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Module 3

1. What do the abbreviations RIDDOR and COSHH stand for? (2)

2. Under what circumstances will a doctor normally issue a Medical Certificate of Cause of Death? (4)

3. Under what circumstances will a Coroner issue form 100B? (2)

4. When would a Secretary of State's Order to Cremate be used? (2)

5. List four types of memorialisation usually available at a crematorium? (4)

6. When a body has already been cremated but body parts were retained during a post mortem examination, identify what statutory forms are required to cremate those body parts at the same crematorium at a later date? (3)

7. Name three types of grave that might be found in a local authority cemetery. (3)

8. Identify five pieces of information you would give to a gravedigger in order that he/she might dig a grave in a churchyard? (5)

Total Section Marks / 25

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Module 4

1. When using a non-standard venue to hold a funeral service, identify five requirements that the funeral arranger should ensure the venue has. (5)

2. When looking after the funeral arrangements of a husband and wife who are to have an Anglican church service followed by interment, list four considerations that you as a funeral arranger should be aware of. (4)

3. *Both parts of the question should be answered*
 - a) Identify statutory documentation is required for the cremation of a non-viable Foetus? (2)

 - b) Identify what non-statutory documentation is required for the cremation of a non-viable Foetus? (2)

4. Funeral arrangements made between the client and the Funeral Arranger constitute a contract. Outline five points that enable this contract to be cancelled by the client under the Consumer Regulations (2008). (5)

5. List four accepted procedures when dealing with donations received at the funeral home. (4)

6. Identify three items of information that must be included on a Confirmation of Funeral Arrangements. (3)

Total Section Marks / 25

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Module 5

1. Identify who has responsibility to administer the estate of a person who has died intestate in England? (1)
2. List what claim forms are available from the Department for Work and Pensions when someone has died? (3)
3. Explain four benefits of pre-arranging a funeral. (4)
4. When making a claim for assistance for funeral payments from the Department for Work and Pensions, identify who are deemed to have a good reason for taking responsibility for the funeral arrangements? (3)
5. a) Name the authorities who might take over responsibility for arranging a funeral when the family are not prepared to do so.
b) Explain the circumstances in which each or these authorities will make the arrangements. (5)
6. Apart from the Department for Work and Pensions, identify by the correct name four other sources of potential assistance with funeral expenses a client could access. (4)
7. When pre-purchasing a funeral, the figures are normally broken down into three separate sections by the pre-payment company. List these sections and briefly explain how they might be treated under the terms of the plan. (5)

Total Section Marks / 25