

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



Diploma in Funeral Arranging and Administration

Written Examination

9th MARCH 2016

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 right 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**

MODULE 1

Q1. Identify FOUR associated feelings of grief with respect to suicide. (4 marks)

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Q2. According to Elisabeth Kübler-Ross there are five stages of grief. Briefly describe Bargaining and Depression . (4 marks)

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Q3. 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)

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MODULE 1

4. List FOUR methods of managing conflict to prevent the escalation of a difficult matter . (4 marks)

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5. Briefly describe Stage 1 of the Funeral Arbitration Scheme. (3 marks)

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6. Name THREE ways in which people communicate, excluding verbally. (3 marks)

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7. Identify FOUR skills of the active listener . (4 marks)

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MARKS /25

MODULE 2

Q1. Identify the THREE categories that a first call would fall into. (3 marks)

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Q2. During the first call, list FOUR pieces of information that can be offered regarding the registration procedures. (4 marks)

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Q3. List FIVE occasions when the identification of a deceased person should be checked. (5 marks)

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MODULE 2

Q1. After obtaining all the deceased's details, what additional questions should you ask the Nursing Home staff before attending the removal? (4 marks)

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Q2. Itemise FOUR documents that may be required prior to the commencement of embalming. (4 marks)

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Q3. List FIVE checks that should be made before showing a family into the Chapel of Rest. (5 marks)

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MARKS /25

MODULE 3

Q1. Give the correct titles for the following: (2 marks)

- a) RIDDOR
- b) COSHH

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Q2. COSHH Regulations provide action under two headings, employer and employee. What should an employee know about a substance before it is used? (3 marks)

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Q3. Name TWO regulations which endorse a safe environment within the funeral home excluding RIDDOR and COSHH. (2 marks)

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Q4. Give FOUR general requirements that a funeral director should observe under the Provision and Use of Work Equipment Regulations. (4 marks)

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MODULE 3

Q5. What are the TWO main provisions of the Regulatory Reform (Fire Safety) Order 2005 (2 marks)

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Q6. Name FOUR diseases that a funeral worker should ideally be vaccinated against. (4 marks)

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Q7. After registration of a death NOT involving the coroner, what documents are issued by the Registrar? (3 marks)

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Q8. When would a Secretary of State's Order to Cremate be used? (2 marks)

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Q9. Give a brief description of Registration by Declaration. (3 marks)

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Marks /25

MODULE 4

Q1. Identify THREE different categories of costs that might appear on a funeral invoice.

(3 marks)

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Q2. What FOUR pieces of essential information should a Funeral Arranger give to a client who requests bequeathal for their family member?

(4 marks)

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Q3. List FIVE pieces of information you should take when accepting a donation at your premises.

(5 marks)

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MODULE 4

**Q4. Identify the considerations when preparing a Sikh man for the Chapel of Rest ?
(2 marks)**

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

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Q6. Define the terms:

- a) Postnatal death
- b) Stillborn

(4 marks)

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MODULE 4

Q7. Which TWO documents are required for the burial of foetal remains? (2 marks)

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MARKS /25

MODULE 5

Q1. a) Who has primary responsibility for the disposal of a deceased person? (1 mark)

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Q1. b) What are the limitations placed upon that person? (3 marks)

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Q2. When considering burial, what does the DWP Funeral Payment Scheme allow? (2 marks)

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Q3. Who should take precedence when instructing a Funeral Director? (1 mark)

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Q4. List THREE benefits to a Funeral Director of using a national prepaid Funeral plan scheme? (3 marks)

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MODULE 5

Q5. What FOUR qualifications allow a person to apply for help from the Department of Work and Pensions. (4 marks)

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Q6. Name FOUR qualifying means tested benefits for a Social Fund claim? (4 marks)

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Q7. Describe TWO main conditions of a Bereavement Benefit claim? (2 marks)

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Q8. What is the purpose of a Grant of Probate? (1 mark)

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MODULE 5

**Q9. a) What term is applied when someone dies without making a will?
(1 mark)**

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**b) Who would administer the estate if someone died without making a will?
(1 mark)**

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**Q10. Name TWO claim forms available from the Department for Work and Pensions
when some-one has died. (2 marks)**

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Marks /25

