

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



Diploma in Funeral Arranging and Administration

Written Examination

10TH 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**

NAME..... REG. NO.

MODULE 1

Q1. Name THREE of the five stages of Grief according to Elizabeth Kubler-Ross. (3 marks)

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Q2. Give FOUR main qualities of a Funeral Arranger? (4 marks)

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Q3. Identify TWO considerations you might take when visiting a client's home who has disabilities.

(2 marks)

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Q4. List FOUR examples of good body language that you would exhibit when dealing with clients.

(4 marks)

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NAME..... REG. NO.

MODULE 1

Q5. Name the full titles of TWO theories of loss. (2 marks)

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Q6. Explain the difference between sympathy and empathy. (2 marks)

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Q7. 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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Q8. List the three stages of the Funeral Arbitration Scheme in the correct order. (3 marks)

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Q9. List TWO key areas of emotional intelligence. (2 marks)

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MODULE 2

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

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Q2. Briefly define embalming. (2 marks)

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

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

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MODULE 2

Q5. List TWO essential checks to be made prior to viewing of the deceased. (2 marks)

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Q6. List THREE best practices when handling personal effects of the deceased. (3 marks)

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Q7. Identify TWO actions you might take when jewellery is to remain with the deceased. (2 marks)

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Marks /25

NAME..... REG. NO.

MODULE 3

Q1. When a death occurs in a house list two people who can register the death. (2 marks)

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Q2. Name THREE areas of Health & Safety legislation that will affect your role as a funeral arranger. (3 marks)

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Q3. If the Registrar’s Certificate for Burial or Cremation is lost who do you apply to for a duplicate and what colour is the duplicate? (2marks)

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

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Q5. When did the Births and Deaths Registration act come in to being? (1 mark)

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MODULE 3

Q6. List SIX occasions when a death should be reported to the HM Coroner by the Registrar.

(6 marks)

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Q7. What form does HM Coroner issue after post-mortem to allow registration to take place

(1 mark)

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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 full description of Registration by Declaration.

(5 marks)

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Marks /25

NAME..... REG. NO.

MODULE 4

Q1. During a funeral arrangement a client requests burial, what FOUR pieces of information might you require about the grave? (4 marks)

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

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

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MODULE 4

Q4. In ONE sentence describe what is meant by scattering: in relation to Cremated Remains .

(2 marks)

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Q5. A) Who leads a Latter Day Saint congregation?

(1 mark)

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B) What is the preferred method of disposal?

(1 mark)

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Q6. What two considerations should be given to passengers travelling in funeral limousines?

(2 marks)

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Q7 .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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NAME..... REG. NO.

MODULE 4

Q8. What is the definition of a perinatal death? (2 marks)

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MARKS /25

MODULE 5

Q1. List FOUR disbursements claimable from Department of Work and Pensions. (4 marks)

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Q2. Name the organisations who might take over responsibility for arranging a funeral when the family are not prepared to do so. (2 marks)

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Q3. What term is applied to someone who gains materially or financially from a will? (1 mark)

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Q4. List FOUR booklets or leaflets available from the Department of Works and Pensions on the subject of death and benefits. (4 marks)

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Q5a. Identify TWO locations specifically defined by the Consumer Contracts Regulations 2013 that have relevance to your client. (2 marks)

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MODULE 5

Q5b. Identify what specific relevant location where a Funeral may be arranged that is not defined by the Consumer Contracts Regulations 2013.

(1 mark)

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Q6. Describe THREE benefits of pre-paid funeral plans to the client.

(3 marks)

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Q7. Describe THREE advantages of a funeral director joining a national pre-paid plan scheme.

(3 marks)

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Q8. Financial assistance towards funeral costs may be available from various sources, list THREE examples.

(3 marks)

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Q9. What term is applied when someone dies without making a will?

(1 mark)

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NAME..... REG. NO.

MODULE 5

Q10. What name is given to a person responsible for administering the estate? (1 mark)

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MARKS /25

