

# NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



## Diploma in Funeral Arranging and Administration

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### Written Examination

16<sup>th</sup> SEPTEMBER 2015

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#### *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. Identify FOUR emotions often experienced by the newly bereaved. (4 marks)**

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**Q2. Identify FOUR levels relevant to funeral ritual in meeting the needs of the bereaved. (4 marks)**

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**Q3. Identify FOUR characteristics a client would expect of the funeral arranger in order to demonstrate good client care. (4 marks)**

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

**MODULE 1**

**Q4. Identify FOUR core principles of emotional intelligence. (4 marks)**

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**Q5. With reference to the NAFD Code of Practice; identify SIX examples of how the code provides guarantees to the client. (6 marks)**

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

**MODULE 1**

**Q6. List THREE specific pieces of information that would always be included in a generic business letter.**

**(3 marks)**

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**TOTAL                    /25**

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

## MODULE 2

Q1. List FOUR essential pieces of information that should be given to a client when carrying out a first call. (4 marks)

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Q2. List FOUR essential checks made prior to visiting the chapel of rest. (4 marks)

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Q3. List the THREE key benefits of embalming. (3 marks)

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

**MODULE 2**

**Q4. Describe the appropriate procedures required when removing the deceased from a nursing home. (6 marks)**

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**Q5. Identify THREE essential checks prior to the removal of the deceased from a hospital, (3 marks)**

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

## MODULE 2

Q6. Following the collection of the deceased, list FIVE situations when the identification should be checked - up to and including the day of the funeral.

(5 marks)

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TOTAL /25

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

### MODULE 3

Q1(a). Explain the purpose of funeral arrangers carrying out Health and Safety risk assessments. (2 marks)

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Q1 (b) Give THREE examples (3 marks)

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Q2. List FOUR key principles that need to be followed under Manual Handling Operations Regulations 1992. (4 marks)

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

### MODULE 3

**Q3. List FIVE of the qualifications to be an informant when registering 'deaths in houses and public institutions'. (5 marks)**

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**Q4. Other than the date and place of death, list FIVE pieces of information the Registrar requires in order to register a death. (5 marks)**

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**Q5. Identify what forms are issued by the registrar. (3 marks)**

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

**MODULE 3**

**Q6. List the THREE specific reasons why a Coroner / Procurator Fiscal may open an inquest. (3 marks)**

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**TOTAL /25**

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

**MODULE 4**

**Q1. Identify FOUR considerations associated with the funeral of a Jehovah’s Witness. (4 marks)**

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**Q2. Identify four characteristics of a West Indian (Caribbean) funeral. (4 marks)**

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**Q3. When arranging the cremation of a stillborn baby, identify TWO statutory documents required. (2 marks)**

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

**MODULE 4**

**Q4. Identify FOUR legal definitions associated with the death of a baby. (4 marks)**

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**Q5 Identify FOUR instructions received from a client that will necessitate the need for prior risk assessment. (4 marks)**

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**Q6. List FOUR essential pieces of information that should be included in a death notice when the funeral details are announced. (4 marks)**

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

**MODULE 4**

**Q7. List THREE pieces of information that must be included in your final invoice. (3 marks)**

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**TOTAL /25**

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

## MODULE 5

**Q1. List FIVE key pieces of information required on the 'Authority to commence performance of the contract within the cancellation period', relating to The Cancellation of Contracts made in consumer's home or place of work Regulations 2014.**

**(5 marks)**

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**Q2. Explain the importance of having a signed contract in relation to:**

**a) The Client:**

**(2 marks)**

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**b) The Company:**

**(2 marks)**

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**Q3. Describe FOUR advantages of pre-paid funerals for the consumer**

**(4 marks)**

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

## MODULE 5

**Q4. Identify THREE conditions in order to successfully qualify for DWP / Social Fund payment. (3 marks)**

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**Q5. The Department for Work and Pensions / Social Security Agency (NI) publish a range of information to assist families who are affected by bereavement. Identify TWO of these publications. (2 Marks)**

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**Q6. List FIVE organisations that may be able to provide financial help to your client in meeting the funeral expenses. (5 marks)**

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

**MODULE 5**

**Q7. Identify TWO benefits a valid Will provides to assist when making funeral arrangements. (2 marks)**

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**TOTAL /25**









