

STUDENT REG. NO.

STUDENT NAME.....



NATIONAL ASSOCIATION OF FUNERAL DIRECTORS
DIPLOMA IN FUNERAL ARRANGING
AND ADMINISTRATION

EXAMINATION DATE : 17th SEPTEMBER 2014

Please read and follow the instructions set out below:

INSTRUCTIONS TO CANDIDATES

- 1. Please answer all questions.**
- 2. The duration of the exam is 1½ hours.**
- 3. Possible marks are indicated in brackets after each question.**
- 4. Draw your pen through any work not intended for the Examiner.**
- 5. Failure to comply with the above instructions may lead to disqualification.**
- 6. Please ensure your name is written on the top of every page.**

Q1. List FOUR reactions associated with loss often experienced by the bereaved following a suicide.

(4 marks)

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Q2. Identify and briefly explain FIVE NAFD Code of Practice Principles

(5 marks)

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Q3 (a).What does FAS stand for?

(1 mark)

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Q3 (b). List the THREE stages of FAS.

(3 marks)

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Q4. Identify FIVE essential skills of active listening when meeting with your client.

(5 marks)

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Q5. List THREE principles of demonstrating good client care.

(3 marks)

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Q6. Identify and explain TWO considerations when dealing with a client who may be blind or partially sighted.

(2 marks)

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Q7. List TWO examples of positive body language when meeting with a client.

(2marks)

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Total Marks / 25

Q1. Identify the initial information required from the caller upon receiving the first call.

(5 marks)

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Q2. If the death occurred at home, identify THREE pieces of information of specific relevance.

(3 marks)

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Q.3 List FOUR occasions when you would need to check the identification of the deceased from point of removal to the day of the funeral.

(4 marks)

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Q4 Identify what documentation is completed before the commencement of embalming?

(3 marks)

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Q5. List TWO essential checks to be made prior to viewing of the deceased.

(2marks)

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Q6. List THREE checks to be made when removing the deceased from the hospital.

(3 marks)

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Q7. List FIVE checks to make to ensure safekeeping of property or personal effects associated with the deceased.

(5 marks)

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Total /25

Q1. Identify FIVE notifiable infectious diseases whereby viewing of the deceased is not permitted.

(5 marks)

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Q2. Identify FOUR considerations relevant to fire risk assessment.

(4 Marks)

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Q3. When lifting in the workplace, list TWO practical considerations.

(2 marks)

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Q4. Name TWO non-statutory forms required for cremation of a stillborn baby to take place.

(2 marks)

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Q5. List THREE categories of burial grounds.

(3 marks)

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Q6. List FIVE pieces of information required on a local authority application for burial.

(5 marks)

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Q7. Identify TWO types of implants that require removal prior to cremation.

(2 marks)

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Q8 Identify TWO methods relevant for the disposal of cremated remains in a garden of remembrance.

(2 marks)

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Total Marks /25

Q1. List the FIVE different religions.

(5 marks)

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Q2. List FIVE pieces of information commonly found in a death notice.

(5 marks)

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Q3. What is the definition of a postnatal death?

(2 marks)

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Q4. What is the definition of a stillbirth?

(2 marks)

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Q5. Identify FOUR procedures for the management of donations.

(4 marks)

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Q6. List FIVE essential pieces of information that should be passed to the funeral officiant regarding the deceased.

(5 Marks)

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Q7. Identify TWO alternatives to a traditional religious funeral.

(2 Marks)

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Total /25

Q1. Identify THREE bereavement benefit payments. (3 marks)

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Q2. List FIVE sources to finance payment of a funeral. (5 marks)

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Q3. Identify what is required of all funeral plan providers in order to pay the funeral director. (2 marks)

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Q4. Identify under what circumstances would the local authority or hospital take responsibility for the funeral arrangements. (2 marks)

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Q5. List FOUR methods of receiving funeral payments from clients. (4 marks)

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Q6. List FOUR criteria required to qualify for bereavement allowance.

(4marks)

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Q7. Identify the current time period a consumer has in which to cancel a funeral contract made at home?

(1 mark)

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Q8a. When interviewing a client identify TWO locations specifically covered by the Consumer Regulations.

(2 Marks)

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Q8b. Identify what specific location is not covered by the Consumer Regulations.

(1mark)

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Q9. Identify who should take precedence in instructing the funeral director between the Executor and the Next of Kin.

(1 mark)

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Total Marks /25

