

STUDENT REG. NO.

STUDENT NAME.....



**NATIONAL ASSOCIATION OF FUNERAL
DIRECTORS DIPLOMA IN FUNERAL
ARRANGING
AND ADMINISTRATION**

EXAMINATION DATE : 18th 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. Name TWO theories of loss: (2 Marks)

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Q2. Identify FIVE determinants of grief. (5 marks)

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Q3. List SIX benefits of the Code of Practice that act as a guarantee to the public. (6 marks)

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Q4. List FIVE elements in the 'Simple Funeral' service as determined in the NAFD Code of Practice. (5 marks)

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Q5. Identify TWO considerations when dealing with a client who may be deaf or hard of hearing.

(2 marks)

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Q6. List THREE examples of negative body language when communicating with clients.

(3 marks)

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Q7. List TWO key areas of emotional intelligence.

(2 marks)

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Total Marks / 25

Q1. List what information is relevant when explaining the registration process to a client?

(6 marks)

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Q2 If a death occurred at home; identify THREE pieces of information required over and above the minimum information taken.

(3 marks)

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Q3. List the THREE reasons for embalming?

(3 marks)

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Q4. List FIVE checks that you should complete prior to leaving the funeral premises to carry out the removal of a deceased from a private residence.

(5 marks)

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Q5. List FIVE checks that should be made before a viewing takes place in your Chapel of Rest.

(5 marks)

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Q6. List THREE procedures used for the handling of personal effects.

(3 marks)

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Total Marks

/25

Q1. List FIVE diseases that all funeral staff should take advantage of to be inoculated against. (5 marks)

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

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Q3. Identify FOUR purposes of a Fire Risk Assessment. (4 marks)

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Q4. List FIVE pieces of information about the deceased required by the Registrar in order to register a death. (5 marks)

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Q5. Identify TWO types of implants that require removal prior to cremation.

(2 marks)

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Q6. List FOUR methods of disposal of cremated remains.

(4 marks)

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Q7. Name TWO non-statutory forms required for adult cremation to take place.

(2 marks)

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Total Marks /25

Q1. List FIVE different religions. (5 marks)

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Q2. List THREE disbursements ordinarily found listed on a funeral invoice. (3 marks)

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Q3. List THREE options for personalisation of a funeral. (3 marks)

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Q4. What is the definition of a neonatal death? (2 marks)

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Q5. What is the definition of a perinatal death? (2 marks)

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Q6. List SIX pieces of information included in the client confirmation of funeral arrangements. (6 marks)

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Q7. List FOUR categories of information that could be found in a Funeral Arrangers directory.

(4 marks)

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Total Marks /25

Q1. List THREE common funeral plan providers. (3 marks)

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Q2. Describe THREE benefits and THREE disadvantages of pre-paid funeral plans. (6 marks)

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Q3. List FIVE agencies that could assist with the payment of a funeral. (5 marks)

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Q4. What is the current time period a consumer has in which to cancel a funeral contract made at home? (1 mark)

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Q5. When interviewing a client what TWO locations are specifically covered by the Consumer Regulations? (2 marks)

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Q6. Name TWO authorities that might take over the responsibility for arranging and paying for a funeral when the family can't or won't.

(2 marks)

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7. A Will may contain TWO pieces of information important for arranging a funeral. Identify the important information.

(2 marks)

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Q8. List FOUR qualifying benefits a client needs to be in receipt of in order to qualify for assistance by the social fund.

(4 marks)

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Total Marks /25

