

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



Diploma in Funeral Arranging and Administration

Written Examination

25th March 2015

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. The NAFD provide guidelines with regard to the administration management of cremated remains. Describe FIVE pieces of information that should be recorded on the documentation that accompanies each set of remains.

(5 marks)

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Q2. Identify TWO considerations you might make when communicating with a client in a wheelchair.

(2 marks)

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Q3. Outline FIVE examples of good client care demonstrated by a funeral arranger.

(5 marks)

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MODULE 1

Q4. Identify what measures you would take to communicate with a client where English is not their first language.

(5 marks)

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Q5. Identify and briefly explain the FOUR stages of grief according to Murray Parkes.

(4 marks)

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MODULE 1

Q6. Identify what FAS stands for and name the THREE stages.

(4 marks)

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TOTAL /25

MODULE 2

Q1. What FIVE pieces of essential information would you take as a priority from the family member who rings to inform you that their mother has died at home and wishes her to be removed?

(5 marks)

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Q2. Describe FIVE checks linked to the safekeeping of property as personal effects of the deceased relevant to a removal from a nursing home/hospital.

(5 marks)

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MODULE 2

Q3. List THREE reasons for embalming.

(3 marks)

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Q4. List FOUR checks to be carried out before a viewing in the Chapel of Rest.

(4 marks)

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Q5. For the consent for Bequeathal to be valid, identify THREE requirements.

(3 marks)

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MODULE 2

Q6. State what FIVE checks should be made prior to embalming taking place.

(5 marks)

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TOTAL

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MODULE 3

Q1. List FOUR rare, high risk, notifiable diseases.

(4 marks)

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Q2. In the case of the deceased carrying a suspected contagious disease, state THREE pieces of advice a funeral arranger may give to the client/relatives who wish to view the deceased.

(3 marks)

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Q3. When a death has taken place in a house, identify FIVE persons authorised to notify the death to the registrar.

(5 marks)

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MODULE 3

Q4. Identify FIVE pieces of information required in order to register a death.

(5 marks)

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Q5. Identify FOUR types of grave/lair.

(4 marks)

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Q6. Apart from a pacemaker, list FOUR other implants that MUST be removed from the body before cremation.

(4 marks)

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TOTAL

/25 marks

MODULE 4

Q4. Identify FIVE pieces of information that should be recorded when taking a donation at your office. (5 marks)

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Q5. Outline FIVE considerations you would need to be aware of when arranging a funeral on behalf of a Jehovah Witness. (5 marks)

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Q6. Define what is meant by the medical term Neonatal Death. (2 marks)

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MODULE 4

Q7. Name FIVE documents required for the cremation of a still born baby.

(5 marks)

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TOTAL

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MODULE 5

Q1. Identify THREE bereavement benefit payments available from the Department of Work and Pensions (DWP)/Social Security Agency.

(3 marks)

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Q2. Name the application form for the DWP/Social Security Agency Funeral payment.

(1 mark)

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Q3. Name THREE benefits of making a will.

(3 marks)

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MODULE 5

Q4. Identify FIVE fees applicable that can be funded from the DWP Funeral Payment Scheme/Social Security Agency for the purposes of cremation.

(5 marks)

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Q5. Identify THREE documents a client needs to obtain Probate or Confirmation.

(3 marks)

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Q6. Identify SIX situations when a person might consider pre-arranging their funeral.

(6 marks)

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Module 5

Q6. Continued

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Q7. Outline the specific period of time a consumer has to cancel a funeral contract.

(1 mark)

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Q8. The Department for Work and Pensions/Social Security Agency publish a range of information to assist families who are affected by bereavement. Identify THREE of these publications.

(3 marks)

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TOTAL /25

NOTES

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