

# NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



## Diploma in Funeral Arranging and Administration England & Wales

---

### Written Examination

14<sup>th</sup> SEPTEMBER 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)**

.....  
.....  
.....

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

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

**Q3. Identify TWO considerations you might take when visiting a disabled client's home. (2 marks)**

.....  
.....  
.....  
.....  
.....  
.....

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

## MODULE 1

**Q4. List FOUR examples of good body language that you would exhibit when dealing with clients. (4 marks)**

.....  
.....  
.....  
.....  
.....

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

.....  
.....  
.....  
.....

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

.....  
.....  
.....  
.....  
.....

**MODULE 1**

**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)**

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

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

.....  
.....  
.....

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

.....  
.....

**MARKS /25**

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

## MODULE 2

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

.....  
.....  
.....  
.....  
.....  
.....

**Q2. Briefly define embalming. (2 marks)**

.....  
.....  
.....  
.....  
.....  
.....

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

.....  
.....  
.....  
.....  
.....  
.....

**MODULE 2**

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

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

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

.....  
.....  
.....  
.....  
.....

**Q6. List THREE examples of best practice when handling personal effects of the deceased.**

**(3 marks)**

.....  
.....  
.....

**Q7. Identify TWO actions you might take when jewellery is to remain with the deceased.**

**(2 marks)**

.....  
.....

**MARKS /25**

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

**MODULE 3**

**Q1. When a death occurs in a house, list THREE people who can register the death. (3 marks)**

.....  
.....

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

.....  
.....  
.....

**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? (2 marks)**

.....  
.....

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

.....  
.....  
.....

**MODULE 3**

**Q5. List SIX occasions when a death should be reported to the Coroner by the Registrar. (6 marks)**

.....  
.....  
.....  
.....  
.....  
.....

**Q6. What form does the Coroner issue after post-mortem to allow cremation to take place? (1 mark)**

.....

**Q7. When would Form 104 be used? (2 marks)**

.....  
.....

**Q8. Identify TWO documents that are required by the Registrar to register a death and name THREE documents that the informant will receive. (5 marks)**

.....  
.....  
.....  
.....  
.....

**Marks /25**



**MODULE 4**

**Q1. Within Greek Orthodoxy, list FOUR customs of the funeral rite. (4 marks)**

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

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

.....  
.....  
.....  
.....  
.....

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

.....  
.....  
.....

**MODULE 4**

**Q4. Describe the differences when taking a deceased Anglican minister in to church compared to someone who isn't ordained. (2 marks)**

.....  
.....  
.....  
.....  
.....  
.....

**Q5. a) Who leads a Latter Day Saint congregation? (1 mark)**

.....

**b) What is the preferred method of disposal? (1 mark)**

.....

**Q6. List TWO considerations that should be given to passengers travelling in funeral limousines. (2 marks)**

.....  
.....

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

**MODULE 4**

**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)**

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

**Q8. What is the definition of a perinatal death?**

**(2 marks)**

.....  
.....

**MARKS /25**

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

**MODULE 5**

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

.....  
.....  
.....  
.....

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

.....  
.....

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

.....

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

.....  
.....  
.....  
.....

**MODULE 5**

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

.....  
.....

**Q5b. Identify what specific location is not defined by the Consumer Contracts Regulations 2013. (1 mark)**

.....

**Q6. Describe THREE benefits of pre-paid funeral plans to the client. (3 marks)**

.....  
.....  
.....  
.....  
.....

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

**(3 marks)**

.....  
.....  
.....  
.....  
.....  
.....

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

**MODULE 5**

**Q8. Financial assistance towards funeral costs may be available from various sources. List THREE examples. (3 marks)**

.....  
.....  
.....

**Q9. What term is applied when someone dies without making a Will? (1 mark)**

.....

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

.....

**Marks /25**



