

# NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



## Diploma in Funeral Arranging and Administration

---

Written Examination

**9th MARCH 2016**

**SCOTLAND**

---

### *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. Identify FOUR associated feelings of grief with respect to suicide. (4 marks)**

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

**Q2. According to Elisabeth Kübler-Ross there are five stages of grief, briefly describe Bargaining and Depression. (4 marks)**

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

**Q3. An efficient funeral arranger should be prepared to provide clients with information. This information falls into three categories, according to availability. Identify the categories. (3 marks)**

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

**MODULE 1**

**Q4. List FOUR methods of managing conflict to prevent the escalation of a difficult matter. (4 marks)**

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

**Q5. Briefly describe Stage 1 of the Funeral Arbitration Scheme. (3 marks)**

.....  
.....

**Q6. Name three ways in which people communicate, excluding verbally. (3 marks)**

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

**Q.7. Identify FOUR skills of the active listener. (4 marks)**

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

**MODULE 2**

**Q1. Identify the THREE categories that a first call would fall into. (3 marks)**

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

**Q2. During the first call, list FOUR pieces of information that can be offered regarding the registration procedures. (4 marks)**

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

**Q3. List FIVE occasions when the identification of a deceased person should be checked. (5 marks)**

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

## MODULE 2

**Q4. After obtaining all the deceased's details, what additional questions should you ask the Nursing Home staff before attending the removal? (4 marks)**

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

**Q5. Itemise FOUR documents that may be required prior to the commencement of embalming. (4 marks)**

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

**Q6. Give FIVE checks that should be made before showing a family into the Chapel of Rest. (5 marks)**

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

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

### MODULE 3

Q1. Give the correct titles for the following

(2 marks)

- a) RIDDOR
- b) COSHH

.....  
.....

Q2. COSHH Regulations provide action under two headings, employer and employee.

What should an employee know about a substance before it is used.

(3 marks)

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

Q3. Name TWO regulations which endorse a safe environment within the funeral home excluding RIDDOR and COSHH.

(2 marks)

.....  
.....

Q4. Give FOUR general requirements that a funeral director should observe under the Provision and Use of Work Equipment Regulations.

(4 marks)

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

**MODULE 3**

**Q5. What are the TWO main provisions of the Regulatory Reform (Fire Safety) Order 2005. (2 marks)**

.....  
.....

**Q6. Name FOUR diseases that a funeral worker should ideally be vaccinated against. (4 marks)**

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

**Q7. After registration of a death NOT involving the Procurator Fiscal, name three documents issued by the Registrar? (3 marks)**

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

**Q8. When would a Fatal Accident Enquiry be held? (2 marks)**

.....  
.....

**Q9. Give a brief description of a death registration being selected for review. 3 marks)**

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

**MODULE 4**

**Q1. Identify THREE different categories of costs that might appear on a funeral invoice. (3 marks)**

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

**Q2. What FOUR pieces of essential information should a Funeral Arranger give to a client whose family member has requested bequeathal? (4 marks)**

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

**Q3. List FIVE pieces of information you should take when accepting a donation at your premises. (5 marks)**

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

**Q4. Identify the considerations when preparing a Sikh man for the Chapel of Rest ? (2 marks)**

.....  
.....



**MODULE 4**

**Q5. List FIVE pieces of information commonly found in a death notice. (5 marks)**

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

**Q6. Define the terms:**

- a) Postnatal death
- b) Stillborn

**(4 marks)**

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

**Q7. What two documents can be used to register the death of a still born child in Scotland? (2 marks)**

.....  
.....

**MARKS /25**

**MODULE 5**

**Q1. A. Who has primary responsibility for the disposal of a deceased person? (1 mark)**

.....

**Q1. B. What are the limitations placed upon that person? (3 marks)**

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

**Q2. When considering burial, what does the DWP Funeral Payment Scheme allow? (2 marks)**

.....  
.....

**Q.3. Who should take precedence when instructing a Funeral Director? (1 mark)**

.....

**Q4. List THREE benefits to a Funeral Director of using a national prepaid Funeral plan scheme? (3 marks)**

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

**MODULE 5**

**Q5. What FOUR qualifications allow a person to apply for help from the Department of Work and Pensions? (4 marks)**

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

**Q6. Name FOUR-qualifying means tested benefits for a Social Fund claim? (4 marks)**

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

**Q7. Describe TWO main conditions of a Bereavement Benefit claim? (2 marks)**

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

**Q8. What is the purpose of a Grant of Probate? (1 mark)**

.....

**MODULE 5**

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

.....

**Q9. B. Who would administer the estate if someone died without making a will? (1 mark)**

.....

**Q10. Name TWO claim forms available from the Department for Work and Pensions when some-one has died. (2 marks)**

.....

.....

**Marks /25**



