

# NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



## Diploma in Funeral Arranging and Administration **ENGLAND AND WALES**

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Written Examination

**4<sup>TH</sup> September 2019**

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### *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 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**

Student Name

Student ID

**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)**

**MODULE 1**

**Q1. Identify FIVE Essential skills of active listening when meeting with your client. (5 marks)**

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**Q2. Identify any TWO considerations you might take when visiting a client's home who has disabilities. (2 marks)**

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**Q3. List the "Five stages of grief" identified by Elisabeth Kübler-Ross. (5 marks)**

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**DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)**

**MODULE 1**

**Q4. List TWO key areas of emotional intelligence. (2 marks)**

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**Q5. Abnormal grief is sometimes referred to as ‘complicated grief’ and this area can be broken down into a number of different types. List those types. (5 marks)**

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**Q6. Any personal views or prejudice about the deceased, or the client, will impact on the level of care or service provided and will damage the reputation of the business. Comments and personal perceptions and views relating to certain subjects should be avoided, list SIX such subjects. (6 marks)**

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**MARKS /25**

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**MODULE 2**

**Q1. Identify TWO actions you might take when jewellery is to remain with the deceased.**

**(2 marks)**

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**Q2. List FOUR essential pieces of information that should be given to a client when carrying out a first call.**

**(4 marks)**

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**Q3. List SIX occasions when positive identification of the deceased must take place.** (6 marks)

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**MODULE 2**

**Q4. List FIVE checks that should be made before a viewing takes place in your Chapel of Rest. (5 marks)**

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**Q5. List FOUR pieces of information which should be offered regarding registration procedures. (4 marks)**

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**Q6. What FOUR documents may be required prior to the commencement of embalming? (4 marks)**

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**MARKS /25**

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**MODULE 3**

**Q1. Name FIVE diseases that a funeral worker should be vaccinated against. (5 marks)**

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**Q2. Name FOUR areas of Health & Safety legislation that will affect your role as a funeral arranger. (4 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. List FOUR methods of disposal of cremated remains. (4 marks)**

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**Q5. Give a brief description of Registration by Declaration. (5 marks)**

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**Q6. When would a form 104 be used? (2 marks)**

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**Marks /25**

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**MODULE 4**

**Q1. What is the definition of a perinatal death? (2 marks)**

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**Q2. List FOUR chargeable items ordinarily found listed on a funeral invoice. (4 marks)**

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**Q3. List the FOUR recommended documents for Cremation of Foetal remains. (4 marks)**

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**MODULE 4**

**Q4. Identify FOUR considerations associated with the funeral of a Jehovah’s Witness. (4 marks)**

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**Q5. List SIX pieces of information included in the client confirmation of funeral arrangements. (6 marks)**

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**Q6. List THREE people who can register a stillbirth. (3 marks)**

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**Q7. What are the time scales for registration of a Stillbirth? (2 marks)**

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**Marks /25**

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**MODULE 5**

**Q1. Describe THREE benefits of pre-paid funeral plans to the client. (3 marks)**

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**Q2. List FOUR advantages of a Funeral Plan over an insurance policy. (4 marks)**

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**Q3. List FOUR benefits to a Funeral Director for joining a National Prepaid Funeral Scheme. (4 marks)**

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**MODULE 5**

**Q4. List FIVE costs/fees that the Funeral Payment Scheme will allow in the case of a Cremation.**

**(5 marks)**

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**Q5. Identify FIVE situations when a person might consider pre-arranging their funeral. (5 marks)**

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**Q6. What FOUR qualifications allow a person to apply for help from the Department of Work and Pensions?**

**(4 marks)**

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**Marks /25**









