

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



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

Written Examination

11th March 2020

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. Abnormal grief is sometimes referred to as “complicated grief” and this area can be broken down into several different types. Name these types. (5 marks)

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Q2. Name and briefly describe TWO of the stages of grief from Elizabeth Kübler-Ross. (6 marks)

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Q3. Name the stages of Murray-Parkes bereavement model. (4 marks)

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)

MODULE 1

Q4. An efficient funeral arranger should be prepared to provide clients with information on a range of subjects. This information falls into THREE categories, according to availability. What are these categories (3 marks)

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Q5. 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. Identify FIVE personal perceptions that should be avoided. (5 marks)

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Q6. Specific characteristics can be ascribed to the funeral arranger, all of equal inter-related importance and all of which present an image to the client of the business taking care of their loved one. Name and briefly describe ONE. (2 marks)

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MARKS /25

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MODULE 2

Q1. Receipt of a "First Call" will usually fall into one of THREE categories. Identify them. (3 marks)

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Q2. When dealing with a "First Call" relating to the death of a person at home, identify FIVE items of information required. (5 marks)

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Q3. Any person who wishes their body after their death to be donated for anatomical examination would normally sign a form prepared in compliance with the Human Tissue Act 2004. What conditions are needed for the bequeathal to be valid? (4 marks)

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MODULE 2

Q4. List FIVE occasions when the identification of a deceased person in your care must be checked. (5 marks)

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Q5. Before attending a private address to effect a removal, list FOUR checks that must be made. (4 marks)

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Q6. Before embalming is commenced, what authorities may be required by the funeral arranger? (4 marks)

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MARKS /25

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MODULE 3

Q1. Identify FOUR types of person who are protected by the Health and Safety at Work Act 1974, whilst on your premises. (4 marks)

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Q2a. Briefly explain the role of RIDDOR. (4 marks)

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Q2b. Who is the appropriate authority if the incident happens within the funeral home? (1 mark)

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Q3. Name the THREE areas where the Funeral Arranger will be affected by legislation. (3 marks)

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MODULE 3

Q4. Under what FOUR circumstances can a doctor usually complete a Medical Certificate of Cause of Death? (4 marks)

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Q5. Identify FIVE circumstances where it is the duty of a registrar to refer a death to the Coroner. (5 marks)

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Q6. What are the correct titles of the FOUR documents appertaining to registration? (4 marks)

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Marks /25

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MODULE 4

Q1. Describe FOUR types of funeral ceremony options available in the UK (4 marks)

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Q2. Identify FIVE key points associated with the funeral of a Salvationist. (5 marks)

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Q3. Name the TWO types of Brethren and briefly explain their differences. (4 marks)

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MODULE 4

Q4. During the arrangement interview, list FIVE essential pieces of information that should be ascertained early on. (5 marks)

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Q5. When using a non-standard venue for a funeral service, identify FIVE considerations that you should have as a funeral arranger. (5 marks)

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Q6. Name the TWO bodies involved in the licensing of music for public performance during funeral services. (2 marks)

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Marks /25

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MODULE 5

Q1. Describe FOUR of the six groups of people who may wish to pre-arrange their funeral.

(4 Marks)

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Q2. What FIVE advantages does pre-paying for a funeral have over providing for the cost by insurance?

(5 marks)

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Q3. Name FOUR disadvantages for a Funeral Director using a national pre paid funeral scheme.

(4 marks)

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MODULE 5

Q4. Briefly explain FIVE main points of the Consumer Contracts Regulations 2014. (5 marks)

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Q5. Name THREE occasions when a client can make a funeral assistance claim from the Department for Work and Pensions. (3 marks)

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Q6. List FOUR of the qualifying means tested benefits that a claimant can be in receipt of for Department for Work and Pensions assistance. (4 marks)

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Marks /25

