

# NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



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

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Written Examination

**12<sup>th</sup> March 2020**

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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. Name FOUR specific characteristics of a Funeral Director / Arranger. (4 marks)**

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**Q2. Identify FOUR essential skills of active listening when meeting with your client. (4 marks)**

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**Q3. List FOUR examples of good body language that you would exhibit when dealing with clients. (4 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 TWO of the stages of grief according to Murray Parkes. (4 marks)**

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**Q6. Identify FOUR core principles of emotional intelligence. (4 marks)**

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**MARKS /25**

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**MODULE 2**

**Q1. What are the SIX points on the “prior to removal” checklist? (6 marks)**

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**Q2. Name FOUR of the documents required prior to the commencement of embalming. (4 marks)**

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**Q3. Identify FIVE initial pieces of information required from the caller upon receiving the first call. (5 marks)**

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**MODULE 2**

**Q4. 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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**Q5. List FIVE essential checks made prior to a family visiting the chapel of rest. (5 marks)**

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**MARKS /25**

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**MODULE 3**

**Q1. Give a brief description of Registration by Declaration.**

**(4 marks)**

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**Q2. Identify FOUR notifiable diseases.**

**(4 marks)**

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**Q3. Under what circumstances will a Coroner issue Form 100B?**

**(2 marks)**

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**MODULE 3**

**Q4. List the statutory and non-statutory documents that would be required for an adult cremation not involving the Coroner. (6 marks)**

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**Q5. Identify FIVE purposes of a Fire Risk Assessment. (5 marks)**

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**Q6. Identify FOUR types of grave. (4 marks)**

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**Marks /25**

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**MODULE 4**

**Q1. List FIVE accepted procedures when dealing with donations received at the funeral home.**

**(5 marks)**

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**Q2. Describe the process of registering a stillbirth when the parents are not married to each other.**

**(4 marks)**

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**Q3. Identify FOUR key points of a Greek Orthodox funeral.**

**(4 marks)**

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**MODULE 4**

**Q4. Identify the THREE statutory documents required for the cremation of a stillborn child and who completes them.**

**(6 marks)**

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**Q5. Suggest SIX considerations if you were arranging the funeral of a child.**

**(6 marks)**

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**Marks /25**

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**MODULE 5**

**Q1. Financial Assistance towards funeral costs may be available from various sources. List FOUR excluding the Department for Work and Pensions. (4 marks)**

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**Q2. Describe THREE main conditions of a Bereavement benefit claim. (3 marks)**

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**Q3. Describe THREE benefits and THREE disadvantages of pre-paid funeral plans. (6 marks)**

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**MODULE 5**

**Q4. Identify THREE instances when it is considered unreasonable for help to be given to a claimant from the social fund. (3 marks)**

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**Q5. List FOUR methods of receiving payments from clients. (4 marks)**

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**Q6. Identify FIVE situations when a person might consider pre-arranging their funeral. (5 marks)**

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**Marks /25**









