

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



Diploma in Funeral Arranging and Administration **Scotland**

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 (Scotland)

Module 1

Q1. Name THREE of the five stages of Grief according to Elizabeth Kubler-Ross. (3 marks)

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Q2. What are the FOUR main qualities of a Funeral Arranger? (4 marks)

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Q3. Identify FOUR considerations you might take when visiting a client's home who has disabilities. (4 marks)

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

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Module 1

Q5. Explain the difference between sympathy and empathy. (2 marks)

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Q6. You may be called upon to arrange a funeral for a person who only speaks English as a second language. Give FOUR examples of how you could overcome any barriers and ensure the arrangement progresses smoothly. (4 marks)

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Q7. List FOUR areas of emotional intelligence. (4 marks)

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MARKS /25

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Module 2

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

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Q2. Having placed a deceased into your removal ambulance on a house removal, outline FOUR actions you would do up to leaving the premises. (4 marks)

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Q3. What are the THREE key benefits of embalming, briefly describing each? (6 marks)

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Module 2

Q4. List FOUR essential checks to be made prior to viewing of the deceased. (4 marks)

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Q5. List THREE procedures used for the handling of personal effects. (3 marks)

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Q6. Identify TWO actions you might take when jewellery is to remain with the deceased. (2 marks)

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MARKS /25

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Module 3

Q1. Name THREE regulations from Health & Safety legislation that will affect your role as a funeral arranger. (3 marks)

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Q2. List THREE key principles of the Manual Handling Operations Regulations (1992). (3 marks)

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Q3. Apart from a relative of the deceased, name FOUR other persons able to act as informant when registering a death. (4 marks)

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Q4. On what TWO occasions must a Procurator Fiscal hold a Fatal Accident Inquiry (FAI)? (2 marks)

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Student Name

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Module 3

Q5. At the conclusion of a Fatal Accident Inquiry (FAI), what FOUR determinants would the Sherriff set out? (4 marks)

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Q6. Describe THREE of the categories that an Application for Advanced Registration would fit into? (6 marks)

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Q7. When the Procurator Fiscal is satisfied with the circumstances and cause of death, he can act in THREE ways. Identify them. (3 marks)

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Marks /25

DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (Scotland)

Module 4

Q1. During a funeral arrangement a client requests burial. What FOUR pieces of information might you require about the lair? (4 marks)

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

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

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (Scotland)

Module 4

Q4. What TWO considerations should be given to passengers travelling in funeral limousines? (2 marks)

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Q5. 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)

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Q6. What is the definition of a perinatal death? (2 marks)

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Q7. Aside from the mother, name FOUR persons able to act as informant for a still born child. (4 marks)

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Marks /25

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (Scotland)

Module 5

Q1. List FOUR disbursements claimable from Department of Work and Pensions / Social Security Scotland. (4 marks)

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Q2. Identify FOUR types of person who would wish to prearrange their own funeral. (4 marks)

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Q3. List FOUR booklets or leaflets available from the Department of Work and Pensions on the subject of death and benefits. (4 marks)

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Module 5

Q4. Describe FOUR benefits of pre-paid funeral plans to the client. (4 marks)

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Q5. Financial assistance towards funeral costs may be available from various sources. List FIVE examples, excluding the Department for Work and Pensions (DWP). (5 marks)

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Q6. Identify FOUR advantages of a funeral plan over an insurance plan. (4 marks)

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Marks /25

ADDITIONAL PAPER

Student Name

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (Scotland)

Module Number

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