

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS



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

Written Examination

14th October 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. Identify FOUR associated feelings of grief with respect to suicide. (4 marks)

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

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Q3. In the context of Rites of Passage, the funeral represents three distinct phases. One is incorporation, what are the other TWO? (2 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. This information falls into three categories, according to availability. Identify the categories.

(3 marks)

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Q5. List FOUR points for managing conflict to prevent escalation of a difficult matter. (4 marks)

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Q6. Identify FOUR measures you could take to communicate with a client where English is not their first language.

(4 marks)

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Q7. Identify FOUR skills of the active listener.

(4 marks)

MARKS /25

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MODULE 2

Q1. List FOUR occasions when positive identification of the deceased must take place. (4 marks)

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Q2. What are the SIX points on the 'prior to removal' checklist? (6 marks)

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Q3. Identify TWO key benefits of embalming, briefly describing each? (4 marks)

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MODULE 2

Q4. List TWO essential checks to be made prior to viewing of the deceased. (2 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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Q7. Name FOUR of the documents required prior to the commencement of embalming. (4 marks)

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MARKS /25

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MODULE 3

Q1. Give the correct titles for the following. (2 marks)

a) RIDDOR

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b) COSHH

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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)

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Q3. Name TWO regulations which endorse a safe environment within the funeral home. (2 marks)

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Q4. Give FOUR general requirements that a funeral director should observe under the Provision and Use of Work Equipment Regulations. (4 marks)

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MODULE 3

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

(2 marks)

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Q6. Name FOUR diseases that a funeral worker should be vaccinated against.

(4 Marks)

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Q7. After registration of a death NOT involving the coroner, what documents are issued by the Registrar?

(3 marks)

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Q8. When would a Secretary of State's Order to Cremate be used?

(2 marks)

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Q9. Give a brief description of Registration by Declaration.

(3 marks)

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Marks /25

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MODULE 4

Q1. During a funeral arrangement, a client requests burial, what FOUR pieces of information might you require about the grave? (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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MODULE 4

Q4. Give two characteristics of a Muslim grave. (2 marks)

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Q5a. Who leads a Latter Day Saint congregation? (1 mark)

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Q5b. What is the preferred method of disposal? (1 mark)

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Q6. What THREE considerations should be given to passengers travelling in funeral limousines? (3 marks)

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Q7. When using a non-standard venue to hold a funeral service, identify FOUR requirements that the funeral arranger should ensure the venue has. (4 marks)

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Q8. What is the definition of a perinatal death? (2 marks)

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Marks /25

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MODULE 5

Q1a. Who has primary responsibility for the disposal of a deceased person? (1 mark)

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Q1b. What are the limitations placed upon that person? (3 marks)

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Q2. When considering burial, what does the Department for Work and Pensions (DWP) Funeral Payment Scheme allow? (2 marks)

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Q3. List THREE benefits of a Funeral Director using a national prepaid Funeral plan scheme. (3 marks)

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MODULE 5

Q4. What FOUR qualifications allow a person to apply for help from the Department for Work and Pensions? (4 marks)

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Q5. Name FOUR qualifying means tested benefits for a Social Fund claim. (4 marks)

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Q6. Describe TWO main conditions of a Bereavement Benefit claim. (2 marks)

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Q7. What is the purpose of a Grant of Probate? (2 marks)

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MODULE 5

Q8a. What term is applied when someone dies without making a will? (1 mark)

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Q8b. Who would administer the estate if someone died without making a will? (1 mark)

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Q9. Name TWO claim forms available from the Department for Work and Pensions when someone has died. (2 marks)

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Marks /25

ADDITIONAL PAPER

Student Name

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DIPLOMA IN FUNERAL ARRANGING AND ADMINISTRATION (ENGLAND AND WALES)

Module Number

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