

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. Suggest the FOUR main qualities of a Funeral Arranger. (4 marks)

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Q2. Name THREE of the five stages of grief according to Elizabeth Kübler-Ross. (3 marks)

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Q3. Identify THREE considerations you might make when visiting a clients home who has disabilities. (3 marks)

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MODULE 1

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

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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 THREE examples of how you could overcome any barriers to ensure the arrangement progresses smoothly. (3 marks)

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Q7. List TWO key areas of emotional intelligence. (2 marks)

Q8. Identify FOUR associated feelings of grief with respect to suicide. (4 marks)

MARKS /25

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MODULE 2

Q1. During the first call, list FOUR pieces of information that can be offered regarding the registration process. (4 marks)

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Q2. List FIVE occasions when the identification of a deceased person should be checked. (5 marks)

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Q3. Having moved a deceased person who died in bed at their home into your private ambulance, explain FOUR actions you may take before leaving. (4 marks)

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MODULE 2

Q4. What essential checks should you make with the staff at a Nursing Home, prior to leaving your premises, to convey one of their deceased residents into your care? (4 marks)

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Q5. Itemise FOUR documents required prior to the commencement of embalming. (4 marks)

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Q6. Give FOUR checks that should be made before showing a family into the Chapel of Rest. (4 marks)

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MARKS /25

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MODULE 3

Q1. When a death occurs at home:

a) Who is the MOST ABLE person to notify the Registrar? (1 mark)

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b) Who is the LEAST ABLE person to notify the Registrar? (1 mark)

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Q2. Name THREE areas of Health & Safety legislation that will affect your role as a funeral arranger. (3 marks)

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Q3. If the Registrar's Certificate for Burial or Cremation is lost, who do you apply to for a duplicate and what colour is the duplicate? (2 marks)

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Q4. List THREE key principles of the Manual Handling Operations Regulations (1992). (3 marks)

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MODULE 3

Q5. List SIX occasions when a death should be reported to the HM Coroner by the Registrar.

(6 marks)

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Q6. Identify and describe the form that the Coroner issues after post-mortem, to allow registration to take place.

(2 marks)

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Q7. When would a Secretary of State's Order to Cremate be used?

(2 marks)

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Q8. Give a full description of Registration by Declaration.

(5 marks)

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Marks /25

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MODULE 4

Q1. Identify THREE different categories of costs that might appear on a funeral invoice. (3 marks)

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Q2. List FOUR questions that should be asked regarding facilities and suitability when using a non-standard venue for a funeral ceremony. (4 marks)

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Q3. List FIVE procedures you should have in place for dealing with Donations following their receipt at your premises. (5 marks)

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MODULE 4

Q4. What considerations must be adhered to when preparing a Sikh man for the Chapel of Rest? (2 marks)

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Q5. List FIVE pieces of information commonly found in a death notice. (5 marks)

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

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Q7. What is the definition of a perinatal death? (2 marks)

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Q8. Which TWO documents are required for the burial of foetal remains? (2 marks)

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Marks /25

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MODULE 5

Q1. Describe FOUR disbursements claimable from Department for Work and Pensions.

(4 Marks)

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Q2. Name the organisations who might take over responsibility for arranging a funeral when the family are not prepared to do so.

(2 marks)

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Q3. What term is applied to someone who gains materially or financially from a will? (1 mark)

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MODULE 5

Q4. List FOUR booklets or leaflets available from the Department for Work and Pensions on the subject of death and benefits. (4 marks)

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Q5a. When interviewing a client, identify TWO locations specifically covered by the Consumer Regulations. (2 marks)

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Q5b. Identify what specific location is not covered by the Consumer Regulations. (1 mark)

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Q6. Describe THREE benefits of pre-paid funeral plans to the client. (3 marks)

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MODULE 5

Q7. Describe THREE advantages of a funeral director joining a national pre-paid plan scheme.

(3 marks)

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Q8. Financial assistance towards funeral costs may be available from various sources. List THREE examples.

(3 marks)

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Q9. What term is applied when someone dies without making a will?

(1 mark)

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Q10. What name is given to a person responsible for administering the estate?

(1 mark)

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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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