



**EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT
EXEMPLAR- PRACTICAL 1: OBSERVATIONS**

CANDIDATE INFORMATION

SURNAME	
NAMES	
ID NUMBER	
EISA REGISTRATION NUMBER	
ASSESSMENT CENTRE	
ASSESSMENT CENTRE ACCREDITATION NUMBER	

QUALIFICATION INFORMATION

QUALIFICATION TITLE	Occupational Certificate: Mortician
SAQA ID	104621
NQF LEVEL	03
CREDITS	150
DURATION	1 hour 30 minutes
TOTAL MARKS	C/ NYC
PASS MARK	C/ NYC
DATE OF EISA	

GENERAL EISA RULES

1. Candidates are **only** allowed to use the supplied EISA booklets.
2. Candidates are **only** allowed to use a black pen for their answers.
3. Candidates to ensure that their name, surname and EISA registration number appear on the front of your EISA booklet.
4. This is a closed-book examination.
5. All EISA booklets must be handed back to the invigilator intact. No pages may be torn off from the EISA booklet. The removal of EISA booklets from the examination room is prohibited.
6. Candidates may make use of a calculator in this EISA.
7. Unless this is an online examination where access to a computer will be made available to you, the use of any communication devices, including smart watches, cell phones, tablets, iPads, headphones and laptops is prohibited.
8. All cell phones are to be switched off for the duration of the EISA.
9. The invigilator will not assist you with the explanation of questions related to the EISA.
10. Candidates are prohibited from conversing in any manner with other candidates.
11. Candidates may not leave the examination venue within one hour of the start of the examination and in the last 10 minutes of the allotted examination period.
12. Candidates who are found to be disruptive and unruly in the assessment centre will be requested to leave the assessment centre by the invigilator.

I HEREBY CONFIRM THAT I HAVE READ THE ABOVE EISA RULES AND
DECLARE THAT I UNDERSTAND AND ACCEPT THE RULES.

SIGNATURE OF STUDENT

INSTRUCTIONS TO CANDIDATES

1. Candidates must complete all questions in this EISA.
2. Candidates must ensure that they use only a black pen when completing this EISA.
3. Should you require additional space to complete your answer, please request additional paper from your invigilator. Ensure that you indicate your name, surname, and EISA registration number at the top of the additional paper. Also, ensure that the question number is marked on your additional paper.

Task 1

The Mokoena family has just lost their 68-year-old father, Mr. Mokoena, after a short illness. He passed away in hospital. The family is emotionally distressed, particularly the wife and eldest daughter, who are struggling to process the loss. They have little experience arranging a funeral and are unsure of the procedures involved.

The mortician must meet the family at the funeral home the following day.

As a Mortician, you are required to do the following for the bereaved family:

1. Counsel the bereaved family. **(10 min)**
2. Ask relevant questions and advise the family accordingly. **(10 min)**
3. Provide practical solutions in terms of the funeral arrangements. **(10 min)**

Item NO	Task description	Competent	Not Competent	Yet
1.1.	Counsel the bereaved family (10 min)			
1.1.1	Offers sincere condolences.			
1.1.2	Showing empathy to the family.			
1.1.3	Maintains professional boundaries.			
1.2.	Ask relevant questions and advise the family accordingly (10 Min)			
1.2.1.	Demonstrate active listening.			
1.2.2.	Respond sensitively to emotions.			
1.2.3.	Uses clear, simple language.			
1.2.4.	Asks about documentation (ID, death certificate).			
1.2.5.	Asks about cultural/ religious requirements.			
1.2.6.	Confirms service location & attendance.			
1.2.7.	Outline burial/ cremation options.			
1.2.8.	Explains preparation of the deceased.			
1.2.9.	Clarifies timelines.			
1.2.10.	Clarifies family preferences respectfully.			
1.2.11.	Avoids pressuring the family.			
1.3.	Provide practical solutions in terms of the funeral arrangements (10 min)			
1.3.1.	Provides clear next steps.			

1.3.2.	Explains costs transparently.		
1.3.3.	Offers suitable options within budget.		
1.3.4.	Anticipate potential challenges.		
1.4.	Verbally answer the questions asked by the assessor on the work you have done		

OVERALL COMPETENCY:

COMPETENT	
NOT YET COMPETENT	
COMMENTS	
ASSESSOR'S SIGNATURE	
MODERATOR'S SIGNATURE	

Time Allocated: 30 minutes

Task 2

The learner is a trainee mortician working in a simulated mortuary laboratory. A mannequin or training model is used to represent a 55-year-old male who passed away from natural causes in hospital.

The “family” (role-played by facilitators) has requested:

- Embalming
- Open-casket viewing
- The deceased to be dressed in a suit provided by the family

The learner is required to demonstrate professional, hygienic, ethical, and technical competence in preparing the deceased for embalming and viewing.

Simulation Conditions

- **Use of a training mannequin or simulation model.**
- **Real embalming chemicals may be replaced with water-based substitutes.**
- **All PPE must be worn as per occupational health and safety regulations.**

Item N0	Task description	Competent	Not Competent	Yet
2.1	Outline to the Assessor the process of preparing for the body for Embalming (5 min) .			
2.2	Narrate the process for cofining (5 min) .			
2.3	Dress the body as per the family guidelines (20 min) .			
2.4	Apply cosmetics (20 min) .			
2.5	Place and position the body in the coffin (10 min) .			
1.4.	Verbally answer the questions asked by the assessor on the work you have done			

OVERALL COMPETENCY:

COMPETENT	
NOT YET COMPETENT	
COMMENTS	

ASSESSOR'S SIGNATURE	
MODERATOR'S SIGNATURE	

Time Allocated: 60 minutes

Overall Time Allocated: 90 minutes