

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.

Question 1:

The Khumalo family has experienced three deaths in a short period of time:

1. The family patriarch passed away locally and will be buried.
2. An aunt requested cremation in her will.
3. A younger brother passed away abroad and needs to be repatriated.

You are the appointed funeral director responsible for coordinating all three services.

(30 min)

Section 1: Conducting a burial funeral

- 1.1 Outline the step-by-step procedure that you would follow to carry out the funeral.
- 1.2 Identify potential problems that may arise during the burial process.
- 1.3 Explain how each identified problem can be prevented.
- 1.4 Discuss what actions should be taken if any TWO of the identified problems occur.

Competency Guidelines**1.1 Procedure**

Expected points:

- Removal of deceased
- Registration of death
- Obtaining death certificate and burial order
- Embalming and preparation
- Booking church and cemetery
- Arranging coffin and transport
- Printing programs
- Coordinating clergy
- Conducting viewing
- Managing procession
- Supervising burial

- Completing documentation
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1.2 Potential Problems

Any five of:

- Delayed documentation
 - Vehicle breakdown
 - Incorrect grave preparation
 - Family disputes
 - Weather disruptions
 - Staff shortages
 - Incorrect booking of venue
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1.3 Prevention

- Early submission of documents
 - Vehicle maintenance and backup
 - Written confirmation of grave booking
 - Pre-funeral family meeting
 - Contingency planning
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1.4 Corrective Actions

Examples:

If documentation delayed:

- Communicate with family
- Request urgent processing
- Adjust funeral date if necessary

If vehicle breakdown:

- Use backup vehicle
- Inform family immediately
- Minimise delays

Section 2: Conducting a cremation service

2.1 Explain the legal and administrative requirements for conducting a cremation.

2.2 Describe the full cremation process from the collection of the deceased to the handing over of the ashes.

2.3 Identify possible risks or complications associated with cremation.

2.4 Discuss how you would manage family conflict regarding cremation.

Competency Guidelines

2.1 Legal Requirements

- Written authorization from next of kin
- Verification of will
- Medical certificate of cause of death
- Second medical referee (where required)
- Cremation permit
- Removal of pacemaker
- Proper identification procedures

2.2 Cremation Process

- Collection of deceased
- Verification of identity
- Documentation completion
- Removal of implants
- Scheduling cremation
- Chapel service (if applicable)

- Cremation procedure
 - Cooling period
 - Processing ashes
 - Placement in urn
 - Handing over ashes with certificate
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2.3 Risks/Complications

- Family disputes
 - Missing documentation
 - Pacemaker explosion
 - Misidentification
 - Equipment malfunction
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2.4 Managing Family Conflict

- Verify legal next of kin
- Explain legal authority respectfully
- Provide mediation
- Allow time for discussion
- Seek legal guidance if needed
- Remain neutral and professional

Section 3: Conducting a repatriation Service

3.1 Explain the documentation required for the international repatriation of human remains.

3.2 Describe the step-by-step process of repatriating a body from another country.

3.3 Identify potential challenges in repatriation services.

3.4 Explain the corrective actions to take if documentation delays affect funeral arrangements.

Competency Guidelines

3.1 Required Documentation

- Foreign death certificate
 - Embalming certificate
 - Non-infectious disease certificate
 - Passport of deceased
 - Transit permit
 - Consular clearance
 - Airway bill
 - Sealed coffin certification
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3.2 Repatriation Process

- Appoint foreign funeral director
 - Embalming and sealing
 - Obtain documentation
 - Airline booking
 - Customs clearance (departure)
 - Air transport
 - Customs clearance (arrival)
 - Transfer to local funeral home
 - Proceed with funeral arrangements
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3.3 Challenges

- Documentation delays

- Airline refusal
 - Customs delays
 - Language barriers
 - Regulatory differences
 - Flight cancellations
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3.4 Corrective Actions

- Inform family immediately
- Reschedule funeral
- Engage embassy assistance
- Use customs broker
- Provide written updates

Overall Time Allocated: 30 minutes