

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

1.1 Case Study: Expected Natural Death at Home

Read the scenario below and answer the question that follows:

An 82-year-old man died peacefully at home from a cardiac arrest while under hospice care. The death was expected and pronounced by a healthcare professional, with proper documentation in place.

- a) Explain the steps a funeral service professional must follow to ensure dignity, safety, and legal compliance during the transfer and pre-refrigeration care of a deceased person. (10)

1. Confirm Legal Authority and Documentation

Before transfer, the funeral service professional must:

- Verify the identity of the deceased using hospital ID bands and official documentation.
- Confirm the Medical Certificate of Cause of Death has been completed (where applicable).
- Ensure proper authorization for release has been provided.
- Determine whether the case involves the forensic pathologist, infectious disease risks, or implanted medical devices.

Compliance with the relevant regulations governing the handling and transport of human remains is required.

2. Prepare for Safe and Respectful Transfer

To maintain dignity and safety:

- Wear appropriate Personal Protective Equipment (PPE).
- Prepare a clean mortuary stretcher with fresh linen.
- Use a transfer shroud or body bag as required.
- Move the deceased discreetly through the facility to protect privacy.

The deceased must be handled gently and respectfully at all times.

3. Maintain Identification Procedures

- Attach an identification tag to the wrist or ankle.
- Place a secondary identification tag on the shroud or body bag.

- Cross-check all identifying information before leaving the hospital.

Accurate identification is a legal and ethical requirement.

4. Follow Safe Manual Handling Practices

- Use correct lifting techniques.
- Utilize mechanical aids where available.
- Follow occupational health and safety (OHS) policies.

This protects staff from injury and ensures dignified handling.

5. Transport the Deceased Appropriately

- Use a licensed, clean, enclosed mortuary vehicle.
- Secure the stretcher to prevent movement.
- Transport directly to the funeral home without unnecessary delay.

Transport must comply with public health regulations.

6. Admission into the Funeral Home

Upon arrival:

- Verify identification again.
- Record the date and time of admission.
- Enter details into the mortuary register.
- Secure and document any personal effects.

Accurate documentation ensures traceability and accountability.

7. Pre-Refrigeration Care

Before placing the deceased into refrigeration:

- Remove medical devices if permitted (unless a forensic pathologist's case).
- Position the body in a natural and dignified posture.
- Close the eyes and mouth if possible.
- Clean and dry the body if required.
- Place absorbent materials to manage possible purge.

These steps maintain presentation and preserve dignity.

8. Placement into Refrigeration

- Place the deceased in refrigeration at 2–4°C.
- Ensure the refrigeration unit is operating correctly.
- Record the time of placement.
- Confirm identification tags remain secure.

Prompt refrigeration slows decomposition and meets public health requirements.

1.2 Scenario:

A 52-year-old male died in a house fire due to smoke inhalation and thermal injuries. The death was sudden and accidental, and the case was referred to the forensic pathologist. After post-mortem examination, the deceased was released to the funeral home for preparation.

Based on the scenario, answer the questions below:

- a. Identify the problems associated with the cause and condition of death. **(10)**
1. **Severe burn injuries** – Charring, skin destruction, and tissue shrinkage due to thermal damage.
 2. **Dehydration of tissues** – Extreme heat causes drying and hardening of skin and underlying tissue.
 3. **Facial distortion** – Heat exposure may cause swelling, splitting, or contraction of facial features.
 4. **Fragile body condition** – Burnt tissue is delicate and may break down during handling.
 5. **Smoke residue and odor** – Lingering soot and strong odor may be present.
 6. **Autopsy incisions** – Post-mortem examination may result in visible surgical cuts and organ removal.
 7. **Fluid leakage risk** – Potential purge or leakage due to trauma and autopsy.
 8. **Identification difficulties** – Visual identification may be challenging due to disfigurement.
 9. **Legal restrictions** – The death is reportable and subject to forensic pathologist authority.
 10. **Family trauma and emotional distress** – Sudden accidental death increases psychological impact on relatives.

b. Explain how a funeral service professional would manage and resolve these issues while ensuring dignity, safety, and legal compliance. **(10)**

- **Obtain forensic pathologist’s release** – Ensure written authorization is received before any preparation begins.
- **Verify identification** – Cross-check official documentation and apply secure identification tags.
- **Follow infection control procedures** – Wear appropriate PPE and comply with workplace health and safety (WHS) guidelines.
- **Handle remains carefully** – Use gentle lifting techniques and full body support to prevent further tissue damage.
- **Specialised embalming techniques** – Use high-index or specialized chemicals suitable for burn cases to improve preservation.
- **Restorative art application** – Reconstruct damaged features using wax, fillers, and cosmetics where possible.
- **Repair autopsy incisions** – Properly suture, seal, and disinfect incision sites to prevent leakage.
- **Odor management** – Use deodorising agents and ensure proper ventilation in the preparation room.
- **Family communication** – Provide honest, compassionate explanations about the condition of the deceased and discuss viewing options.
- **Maintain dignity at all times** – Ensure respectful handling, privacy, appropriate dressing, and professional conduct throughout the process.

1.3 Referring to the scenario 1.2 above, outline the legal requirements involved and provide examples of the potential consequences if these requirements are not complied with.

(10)

Legal Requirement Breached	Potential Consequences
Preparing the body without forensic pathologist’s release	Criminal charges for interfering with a reportable death; fines or prosecution
Incorrect identification procedures	Misidentification, wrongful burial/cremation, legal action by family, severe reputational damage
Failure to maintain documentation	Regulatory penalties, loss of license, inability to defend against complaints

Legal Requirement Breached	Potential Consequences
Embalming without next-of-kin consent	Civil liability claims for assault or unauthorized treatment
Breach of OHS procedures	Workplace injury, workers' compensation claims, fines from safety regulators
Failure to follow infection control	Risk of disease transmission, regulatory action, closure of facility
Breach of confidentiality	Legal action under privacy laws, reputational harm

Marking Criteria

Allocate 2 marks for each legal requirement mentioned.

Allocate 2 marks for each potential consequence.

1.4 Study the scenarios below and answer the following questions.

A funeral home receives arrangements from two different families on the same day:

Family 1 – Muslim Family

The family informs that their loved one was a practicing Muslim and requests burial as soon as possible in accordance with Islamic customs. They ask that the body be washed by members of the Muslim community and wrapped in a simple white shroud. They do not want embalming performed.

Family 2 – Catholic Christian Family

The second family informs that their loved one was a practicing Roman Catholic. They request embalming, a public viewing, a funeral Mass at their local church, and burial in a cemetery after the service.

a) State the differences between the two requests received from two families. Your answer must be based on the following elements:

- Timing of Burial
- Handling of Body
- Embalming
- Burial Method
- Spiritual Focus

(10)

Use the table below to answer the following question:

Marking Guidelines

Each answer equals to one (1) mark.

Element	Muslim Family Request	Catholic Christian Family Request
Timing of Burial	Burial is requested as soon as possible, ideally within 24 hours of death, in accordance with Islamic law.	Funerals are usually held several days after death to allow for embalming, viewing, and funeral Mass.
Handling of Body	The Body to be ritually washed (Ghusl) by members of the designated Muslim community of the same gender. Minimal handling by funeral staff.	Body handled by funeral professionals for embalming, dressing, cosmetology, and placement in coffin for viewing.
Embalming	Generally, not allowed unless required by law. Preservation is usually achieved by prompt burial and refrigeration if needed.	Embalming commonly requested to allow for public viewing and preservation before the funeral Mass.
Burial Method	Body wrapped in a simple white shroud (Kafan) and placed directly on the ground facing Mecca, often without a traditional coffin (subject to cemetery regulations).	Body placed in a coffin and buried in a cemetery after a church service.
Spiritual Focus	Emphasis on simplicity, modesty, and submission to the will of Allah. Prayers (Janazah) are performed before burial.	Emphasis on resurrection, eternal life, and the commendation of the soul to God. Funeral Mass includes prayers, scripture readings, and blessings.

b) State **ANY 5** implications of these differences on the funeral process. **(10)**

Marking Guideline:

Give a learner (2) marks for one implication mentioned.

- The funeral home must prioritise and adjust workflow to meet strict religious timeframes.
- Staff responsibilities and preparation room procedures differ significantly between services.
- The funeral home must adapt preservation methods according to religious beliefs while complying with legal requirements.
- Different products, cemetery sections, and burial procedures must be arranged.
- Funeral professionals must demonstrate cultural competence, liaise with religious leaders, and ensure each service respects the family's spiritual beliefs.
- Families may need different levels of logistical and financial support.

SUB- TOTAL: 60 MARKS

Question 2

2.1 Multiple Choice Questions

- i. Which legal document must be completed by a registered medical practitioner to certify the cause of death (when the death is not reportable to the forensic pathologist)? **(1)**
- A. Authority to Embalm
 - B. Medical Certificate of Cause of Death
 - C. Application for Cremation Permit
 - D. Transfer of Ownership Form
- ii. Which document provides the funeral director with legal permission from the next of kin to proceed with funeral arrangements? **(1)**
- A. Death Registration Statement
 - B. Forensic pathologist's Order for Release
 - C. Authority for Disposal / Arrangement Form
 - D. Embalming Case Report
- iii. Which legal document must be completed before cremation can take place? **(1)**
- A. Cremation Application and Medical Referee Approval
 - B. Transfer Certificate
 - C. Embalming Consent Form
 - D. Cemetery Booking Confirmation
- iv. Which document is used to officially record a death with the Registry of Births, Deaths and Marriages? **(1)**
- A. Burial Order
 - B. Death Registration Statement
 - C. Forensic pathologist's Warrant
 - D. Funeral Service Invoice
- v. If a death is reportable and investigated, which document authorises the funeral director to proceed after investigation? **(1)**
- A. Authority to Embalm
 - B. Forensic pathologist's Warrant to Dispose of the Body
 - C. Transfer Authority Form
 - D. Prepaid Funeral Contract

Use the space provided before to record your answers:

i.	B
ii.	C
iii.	A
iv.	B
v.	B

2.2 Mrs. Mboweni, a 68-year-old woman, passed away at home following a long illness due to heart failure. She had a multicultural family, and the family has made different requests:

Request 1 (Son's request): Traditional Christian burial in a local cemetery, embalming, and a funeral service with viewing.

Request 2 (Daughter's request): Muslim-influenced simple burial without embalming, wrapped in a white shroud, to occur as soon as possible.

The funeral director must prepare the required legal documents to comply with these requests while ensuring safety, dignity, and legal compliance.

- a) Explain the purpose of the legal documents required to comply with Mrs. Mboweni's family requests. Indicate how each document must be processed and discuss the potential costs implications for the family. **(10)**

Marking Guidelines

Allocate 0.5 mark for every answer.

Document	Purpose	Processing Steps	Potential Cost Implication
Medical Certificate of Cause of Death	Certifies the cause of death and allows registration of death.	1. Doctor completes the certificate with deceased's details, cause of death, date, and place. 2. Family or funeral director submits to the Births, Deaths & Marriages registry.	Minimal cost (usually included in doctor/hospital fees); required before death registration.

Death Registration Statement	Officially registers the death to obtain a Death Certificate.	<ol style="list-style-type: none"> 1. Funeral director or family completes the form with personal, birth, and death details. 2. Submit to Registry of Births, Deaths & Marriages. 3. Receive official Death Certificate (according to current legislation). 	Fee charged by the funeral service provider; additional copies may increase cost.
Authority for Burial / Disposal Form	Grants legal permission to the funeral home to handle, transport, and bury the body.	<ol style="list-style-type: none"> 1. Legal next-of-kin signs form specifying type of burial (traditional or shroud). 2. Form filed with funeral home records. 3. Retained for legal compliance. 	No direct cost, but funeral home fees may apply for processing and coordination of burial arrangements.
Embalming Authorisation (for Christian burial request)	Authorises embalming and professional body preparation.	<ol style="list-style-type: none"> 1. Son or next-of-kin signs consent form. 2. Funeral director records authorization. 3. Embalming performed according to professional standards. 	Embalming fee is significant; varies by provider. .
Forensic pathologist's Release / Clearance (if applicable)	Required if the death is reportable or unusual; allows funeral home to proceed with burial or preparation.	<ol style="list-style-type: none"> 1. Forensic pathologist's verifies cause of death and investigation. 2. Issues formal release for disposal. 3. Funeral director files release before burial or embalming. 	Usually no direct cost to the family, but any delays may incur additional storage or refrigeration fees.

2.3 In reference to the scenario for Mrs Mboweni, describe 5 administrative documents used within the funeral home and explain their function in the funeral process. **(10)**

Marking Guidelines:

Award 1 mark for a document mentioned. Award 1 mark for description of how the document is used.

Document Function in the Funeral Process

- 1. Funeral Arrangement Form / Request Form** Records the specific requests of the family, including type of burial, viewing preferences, embalming, religious or cultural practices, and special instructions. Ensures the funeral home can plan services accurately according to family wishes.
- 2. Mortuary / Admission Register** Documents the arrival of the deceased into the funeral home. Includes details like time and date of admission, identification verification, and body condition. Ensures proper chain of custody and accountability.
- 3. Body Identification / Tagging Form** Confirms identity of the deceased at each stage (transfer, storage, embalming, and burial). Helps prevent misidentification and maintains legal and ethical compliance.
- 4. Embalming / Preparation Record** Records details of embalming or body preparation, including chemicals used, techniques applied, date, and staff responsible. Ensures traceability, safety, and quality of preparation for viewing or burial.
- 5. Funeral Service Checklist / Task Sheet** Tracks all tasks related to the funeral service, including transportation, coffin selection, paperwork completion, and coordination of religious or cultural practices. Ensures the service runs smoothly and all family requests are fulfilled.

2.4 Identify 5 documents related to the financial aspects of funeral arrangements and explain how each document is used. **(5)**

Document	How it is used
1. Funeral Quotation / Estimate	Provides the family with a detailed breakdown of all anticipated costs, including casket, embalming, transportation, cemetery fees, and service charges. Used to help the family budget

	and make informed decisions before confirming arrangements.
2. Invoice / Bill	Official document requesting payment from the family for services rendered. Includes itemized charges and total amount due. Used for accounting and legal proof of transactions.
3. Payment Receipt	Confirms that the family has paid a deposit or full amount for services or goods. Used as proof of payment and to maintain accurate financial records for the funeral home.
4. Prepaid Funeral Agreement / Contract	A formal agreement in which the family pays in advance for a funeral service to be performed in the future. Includes terms, costs, and services covered. Used to secure funds and guarantee that services will be provided as requested.
5. Refund / Adjustment Form	Records any refunds or adjustments due to service changes, cancellations, or overpayment. Used to reconcile accounts and ensure transparency in financial dealings with the family.

2.5 Notice of Stillborn

Given the information below, accurately complete the notice of stillborn:

(Completed by Funeral Undertaker / Mortician)

PART A: PARTICULARS OF THE STILLBORN CHILD

- **Surname of Child:** N/A (Stillborn)
- **First Names:** Baby of Ms. Thandiwe Nkosi
- **Sex:** Female
- **Date of Stillbirth:** 14 February 2026
- **Time:** 03:40
- **Place of Stillbirth:** Chris Hani Baragwanath Academic Hospital

- **Town/City:** Soweto
 - **Province:** Gauteng
 - **Birth Weight:** 2.3 kg
 - **Gestational Age:** 36 weeks
-

PART B: PARTICULARS OF THE MOTHER

- **Surname:** Nkosi
 - **Full Names:** Thandiwe Lerato
 - **Date of Birth:** 22 June 1994
 - **ID Number:** 940622 0456 08 3
 - **Nationality:** South African
 - **Residential Address:**
1456 Mofolo North
Soweto
1801
 - **Marital Status:** Single
-

PART C: PARTICULARS OF THE FATHER (if acknowledged)

- **Surname:** Dlamini
 - **Full Names:** Sibusiso Mandla
 - **ID Number:** 920101 5678 08 7
 - **Nationality:** South African
-

PART D: MEDICAL PRACTITIONER / MIDWIFE DETAILS

- **Name of Medical Practitioner:** Dr. Amanda Jacobs
 - **HPCSA Registration Number:** MP 1234567
 - **Cause of Stillbirth:** Intrauterine fetal demise due to placental abruption
 - **Signature:** _____
 - **Date:** 14 February 2026
-

PART E: PARTICULARS OF FUNERAL UNDERTAKER (Mortician Section)

- **Name of Funeral Home:** Ubuntu Memorial Services (Pty) Ltd
- **Business Address:**
22 Vilakazi Street

Orlando West
Soweto

- **Telephone:** 011 555 7890
- **Registration Number (if applicable):** FSP 45876
- **Name of Undertaker:** Mr. Kabelo Mokoena
- **Signature:** _____
- **Date:** 15 February 2026

ATTACHMENTS SUBMITTED

- ✓ Medical Report of Stillbirth
- ✓ Certified copies of parents' IDs
- ✓ DHA BI-1680 Form
- ✓ Burial Order Application

Complete the form accurately- Annexure A: DHA 1663A: (20)

Assessor to check if all information provided is accurately captured in the form.

2.6 Describe and compare burial and cremation, highlighting their legal requirements, medical considerations, and administrative procedures. (15)

Make **three** comparisons focusing on:

- Legal authorisation and documentation
- Medical certification requirements
- Funeral and final disposition processes

1. Legal Requirements (5 marks)

Burial

- Requires a valid death certificate issued by a registered medical practitioner.
- Burial order issued by the Department of Home Affairs.
- Permission from cemetery authority required.
- Less restrictive legal controls once documentation is complete.

Cremation

- Requires a death certificate.
- Requires a signed cremation authorization from next of kin.
- Requires additional medical certification confirming no foul play.

- In cases of unnatural death, written authorization from the relevant authority (e.g., police or magistrate).
- Stricter legal controls because cremation is irreversible.

Comparison:

Cremation has more stringent legal safeguards than burial due to the irreversible destruction of remains.

2. Medical Considerations (5 marks)

Burial

- Embalming not legally required unless there is a delay or repatriation.
- No second medical practitioner typically required.
- Suitable in most natural and some unnatural deaths once cleared.

Cremation

- Often requires a second medical practitioner's certificate.
- Medical referee must confirm cause of death.
- Pacemakers and medical implants must be removed prior to cremation.
- Not permitted until all medico-legal investigations are finalized.

Comparison:

Cremation requires more thorough medical review and preparation than burial.

3. Administrative Procedures (5 marks)

Burial

- Booking of cemetery plot.
- Grave opening and closing arrangements.
- Issuing of burial order.
- Coordination with cemetery officials.

Cremation

- Booking of crematorium facility.
- Completion of cremation application forms.
- Documentation verification by crematorium authority.
- Issuing of cremation certificate and handling of ashes.

Comparison:

Cremation involves additional documentation and verification steps, while burial focuses more on cemetery logistics.

Mark Allocation Guide (15 Marks)

- **Legal comparison – 5 marks**
- **Medical comparison – 5 marks**
- **Administrative comparison – 5 marks**
- **Clear comparisons made – integrated within sections**

SUB- TOTAL: 65 marks

Question 3

Death, Will and Funeral Administration Scenario

Read the scenario below and answer the questions that follow:

Mrs. Naledi Mokoena, a 68-year-old retired school principal, passes away in a private hospital after a long battle with renal failure. Her death is attended to and certified by her treating physician.

Mrs. Mokoena is survived by:

- Her husband, Thomas Mokoena
- One adult daughter, Karabo
- One adult son, Kabelo

After her death, the family meets with the funeral director to make arrangements. During the consultation, disagreement arises:

- The husband requests a traditional burial in the family rural home.
- The daughter insists that her mother verbally expressed a wish to be cremated.
- The son produces a valid written will in which Mrs. Mokoena appoints him as executor and includes a clause requesting cremation with her ashes to be scattered privately.

The funeral director must determine:

- Who has legal authority to decide on the funeral arrangements.
- Whether the funeral wishes in the will are legally binding.
- How to proceed while maintaining professionalism and compliance with regulations of the Department of Home Affairs

3.1 a) Discuss how a will may influence funeral arrangements and explain the mortician's role in interpreting and applying its instructions in relation to the above scenario. **(5)**

1. Influence of a Will on Funeral Arrangements (2 marks)

- A will may contain funeral instructions expressing the deceased's wishes (e.g., burial or cremation).
- Although funeral wishes reflect the deceased's intentions, they are generally not strictly legally binding in South African law.

- The executor named in the will has legal authority to administer the estate and generally has the right of custody of the body for burial or cremation.

2. Legal Authority in the Scenario (1 mark)

- The son, as the appointed executor, has primary legal authority over funeral arrangements.
- The husband and daughter may express preferences, but the executor's decision carries legal weight.

3. Role of the Mortician (2 marks)

The mortician must:

- Verify the validity of the will and the appointment of the executor.
- Request written authorisation from the legally authorized person (executor).
- Remain neutral and avoid taking sides in family disputes.
- Ensure all legal requirements for cremation (if chosen) are fulfilled, including proper documentation and permits.
- Act professionally and compassionately to mediate conflict while complying with legal obligations.

Mark Allocation Guide (5 Marks)

- **Explanation of will's influence – 2 marks**
- **Identification of legal authority – 1 mark**
- **Explanation of mortician's role – 2 marks**

3.1 b) Provide examples of how the Mokoena's can access the will, interpret it and use it in the funeral? **(5)**

Accessing the Will **(2)**

The Patel family can access the will in several ways:

- **Locating the original document** in Mr. Patel's home, safe, or personal files.
- **Contacting the drafting attorney or law firm** if the will was professionally prepared.

- **Reporting the estate** to the Master of the High Court to confirm whether a valid will has been lodged.

The original signed will must be verified for:

- The deceased's signature
- Two competent witness signatures
- A clear date

Interpreting the Will (2)

Once accessed, the will must be carefully examined to determine:

- Whether it contains specific funeral instructions (e.g., burial or cremation).
- Whether religious rites or special requests are mentioned.
- Who is appointed as executor.

If the will clearly states that Mr. Patel wished to be buried according to traditional religious rites, this reflects his expressed intention. Although funeral instructions in a will are not strictly legally binding under South African law, they carry strong evidential weight and should be respected where possible.

Using the Will in Practice (1)

The funeral director must:

- Request proof that the eldest son is the appointed executor.
- Obtain written authorisation from him before proceeding.
This protects the funeral home from potential legal disputes.

3.2 List and describe five standard practices that ensure quality and professionalism in the funeral profession. **(10)**

Award 1 mark for a named practice and another 1 mark for explanation provided.

Standard practice may include but not limited to the below:

a) Legal Compliance

- Obtain proper authorization before embalming or cremation.
- Ensure death certificate is filed within statutory timeframe.
- Secure burial-transit permits prior to disposition.

b) Informed Consent

- Provide General Price List (if applicable).
- Offer itemized Statement of Funeral Goods and Services.
- Explain options clearly without coercion.

c) Professional Care of the Deceased

- Maintain dignity and respect at all times.
- Follow infection control protocols.
- Keep accurate preparation and identification records.

d) Clear Documentation

- Embalming authorization forms.
- Cremation authorization forms.
- Chain-of-custody logs.
- Personal effects inventory.

e) Ethical Conduct

- Avoid conflicts of interest.
- Do not pressure families into unnecessary services.
- Remain neutral in family disputes.

3.3 Outline the principles of building client relationships and discuss how they contribute to success in the funeral service profession. **(10)**

Award a learner 4 marks if the explanation is clear.

Funeral service is relationship-centered. Families are vulnerable and emotionally distressed. Strong customer relations improve both service quality and business sustainability.

Concept of Customer Relations

Customer relations involve:

- Trust-building
- Clear communication
- Empathy
- Cultural sensitivity

- Ongoing support beyond the funeral

It is not transactional—it is relational and community-based.

Award a learner 6 marks for a learner who mentioned at least 3 benefits with explanation. Benefit is 1 mark, and the explanation 1 mark.

1. Trust and Reputation

Families who feel respected are more likely to recommend the funeral home.

2. Repeat Business

Pre-need planning often arises from positive experiences.

3. Reduced Conflict

Clear communication reduces misunderstandings about costs and services.

4. Community Standing

Funeral homes often serve the same families across generations.

5. Emotional Support Role

Compassionate aftercare strengthens professional credibility.

3.4 Referring to the case in Section 3.1 for Mrs Mokoena, answer the following questions:

- i. Discuss ethics and confidentiality in your job as a mortician. **(4)**

In the case of Mrs Mokoena, where there is disagreement between family members regarding cremation and burial, ethics and confidentiality are essential professional principles guiding the mortician's conduct.

Ethics

Ethics refers to the moral principles and professional standards that govern the behaviour of a mortician. In funeral service, ethics require the practitioner to act with:

- Integrity and honesty
- Respect for the deceased
- Fairness to all family members
- Professional neutrality during disputes
- Compliance with legal requirements

In this scenario, the mortician must remain neutral between the husband, daughter, and son (executor). Even if personal beliefs differ, the mortician must follow the law

and respect the authority of the appointed executor, while treating all parties with dignity.

Confidentiality

Confidentiality means safeguarding all personal, medical, and family information obtained during funeral arrangements.

In Mrs Mokoena's case, confidential information includes:

- The cause of death (renal failure)
- The contents of the will
- Family disagreements
- Personal identification details

The mortician must not disclose this information to unauthorized persons, the public, or on social media. Confidential discussions during arrangement conferences must remain private.

Maintaining confidentiality builds trust and protects the dignity of both the deceased and the family.

- ii. Provide examples of ethical and unethical conduct. **(6)**

Examples of Ethical Conduct **(3)**

1. Verifying the will before proceeding with cremation arrangements.
2. Remaining neutral during the family dispute.
3. Explaining legal requirements clearly and honestly.
4. Protecting the deceased's personal information.
5. Always treating the body with dignity and respect.
6. Charging transparent and fair fees without hidden costs.

Examples of Unethical Conduct **(3)**

1. Taking sides in the family dispute.
2. Disclosing details of the will to unrelated parties.
3. Sharing information about the case on social media.
4. Pressuring the family into selecting more expensive services.
5. Proceeding with cremation without proper authorisation.
6. Showing disrespectful behaviour toward the deceased or family.

3.5 Referring to the case of Mrs Mokoena in that tension exists between the husband (who prefers traditional burial in the family rural home) and the children (who prefers cremations as it was their mother's wish), answer the following questions:

i. Explain the fundamental sales techniques a mortician must carefully apply in this case. **(4)**

1. Active listening- builds trust and reduces conflict

A mortician must:

- Allow each party to express concerns.
- Clarify whether the deceased left binding instructions.
- Identify emotional and cultural needs.

2. Needs Assessment- ensures products align with actual need, not assumptions.

Before presenting products, the mortician must assess:

- Legal authority (who has right of disposition).
- Cultural or religious requirements.
- Budget Considerations.
- Type of service desired (private, traditional, memorial).

3. Educative Selling- The family should feel guided not pressured.

A mortician must explain:

- Legal requirements (e.g. cremation authorisation).
- Difference between burial and cremation.
- Service options.
- Pricing transparency.

4. Transparency and Itemisation

A mortician must provide:

- General price list.
- Itemised statement of funeral goods and services.

5. Handling objections professionally

Professional approach:

- Clarify legal authority first.
- Avoid taking sides.
- Suggest a compromise if legally appropriate (e.g. burial with private service).

ii. Discuss the sales process that includes: initiation, processing and conclusion. **(6)**

Initiation Stage:

- Confirm whether the will is legally binding.
- Determine who has a right of disposition.
- Clarify family expectations.

Processing Stage:

- Present disposition options (burial vs cremation).
- Explain service formats (private, traditional).
- Present products relevant to the chosen option.
- Provide itemised pricing.
- Answer questions clearly.

Products may include: Caskets, Urns, Vaults, Printed materials, and Transportation services.

Conclusion Stage:

- Ensure embalming authorisation is signed (if burial with viewing).
- Ensure burial- transit permit is obtained.
- Provide summary of selected services.
- Confirm understanding.
- Reassure the family about next steps.

SUB- TOTAL: 50 marks

GRAND TOTAL: 175 marks