



**EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT  
EXEMPLAR WRITTEN ASSESSMENT- PAPER 1  
MEMORANDUM**

**CANDIDATE INFORMATION**

<b>SURNAME</b>													
<b>NAMES</b>													
<b>ID NUMBER</b>													
<b>EISA REGISTRATION NUMBER</b>													
<b>ASSESSMENT CENTRE</b>													
<b>ASSESSMENT CENTRE ACCREDITATION NUMBER</b>													

**QUALIFICATION INFORMATION**

<b>QUALIFICATION TITLE</b>	Intermediate Occupational Certificate: Mortician
<b>SAQA ID</b>	122235
<b>NQF LEVEL</b>	3
<b>CREDITS</b>	156
<b>DURATION</b>	2 hours
<b>TOTAL MARKS</b>	110
<b>PASS MARK</b>	60% (120 marks)
<b>DATE OF EISA</b>	

### **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.

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**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.
4. Candidates must answer MCQs by writing only the letter of the correct option in the space provided at the end of each set of MCQs.

## QUESTION 1

### 1.1.1. Multiple Choice Questions

i. Before speaking to bereaved family members after handling a deceased person, the mortician should first:

- A. remove all documentation from the office
- B. sanitise or wash hands properly
- C. open all windows in the building
- D. ask the family to wait outside

[1 mark]

**Correct answer: B. sanitise or wash hands properly**

ii. When communicating with a bereaved family, the mortician should always demonstrate:

- A. impatience
- B. confidentiality
- C. favouritism
- D. argumentativeness

[1 mark]

**Correct answer: B. confidentiality**

iii. When explaining the removal of the deceased to the bereaved family, the mortician should state that the body will be taken for:

- A. decoration
- B. pre-cooling preparation
- C. public display
- D. immediate burial only

[1 mark]

**Correct answer: B. pre-cooling preparation**

### 1.1.2. Constructed response question

A bereaved family member asks you, "Why do you need to take the deceased now, and what will happen next?"

State three points you would communicate to the family to explain the removal and pre-cooling preparation process in a clear, respectful, and professional manner.

[3 marks]

**Suggested marking guideline:**

**Award 1 mark each for any three relevant points, such as:**

- the deceased will be **removed respectfully and professionally** from the place of death
- the body will be taken for **pre-cooling preparation** before further funeral arrangements
- the process is done according to **funeral industry procedures and standards**
- the mortician should communicate in a **calm, empathetic, and sensitive** manner
- the family should be reassured that the deceased will be treated with **dignity and respect**

### 1.2. Constructed response

- During the removal of a deceased person from a home, family members are distressed and closely observing how the funeral parlour staff conduct themselves.  
As the mortician, state three ways in which you would provide the removal and pre-cooling service in a manner that promotes the reputation of the funeral industry.

**[3 marks]**

#### **Suggested marking guideline:**

Award **1 mark each** for any **three** relevant responses, such as:

- communicate with the bereaved **calmly, respectfully, and sensitively**
  - explain the removal and pre-cooling process **clearly and professionally**
  - handle the deceased with **dignity and respect**
  - demonstrate **professional behaviour** that reflects good customer service
  - follow **industry standards**, workplace procedures, and business ethics
  - show respect for the family's **customs, culture, or religion**
- A family visits the funeral parlour to enquire about services after the death of their relative. They are emotionally distressed, uncertain about procedures, and concerned about how they are being treated.

Using principles of ethics and customer service, explain three actions you would take when communicating with the family in order to provide a funeral service that promotes the reputation of the funeral industry.

**[3 marks]**

#### **Suggested marking guideline:**

Award **1 mark each** for any **three** relevant application-based responses, such as:

- communicate with the family in a **respectful, empathetic, and professional** manner

- provide **accurate and clear information** about funeral procedures and available services
- maintain **confidentiality and ethical conduct** when discussing the deceased and the family's matters
- treat the family **fairly and with dignity**, without discrimination or impatience
- demonstrate **good customer service** that reflects positively on the funeral parlour and the industry
- respond in a way that is sensitive to the family's **culture, customs, or religion**

### 1.3. Constructed Response

A bereaved family visits a funeral parlour after the death of a loved one. They are distressed, unsure of the funeral process, and concerned about how they will be treated and supported during this time.

Explain how the mortician should communicate and provide services to the family in a manner that promotes the reputation of the funeral industry. **[6 marks]**

#### Marking Guideline / Memorandum (6 marks)

Award **1 mark for each relevant, correctly explained point** (any six):

- **Communicate with empathy, respect, and sensitivity** toward the bereaved
- Provide **clear and accurate information** about funeral processes and available services
- **Listen actively** to the needs, concerns, and preferences of the family
- Ensure **professional conduct and ethical behaviour** at all times
- Respect the family's **cultural, customary, and religious practices**
- Maintain **honesty and transparency** in all advice and service offerings
- Demonstrate **patience and reassurance** throughout interactions
- Offer **appropriate guidance and support** to assist decision-making
- Ensure **confidentiality and dignity** in handling all matters
- Present the funeral parlour as **organised, reliable, and client-centred**

### 1.4. Details of Statutory Framework that regulates the funeral industry

#### 1.4.1. Multiple Choice Questions

- Which one of the following pieces of legislation regulates the handling of human remains and related health practices in South Africa?

- A. Basic Conditions of Employment Act 75 of 1997
- B. National Health Act 61 of 2003
- C. Skills Development Act 97 of 1998
- D. South African Schools Act 84 of 1996

[1 mark]

**Correct answer: B. National Health Act 61 of 2003**

ii. Which South African law mainly protects the confidential personal information of bereaved families and deceased persons handled by a funeral parlour?

- A. Inquests Act 58 of 1959
- B. Protection of Personal Information Act 4 of 2013
- C. Births and Deaths Registration Act 51 of 1992
- D. Occupational Health and Safety Act 85 of 1993

[1 mark]

**Correct answer: B. Protection of Personal Information Act 4 of 2013**

iii. Which regulatory framework mainly controls local crematorium applications, bookings, facility use and related cremation procedures?

- A. Protection of Personal Information Act 4 of 2013
- B. Occupational Health and Safety Act 85 of 1993
- C. Municipal cemetery and crematoria by-laws
- D. Labour Relations Act 66 of 1995

[1 mark]

**Correct answer: C. Municipal cemetery and crematoria by-laws**

iv. Which document confirms that a funeral undertaker's premises may lawfully be used for the preparation, storage, and preservation of human remains?

- A. burial order
- B. certificate of competence
- C. death certificate
- D. customer invoice

[1 mark]

**Correct answer: B. certificate of competence**

v. Which South African Act is the main law that protects employees and other persons from workplace hazards in a funeral parlour?

- A. Births and Deaths Registration Act 51 of 1992
- B. Occupational Health and Safety Act 85 of 1993
- C. Inquests Act 58 of 1959
- D. Consumer Protection Act 68 of 2008

[1 mark]

**Correct answer: B. Occupational Health and Safety Act 85 of 1993**

vi. Which South African Act mainly governs the management of human remains, including their removal, preparation, and storage?

- A. Births and Deaths Registration Act 51 of 1992
- B. National Health Act 61 of 2003
- C. Inquests Act 58 of 1959
- D. Consumer Protection Act 68 of 2008

[1 mark]

**Correct answer: B. National Health Act 61 of 2003**

#### **1.4.2. Constructed Response**

Briefly explain the purpose of each of the following statutory instruments as they regulate the funeral industry:

- |   |          |
|---|----------|
| i. National Health Act 61 of 2003                                     | [1 mark] |
| ii. Consumer Protection Act 68 of 2008                                | [1 mark] |
| iii. Regulations for Hazardous Biological Agents (HBA) under OHSA     | [1 mark] |
| iv. Municipal by-laws on cemeteries, crematoria, and funeral parlours | [1 mark] |

#### **Suggested marking guideline**

Award **1 mark each** for a correct basic explanation:

##### **1. National Health Act 61 of 2003**

Governs the lawful management of human remains, including handling, transport, storage, preparation, burial, and cremation.

##### **2. Consumer Protection Act 68 of 2008**

Protects consumers by requiring fair business practice, proper service standards, and ethical communication in the funeral industry.



### 3. **HBA Regulations under OHSA**

Protect workers and others from exposure to hazardous biological agents in the workplace.

### 4. **Municipal by-laws**

Regulate local funeral parlours, cemeteries, crematoria, burials, and related municipal procedures.

## 1.5. **Constructed Response**

A funeral parlour receives instructions from three different bereaved families:

**Family A** says their religion requires that the deceased be buried as soon as possible and that the body must be handled in a way that respects their religious rules.

**Family B** says their culture requires specific family rituals before the deceased is coffin prepared and viewed.

**Family C** says their custom requires certain funeral practices, and they are worried that the funeral parlour may ignore their beliefs.

As the mortician, explain how you would communicate with and assist each family so that the funeral service accommodates their culture, customs, and religion.

Write **two appropriate actions for each family**.

**[6 marks]**

### **Suggested marking guideline**

Award **2 marks per family** for any two relevant application-based responses.

#### **Family A**

Possible responses:

- ask the family to explain the specific **religious requirements** that must be followed
- arrange removal and preparation of the deceased in a way that **respects those religious requirements**
- communicate clearly about what the funeral parlour can do to support **timely burial arrangements**
- ensure staff handle the deceased with **dignity, respect, and sensitivity**

### Family B

Possible responses:

- ask the family to describe the **cultural rituals** that must take place before coffining or viewing
- make funeral arrangements that **allow space and time** for those rituals where possible
- explain the funeral process in a **respectful and culturally sensitive** manner
- ensure staff do not interfere with or disrespect the family's cultural practices

### Family C

Possible responses:

- reassure the family that their **customs and beliefs will be respected**
- ask questions to understand the specific **customary practices** they want observed
- adapt the funeral service plan to **accommodate those practices** within legal and workplace procedures
- maintain **professional, empathetic, and non-judgemental communication**

**SUB-TOTAL: 34 Marks**

## QUESTION 2

### 2.1.1. Multiple Choice Questions

- i. Which of the following is the first step to be taken before removing a deceased person from a site? **[1 mark]**

A. Transport the deceased to the mortuary  
B. Prepare the vehicle and required equipment  
C. Conduct cosmetic preparation  
D. Place the deceased in a coffin

**Correct answer: B**

- ii. What is the main purpose of sanitising the deceased during pre-cooling preparation? **[1 mark]**

A. To improve the cosmetic appearance of the deceased  
B. To prevent infection and ensure health safety  
C. To comply with family preferences  
D. To prepare the body for embalming

**Correct answer: B**

- iii. Which document-related action is required during the removal of a deceased? **[1 mark]**

A. Recording personal opinions about the deceased  
B. Completing required legal documentation  
C. Writing a eulogy  
D. Preparing a funeral programme

**Correct answer: B**

- iv. Which of the following actions ensures environmental safety after transporting a deceased? **[1 mark]**

A. Dressing the deceased  
B. Cleaning and sanitising the vehicle and equipment  
C. Notifying the family  
D. Scheduling the funeral

**Correct answer: B**

## **2.1.2. Constructed Response Questions**

### **Scenario A**

A mortician is preparing to remove a deceased person from a private home.

Explain three important actions the mortician must take before and during removal to ensure compliance with health and safety standards. **[3 marks]**

#### **Marking Guideline**

**(3 marks)**

Award 1 mark per relevant, correctly explained action (any three):

- Preparation of appropriate equipment and protective gear (PPE)
- Verification of legal requirements or documentation (e.g., cause of death considerations)
- Safe and respectful handling of the deceased during removal
- Use of infection prevention and control measures
- Proper transport procedures to avoid contamination
- Maintaining a clean and controlled environment during removal

### **Scenario B**

After the deceased has been transported to the mortuary, the mortician begins pre-cooling preparation.

Describe three key steps involved in pre-cooling preparation of the deceased that ensure hygiene and professional standards are maintained. **[3 marks]**

#### **Marking Guideline (3 marks)**

Award 1 mark per relevant, correctly described step (any three):

- Disenrobing and inspection of the deceased
- Sanitising/cleaning the body
- Proper documentation and storage of personal belongings
- Performing setting, suturing, or plugging where required
- Covering/preparing the body appropriately before cooling
- Initiating cooling procedures correctly
- Cleaning and sanitising the work environment after preparation

### 2.2.1. Multiple Choice Questions

- i. Which of the following is a legal requirement before removing a deceased person?

[1 mark]

- A. Obtaining permission from neighbours
- B. Verifying documentation related to the death
- C. Preparing the funeral programme
- D. Dressing the deceased

Correct answer: B

- ii. Which of the following best reflects a cultural consideration during removal of a deceased?

[1 mark]

- A. Using only electric equipment
- B. Respecting family traditions and practices
- C. Completing financial documents
- D. Recording transport mileage

Correct answer: B

- iii. Why must a mortician consider the religious beliefs of the deceased's family during removal?

[1 mark]

- A. To reduce transport costs
- B. To determine staff working hours
- C. To ensure handling aligns with religious practices
- D. To complete administrative records

Correct answer: C

- iv. Which action demonstrates compliance with legal and ethical standards during removal?

[1 mark]

- A. Ignoring family requests
- B. Handling the deceased without documentation
- C. Following regulations related to cause of death
- D. Rushing the removal process

Correct answer: C

### 2.2.2. Constructed Response

List four legal, customary, cultural or religious considerations that must be taken into account when removing a deceased person.

[4 marks]

Marking Guideline (4 marks)

Award 1 mark for each correct consideration listed (any four):

- Verification of legal documentation before removal
- Compliance with regulations related to cause of death
- Adherence to health and safety legislation
- Respect for customary practices of the family
- Consideration of cultural traditions related to handling the deceased
- Observance of religious requirements (e.g., timing, handling procedures)
- Obtaining authorisation/permission from relevant authorities or family
- Ensuring dignified and respectful handling in line with ethical standards

## **2.3. Multiple Choice Questions**

### **2.3.1. Low Cognitive Category Items**

- i. What is the primary purpose of cleaning the deceased during pre-cooling preparation?

**[1 mark]**

- A. To prepare the body for burial rituals
- B. To improve transportation speed
- C. To maintain hygiene and prevent contamination
- D. To reduce documentation requirements

**Correct answer: C**

- ii. Which of the following is a key sanitation requirement when handling a deceased?

**[1 mark]**

- A. Wearing protective clothing and equipment
- B. Playing music during preparation
- C. Preparing funeral speeches
- D. Arranging flowers

**Correct answer: A**

- iii. What does “setting of the deceased” mainly refer to?

**[1 mark]**

- A. Completing legal documents
- B. Positioning the body for aesthetic and respectful presentation
- C. Transporting the body to the cemetery
- D. Scheduling the funeral service

**Correct answer: B**

- iv. Which action supports environmental safety during cleaning and sanitation?
- A. Disposing of waste according to regulations
  - B. Ignoring contaminated materials
  - C. Leaving equipment uncleaned
  - D. Storing waste in open areas

Correct answer: A

### 2.3.2. Medium Cognitive Items

- i. During pre-cooling preparation, a mortician notices that the deceased may have died from an infectious condition.

Which of the following is the most appropriate action to ensure compliance with health and safety standards? **[2 marks]**

- A. Proceed with normal cleaning procedures without changes
- B. Delay preparation until family members arrives
- C. Apply enhanced infection control measures, including appropriate PPE and sanitation procedures
- D. Skip sanitation to avoid contamination

Correct answer: C

- ii. A mortician is preparing the deceased for cooling and must ensure professional presentation while maintaining safety standards.

Which of the following actions best meets both aesthetic and hygiene requirements?

**[2 marks]**

- A. Positioning the body correctly after proper cleaning and sanitation
- B. Dressing the body before cleaning
- C. Moving the body directly to cooling without preparation
- D. Focusing only on documentation

Correct answer: A

### 2.4.1. Multiple Choice Questions

- i. What must a mortician do before removing a deceased person?

**[1 mark]**

- A. Prepare the coffin
- B. Verify required documentation
- C. Arrange the funeral service
- D. Apply cosmetics

Correct answer: B

- ii. Which of the following is an important step in preparing the deceased for removal?

[1 mark]

- A. Writing a death certificate
- B. Preparing the body and ensuring it is ready for transport
- C. Booking the cemetery
- D. Conducting a memorial service

Correct answer: B

iii. What is the purpose of using appropriate equipment during removal? [1 mark]

- A. To improve appearance of the deceased
- B. To ensure safe handling and prevent injury
- C. To reduce funeral costs
- D. To speed up paperwork

Correct answer: B

iv. Which of the following actions supports health and safety compliance during removal? [1 mark]

- A. Ignoring protective clothing
- B. Using personal protective equipment (PPE)
- C. Allowing untrained individuals to assist
- D. Skipping sanitation procedures

Correct answer: B

v. What should be done after transporting the deceased to the cooling site? [1 mark]

- A. Immediately schedule the funeral
- B. Clean and sanitise the vehicle and equipment
- C. Dress the deceased
- D. Notify guests

Correct answer: B

#### 2.4.2. Constructed Response

A mortician is called to remove a deceased person from a community setting where there are concerns about possible infection and limited space for preparation.

Explain five actions the mortician must take to prepare and remove the deceased in a manner that complies with health, safety, and environmental protection standards.

[5 marks]



### Marking Guideline (5 marks)

Award 1 mark per relevant, correctly explained action (any five):

- Verify legal requirements and documentation before removal
- Use appropriate personal protective equipment (PPE) to ensure infection control
- Prepare and sanitise equipment and vehicle prior to removal
- Assess the environment and manage space constraints safely
- Handle and prepare the deceased respectfully and safely for transport
- Apply infection prevention and control procedures throughout the process
- Transport the deceased safely to the cooling facility
- Sanitise the vehicle and equipment after removal
- Dispose of waste materials according to environmental regulations
- Maintain clear communication with relevant parties while ensuring safety protocols

#### 2.5.1. Multiple Choice Questions

i. During preparation for cooling, a mortician observes that the deceased has visible body fluid leakage.

Which of the following is the most appropriate action to ensure compliance with health and safety standards? **[2 marks]**

- A. Immediately place the body in the cooling unit without preparation
- B. Apply appropriate setting, plugging, or suturing techniques before cooling
- C. Cover the body and proceed without further action
- D. Delay preparation until documentation is completed

**Correct answer: B**

ii. A mortician is preparing the deceased for cooling and must ensure both infection control and environmental safety.

Which of the following actions best achieves this? **[2 marks]**

- A. Cleaning the body but not the surrounding area
- B. Using PPE and sanitising both the deceased and the preparation area
- C. Focusing only on documentation
- D. Skipping sanitation to speed up the process

**Correct answer: B**

### 2.5.2. Constructed Response

A deceased person has been brought to the funeral parlour for cooling. On arrival, the mortician notes that the body has personal belongings still attached, there is visible body fluid leakage, and the family has indicated that the deceased's religious practices require respectful handling of the body.

Analyse how the mortician should prepare the deceased for cooling in a manner that complies with funeral industry standards, while adhering to health, safety, environmental protection, and religious considerations. **[6 marks]**

#### Marking Guideline / Memorandum (6 marks)

Award 1 mark for each well-analysed, relevant point (any six):

- Disenrobe and inspect the deceased appropriately before cooling, identifying preparation needs and noting any risks.
- Remove, document, and safely store personal belongings in accordance with professional and administrative requirements.
- Sanitise the deceased properly to reduce contamination risk and uphold hygiene standards.
- Manage body fluid leakage through appropriate setting, plugging, suturing, or related techniques before cooling.
- Cover and position the deceased respectfully and appropriately for cooling, taking account of aesthetic and dignity considerations.
- Apply appropriate PPE and infection prevention measures throughout to protect workers and others.
- Ensure contaminated materials and waste are disposed of according to environmental and safety requirements.
- Respect the family's religious requirements insofar as these do not compromise legal or safety obligations.
- Initiate cooling correctly after final preparation and ensure the preparation area is cleaned and sanitised afterward.

**SUB-TOTAL: 46 Marks**

### QUESTION 3

#### 3.1. Multiple Choice Questions

- i. Which document is legally required to confirm that a person has died? **[1 mark]**
- A. Funeral service programme
  - B. Death notification form
  - C. Receipt for payment
  - D. Coffin selection form

Correct answer: B

- ii. Which document must be issued before a burial can legally take place? **[1 mark]**
- A. Burial order
  - B. Attendance register
  - C. Funeral invitation
  - D. Stock control form

Correct answer: A

- iii. Who is legally authorised to complete and sign the death notification form? **[1 mark]**
- A. Family member
  - B. Funeral undertaker
  - C. Medical practitioner or authorised person
  - D. Religious leader

Correct answer: C

- iv. Which document is specifically required by law before a body can be exhumed? **[1 mark]**
- A. Transport permit
  - B. Exhumation order or permit
  - C. Funeral quotation
  - D. Client agreement form

Correct answer: B

- v. Why is it important to correctly compile all legal documents related to death and burial? **[1 mark]**
- A. To reduce the cost of the funeral
  - B. To ensure compliance with legal requirements

- C. To make the funeral shorter
- D. To avoid speaking to the family

Correct answer: B

### 3.2. Constructed Response

- i. List three documents used by the funeral industry, which are not required by law, that may be completed to comply with the requests of the bereaved. **[3 marks]**

#### Suggested memorandum

Award 1 mark each for any three relevant documents, for example:

- funeral arrangement form
- family instruction form
- funeral service booking form
- coffin or casket selection form
- quotation or estimate form
- payment agreement form
- obituary information form
- programme detail form

- ii. A bereaved family asks the funeral parlour to include a special church service, a specific coffin choice, and transport for mourners.

Name one funeral industry document that can be used to record these requests and explain how it helps the mortician to comply with the family's wishes. **[3 marks]**

#### Suggested memorandum

Correct naming of a relevant document, for example:

- family instruction form
- funeral arrangement form
- service booking form

(1 mark)

Explanation of how it helps, any suitable two points:

- records the family's specific requests accurately
- guides staff on what services must be arranged
- reduces misunderstandings between the family and the funeral parlour

- helps ensure the service is delivered according to the bereaved's wishes

(2 marks)

### 3.3. Constructed Response

i. After a deceased person has been removed from the place of death, the body must be prepared for the next stages of funeral handling.

Explain four death-related processes that may follow removal before final disposal of the body.

[4 marks]

#### Suggested memorandum

Award 1 mark each for any four correctly explained processes:

- **Cooling:** the body is placed in a cold room or refrigeration facility to preserve it before further arrangements.
- **Service preparation:** the deceased is prepared for viewing or funeral service according to family arrangements and workplace procedures.
- **Funeral service:** the organised ceremony is conducted in accordance with the wishes of the bereaved, culture, religion, and funeral arrangements.
- **Burial:** the body is interred in a grave after completion of required preparations and documentation.
- **Cremation:** the body is taken for cremation in accordance with the relevant arrangements and requirements.

ii. A family is deciding whether the deceased will be buried or cremated after the funeral service.

Describe two ways in which the process after the service differs for burial and two ways in which it differs for cremation.

[4 marks]

#### Suggested memorandum

Award 1 mark each for any four correct points:

#### Burial

- the deceased is transported to a cemetery for interment
- the body is placed in a grave for burial

## **Cremation**

- the deceased is transported to a crematorium
- the body is cremated and reduced to ashes, which are then handed over or managed according to arrangements

### **3.4. Constructed Response**

A bereaved family pays a deposit for funeral services and requests a written quotation and receipt.

Explain five actions the mortician should take to ensure that financial records and documents are maintained accurately and in accordance with workplace policies and relevant statutory requirements. **[5 marks]**

#### **Suggested memorandum**

Award 1 mark each for any five well-explained actions:

- Prepare an accurate quotation detailing all services and costs clearly
- Issue an official receipt for the deposit received
- Record the transaction correctly in the financial records (e.g., cash book or system)
- Ensure all documents are complete and error-free (correct names, amounts, dates)
- Follow workplace financial procedures for handling and recording payments
- Maintain proper filing/storage of financial documents for audit and reference
- Ensure compliance with relevant legal/statutory requirements (e.g., proof of payment)
- Maintain transparency and accountability in all financial dealings with the family

### **3.5. Constructed Response**

i. A funeral parlour uses a computer system to store client and funeral arrangement information.

Explain three ways in which ICT can be used to ensure effective record-keeping and administration in the funeral industry. **[3 marks]**

#### **Suggested memorandum**

Award 1 mark each for any three well-explained points:

- capturing and storing client and funeral information electronically
- retrieving records quickly when needed
- updating records accurately when changes occur
- backing up data to prevent loss of information

- ensuring secure storage of confidential information (e.g., password protection)
- generating documents such as invoices, receipts, or reports

ii. A staff member accidentally shares confidential client information with an unauthorised person.

Explain three administrative or ICT-based actions that should be followed to ensure compliance with workplace policies on record-keeping and confidentiality. **[3 marks]**

**Suggested memorandum**

Award 1 mark each for any three well-explained points:

- restrict access to records using passwords or user permissions
- ensure confidential information is only shared with authorised persons
- report the incident according to workplace procedures
- correct or secure the information to prevent further unauthorised access
- follow data protection and confidentiality policies
- maintain proper documentation of the incident if required

**SUB-TOTAL: 30 Marks**

**GRAND TOTAL: 110 Marks**