



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

CANDIDATE INFORMATION

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

QUALIFICATION INFORMATION

QUALIFICATION TITLE	Intermediate Occupational Certificate: Mortician
SAQA ID	122235
NQF LEVEL	3
CREDITS	156
DURATION	2 hours
TOTAL MARKS	110
PASS MARK	60% (120 marks)
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.
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]

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

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

[1 mark]

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]

1.1.1. Use the space provided to record your answers

i.	
ii.	
iii.	

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]

[illegible]

- i. During the removal of a deceased person from a home, family members are distressed and closely observing how the funeral parlour staff conduct themselves.

[3 marks]

[3 marks]

[illegible]

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.

[6 marks]

[illegible]

1.4. Details of Statutory Framework that regulates the funeral industry

1.4.1. Multiple Choice Questions

- i. 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]

- 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]

- iii. Which regulatory framework most directly governs local crematorium bookings, use of crematorium facilities, handling of ashes, and related cremation procedures?

A. National Health Act 61 of 2003: Regulations Relating to the Management of Human Remains
B. Births and Deaths Registration Act 51 of 1992
C. National Environmental Management: Air Quality Act 39 of 2004
D. Municipal cemetery and crematoria by-laws

[1 mark]

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]

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]

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]

1.4.1. Use the space provided to record your answers

i.	
ii.	
iii.	
iv.	
v.	
vi.	

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] |

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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.

[6 marks]

[illegible]

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
- 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
- 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
- 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

2.1.1. Use the space provided to record your answers

i.	
ii.	
iii.	
iv.	

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]**

[illegible]

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]**

[illegible]

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

- 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

- 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

- 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

2.2.1. Use the space provided to record your answers

[1 mark]

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

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

iv. Which action supports environmental safety during cleaning and sanitation?

[1 mark]

- A. Disposing of waste according to regulations
- B. Ignoring contaminated materials
- C. Leaving equipment uncleaned
- D. Storing waste in open areas

2.3.1. Use the space provided to record your answers

i.	
ii.	
iii.	
iv.	

2.3.2. Medium Cognitive Category 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

- 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

2.3.2. Use the space provided to record your answers

i.	
ii.	

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

- 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

- 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

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

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

2.4.1. Use the space provided to record your answers

i.	
ii.	
iii.	
iv.	
v.	

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]

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

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

2.5.1. Use the space provided to record your answers

i.	
ii.	

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]**

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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
- 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
- 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
- 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
- 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

3.1. Use the space provided to record your answers

i.	
ii.	
iii.	
iv.	
v.	

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]**

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]**

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]

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]

3.4. Constructed Response

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]

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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]**

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

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]**

[illegible]

SUB-TOTAL: 30 MARKS

GRAND TOTAL: 110 MARKS