



**EXTERNAL INTEGRATED SUMMATIVE ASSESSMENT
EXEMPLAR WRITTEN ASSESSMENT- PAPER 2
MEMORANDUM**

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	90
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 4

4.1. Constructed Response

A bereaved family visits a funeral parlour after the death of an elderly relative. They explain that they want a dignified burial, but they also have a limited budget. The family requests a one-day visitation before burial and says the funeral will take place in a rural area, where the roads are uneven and the weather may be wet. They are unsure which coffin to choose and ask the funeral practitioner for guidance.

As the funeral practitioner, explain how you would assist the family to make the best coffin selection. **[6 marks]**

Suggested memorandum / marking guide

Recommends a **suitable coffin option** appropriate to the scenario (for example, a mid-range wooden coffin, veneered coffin, or another suitable burial coffin) – 1 mark.

Explains any four **relevant product features or considerations** clearly linked to the scenario, such as affordability, suitability for burial, durability for uneven rural roads, dignified appearance for visitation, suitable lining or finish for viewing, resistance to minor moisture exposure, or cultural and family appropriateness – 4 marks.

States one **professional and ethical interaction strategy**, such as listening sensitively, explaining options honestly, avoiding pressure selling, or respecting budget and family preference – 1 mark.

4.2. Multiple Choice Questions

i. A funeral practitioner is preparing a deceased person for coffining after washing, clothing, and cosmetic preparation have been completed. Which action should be done next to ensure the coffining process is carried out appropriately? **[2 marks]**

- A. Close the coffin immediately to avoid further handling
- B. Prepare the coffin interior and position the deceased correctly
- C. Move the coffin to the visitation venue before checking presentation
- D. Add family-requested items before checking body position

Correct answer: B

ii. A family informs the funeral parlour that the burial will take place several days later, and relatives are travelling from far away to attend a viewing. Which option best explains why embalming may be recommended in this situation? **[2 marks]**

- A. It allows the funeral parlour to avoid obtaining family consent
- B. It helps preserve the deceased for viewing and delayed burial arrangements
- C. It replaces the need for dressing and cosmetic preparation
- D. It makes legal documentation unnecessary

Correct answer: B

iii. During the final stage of cofining, a practitioner notices that the deceased is not properly aligned in the coffin and a personal item requested by the family has not yet been placed inside. What is the most appropriate action? **[2 marks]**

- A. Proceed with closing the coffin because the family may not notice
- B. Reposition the deceased properly and add the requested item before final closure
- C. Send the coffin to the chapel and correct the problem later
- D. Remove all personal items because they are not part of cofining

Correct answer: B

4.2. Use the space provided to record your answers.

i.	
ii.	
iii.	

4.3. Multiple Choice Questions

i. A funeral practitioner is preparing a deceased person for visitation. The face has been cleaned and dried, and the family requests a natural appearance. Which action is the best way to apply cosmetics in line with good practice? **[2 marks]**

- A. Apply heavy cosmetic products immediately to hide all skin differences
- B. Match the cosmetic tone carefully to the natural skin appearance and apply it gradually
- C. Avoid all cosmetic application because visitation does not require presentation

D. Use any available product, regardless of its suitability for the skin surface

Correct answer: B

ii. While applying facial cosmetics, a practitioner must prevent contamination and protect personal health. Which approach is most appropriate? **[2 marks]**

- A. Use bare hands to improve speed and reduce material costs
- B. Share the same applicator between different products to save time
- C. Wear appropriate protective equipment and use clean or disposable applicators
- D. Leave used cosmetic materials on the preparation surface until the end of the day

Correct answer: C

iii. After completing cosmetic preparation for visitation, the practitioner notices used wipes, disposable applicators, and empty product containers on the workstation. What should be done next to comply with health, safety, and environmental protection standards?

[2 marks]

- A. Dispose of all items in any available bin and leave the surface for later cleaning
- B. Separate and dispose of waste appropriately, then clean and disinfect the work area
- C. Keep all used materials in the room in case they are needed again
- D. Return unopened and opened items together to storage without checking them

Correct answer: B

4.3. Use the space provided to record your answers.

i.	
ii.	
iii.	

4.4. Constructed Response

4.4.1. A family brings the body of a deceased relative to a funeral parlour. They explain that, according to their cultural and religious practices, the deceased must be dressed in specific clothing, certain family members must be allowed to view the body privately before the public visitation, and no item may be placed in the coffin without family approval. The family also wants the funeral practitioner to proceed in a respectful and lawful manner.

As the funeral practitioner, explain four actions you should take when conducting the coffining and visitation process in this case. **[4 marks]**

Suggested memorandum / marking guide

Consult the family respectfully about their cultural and religious requirements before coffining.

Ensure the deceased is dressed and presented according to the family's stated practices.

Arrange the visitation process to allow the required private family viewing before public visitation.

Confirm that no item is placed in the coffin unless authorised by the family.

Communicate clearly and sensitively with the bereaved throughout the process.

Ensure all actions are performed in accordance with lawful funeral parlour procedures and accepted protocols.

4.4.2. During preparation for visitation, a funeral practitioner is told by one relative to proceed quickly and close the coffin after brief viewing, while another relative insists that the coffin must remain open longer for religious reasons. At the same time, the practitioner must ensure that all procedures remain lawful and in line with funeral industry requirements.

Explain four considerations the practitioner must apply before continuing with the coffining and visitation process. **[4 marks]**

Suggested memorandum / marking guide

Identify and clarify the family's agreed cultural or religious requirements before proceeding.

Avoid acting on conflicting instructions until the appropriate family decision or authorised instruction is confirmed.

Ensure the visitation process respects the beliefs and practices of the deceased's family.

Check that coffining and visitation steps comply with legal and workplace requirements.

Communicate professionally and sensitively to avoid distress or conflict.

Proceed only once customary, religious, and legal considerations have been balanced appropriately.

SUB-TOTAL: 26 Marks

QUESTION 5

5.1. Read the scenario below and answer the question that follows.

The Mhlabeni family has approached a funeral parlour after the death of a respected elderly family member. The family wants a memorial service on Friday evening at a community hall and a funeral service on Saturday morning at a church, followed by burial at the municipal cemetery. Certain customary rituals must be observed at home before the church service. The church leadership expects the programme to follow Christian practice. The family also wants strict timekeeping, reliable transport, proper seating arrangements, and clear communication with mourners. All arrangements must comply with legal and municipal requirements.

Question:

Analyse the use of **three project or event management tools or techniques** that the funeral director should apply in this case, namely:

- **one tool for planning,**
- **one tool for preparation, and**
- **one tool for delivery/directing of the service.**

In your answer, show how each tool or technique would help to manage the funeral and memorial service effectively in line with customary, cultural, religious, and legal expectations.

[6 marks]

Memorandum / Marking guideline

Award **2 marks each** for any **three relevant tools/techniques**, provided the learner:

- identifies a suitable tool/technique in the required category; and
- analyses how it supports the scenario.

Expected answers may include:

Planning tool

- planning checklist; project plan; task schedule; stakeholder consultation plan. **(1 mark)**
- explanation that it helps identify all service requirements, sequence activities, and ensure customary, religious, and legal requirements are built into the plan. **(1 mark)**

Preparation tool

- preparation checklist; resource schedule; supplier confirmation sheet; venue readiness checklist. **(1 mark)**
- explanation that it helps ensure the venue, transport, equipment, staff, and programme components are ready before the service begins. **(1 mark)**

Delivery/directing tool

- run sheet; order-of-service programme; master-of-ceremonies guide; time-control sheet. **(1 mark)**
- explanation that it helps direct the service, control time, coordinate participants, and conduct the event professionally and sensitively. **(1 mark)**

5.2. Read the scenario below and answer the question that follows.

The Gxulu family is arranging a memorial service at the family home on Thursday evening and a funeral service at church on Saturday, followed by burial at a public cemetery. The deceased's siblings insist that important customary practices must be observed before the church service. The pastor requires that the funeral programme follow church protocol. Some family members want the service delayed until relatives travelling from another province arrive. The funeral director must ensure that the venue is prepared, the necessary resources and personnel are ready, the order of proceedings is properly managed, and the service is conducted with dignity and legal compliance.

Question:

Analyse the requirements and expectations that must be addressed when planning and conducting this funeral and memorial service. In your answer, explain how the funeral director should balance customary, cultural, religious, and legal considerations while ensuring proper venue preparation, resource readiness, service direction, and conclusion of the service.

[5 marks]

Memorandum / Marking guideline

Award 1 mark each for any five well-analysed points.

Expected answers may include:

1. customary practices must be identified and accommodated where possible;
2. church protocol and religious requirements must be clarified and integrated into the programme;
3. the venue must be prepared appropriately for the memorial and funeral services;

4. all components, equipment, staff, and other resources must be ready before the service starts;
5. the funeral director must manage the order of proceedings and act professionally in directing the service;
6. attendees and bereaved family members must be dealt with sympathetically and sensitively;
7. timing and delays must be managed realistically without compromising dignity or compliance;
8. legal and municipal requirements must be satisfied before burial proceeds;
9. the service must be properly concluded in an orderly and professional manner.

5.3. Read the scenario below and answer the question that follows.

Mr Dlamini died after a long illness. Before his death, he told his spouse that he preferred cremation. However, his older relatives insist that he must be buried in the family cemetery in keeping with family custom. Another group of relatives says he should first be buried locally and later exhumed and reburied at the ancestral home. The church minister states that the funeral service must follow church procedure whichever option is chosen. The municipality has explained that burial, cremation, and any later exhumation and reburial must each comply with the relevant requirements and authorisations.

Question:

Analyse the requirements and expectations that apply to burial, cremation, and possible exhumation and reburial in this case. In your answer, explain how the funeral director should address the customary, cultural, religious, and legal considerations before a final decision is implemented.

[5 marks]

Memorandum / Marking guideline

Award 1 mark each for any five well-analysed points.

Expected answers may include:

1. the wishes of the deceased should be established and considered carefully;
2. burial may carry important family, customary, or ancestral significance;
3. cremation may require specific family, religious, and legal acceptance and authorisation;

4. exhumation and reburial involve additional procedural, customary, and legal considerations;
5. church requirements must be clarified regardless of the chosen option;
6. burial, cremation, and exhumation/reburial each require different legal or municipal compliance steps;
7. the funeral director must facilitate informed family consultation where there is disagreement;
8. the final arrangement must be lawful, respectful, documented, and operationally workable.

5.4. Multiple Choice Questions

i. After a memorial service and burial have been completed, the funeral director reviews the service file to ensure that all required records have been updated, payments reconciled, service providers confirmed, and outstanding documents filed. Which follow-up activity is being applied most directly? **[2 marks]**

- A. Venue decoration
- B. Administrative closure of the service
- C. Embalming preparation
- D. Religious counselling only

Correct answer: B

ii. A funeral parlour contacts the bereaved family two days after the funeral to express condolences, confirm whether all agreed services were delivered satisfactorily, and respond to any concerns raised by the family. This is mainly an example of: **[2 marks]**

- A. Project launch activity
- B. Client aftercare
- C. Body preparation procedure
- D. Repatriation authorisation

Correct answer: B

iii. Following a cremation service, the funeral director checks that the cremation authorisation, service records, and release documentation have all been properly completed and stored according to workplace procedure. Which principle is best being applied?

[2 marks]

- A. Entertainment management
- B. Compliance with required post-service processes
- C. Floral arrangement planning
- D. Public advertising of services

Correct answer: B

iv. At the end of a funeral service, the funeral director confirms that the service has been properly concluded, outstanding supplier matters have been resolved, and the family has received the final agreed information about the ashes. Which follow-up action is best illustrated? **[2 marks]**

- A. Reopening the funeral programme
- B. Proper conclusion of the interment service
- C. Repeating the service at a later stage
- D. Starting embalming arrangements

Correct answer: B

5.5. Constructed Response

Read the scenario below and answer the question that follows.

A deceased person died while away from home, and the family has asked the funeral parlour to arrange for the deceased to be returned to the home area for funeral and burial. The family is anxious and wants the process handled professionally, lawfully, and with dignity. The funeral director must ensure that the repatriation process is properly planned and carried out in line with accepted industry standards and norms.

Question:

Apply your knowledge of repatriation procedures by outlining five important procedures or actions that the funeral director should carry out when arranging the repatriation of the deceased. **[5 marks]**

Memorandum / marking guideline

General marking approach

Award **1 mark each** for any **five relevant procedures/actions** appropriately linked to the repatriation process.

Expected answer

Any **five** of the following, or equivalent valid responses:

1. **Confirm the family's instructions and destination details** for where the deceased must be transported.
2. **Verify and complete the required documentation** before the deceased is moved.
3. **Ensure that the deceased is prepared appropriately for transportation** in accordance with accepted standards and workplace procedures.
4. **Arrange suitable transport and logistics** for the safe transfer of the deceased.
5. **Communicate and coordinate with all relevant parties**, such as the receiving funeral parlour, family representatives, or other service providers.
6. **Check that legal and regulatory requirements are met** before transport takes place.
7. **Maintain dignity, care, and professionalism** throughout the repatriation process.
8. **Confirm receipt and handover of the deceased at the destination** according to agreed procedures.

Allocation of marks

- **Any five correct procedures/actions = 5 marks**
- Credit should be given for responses that show **applied understanding of repatriation procedure**, not mere unrelated statements.

Total: 5 marks

Example of an acceptable response

A strong response would state that the funeral director must confirm the family's instructions, complete the required documentation, prepare the deceased correctly for transport, arrange safe transport, and coordinate the handover at the destination.

5.6. Constructed Response

Read the scenario below and answer the question that follows.

The Ndlovu family has requested a memorial service on Friday evening and a funeral service on Saturday morning. The family wants certain customary practices observed at home before the funeral, while the church expects the service to follow its religious programme. The funeral

director must also inform parlour staff about the arrangements, confirm transport and tent hire with suppliers, and communicate relevant details to the cemetery office.

Question:

Apply your knowledge of liaison processes by outlining five important actions that the funeral director should take when dealing with the bereaved, colleagues, suppliers, and other relevant parties in this situation. Your answer must reflect customary, cultural, religious, and legal requirements. **[5 marks]**

Memorandum / marking guideline

General marking approach

Award **1 mark each** for any **five relevant liaison actions** appropriately applied to the scenario.

Expected answer

Any **five** of the following, or equivalent valid responses:

1. **Consult the bereaved to negotiate, clarify, and confirm their wishes and expectations** for the memorial and funeral services.
2. **Gather and record all relevant information accurately**, including service times, venues, customary practices, religious expectations, and legal arrangements.
3. **Advise colleagues clearly** so that all staff understand the agreed service plan and their responsibilities.
4. **Make arrangements with suppliers** such as transport providers, tent hire services, caterers, or other service providers required for the funeral.
5. **Advise other relevant parties**, such as church leaders, cemetery officials, or community representatives, about the confirmed arrangements.
6. **Ensure that customary and cultural practices are communicated respectfully** and incorporated appropriately into the overall service plan.
7. **Confirm religious requirements with the relevant faith leader** so that the service programme aligns with expected protocol.
8. **Check that all liaison and arrangements comply with legal or municipal requirements**, especially where venue, burial, or service permissions are involved.

9. **Maintain professional and sensitive communication throughout**, particularly when dealing with bereaved family members and conflicting expectations.

Allocation of marks

- **Any five correct applied actions = 5 marks**
- Responses should show **application to the scenario**, not mere listing of general communication points.

SUB-TOTAL: 34 Marks

Question 6

6.1. Extended Constructed Response

After the funeral service, a bereaved family returns to the funeral parlour for guidance. The spouse says the deceased had spoken about preferred funeral arrangements, but two adult children now disagree about what the deceased really wanted. One family member says there is a will, but it has not yet been located. The family also asks whether funeral costs can later be dealt with through the deceased's estate. As the mortician, you are expected to provide support and guidance without exceeding your professional role.

Analyse the relevance of wills and estates in this situation and explain how the mortician should respond in a professional, ethical, and supportive manner. **[6 marks]**

Memorandum / Marking guideline

Award 1 mark per well-analysed point, to a maximum of 6 marks.

A competent response should include:

1. The will may indicate the deceased's wishes regarding funeral arrangements.
2. If the will is missing, unclear, or disputed, conflict may arise among family members.
3. Funeral expenses may have implications for the deceased's estate.
4. Accurate quotations, invoices, receipts, and records must be kept.
5. The mortician must remain within professional boundaries and not act as a legal adviser or executor.
6. The mortician should provide calm guidance, avoid taking sides, and refer the family appropriately where necessary.

6.2.1. Multiple Choice Questions

i. Which one of the following is a funeral good commonly used to honour the deceased?

[1 mark]

- A. Grave-digging
- B. Coffin
- C. Transport arrangement
- D. Death registration support

Correct answer: B

ii. Which one of the following is a funeral service provided to commemorate the deceased?

[1 mark]

- A. Floral tribute arrangement
- B. Urn
- C. Memorial programme printing
- D. Conducting a memorial service

Correct answer: D

iii. Which funeral market offering is mainly intended to provide a lasting commemorative reminder of the deceased?

[1 mark]

- A. Refreshments for mourners
- B. Tombstone or memorial plaque
- C. Removal vehicle
- D. Protective gloves

Correct answer: B

6.2.2. Constructed Response

A funeral parlour offers the bereaved a range of commemorative options, including a premium coffin, floral tributes, memorial programmes, live-streaming of the service, and a tombstone package. The family has limited financial resources and asks the mortician to explain which goods and services are most appropriate for honouring the deceased in a dignified manner.

Analyse any three funeral goods or services that may be offered in this situation and explain how each may contribute to commemorating and honouring the deceased. **[3 marks]**

Memorandum / Marking guideline

Award 1 mark per well-analysed good or service, to a maximum of 3 marks.

Examples include:

- **Coffin** – provides a dignified final presentation and reflects respect for the deceased.
- **Floral tributes** – symbolise remembrance, affection, and honour.
- **Memorial programmes** – preserve the life story or key details of the deceased.
- **Live-streaming** – allows absent family members to participate in commemoration.

- **Tombstone or memorial plaque** – provides a lasting site of remembrance.

6.3.1. Multiple Choice Questions

i. A week after a funeral, a bereaved daughter phones the funeral parlour and says she is still confused about some of the documents given to the family on the day of burial. As the mortician responsible for after-service care, what is the most appropriate response?

[2 marks]

- A. Tell her to return only when all family members are available so that the matter can be discussed once.
- B. Calmly explain the documents, check which information she understands, and refer her appropriately if the matter falls outside the mortician's role.
- C. Advise her that after-service care ends after the funeral and that the parlour is no longer responsible.
- D. Ask her to consult social media posts made by the funeral parlour for general guidance.

Correct answer: B

ii. After a funeral, a bereaved family complains that they were unhappy with the late arrival of one of the service providers. The mortician wants to maintain a professional relationship while acting ethically. What should the mortician do first?

[2 marks]

- A. Defend the funeral parlour immediately so that the family does not lose confidence in the business.
- B. Listen to the complaint respectfully, record the concern accurately, and explain the next step for follow-up in line with workplace procedures.
- C. Ignore the complaint because the funeral has already taken place and cannot be repeated.
- D. Promise the family a refund immediately, even before the matter is investigated.

Correct answer: B

6.3.2. Constructed Response

Two days after a funeral, the spouse of the deceased visits the funeral parlour and says that the family is emotionally distressed and also unhappy about how one part of the service was handled. The spouse asks the mortician for assistance and guidance on what can be done next.

Explain how the mortician should respond to this situation in accordance with accepted industry standards, norms, and ethical requirements. **[5 marks]**

Memorandum / Marking guideline

Award 1 mark per relevant applied point, to a maximum of 5 marks.

A competent response may include:

1. Receive the bereaved respectfully and compassionately.
2. Allow the concern to be explained clearly.
3. Record the complaint or concern accurately.
4. Provide appropriate after-service guidance and support.
5. Maintain ethical and professional conduct.
6. Follow correct referral or escalation procedures where necessary.

6.4. Multiple Choice Questions

i. A mortician is meeting a bereaved family who want to compare available funeral packages before making a decision. Which option is the most appropriate sales and marketing tool to use in this situation? **[2 marks]**

- A. A verbal promise without written details
- B. A clearly structured brochure or price list showing available goods, services, and package options
- C. A social media post unrelated to the family's needs
- D. A stock control sheet used only by internal staff

Correct answer: B

ii. During an after-service visit, a family asks about a memorial package, but they appear emotionally overwhelmed. Which response shows the most appropriate sales technique for a mortician? **[2 marks]**

- A. Pressuring the family to buy immediately before the promotion ends
- B. Ignoring their emotions and focusing only on the most expensive option
- C. Explaining the available options sensitively, allowing time for questions, and matching the recommendation to the family's needs and circumstances
- D. Withholding price information until the family commits to purchase

Correct answer: C

6.5. Constructed Response

A bereaved family visits a funeral parlour to arrange funeral services for a deceased relative. The family explains that they want a dignified funeral, but they have limited financial resources. They ask the mortician to recommend suitable products and services and to explain the process clearly.

Explain how the mortician should apply appropriate products, services, and sales processes to meet the family's needs in a professional and ethical manner. **[5 marks]**

Memorandum / Marking guideline

Award 1 mark per relevant applied point, to a maximum of 5 marks.

A competent response may include:

1. Identify the family's needs and circumstances.
2. Recommend appropriate products and services.
3. Explain available choices clearly.
4. Apply an ethical sales process.
5. Maintain professionalism throughout the interaction.
6. Provide accurate pricing and related information.

SUB-TOTAL: 30 Marks

GRAND TOTAL: 90 Marks