



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

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]**

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.

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

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

iii. During the final stage of coffining, 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 coffining

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

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

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

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]

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]**

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]

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]

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]

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

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

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

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

- 5.4. Use the space provided to record your answers.**

i.	
ii.	
iii.	
iv.	

Read the scenario below and answer the question that follows.

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]**

[illegible]

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]**

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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

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

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

6.2.1. Use the space provided to record your answers.

i.	
ii.	
iii.	

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]**

[illegible]

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?

- 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.

- 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.

6.3.1. Use the space provided to record your answers.

i.	
ii.	

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]**

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

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

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

6.4. Use the space provided to record your answers.

i.	
ii.	

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]**

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