

STUDENT HANDBOOK

2011 - 2012

Embalmer & Funeral Director Apprenticeship Program



**Apprenticeship & Foundation Programs
Training Service Provider**

Funeral Service Association of British Columbia
Suite 211 - 2187 Oak Bay Avenue, Victoria, BC V8R 1G1

GENERAL ACADEMIC POLICIES AND PROCEDURES

Funeral Services Apprenticeship Program

Student Handbook Introduction

Dear Students,

We want to welcome you all to the new academic year, especially those of you who are beginning your first year. You are all about to embark on an exciting adventure.

We recognize that pursuing a career in funeral service can be one of the most rewarding, interesting and worthwhile careers that a person can embark on in his or her adult life. We are pleased that you have chosen to register for one of the BC Funeral Services Programs, and we will do all that we can to make your experience relevant and rewarding. We rely upon you, as a mature self-directed adult, to fulfill the academic responsibilities within an agreed-upon time frame, to maintain communications with the Funeral Service Association of BC (the school) and to participate fully in one of the most exciting, innovative educational processes available in funeral service today. This handbook is intended to facilitate that process and answer many of the questions you may have.

Communicating With Us

The Funeral Service Association of BC is responsible through an agreement with the Industry Training Authority of BC to provide training services for Funeral Services Apprenticeship and Foundation training programs. Should you have further questions or concerns, email or telephone us.

Our address is: Suite 211 – 2187 Oak Bay Avenue, Victoria, BC V8R 1G1. You can reach us by phone at our toll free number, (800) 665-3899. Our fax number is (250) 592-4362, and you can reach us by E-mail at: careers@bcfunerals.com

We encourage you to utilize your home, community and work site as learning laboratories that contribute to earning your BC Certificate of Qualification.

It is important that you take time to familiarize yourself with the materials in this handbook. Let us know if you have any questions, or if you have suggestions for how this handbook can be improved.

We offer you our very best wishes for a wonderful year.



“The Funeral Service Association of British Columbia acknowledges the financial contribution paid for services provided through a funding arrangement with the Industry Training Authority, a British Columbia provincial government agency.”

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The contents of this student manual reflect the ACADEMIC policies and procedures. For information regarding WORK PLACE learning, please reference the Apprentice Log Book and Mentor Guidelines.

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ABOUT THE PROGRAM

Overview of Apprenticeship

Apprenticeship has been the standard form of training and development in funeral service for many years in British Columbia. A candidate for apprenticeship must first gain employment at a funeral home before embarking on the formal training program. Once the candidate and the employer feel ready to advance with the formal training program the student is enrolled in the apprenticeship program. Students who are not employed at a funeral home can still participate in the program by enrolling in the Funeral Services Foundation Program. Foundation students wishing to continue on to Level Two of the program are responsible for finding full time employment at a funeral home prior to enrolling in Level Two of one of the Funeral Service Apprenticeship Programs.

The apprenticeship program is a two year program designed and funded under the authority of the Industry Training Authority (ITA) and delivered by the Funeral Service Association of British Columbia (FSABC). The apprentice is guided through academic study and workplace training by a mentor and instructors using standardized training and assessment materials to ensure consistent experience and competency achievement. The Program is designed so that the potential candidate may remain employed and working full time while training to gain qualification. Academic study is delivered through classroom instruction, internet delivery and work experience. The workplace training is guided by a co-worker (mentor) using ITA designed guidelines and assessments.

Relationship between the Mentor & Apprentice

Success in an apprenticeship program relies on a strong relationship between the apprentice and mentor. A mentor has the rewarding and fulfilling task of guiding the apprentice through practical experience, aiding the apprentice day-by-day in the application of the academic learning and sharing his or her own experience. All mentors will receive comprehensive information contained in the **Mentor Guidelines** document. This document is designed to assist mentors to measure the skills and abilities of apprentices. The mentor guidelines provide clear instructions and information to help the apprentice's mentor in his or her role.

The apprentice takes on the responsibility of learning the material presented in on-line lessons and textbooks, relaying it to his or her mentor and then applying it to the job. For the duration of the program, the apprentice is exposed to a vast and varied amount of information and experience from mentors and instructors. It is the apprentice's responsibility to glean as much of this as they can over the course of the program.

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This two year relationship between apprentice and mentor often leads to a life long professional affiliation of sharing and professional growth.

For additional information on roles of the apprentice, mentor and employer see [Tips for Success for the Apprentice](#) and [Tips for Success for the Employer](#) within the FSABC Human Resource Planning toolkit, which can be found online at www.bcfunerals.com

Academic Study and Practical Experience

The formal training program consists of two equally important parts: academic study and practical (work place) experience. In the apprenticeship program these occur simultaneously over a given period of time. In the foundation program, there is no work place training provided until the student is enrolled in Level Two of one of the apprenticeship programs. The foundation student will continue on with work based training until such time they have completed the work place log book and practical components of the program including 3600 hours of work place training.

Academic Study

The academic calendar is divided into two terms and runs from September through to the end of June. Enrolment is continuous for a two-year (24 month) period. Students take Level One courses in the first year and Level Two courses in the second year. Each academic year for both levels begins in September with a three (3) day orientation seminar; a three (3) day winter term seminar is held in January; and a final two weeks of classroom seminars occurs in June. At the completion of this session, students write final examinations for each level in each subject. During each term the student will have access to on-line lectures, quizzes, communication and guided reading.

Practical Experience

A Funeral Director and/or Embalmer apprenticeship requires two years (3600 hours) of on-the-job training in addition to the formal academic study. Each year consists of full time on the job training, usually working with or being supervised by a qualified licensed journeyman. On-the-job training provides an opportunity for students to put into practice the theory that they learn in the classroom and lab environments. An apprentice usually spends 80% of his or her time learning on the job and 20% learning the technical skills in a classroom environment.

Practical experience is monitored through an apprentice log book and evidence binder, mentor and peer guidelines and assessor guidelines.

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Apprenticeship Program Options

[Funeral Service Foundation Program](#) (no employment required / theory equivalent to Level One)

Level One Embalmer / Funeral Director – workplace training and theory – 1800 hrs per level

Level Two Embalmer /Funeral Director – workplace training and theory – 1800 hrs per level

Level One Training Content – Common Core Knowledge

Embalmer & Funeral Director	Funeral Director Only	Embalmer Only	Foundation
Dying, Death & Disposition	Dying, Death & Disposition	Dying, Death & Disposition	Dying, Death & Disposition
Funeral Practices	Funeral Practices	Funeral Practices	Funeral Practices
Funeral Law	Funeral Law	Funeral Law	Funeral Law
Funeral Service Ethics	Funeral Service Ethics	Funeral Service Ethics	Funeral Service Ethics
Anatomy & Physiology	Anatomy & Physiology	Anatomy & Physiology	Anatomy & Physiology
Safety, Sanitation & Hygiene	Safety, Sanitation & Hygiene	Safety, Sanitation & Hygiene	Safety, Sanitation & Hygiene
Communications	Communications	Communications	Communications
Embalming Theory	Embalming Theory	Embalming Theory	Embalming Theory
Workplace: 1800 hrs	Workplace: 1800 hrs	Workplace: 1800 hrs	No Workplace Requirement

Level Two Training Content

Embalmer & Funeral Director	Funeral Director Only	Embalmer Only
Dying, Death & Disposition 2	Dying, Death & Disposition 2	n/a
Funeral Practices 2	Funeral Practice 2	n/a
Funeral Law 2	Funeral Law 2	Funeral Law 2
Business Management 2	Business Management	n/a
Anatomy & Physiology 2	n/a	Anatomy & Physiology
Safety, Sanitation & Hygiene 2	n/a	Safety, Sanitation & Hygiene 2
Communications 2	Communications 2	n/a
Embalming Theory 2	n/a	Embalming Theory 2
Embalming Practicum	n/a	Embalming Practicum
Workplace: 1800 hrs	Workplace: 1800 hrs	Workplace: 1800 hrs

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Assessment Methods

- In-school assessments (practical and written exams)
- Work-based assessments (practical)
- Final assessment (Industry Training Authority of BC Certificate of Qualification written examination)

APPRENTICE LICENSING PROCEDURE

In accordance with the Cremation, Interment and Funeral Services Act and Regulations (Appendix C), all registered apprentices must make application for a license as an apprentice to a funeral director, to an embalmer, or both. The application for the apprenticeship license can not be made until the apprentice is enrolled in a funeral services program designated as a recognized program under the Industry Training Authority Act. Enrollment is complete following receipt of the Certificate of Registration issued by the Industry Training Authority. The Funeral Service Association of BC will forward each student a copy of their Certificate of Registration along with the Apprentice License Application form for final completion. ***Students should not be involved in any embalming or funeral service activities until they receive their apprenticeship license.*** Activities of a licensed embalmer and funeral director are defined under the Cremation, Interment and Funeral Services Act as follows:

"embalmer" means an individual who, prior to the disposition of human remains, engages in the disinfection, preservation, preparation or restoration of the human remains;

"funeral director" means an individual who, in the course of business, does any of the following:

- (a) negotiates or enters into funeral contracts;
- (b) arranges, conducts or directs bereavement rites and ceremonies;
- (c) arranges for the interment or cremation of human remains;
- (d) transfers human remains or directs or supervises the transfer of human remains;
- (e) cares for or prepares human remains prior to disposition, other than the disinfecting, preservation or restoration of human remains.

SCHOOL TERM / COURSE STRUCTURE

The academic calendar is divided into two terms and runs from September through to the end of June. Enrollment in the Foundation Program is continuous for a ten-month (10 month) period. Foundation students take the same courses as the Level One Embalmer & Funeral Director Apprenticeship Program.

Enrollment in the Apprenticeship Program is continuous for a two-year (24 month) period. Students take Level One courses in the first year and Level Two courses in the second year. Each academic year for both levels begins in September with a three (3) day orientation seminar; a three (3) day winter term seminar held in January; and concludes with two weeks of classroom seminars in June. At the completion of this session, students write final examinations for each level in each subject. During each term the student will have access to on-line lectures, quizzes, communication and guided reading. Workplace assessments will continue through July and August until all requirements of workplace training (completion of log book and evidence binder) have been met including the required workplace training hours. All students received upon registration of the program a copy of the academic calendar.

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COMPUTER / ONLINE LESSON ASSIGNMENTS

What Is Online Learning?

Online learning is a password-protected course management system used for teaching and learning. Online learning is used to supplement face-to-face instruction or to deliver complete courses on the Web using an ordinary web browser. The following variety of tools are used for managing and delivering instruction:

- course content management and delivery
- communication (one-to-one and many-to-many, real time and asynchronous)
- collaboration (student projects and presentations)
- assessment and evaluation
- course administration and electronic grade management.

Online Courses

The BC Funeral Services Apprenticeship / Foundation Program utilizes a combination of traditional classroom instruction; work based training under the supervision of a mentor / licensee; and courses taught online. We believe that online or blended courses can be as effective in education as traditional courses. According to the latest research, students learn more when he/she is required to look up the information and internalize it for him/herself. With that in mind, online courses are designed differently from most traditional classes. The greatest difference is the responsibility for learning. In most traditional courses, students sit and listen to the instructor and simply memorize material, though the material may not be learned. In online courses, *you* are responsible for your learning. The instructor will assist you, if you can not find the information, you may email the instructor for clarification, but you will be required to do more work than in the average traditional class.

Online Expectations

- Each student is expected to print and read weekly lessons which include course objectives, course content, learning tasks and assignments.
- During the school term, it is expected that the instructor will respond in a timely manner. For assignments, the instructor will attempt to grade and return by the end of the week in which it was due. For written exams, essays and assignments the instructor will attempt to grade and return within 3 weeks of the date due. For emails, the instructor will attempt to respond within 2 days, although the instructor does not normally check emails on Friday afternoon, Saturday or Sunday. Because of other class schedules, the instructor may not be able to respond to emails until a few days after the email is sent.
- Each student is expected to put the proper amount of time into studying for each course. Most online courses will require between 15 and 20 hours per week.
- Each student is expected to stay current. It is the student's responsibility to stay current on all lessons and assignments. The instructor has written the schedule to enable the student to stay current. It is up to the student to complete the course.

All students are given access to the online learning system which includes the use of several electronic communication tools. It is the responsibility of each student to use this resource responsibly and respectfully. All communications should be written in a professional and appropriate manner.

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Lessons are released to the student every Monday by 11:00 am Pacific Standard Time. They must be submitted for grading no later than the following Sunday by midnight Pacific Standard Time. (An instructor may set a different due date for difficult lessons or different programs.) Lessons not submitted by the due date are subject to a ten percent deduction for every week they are late. Regardless, all lessons and assignments for each term must be completed before writing the term exam. The number of online lessons per term for each course will vary from program to program.

Tutorial Assistance for Students

Alumni of the Canadian College of Funeral Service can post their service as a tutor on the CCFS website. Tutors are not employees of the College or the FSABC and therefore do not receive pay or benefits for their service.

EXAMINATIONS

A term examination will be written at the end of each term for each of the courses in which you are enrolled. The examinations contain approximately 50% objective questions (e.g. multiple choice, matching, true or false, diagram) and 50% written response questions. Your term grade is calculated from forty (40%) percent of your online work and sixty (60%) percent of your term exam.

At the end of each level of study, comprehensive final examinations in each course are administered. A passing grade of seventy (70%) percent on the final examination is required before credit will be issued for the course. A final grade for each course is calculated from forty (40%) percent of your year's work and sixty (60%) percent of your final exam.

Please refer to the current school calendar to determine the dates for the final examinations and all other evaluation dates during the school year.

- All examinations must be written at the scheduled times and dates.
- Students that live close to a writing centre must write at the writing centre. (Students that live close to a writing centre will not be able to arrange for a proctor.)
- Students that live a long distance from a writing centre will be allowed to write at another location under the supervision of a proctor. Students will be required to pay an additional fee (proctor fee and administration fee).
- Students with "exam anxiety" or similar "disability" may write in a separate room but must have a physician's note submitted to Funeral Service Association of BC well in advance. Students will be charged an additional fee for the room, proctor, and administration. (See section below – exam anxiety accommodations.)
- In extenuating circumstances students may be permitted to write examinations at a later date and will be required to pay a late writing fee. Permission must be submitted to the Funeral Service Association of BC in writing prior to any special consideration being made.
- No books, notes or handbags are allowed in the writing centre during examinations.
- Pagers and cell phones must be turned off.
- Students are not allowed to leave the writing hall during an examination, unless accompanied by a supervisor. Should there be only one supervisor, then the student will not be allowed to leave the hall during the examination.
- Students must be prepared to show photo ID at examinations.

Exam Anxiety: Exam anxiety is situation specific, of short duration, occurs at predictable periods of the year and responds very well to treatment. Therefore, we feel that it is important that students undergo treatment for the anxiety in conjunction with receiving exam accommodations.

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Occasionally a student experiences on-going **debilitating exam anxiety**, in spite of treatment. Before accommodations can be considered by the Funeral Service Association of BC, students are required to provide to the Association documentation of anxiety signed by a qualified mental health care provider.

In order to have access to exam accommodations for exam anxiety, the student must:

- Provide documentation of debilitating exam anxiety
- Have completed therapy/counseling with a special focus on reducing/eliminating anxiety;
- Provide **written documentation** from the consulting professional attesting to their participation in treatment.

Spelling and grammar

All examinations, computer lessons and essays will be marked not only on content and correctness, but also for proper use of the English language. Marks will be deducted at the instructor's discretion for misspelling and improper grammar.

Supplemental Examinations

Term Exams: If you fail (score below 70%) in three or more courses on a term exam you will be required to rewrite those courses in a supplemental examination. Every three courses that are rewritten on a term exam constitute one rewrite opportunity. The supplemental examination will be written at a time and place prescribed by the school and the student will be required to pay an additional writing fee. In the event that you fail the supplemental Term examination you will be required to repeat the program for that level of study.

Final Exams: If you fail a final examination (score below 70%), you will be required to write a supplemental examination in that course at a time and place prescribed by the school. The student will be required to pay an additional writing fee. Each supplemental final examination that is written constitutes one rewrite opportunity. In the event that you fail the supplemental Final examination you will be required to repeat the course, a portion of the program or the entire program for that level of study.

Under most circumstances, you will be allowed to write a maximum of three supplemental exams per academic year in any given program. The fee for each supplemental examination is \$250.00.

Embalming Labs / Practicums

Clinical and/or practicum courses give the student an opportunity to gain valuable experience in the funeral home setting. Interaction between licensed funeral directors allows the student to gain a better understanding of the theories and procedures discussed in class. Although many of the same rules and policies apply to both the classroom and the funeral home, the clinical environment and the nature of the learning process are quite different. In the funeral home and preparation room, the family's privacy and the funeral home policies are always top priority.

Students are invited guests in the funeral home and must abide by the rules and regulations of the facility. The practicum evaluator should inform the student of the funeral home policies prior to the funeral directing or embalming practicum. The importance of learning and maintaining high standards of professional conduct are paramount in the clinical and practicum settings, and are the primary goal of the Funeral Services program. The FSABC reserves the right to suspend or dismiss from the program any student who does not demonstrate the knowledge, behavior, ethics or skills deemed necessary in the practice of the profession. It is of the utmost importance that students maintain proper confidentiality

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with regard to funeral home and funeral home information. Commentary outside of the funeral home and preparation room, regarding either family information or funeral home matters, shall be grounds for disciplinary action. Unacceptable conduct includes (among others) repeated or deliberate disregard for rules and regulations; disrespect toward instructors, co-workers, the deceased, client families, fellow students; cheating in any form.

The FSABC will assign an instructor or an FSABC approved evaluator to each embalming practicum. The faculty member/evaluator assigns the student a grade for the practicum course. Students in a clinical setting will accept no monetary payments, and they will not be considered employees. Students may not take the responsibilities or the place of the employees.

Students are responsible for providing their transportation to and from practicum, clinical and field trip experiences. Only licensed apprentices will be permitted to attend embalming labs, clinics and practicums.

Embalming Practicum Requirements:

Each student must complete embalming operations as verified in the Student Log Book.

- During the Embalming Practicum Courses each student must participate in 50 embalming operations. This requirement includes the completion of a detailed lab report of six of the operations.
- All lab reports must be returned to the instructor prior to the end of the term in which they are performed, to proceed to the next term. Any student who does not return the completed forms will be given a failing grade for the course.
- During the Embalming Practicum Course, the student will be required to prove competency in the presence of an instructor or approved evaluator of the BC Funeral Services Apprenticeship Program. If competency is not demonstrated, the student will be given a Failing grade for the course.

HEALTH AND SAFETY

Hepatitis B vaccine

Apprenticeship Students are required to make individual arrangements for receiving the Hepatitis B Vaccine prior to registering for the BC Funeral Services Program. Students must provide a record of vaccination and /or proof of positive antibody status. Documentation of at least the first injection of the series must be submitted to the FSABC upon acceptance into the program.

Students refusing the vaccine must provide a physician's note substantiating a medical contraindication or after consultation with a physician, an informed consent refusing the vaccine and assuming the liability. See Appendix "A" Hepatitis B Vaccination Informed Refusal form.

Personal Protective Equipment

The wearing of protective apparel will be required of all BC Funeral Service Apprenticeship students during clinical and practicum courses. The clothing worn at clinical sites will comply with the individual funeral home dress code and infection control policies. The student should be prepared to supply disposable apparel, if necessary. Students attending clinical and practicum courses without appropriate PPE will be supplied with and invoiced for the appropriate apparel.

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Pregnant Students

Pregnant students, due to the exposure to hazardous chemicals, must inform the instructor and Funeral Service Association of BC of their condition. The student must submit a letter from her physician indicating recommendation for participation as a student in the program during the pregnancy and any limitation the student may have due to the pregnancy.

ATTENDANCE POLICY

Attendance at all seminars, schools, and examinations is mandatory. Consideration for extension or exemption will be given for serious illness or compassionate reasons in the case of the serious illness or death in the student's immediate family. **All requests for absences must be reported in writing to the Training Service Provider meaning the Funeral Service Association of B.C.** Students will not be granted extensions or exemptions from attendance at any event for business reasons. Students who fail to attend a seminar, school, or examination at the scheduled date will be marked absent and a grade of zero will be entered for that evaluation.

The Fall Term and Winter Term examinations are administered for each of the courses in which the student is enrolled under supervised testing conditions and will be scheduled to be written either in the student's community by proctor or at a school writing centre. Only students who live far away from a school writing centre need to use a proctor.

Missed Exams

A student who misses an exam without being granted prior permission from the FSABC will be given a grade of "0" for that exam. The student may use a rewrite opportunity to remediate that grade. If the FSABC grants permission for the exam to be missed, the makeup exam must be completed prior to the continuation of the course.

DISPUTE RESOLUTION POLICY / GRADES APPEAL POLICY

The Funeral Service Association of BC (FSABC) provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner. The policy applies to all students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the FSABC.

Only grades received on mid-term or final assessments may be appealed. Grades received for assignments or weekly quizzes may not be appealed.

Procedure for Student Disputes

1. When a concern arises, the student should address the concern with the instructor most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the FSABC.
2. The FSABC will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as practicable.
3. Following the meeting with the student, the FSABC will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are

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substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate (institution's) personnel.

4. The necessary enquiries and / or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The FSABC will do one of the following within 10 days of receiving the student's written concerns:
 - a. Determine that the student's concerns are not substantiated; or
 - b. Determine that the student's concerns are substantiated in whole or in part;
 - c. Determine that the student's concerns are frivolous and vexatious.

The student and the institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, and the original will be placed in the student file.

5. If it has been determined that the student's concerns are substantiated in whole or in part the FSABC shall include a proposed resolution of the substantiated concern(s).
6. If the student is not satisfied with the determination of the FSABC, the student must advise the FSABC in writing within 48 hours of being informed of the determination. The FSABC will immediately refer the matter to the FSABC Education Committee. The Committee will review the matter and meet with the student within 5 school days.
7. The FSABC Education Committee shall either confirm or vary the determination of the FSABC Program Co-ordinator. At this point the School's Dispute Resolution Process will be considered exhausted.

Procedure for Grade Appeal

1. If a student is dissatisfied with the grade received for a mid-term or final course assessment and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the FSABC.
3. The FSABC will obtain a copy of the mid-term or final assessment from the instructor and will have the assessment re-marked by another instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the FSABC, the grade assigned following the re-mark and review will be final and cannot be appealed further.

STUDENT WITHDRAWAL POLICY

Students who, after registering, find it necessary to withdraw from the program, may do so according to the following procedures:

1. Students must submit their request to withdraw in writing to the Funeral Service Association of BC.
2. In order for students to obtain financial refunds, they must withdraw according to the timeline in the refund policy.
3. Unless otherwise instructed, students are expected to attend all courses/seminars in which they are enrolled and excessive absence may be considered sufficient cause for dismissal from the program.

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STUDENT DISMISSAL POLICY

The Funeral Service Association of BC expects students to meet and adhere to a Code of Conduct while completing the program. The list below outlines the Code of Conduct that all students are expected to follow. This list is not exhaustive and students should request clarification from the Funeral Service Association of BC if they have any questions. The Code of Conduct students are expected to follow includes:

- Attend school in accordance with the Attendance Policy
- Treat all students and staff with respect
- Refrain from any disruptive or offensive classroom behaviour
- Dress according to the school's dress code as outlined in the Registration / Student Handbook
- Refrain from cheating or plagiarism in completing class assignments / examinations
- Complete all assignments and examinations on the scheduled completion dates
- Any other conduct which is determined to be detrimental or damaging to the other students, staff, instructors or Funeral Service Association of BC.

Students who do not meet the expected Code of Conduct will be subject to the procedures outlined below which may include immediate dismissal from the Program depending on the severity of the misconduct.

Concerns relating to a student's conduct shall be referred to the Funeral Service Association of BC (FSABC) to process in accordance with this Policy.

Procedure:

1. All concerns relating to student misconduct shall be directed to the FSABC. Concerns may be brought by instructors or students.
2. The FSABC will arrange to meet with the student to discuss the concern(s) within five (5) school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the FSABC will meet with the student as soon as practicable.
3. Following the meeting with the student, the FSABC will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
4. Any necessary inquiries or investigations shall be completed within five (5) school days of the initial meeting with the student.
5. The FSABC will meet with the student and do one of the following:
 - a) Determine that the concern(s) were not substantiated
 - b) Determine that the concern(s) were substantiated, in whole, or in part, and either;
 - I. Give the student a warning setting out the consequences of further misconduct;
 - II. Set a probationary period with appropriate conditions, or
 - III. Recommend that the student be dismissed from the Program
6. The FSABC will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the student's file.
7. If a refund is due to the student, the FSABC will ensure that a cheque is forwarded to the student within thirty (30) days of the dismissal.

If the student owes tuition or other fees to the FSABC, the FSABC will undertake the collection of the amount owing.

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PROFESSIONAL CONDUCT / DRESS CODE

A dress code has been implemented to ensure that students maintain a positive image of both their company and the funeral profession. Students are expected to dress in similar attire as they would on a day to day basis at their place of employment. A professional image is an imperative standard for all funeral service personnel both on and off the job. All students should dress neatly in keeping with the dignity of the profession. Inappropriate dress will result in the student being sent home to change clothing. As a supplement to student's funeral home (employee) dress code, the following guidelines will apply:

- All attire should be professional and conservative in nature
- Shoes should be kept clean, polished, and in good condition
- Acceptable hygiene and grooming habits are to be demonstrated. Facial hair may be permissible if allowable by the funeral home sponsor, and if so, facial hair will be trimmed to be able to fit under a respirator. Nails should be trim, so as not to puncture gloves.
- For safety reasons, it is highly recommended that no jewelry be worn in the preparation room. Jewelry should be limited to wedding bands, watches and one pair of conservative earrings for women only. No piercings other than the ear lobe will be allowed.
- Tattoos will be covered and not visible.

All students enrolled in the program must demonstrate professional conduct. Students who fail to conduct themselves in a professional manner will be asked to withdraw from the program. Any students using inappropriate language or any other unbusiness-like behaviour will be accountable to the Training Service Provider (Funeral Service Association of BC)

Cell phones, Pagers, and Related Devices:

All electronic devices such as cell phones, pagers and related devices are to be turned off prior to entering the classroom and laboratories to avoid disruption.

BC APPRENTICESHIP TRAINING TAX CREDIT PROGRAM

Effective January 1, 2007, the BC Training Tax Credit Program will provide refundable tax credits for employees and employers engaged in apprenticeship programs administered through the Industry Training Authority. For more information regarding the tax credit program, Employers and Employees can visit the website and download the forms at:

www.sbr.gov.bc.ca/documents_library/brochures/trainingtaxcredit.pdf

Student tax receipts T-2202A will be mailed to the address on record by the last day of February of the following year of classes. Tax receipts to students will only be issued to students who have paid tuitions, as a personal expense, directly to the Funeral Service Association of BC.

STUDENT LIVING ARRANGEMENTS

Students are responsible for their own accommodation when attending classes and seminars. Human Resources Development Canada may provide temporary financial assistance to apprentices who are commuting or living away from home.

STUDENT REPRESENTATIVE

It is the FSABC's role to help determine the educational goals of the school and ensure they are met for the benefit of each one of the students. The student representative provides input to the board based on the

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perspectives of the students they represent and can make valuable contributions to decisions that affect the strategic direction of the school.

The student representative is a volunteer position and is nominated by the class at the conclusion of Level One and Level Two Fall orientation.

The student representative serves as a sub-committee member of the Funeral Service Association of BC Apprenticeship Committee and provides a bridge between the students and the FSABC board.

The candidate should work well as part of a team, contribute reasoned opinion and accept and support decisions reached by the Board.

The candidate should understand the challenges of working with a diverse membership and understand regional issues.

The candidate shall serve faithfully and impartially, respect confidentiality, and avoid conflicts of interest and activities for personal gain.

The candidate shall receive sanction from their Employer to serve on the FSABC Apprenticeship sub-committee and have the ability to attend meetings and report to committee members when necessary.

The candidate understands that this is a volunteer position and they will not be compensated for time or expenses. See Appendix C Student Representative Nomination Form.

ACADEMIC PROBATION OR EXCLUSION

The Funeral Service Association of BC prohibits cheating, plagiarism, falsification of records.

Students who fail to make satisfactory progress, show poor attendance and / or exhibit poor behaviour may be placed on academic probation. Specific conditions will be identified that must be met by the student within a specific time period. If the student fails to meet these conditions he/she will be required to withdraw from the program.

Instructors are expected to report all instances of academic misconduct to the Funeral Service Association of BC.

ACADEMIC MISCONDUCT includes but is not limited to the following:

- Copying work or paraphrasing another student's paper, assignment or exam and submitting it as their own.
- Taking an assignment / examination in place of another person.
- Plagiarising another's published or unpublished work, in whole, or in part.

Plagiarising is defined as submitting another's published or unpublished work, in whole, in part or in paraphrase, as one's own without fully and properly crediting the author with footnotes or bibliographical reference.

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Violations of the Policy

The instructor will discuss violations of this policy with the student and the Funeral Service Association of BC and then will inform the student in writing of the charge and state the evidence. A copy will be filed with the student's record.

Any student found in violation of this policy will be given, as a minimum penalty, a "0" on the entire assignment or may be expelled from the program.

For more information regarding policies, please see the sections in this handbook on Dispute Resolution Policy/Grades Appeal Policy, and Student Dismissal Policy.

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APPENDIX “A”

**HEPATITIS B VACCINATION
INFORMED REFUSAL (DECLINATION)**

I understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with hepatitis B vaccine, at no charge to myself. However, I decline hepatitis B vaccination at this time. I understand that by declining this vaccine I continue to be at risk of acquiring hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with hepatitis B vaccine, I can receive the vaccination series at no charge to me.

Print Name: _____

Signature: _____

Date: _____

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APPENDIX “B”

Cremation, Interment and Funeral Services Act – Regulations Licensed Apprentice Embalmer and Funeral Director

Licensing of apprentice funeral directors and embalmers

- 37** (1) In this section, a reference to a licensed funeral director or a licensed embalmer means a funeral director or an embalmer who is licensed and has been licensed for the immediately preceding 2 years.
- (2) For the purposes of this section, an apprentice to a funeral director or an embalmer is working under direct supervision when a licensed funeral director or a licensed embalmer, as the case may be, is present at the time the apprentice is assisting with, or performing the duties of, a funeral director or an embalmer.
- (3) An applicant for a license to act as or hold himself or herself out as an apprentice to a funeral director or an embalmer or both must submit to the director
- (a) if the applicant is to be an apprentice to a funeral director, enrollment in a funeral services program designated as a recognized program under the *Industry Training Authority Act*,
 - (b) if the applicant is to be an apprentice to an embalmer, enrollment in an embalming education program designated as a recognized program under the *Industry Training Authority Act*,
 - (c) if the applicant is to be an apprentice to both a funeral director and an embalmer, enrollment in the programs referred to in paragraphs (a) and (b),
 - (d) a letter from a funeral provider that includes the information set out in subsection (4), and
 - (e) a statement signed by the licensed funeral director or licensed embalmer who is to provide the direct supervision of the applicant, agreeing to perform this role.
- (4) A letter referred to in subsection (2) (d) from a funeral provider must state the following:
- (a) the applicant is to be employed by the funeral provider as an apprentice funeral director or embalmer or both;
 - (b) the funeral provider agrees to ensure that
 - (i) if the applicant is to be an apprentice to a funeral director, the applicant is working under the direct supervision of a licensed funeral director,
 - (ii) if the applicant is to be an apprentice to an embalmer, the applicant is working under the direct supervision of a licensed embalmer, and
 - (iii) if the applicant is to be an apprentice to both a funeral director and an embalmer, the applicant is working under the direct supervision of a licensed funeral director, when performing functions of a funeral director and a licensed embalmer when performing functions of an embalmer;
 - (c) the funeral provider performs disinfection, preservation or restoration of human remains at the business premises of the funeral provider, or has access to facilities where the funeral provider performs these services;
 - (d) the facilities at which the funeral provider performs the services referred to in paragraph (c) meet the requirements set out in section 32.

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- (5) A funeral provider must notify the director in writing of the termination of the employment of an apprentice to a funeral director, to an embalmer or to both who is employed by the funeral provider immediately after the termination of the employment.
- (6) Unless the director otherwise permits, an apprentice to a funeral director, an embalmer or both must, during the period the apprentice is licensed,
 - (a) have continuous employment with a funeral provider,
 - (b) if performing functions of a funeral director perform those functions only under the direct supervision of a licensed funeral director, and
 - (c) if performing the functions of an embalmer, perform those functions only under the direct supervision of a licensed embalmer.

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“APPENDIX C”

Student Representative Nomination Form

The FSABC is seeking a candidate to serve as a sub-committee member of the Education Committee.

It is the board's role to help determine the educational goals of the school and ensure they are met for the benefit of each one of the students. The student representative provides input to the board based on the perspectives of the students they represent and can make valuable contributions to decisions that affect the strategic direction of the school.

The student representative is a volunteer position and is nominated by the class at the conclusion of Level One and Level Two Fall orientation.

The student representative serves as a sub-committee member of the Funeral Service Association of BC Apprenticeship Committee and provides a bridge between the students and the FSABC board.

The candidate should work well as part of a team, contribute reasoned opinion and accept and support decisions reached by the Board.

The candidate should understand the challenges of working with a diverse membership and understand regional issues.

The candidate shall serve faithfully and impartially, respect confidentiality, and avoid conflicts of interest and activities for personal gain.

The candidate shall receive sanction from their Employer to serve on the FSABC Apprenticeship sub-committee and have the ability to attend meetings and report to committee members when necessary.

The candidate understands that this is a volunteer position and they will not be compensated for time or expenses.

Having received consent from the Nominee, I hereby request that the following person be nominated to serve as Apprenticeship Student Representative:

Name of Candidate

Submitted by

Date

The successful candidate will be contacted by the FSABC Apprenticeship Chairman prior to the next meeting of the FSABC board of directors.

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NOTES: