

BRITISH COLUMBIA FUNERAL SERVICES APPRENTICESHIP PROGRAM

For Students In Programs
Embalmer & Funeral Director, Embalmer,
Funeral Director, and Foundation



REGISTRATION HANDBOOK



Funeral Service Association of B.C.
Suite 211 – 2187 Oak Bay Ave.
Victoria, BC V8R 1G1



“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.”

Revised June 2011

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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: info@bcfunerals.com

Funeral Services Apprenticeship Program

Our Mission

To train funeral service apprentices through quality apprenticeship education programs and support employers to meet the training needs.

Planning to Hire an Apprentice

When your funeral home is in a position to fill a new or existing position, using the opportunity to hire and train through the Funeral Service Association of BC Apprenticeship Program is a good business decision. Apprentices are an investment in developing talent within your funeral home.

Benefits of Hiring an Apprentice

There are many benefits of hiring an apprentice, including:

- Training apprentices is the best insurance against future shortages of skilled workers in your funeral home and the profession.
- Apprentices are trained by your funeral home and your employees and they inherit the skills and unique values that represent your funeral home.
- Apprentices learn new skills that help to:
 - ▶ Increase productivity and quality
 - ▶ Reduce accidents and improve safety ratings
 - ▶ Improve customer satisfaction
 - ▶ Improve morale by investing in careers and adding value to the job
 - ▶ Reduce turnover and keep young workers in your business
- Apprentices often develop a loyalty to the employer that hired them, which leads to a more stable workforce.

The Canadian Apprenticeship Forum released its Apprenticeship Training Investment for Employers study in June 2008. It follows a 2004 study that identified cost as one of the perceived barriers to accessing and completing apprenticeship training in Canada. The study of over 11,550 employers found that over the life of an apprenticeship, an employer receives a positive net benefit of \$1.38 for every \$1 invested in an apprenticeship.

For Additional Information About The Benefits of Hiring An Apprentice See the FSABC HR Toolkit at www.bcfunerals.com.

The Apprenticeship 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.

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.

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 HR Toolkit.

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.

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 1 courses in the first year and Level 2 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 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.

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

What does it cost to employ an Apprentice?

Individuals in the FSABC Apprenticeship Program must be employed by the funeral home prior to enrolment in the program. Wages and benefits are established by the funeral home according to their compensation policies and practices. Apprentices are usually paid a training or apprenticeship wage which may vary according to certain characteristics such as years of school completed, the type of apprenticeship, etc.

The funeral home may also wish to consider providing tuition assistance for the apprentice towards the cost of the FSABC Apprenticeship Program. In these situations an agreement outlining the terms and conditions of payment should be documented and agreed to between the funeral home and the apprentice.

A sample template for such an agreement can be downloaded from the FSABC HR Toolkit – see “sample Education Assistance Repayment Agreement”.

What options do I have in employing an apprentice?

The Funeral Service Association of BC can arrange for you to share a BC Funeral Services Apprentice with another business if you don't have enough work for an ongoing or full-time position. You can also engage an apprentice part-time while he or she is completing the new Funeral Services Foundation Program. The selection of an apprentice remains up to you in either case.

The Foundation Program

A new and exciting entry to the funeral service professions is offered by the Foundation Program. This option is intended to provide an introduction to the basic theory needed for study/employment in the funeral service profession prior to securing employment as an embalmer, funeral director or both. The program is delivered in a variety of formats combining in-school and on-line training, all designed to meet the competency standards of a Level 1 apprentice. Upon completion of the Foundation Program, graduates will need to find employment, register as an apprentice and complete the work experience requirement for Level 1 of their chosen program. For additional information and enquiries about the Apprenticeship or Foundation Program please see the comprehensive information available through the FSABC online HR Toolkit at www.bcfunerals.com



Comprehensive Information About the Foundation Program at www.bcfunerals.com

For full access, you must log on as an FSABC member. Only FSABC members will have full access to the HR Toolkit.

All HR information and templates, including information about registering an apprentice can be downloaded from the online FSABC HR Toolkit.

The Apprenticeship Program

Required Abilities

This is a list of mental and physical abilities that are required for successful participation in the program and for continued success in the funeral service profession.

1. **Cognitive** and critical thinking abilities which are sufficient to make clinical judgments and meet laboratory objectives and requirements.
 - a. *Can* comprehend new knowledge and apply it in any area of funeral service practice.
 - b. *Can* effectively analyze situations and identify cause-effect relationships.
 - c. *Can* effectively organize material, solve problems, and make decisions.
2. **Interpersonal** abilities which are sufficient to interact purposefully and effectively with others.
 - a. *Can* establish healthy rapport with individuals.
 - b. *Can* interchange ideas appropriately in a group setting.
 - c. *Can* convey sensitivity, respect, tact, and a mentally healthy attitude in interpersonal relationships.
3. **Communication** abilities which are sufficient to convey thoughts in verbal and written form so that they are understood by others.
 - a. *Have* sufficient English language abilities to understand printed and verbal instructions.
 - b. *Have* sufficient English language abilities to be understood in verbal and written communication
4. **Physical mobility** which is sufficient to fulfill classroom, clinical and program objectives safely and effectively. Physical disabilities must not pose a threat to the safety of the student, faculty, or other students.
 - a. *Can* maintain balance in any position, move from room to room, and maneuver in small spaces.
 - b. *Can* flex/extend and/or abduct/adduct arm and leg muscles and rotate all major joints freely.
5. **Strength** (gross motor skills) and endurance are sufficient to safely fulfill clinical laboratory objectives and requirements.
6. *Can* work for six or more hours in a laboratory and/or funeral home setting.
 - a. *Can* position, lift and transfer dead human remains without injury to self or others.
 - b. *Can* push, pull or lift (with assistance from one other person) heavy objects such as caskets containing human remains.

Program Goals

Consistent with our mission, the Funeral Services Apprenticeship Program provides its students with knowledge-based education, contributes to their ability to prosper in the current and future economy, and enables them to become members of a skilled workforce. In order to become a licensed funeral director and/or embalmer, the province of BC requires that licensees complete a program that is accredited by the Industry Training Authority and complete an apprenticeship. The program is designed to give students the knowledge and experience they need to become licensed.

FIRST STEPS TO REGISTERING AN APPRENTICE

Admission Requirements

To apply to the program a student must:

- Be employed full-time (1800 hours per year) by a licensed funeral provider for a period of twenty-four (24) consecutive months.
- Be under the supervision of a licensed Embalmer and / or Funeral Director with two years good standing who is willing to act as an educational mentor and provide a complete scope of on the job training.

Documents Required

No application will be considered complete until all supporting documents, transcripts and registration fee is paid by an applicant or student, including:

- Grade 12 completion (or equivalent from a recognized post-secondary institution) including English 12, Chemistry 12,* Biology 12* (*recommended)
- Level 1 Basic WCB Occupational First Aid Certificate
- Completed Student Contract / Enrollment Application Form and registration fee
- Signed copy of Industry Training Apprentice and Sponsor Registration Form

Other Requirements

Immunization For Hepatitis B

In order to minimize occupational health risks, it is required that all funeral service students are vaccinated against exposure to Hepatitis B virus. WCB Occupational Health and Safety Regulation, Section 6.39 states: Vaccination against Hepatitis B virus must be made available at no cost to the worker, upon request, for all workers who have, or may have, occupational exposure to Hepatitis B virus. The BC Centre for Disease Control immunization manual now recognizes Embalmers and Funeral Directors under the category of health care workers therefore making you eligible to receive Hepatitis B immunization at no charge by contacting your local PUBLIC HEALTH UNIT. If you request immunization from your physician, you may be expected to pay a fee.

Computer Skills

Access to a computer and the Internet is a basic requirement to participate in the program.

Apprentice Application Procedure

Complete the following documents and forward to the **Funeral Service Association of B.C.**

- Student Contract / Enrollment Application Form

- Signed ITA Apprentice and Sponsor Registration Form
- \$100.00 non-refundable registration fee (FSABC member)
- \$250.00 non-refundable registration fee (FSABC non-member)
- All documentation required (see above)

Forward to: Funeral Service Association of B.C., Suite 211 - 2187 Oak Bay Ave.
 Victoria, B.C. V8R 1G1 Website: www.bcfunerals.com
 Telephone: (250) 592-3213 Toll free: 1-800-665-3899
 E-mail: info@bcfunerals.com Fax: (250) 592-4362

Apprentice Licensing Procedure

In accordance with the Cremation, Interment and Funeral Services Act and Regulations, 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.

Roles and Duties of An Apprentice

While it is understood that the abilities and duties of the apprentice will be determined by the employer, it is also necessary that the apprentice receive the appropriate amount of work based training. The employer and supervisor play a significant role in the apprentice training. Please review the following training environment criteria:

GOAL - To ensure that the training environment is able to support the apprentice in terms of:

- a) sufficient access to adequate supervision and direction
- b) sufficient exposure to embalmings (if applicable)
- c) sufficient exposure to funeral service situations (if applicable)
- d) sufficient facility and volume

1. SUPERVISION AND DIRECTION

The apprentice must be licensed and have the benefit of working under the mentorship of an embalmer / funeral director who is licensed by the Consumer Protection BC. The supervisor / mentor must also possess the license that the apprentice is pursuing. In other words, a funeral director only licensee cannot train a funeral director / embalmer apprentice.

2. EXPOSURE TO EMBALMINGS

The apprentice must be exposed to sufficient cases requiring embalming. If the apprenticing location does not encounter more than 50 cases requiring embalming over the two-year academic program, the apprentice may be required to attend "off site" training for an interim period in order to obtain the necessary exposure. All embalming cases should be documented in the student's work experience log book as well as documented on the embalming declaration form.

Level One: Work experience provides the apprentice with the opportunity to put into practice the knowledge and skills learned. Under the mentorship of a licensed embalmer the apprentice will observe, assist and then complete normal and autopsied cases. Other activities may include dressing, cosmetizing and casketing of deceased for viewing and funeral presentation.

Level Two: While still under the mentorship of an embalmer, it is expected that the apprentice will function more independently during this time, and that the student will assume increasing amounts of responsibility for the operation and care of preparation room facilities. **It is expected that before the completion of Level Two academic study that the apprentice will have completed a minimum of 25 assisted and 25 unassisted (total 50) embalmings. Level two**

apprentices must pass an embalming practicum examination before attending classroom training in June.

3. EXPOSURE TO FUNERAL SITUATIONS

The apprentice funeral director must be exposed to the basic principles of working in a funeral service environment with the opportunity to put into practice the knowledge and skills learned. If the apprenticing location does not encounter more than 50 exposures to funeral situations during the two years of academic study, then the apprentice may be required to attend "off site" training for an interim period in order to obtain the necessary exposure. All funeral situations and/or arrangements should be documented in the student's work experience log book and evidence binder.

The Apprentice's pathway to competence is broken down into two key areas of supervision and responsibility allowing the apprentice to easily demonstrate competence as they learn and progress:

Initially / First Level Of Competence -

- The Apprentice must work through a series of specific tasks – they will not necessarily all relate to the same event.
- The Apprentice will gain knowledge, competence and confidence in undertaking separate tasks before learning to manage entire events.
- The mentor will want to see the Apprentice progressively improving their knowledge, skills and abilities as the year proceeds.
- The Apprentice will work through some whole events with assistance as their first year progresses.

Second Level of Competence –

Once the Mentor determines the Apprentice is ready, the Apprentice will progress to the second level of competence demonstration where

- The Apprentice will work through a series of tasks that make up full events. This will give the Apprentice the opportunity to combine all of the skills and experience they initially learned.

There are three types of Event Reports:

1. **Common Event Reports** – covering areas common to both the Funeral Directing and Embalming professions

2. **Funeral Director Event Reports** – covering areas specific to the Funeral Directing Profession
3. **Embalmer Event Reports and/or Case Studies** – covering areas specific to the Embalming profession

The Apprentice Logbook and Mentor guidelines have been developed to provide Apprentices and Mentors with training environment criteria. If you have any questions regarding training criteria, please do not hesitate to contact the Funeral Service Association of British Columbia.

School Term / Course Structure

The academic calendar is divided into two terms and runs from September through to the end of June. Enrollment for Apprenticeship Programs is continuous for a two-year (24 month) period. Students take Level 1 courses in the first year and Level 2 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.

- *An academic calendar is included in this package.*

Completion of Online / Computer Lessons

Lessons are released to the Apprentice every Monday by 12:00 noon (Mountain Time). They must be submitted for grading no later than the following Sunday by midnight (Mountain Time). (An instructor may set a different due date for difficult lessons or different programs.) Should they not be submitted by the above-stated due date there will be a ten percent deduction from the Apprentice's lesson mark for each late submission. Regardless, lessons for each term must be completed before writing the term exam. The number of on-line lessons per term for each course will vary from program to program.

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.

Acceptable Standards

The acceptable standard for passing any examination or final grade in any subject is seventy (70%) percent. The only exceptions to the application of this standard are on Embalming and Funeral Service Practicum courses that are graded on a Pass/Fail basis.

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 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.

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.

Code of Conduct / Disclosures

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. Businesslike attire – sensibly modified will be acceptable. PLEASE NO: halter-tops, jeans, sweat pants, jogging suits, inappropriate T-shirts, shorts, baseball caps etc. Exemplary professional conduct is also

expected on campus and during seminars and teleconferences. Any students using inappropriate language or any other un-business-like behaviour will be accountable to their employer and the Training Service Provider (Funeral Service Association of BC).

Code of Conduct:

This is a list of student conduct expectations while in the program and applies to both classroom and non-classroom situations where specified. Violation of these terms may lead to a warning followed by dismissal from program.

1. 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.

2. Class Atmosphere

An atmosphere of mutual respect and a desire to learn is important for student success and satisfaction.

- a) Freedom of speech. Provided that student comments are related to the subject being discussed in class, provided that comments are voiced thoughtfully, and provided that students allow other students to talk in class without talking over them, then free speech is a desirable and necessary part of a class. Personal attacks, off-subject comments, and excessively loud or aggressive tones tend to disrupt the class, and may lead to student dismissal from class, and if repeated, may lead to dismissal from the program.
- b) Food and Drink. Students may have non-alcoholic beverages in class. Snacks are also acceptable, but if eating or drinking becomes a distraction, eating and drinking privileges will be suspended.

3. Academic Honesty

- a) Plagiarism. See the student handbook for a description of plagiarism and its consequences.
- b) Cheating. Students who are caught cheating will face dismissal from the program.

4. Academic Success

- a) A grade of 70% or better is required in every subject.

5. Activities outside of class

- a) Behavior. Be aware that your behavior outside of class may be grounds for probation or dismissal if such behavior is conducted in the name of the program.
- b) Internet. An example is students uploading video to the internet of themselves engaging in unprofessional behavior.

6. Workplace Learning

If the student is not being involved in the key activities surrounding funeral service, the student should inform the Program Director at the Funeral Service Association of BC (FSABC).

7. Communication

When the student has a concern or frustration, the student should communicate with the Program Director at the FSABC as soon as possible. This prevents an escalation of the problem or the frustrations that may surround the problem.

Disclosures:

1. Criminal background

Your future in the program and in the funeral service profession may be negatively impacted if you have been convicted of a criminal offence. To receive an apprenticeship license, embalmer or funeral director's license, you will also be completing a criminal background check. Previous convictions may result in a denial of license. If Consumer Protection BC denies an apprenticeship license, the student would not be able to complete the workplace activities required under the apprenticeship program, and therefore would not be able to complete the program. Additionally, a valid driver's license is required by most funeral homes for employment.

2. Student Handbook

Funeral Services Apprenticeship students are expected to have read the student handbook, and will be held to the standards therein. A student handbook orientation will be conducted on the first day of classes held in September.

Tuition Costs

Program costs not covered by the Industry Training Authority will be charged as a tuition per the Fee Schedule. Basic tuition does not include textbooks and learning materials; one-time registration fee or any additional items as outlined in the fee schedule. Tuition is paid by students themselves or by their employer, depending on the policy of the business and the agreement between student and employer.

- *A Fee Schedule is included in this package.*

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, Employers & Employees can visit http://www.sbr.gov.bc.ca/business/income_taxes/ttc/ or the FSABC Online HR Toolkit at www.bcfunerals.com 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.

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.

2011 – 2012 Funeral Service Programs Academic Calendar

Level One & Level Two Apprenticeship & Foundation Programs

Term I & III

Seminar I – September 14, 15, 16

12 weeks of on-line lessons starting September 12

Term I & III Exam - December 12 (all day evaluation)

Term II & IV

Seminar II – January 16, 17, & 18

12 weeks of on-line lessons starting January 16

Term II & IV Exams – April 16 (all day evaluation)

Spring Seminar & Final Exams

June 4 – June 15

* calendar subject to change*

Attendance at all Seminars and Exams is Mandatory.

COMMON QUESTIONS

Where are the classes held?

Classes are typically held in the Greater Vancouver area. The Funeral Service Association of BC has rented classroom space for the 2010-2011 BC Funeral Services Apprenticeship & Foundation Program at SIMON FRASER UNIVERSITY AT HARBOUR CENTRE VANCOUVER located at the corner of Hastings and Richards Street. The Funeral Services Apprenticeship Program is **not** an SFU program and any questions regarding the program should be directed to the Funeral Service Association of BC.

Students enrolled in any of the Funeral Service Apprenticeship Programs must first be employed full time at a funeral home as an apprentice. Students enrolled in the Foundation Program, are not required to be employed by a funeral home.

Physical Location:

Simon Fraser University Harbour Centre

515 West Hastings Street

Vancouver, BC V6B 5K3 Hours of Instruction: 8:30 am – 4:00 pm

Parking:

Public parking is available at many locations near the Harbour Centre campus. The closest parking lot is at 400 West Cordova Street.

Public Transportation:

Major public transit lines, the SeaBus, SkyTrain, Canada Line, WestCoast Express terminate at Waterfront Station, located in the CP Rail Station on Cordova Street opposite Simon Fraser University at Harbour Centre. Transit schedules can be found at www.translink.bc.ca The campus is also within easy walking distance of all street buses with a terminus in downtown Vancouver.

When can I start logging hours?

In order to begin logging hours as an apprentice, you must first have received your apprenticeship license. You can not apply for your apprenticeship license until all documentation to enroll in the funeral services apprenticeship program has been completed, submitted and you have received your CERTIFICATE OF REGISTRATION from the Industry Training Authority. The Certificate of Registration provides “proof of enrolment in the program” and you can then apply for your apprenticeship license.

As an unlicensed apprentice, what activities can I not perform?

As an unlicensed apprentice your activities in the funeral home will be fairly limited to administrative duties, acting as a funeral attendant (assisting on services, driving etc) or conducting transfers.

Under legislation, the following is the definition of funeral director and embalmer that outlines the duties of a licensed funeral director or a licensed apprentice who is under the direct supervision of licensed funeral director / embalmer. You may not conduct any of the following duties if you are not a licensed funeral director or a licensed apprentice under the direct supervision of a licensed funeral director.

“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;

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

As a licensed apprentice funeral director or embalmer, can I sign funeral contracts?

Yes – provided the licensed funeral director / supervisor also signs as evidence that they were present at the time the contract was entered into.

As a licensed apprentice funeral director or embalmer can I conduct deceased transfers?

Yes. This is one exception where your sponsor/supervisor does not have to be directly present with you.

As a licensed apprentice funeral director or embalmer can I be left in the funeral home to conduct a visitation if my sponsor / supervisor is not present?

No. Direct supervision means your sponsor / supervisor would be present while the visitation is occurring.

What happens if during the course of my apprenticeship I change sponsors and/or I move to a different funeral home or I am terminated?

You must immediately contact us at the Funeral Service Association of B.C. We will help you with completing the necessary paper work.

What do I do if I can not give my apprentice enough practical funeral directing or embalming experience?

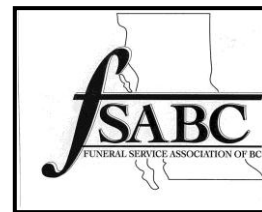
This situation can happen from time to time – especially in small town locations. Contact the FSABC directly and we will assist you with an interim solution. Sometimes apprentices spend some time at high volume locations in order to obtain the necessary exposures to funeral directing and embalming situations.

I have some more questions about apprenticeship. Who do I contact?

The Funeral Service Association of British Columbia is the Training Service Provider for the BC Funeral Services Apprenticeship Program and under agreement with the Industry Training Authority who funds a portion of the apprentice's tuition fees. The FSABC contracts with quality instructors to deliver the funeral services programs. Any questions should be directed to:

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

Tel: 1-800-665-3899 E-mail: info@bcfunerals.com



The apprenticeship programs are formal training programs that involve:

- Full-time employment – 80% work-based training / 20% theory and classroom training
- Learning **how to do task** by performing it on-the job
- Learning **why a task is done that way** by taking related classroom instruction
- **Hands-on training**, performed under the direct supervision of a licensee
- Industry-driven training program that promotes a skilled worked force

Terminology:

Apprentice – a person who registers with the ITA and pursues an industry training program – combining work-based training with technical or institution-based training – with the intent of obtaining an industry training credential.

Credential/Certification – Formal recognition that an individual has successfully completed an industry training program. In BC, the industry training credentials issued upon apprenticeship completion take the form of a provincial *Certificate of Qualification*.

Credentials are also awarded upon completion of a Foundation Program – generally a *Certificate of Completion*.

Foundation Program – Pre-apprenticeship and primarily in-school based programs directly aligned with apprenticeship programs, and providing an entry point through which participants can earn credit for level one technical training without the need for a sponsor who has committed to provide work-based training. These programs provide trainees with the basic knowledge and skills needed for entry into a particular occupation.

Mentor / Sponsor – A qualified individual or other legal entity (most often, but not necessarily, an employer) that commits to ensuring that an apprentice receives work-based training relevant to their industry training program, and under the direction of one or more qualified individuals. (The FSABC acts as a third party sponsor to all apprentices.)

Fee Schedule

This fee schedule is in effect from June 1, 2011 to June 30, 2012. The Funeral Service Association of British Columbia (FSABC) reserves the right to amend this schedule without notice.

Registration Fee:

Registration fees are non-refundable application commitment fees paid by an applicant or student. This registration fee is payable upon submission of the Student Enrollment Application. Each new Student who applies for admission to the Funeral Services Apprenticeship Program will be charged a one-time application/registration fee of \$100.00 (FSABC member/ Foundation Student) or \$250.00 (FSABC non-member).

When to apply:

Registration for the September semester is February 1 through June 30th. Applications may be accepted after the deadline pending space available. Enrollment is limited. If there are more applicants than spaces available, some students may be placed on the waiting list and will be contacted if additional spaces become available.

Tuition Fees:

Tuition Fees are assessed based upon anticipated funding received from the Industry Training Authority and may be subject to change. Tuition Fees do not include textbooks and materials fee; remedial examination fee; or proctor exam fees.

EMBALMER AND/OR FUNERAL DIRECTOR APPRENTICESHIP - Level One Only

For Licensure of: Embalmer Funeral Director Embalmer & Funeral Director

Start Date: September 1, 2011 – August 31, 2012

Tuition Fee: \$ 2,750.00 plus hst

FOUNDATION PROGRAM *

Start Date: September 1, 2011 – June 30, 2012

Tuition Fee: \$ 3,150.00 plus hst

(Upon completion of the Foundation Program (pre-employment), graduates of the Foundation Program will need to find employment, register as an apprentice and complete the work experience requirement for Level 1 of their chosen program)*

EMBALMER & FUNERAL DIRECTOR APPRENTICESHIP - Level Two Only

For Licensure of: Embalmer Funeral Director Embalmer & Funeral Director

Start Date: September 1, 2011 – August 31, 2012

Embalmer & Funeral Director Tuition Fee: \$ 2,750.00 (plus hst)

Funeral Director Only Tuition Fee: \$ 1,700.00 (plus hst)

Embalmer Only Tuition Fee: \$ 1,700.00 (plus hst)

Tuition fees for Apprenticeship Programs are due in full prior to the beginning of each semester (September 1). All tuition and book fees are due upon invoicing. On-line lessons and books will not be released to unpaid accounts.

Textbooks and Materials Fees:

Level 1 Textbooks and Materials Fees: \$ 620.00 + gst

Level 2 Textbooks and Materials Fees: \$ 420.00 + gst

Foundation Program Textbooks and Materials Fees: \$ 535.00 + gst

Textbook & materials fees are due in full prior to the beginning of each semester (September 1).

Textbook & materials fees are subject to change based upon fluctuation of publication cost.

Proctor:

When a student is unable to complete an examination at a designated writing centre, the student will be responsible to pay a proctor fee of \$250.00 per exam. Proctor fees must be paid prior to the examination. Currently, writing centres are located in Victoria, Lower Mainland, and Kelowna.

Supplemental / Rewrite Examination Fees:

A student who has failed a final examination (scored below 70%) will be given the opportunity to write a supplemental examination in that course at a time and place prescribed by the school. The only exception to the application of this standard is on Embalming and Funeral Service Practicum courses that are graded on a Pass/Fail basis. Under most circumstances, a student will be allowed to write one supplemental examination per course failed. With the exception of the embalming practicum examination, the supplemental examination fee is \$250.00. The fee for a supplemental embalming practicum examination is \$350.00. Fees must be paid prior to the examination.

Sponsor / Employer Notice of Change Fee:

A student must immediately notify the Funeral Service Association when they change employers or change supervisors. The Funeral Service Association of BC will co-ordinate the necessary paperwork required to be forwarded to the Industry Training Authority and the Consumer Protection BC.

The sponsor/employer change fee is: \$25.00

Refunds and Fee Adjustments:

Refunds or adjustments of tuition and other fees are provided under the conditions listed below. Eligibility for a refund will be determined based on the effective date of a program and course withdrawal.

The following fees will not be refunded:

- Registration Fee
- Textbook and Materials Fee

(1) Refunds in the Case of Withdrawal or Dismissal

- Written notification for a student withdrawal must be provided by the student/employer to the Funeral Service Association of B.C.
- Written notification for a student dismissal must be provided by the Funeral Service Association of B.C. to the student/employer.

Where total fees have not yet been collected, the FSABC is not responsible for refunding more than has been collected to date.

(2) Refunds before the program starts:

- a) If written notice of withdrawal is received by the FSABC less than seven (7) calendar days after the contract is made, and before the start of a program of study, the FSABC may retain the lesser of 10% of the total fees due under the contract or \$100.
- b) Subject to subsection (2) a), if written notice of withdrawal is received by the FSABC thirty (30) calendar days or more before the start of a program of study, the institution may retain 10% of the total fees due under the contract.
- c) Subject to subsection (2) a), if written notice of withdrawal is received by the FSABC less than thirty (30) calendar days before the start of a program of study, the FSABC may retain 20% of the total fees due under the contract.

(3) Refunds after the program starts:

- a) If written notice of withdrawal is received by the institution, or a student is dismissed, within 10% of the program of study's duration, the FSABC may retain 30% of the total fees due under the contract.
- b) Subject to subsection (3) a), if written notice of withdrawal is received by the FSABC, or a student is dismissed, within 30% of the program of study's duration, the institution may retain 50% of the total fees due under the contract.
- c) **If a student withdraws or is dismissed after 30% of the program of study's duration, no refund will be made by the FSABC.**

Refunds owing to students pursuant to the above will be paid within thirty (30) days of the FSABC receiving written notification of withdrawal, or within thirty (30) days of the FSABC receiving written notice of dismissal.

Returned Cheques:

If a cheque is issued for payment for fees and is returned for any reason prior to the payment deadline, students will have their registration cancelled. A \$15.00 service fee will be charged for returned cheques.

Duplicate Income Tax Receipts, Certificates, Diplomas, Transcripts, Course Outlines:

For each duplicate requested, there will be a charge of \$25.00.

Contact Us:

All admissions, tuitions, attendance, and other communications must be made directly with the Training Service Provider - Funeral Service Association of British Columbia.



Funeral Service Association of British Columbia – Training Service Provider
BC Funeral Services Apprenticeship Program
Suite 211 – 2187 Oak Bay Avenue
Victoria, BC V8R 1G1

Toll-free: 1-800-665-3899
E-mail: info@bcfunerals.com

Fax: 250-592-4362
Website: www.bcfunerals.com

“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.”