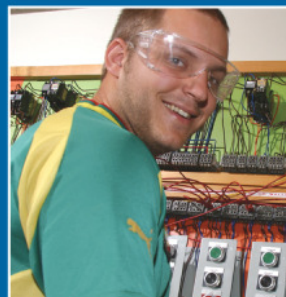
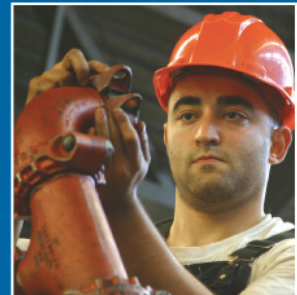


# BC Cremationist

# Program Outline



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# **BC Cremationist Qualification**

## **PROGRAM OUTLINE**

**July 2009**

**Developed By  
Industry Training Authority  
Province of British Columbia**



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## FOREWORD

This Program Outline is for use in guiding competency-based training of Cremationists in British Columbia.

A Cremationist is: *“A person who arranges for the cremation of human remains, performs cremation of human remains, and maintains the equipment necessary for cremating human remains.”*

The program outline contains Knowledge Units and Workplace Unit Standards of Competence (Workplace Units).

Knowledge units are achieved outside the performance of the learner’s regular work as for example in a classroom or through self study of learning resources.

Typically credit for Knowledge Units will be achieved through learning sponsored by the Industry Training Authority (ITA). The Knowledge Units in this document define the desired outcome for learners to achieve in the theoretical portions of training. Industry wishes learners to have options in achieving credit for Knowledge Units.

Workplace Units build upon the Knowledge Units and allow the learner to gather naturally occurring evidence of workplace performance while they work. Evidence is assessed against the performance standard defined by industry which is twinned with each task outlined in the Workplace Unit.

Safe working practices, though not always specified in each of the competencies, are a part of the safe working and learning conditions underlying all these standards and will be required in the presentation of evidence to meet these standards.

This Program Outline includes a list of recommended reference textbooks that are available to support achievement of the Knowledge Units. The final section of the Outline provides some direction by industry on training options for the program as a whole.

### **SAFETY ADVISORY**

Be advised that references to the Workers’ Compensation Board of British Columbia safety regulations contained within these materials do not/may not reflect the most recent Occupational Health and Safety Regulation (the current Standards and Regulation in BC can be obtained on the following website:

<http://www.worksafebc.com>.) Please note that it is always the responsibility of any person using these materials to inform him/herself about the Occupational Health and Safety Regulations pertaining to his/her work.

## **ACKNOWLEDGEMENTS**

### **Development of the Standards**

These Unit Standards were developed through extensive consultation with a broad cross section of stakeholders in BC's Funeral Service Profession (FSP). The consultation with the Funeral Service Professions was coordinated by the Funeral Service Association of BC (FSABC) with participation from the Cemetery & Crematorium Association of BC.

The FSABC is a non profit society formed in 1912 by a group of concerned funeral directors whose purpose was to assist the funeral profession in attaining the highest possible standards of ethics, service and proficiency. FSABC was started and is governed by BC's Funeral Service Profession through a volunteer board of FSP stakeholders.

The FSABC led the development of these standards through funding support from Service Canada. The Profession formed the Funeral Service HR Planning Committee (the Committee) in 2007. In late 2007 the Committee, who represent a cross section of the FSP in BC, began work to identify the training requirements of the BC Funeral Service Profession. This work included identifying revisions and updates needed to the existing programs and looking at educational needs which were as yet unmet in the Profession. The Committee identified a need for a stand-alone certificate program for Cremationist.

FSABC contracted this work to Fulford Harbour Group in 2008. Through the first quarter of 2008 a group of Subject Matter Experts (SMEs) met to validate the Competency Standards developed from the Industry Endorsed Competency Profile. The new standards were developed and validated by the following FSI Stakeholder and SME Group:

The development team wishes to thank the SMEs for their dedication, Janet Ricciuti, Executive Director and Michael Hedden, Education Chairman, FSABC for their support, and Russell Robertson and Johann Steinmann of the ITA for insight and guidance through their sharing of international workplace training best practice.

This work would not have been possible without the contribution of thousands of hours of industry stakeholder time through the FSABC task groups, and their efforts are greatly appreciated.

These Competency Standards were validated by the above SME group on June 19, 2008 with final review by them on July 8, 2009 and are subject to adjustment through the end of 2010 as they are implemented.

Thereafter these competency standards are valid until 2011 when industry has scheduled a formal review of their competence standards.

## **Mechanism for Adjustment**

The Funeral Service Association of BC is industry's lead agency in coordinating development of these standards.

For revision suggestions please e-mail [info@bcfunerals.com](mailto:info@bcfunerals.com), subject line Apprenticeship Programs.

FSABC will endeavour to respond as quickly as possible to suggestions or concerns over the standards. Some suggestions or requested changes may require an industry consultation to determine their validity and relevance across all sectors of the industry.

# **OCCUPATION ANALYSIS CHART**





## CORE KNOWLEDGE & WORKPLACE COMPETENCY PROFILE CHART

### BC Funeral Profession - Cremationist Competency Profile Chart

**K = Knowledge Unit    W = Workplace Unit**

<b>1. Death, Dying &amp; Disposition</b>	<p><b>1.1 K</b> Identify and describe roles in the funeral service industry &amp; identify common industry terminology.</p>	<p><b>1.2 K</b> Describe the history of funeral service practices &amp; of cremation practices.</p>			
<b>2. Funeral &amp; Crematory Practices</b>	<p><b>2.1 K</b> Identify and describe funeral home &amp; crematorium procedures and protocols for funerals.</p>	<p><b>2.2 K</b> Identify and describe the roles &amp; responsibilities of a crematorium operator and a cremationist.</p>	<p><b>2.3 K</b> Explain cremation terminology.</p>	<p><b>2.4 K</b> Identify and describe the procedures for cremations performed by Funeral Homes and/or third party practitioners.</p>	<p><b>2.5 K</b> Identify and describe the types of forms used for the cremation process.</p>
<b>3. Funeral Service Law &amp; Ethics</b>	<p><b>3.1 K</b> Identify and describe the legislation &amp; regulatory Acts that apply to the Funeral Service Industry, the coroner's &amp; medical examiner systems, the handling of human remains &amp; control of disposition.</p>	<p><b>3.2 K</b> Explain professional business ethics as a Funeral Service professional.</p>			
<b>4. Preparing for Cremation</b>	<p><b>4.1 K</b> Identify and describe the procedures &amp; practices for Cremationists to protect self &amp; others in accordance with Ministry of Consumer Affairs and WorkSafeBC OHS Regulations and site procedures/standards.</p>	<p><b>4.2 K</b> Identify and describe the types, function, operation and safety features of crematory equipment.</p>	<p><b>4.3 K</b> Identify and describe the different types &amp; components of caskets and containers used and how they affect the cremation process.</p>	<p><b>4.4 K</b> Identify and describe the procedures to follow for human remains with pacemaker implants or having undergone radiation or chemotherapy treatment.</p>	<p><b>2.6 K</b> Identify and describe environmental issues with regards to cremations.</p>

**5. Performing a Cremation**

**5.1 K**  
Identify and describe the basic steps to perform before performing a cremation.

**5.2 K**  
Identify and describe the principles of combustion and the steps to follow to plan and perform the first and successive cremations of the day.

**5.3 K**  
Identify and describe the steps to follow for special cases.

**5.4 K**  
Identify and describe the steps to follow for processing cremated human remains following a cremation.

**6. Maintenance and Service**

**6.1 K**  
Identify and describe daily, weekly, monthly, bimonthly, quarterly, semi-annual and annual maintenance routines and procedures, and environmental efficiency practices.

**6.2 K**  
Identify and describe problem diagnosis, troubleshooting techniques and equipment used for fan and exhaust stack maintenance.

**6.3 K**  
Identify and describe problem diagnosis, troubleshooting techniques and equipment used for burner maintenance.

**6.4 K**  
Identify and describe problem diagnosis, troubleshooting techniques and equipment used for power and manual door maintenance.

**7. Communications**

**7.1 K**  
Explain interpersonal skills in the funeral service industry and the ability to communicate (verbally & non-verbally) effectively, compassionately, ethically & professionally with co-workers, the bereaved, the greater community and associated professionals.

**8. Cremationist Practice**

**8.1 W**  
Receive human remains according to correct procedures.

**8.2 W**  
Prepare and complete the correct paperwork for the cremation process, pre- and post-cremation.

**8.3 W**  
Prepare for a cremation including performing any necessary equipment maintenance.

**8.4 W**  
Prepare for a special case cremation.

**8.5 W**  
Perform a cremation.

**8.6 W**  
Demonstrate correct processing of human remains following cremation.

Core Knowledge & Workplace Competency Chart

<b>8.7 W</b> Demonstrate use of daily, weekly, monthly, bimonthly, quarterly, semi-annual & annual maintenance routines and procedures.

<b>8.8 W</b> Demonstrate use of problem diagnosis, troubleshooting techniques & equipment used for burner maintenance.

<b>8.9 W</b> Demonstrate use of problem diagnosis, troubleshooting techniques & equipment used for fan and exhaust stack maintenance.

<b>8.10 W</b> Demonstrate use of problem diagnosis troubleshooting techniques & equipment used for power and manual door maintenance.

<b>8.11 W</b> Maintain effective community/public relations.

<b>8.12 W</b> All aspects of business operations are carried out in a legal and ethical manner.

<b>8.13 W</b> Work effectively with staff and co-workers to create a healthy work environment.

<b>8.14 W</b> Conduct is consistent with the principles and accepted standards of practice of the profession.

# **CREMATIONIST QUALIFICATION PROGRAM OUTLINE**



## SUGGESTED SCHEDULE OF TIME ALLOTMENTS

Knowledge Units	Suggested % of Time
Section 1 – Dying, Death & Disposition	5%
Section 2 – Funeral & Crematory Practices	5%
Section 3 – Funeral Service Law & Ethics	5%
Section 4 – Preparing for Cremation	20%
Section 5 – Performing a Cremation	20%
Section 6 – Maintenance & Service	40%
Section 7 – Communications	5%
<b>Total</b>	<b>100%</b>

Cremationist			Theory	Practical
Unit	Section 1 – Dying, Death & Disposition	% of Time	5%	
1.1 K	Identify and describe roles in the funeral service industry and identify common industry terminology.		√	
1.2 K	Describe the history of funeral service practices and of cremation practices.		√	
Unit	Section 2 – Funeral & Crematory Practices	% of Time	5%	
2.1 K	Identify and describe funeral home and crematorium procedures and protocols for funerals.		√	
2.2 K	Identify and describe the roles and responsibilities of a crematorium operator and a cremationist.			
2.3 K	Explain cremation terminology.		√	
2.4 K	Identify and describe the procedures for cremations performed by Funeral Homes and/or third party practitioners.		√	
2.5 K	Identify and describe the types of forms used for the cremation process.		√	
2.6 K	Identify and describe environmental issues with regards to cremations.		√	
Unit	Section 3 – Funeral Service Law & Ethics	% of Time	5%	
3.1 K	Identify and describe the legislation and regulatory Acts that apply to the Funeral Service Industry, the coroner's and medical examiner systems, the handling of human remains & control of disposition.		√	
3.2 K	Explain professional business ethics as a Funeral Service professional.		√	

<b>Cremationist</b>			<b>Theory</b>	<b>Practical</b>
<b>Unit</b>	<b>Section 4 – Preparing for Cremation</b>	<b>% of Time</b>	<b>20%</b>	
4.1 K	Identify and describe the procedures & practices for Cremationists to protect self & others in accordance with Ministry of Consumer Affairs and WorkSafeBC OHS Regulations and site procedures/standards.		√	
4.2 K	Identify and describe the types, function, operation and safety features of crematory equipment.		√	
4.3 K	Identify and describe the different types & components of caskets and containers used and how they affect the cremation process.		√	
4.4 K	Identify and describe the procedures to follow for human remains with pacemaker implants or having undergone radiation or chemotherapy treatment.		√	
<b>Unit</b>	<b>Section 5 – Performing a Cremation</b>	<b>% of Time</b>	<b>20%</b>	
5.1 K	Identify and describe the basic steps to perform before performing a cremation.		√	
5.2 K	Identify and describe the principles of combustion and the steps to follow to plan and perform the first and successive cremations of the day.		√	
5.3 K	Identify and describe the steps to follow for special cases.		√	
5.4 K	Identify and describe the steps to follow for processing cremated human remains following a cremation.		√	
<b>Unit</b>	<b>Section 6 – Maintenance &amp; Service</b>	<b>% of Time</b>	<b>40%</b>	
6.1 K	Identify and describe daily, weekly, monthly, bimonthly, quarterly, semi-annual and annual maintenance routines and procedures, and environmental efficiency practices.		√	
6.2 K	Identify and describe problem diagnosis, troubleshooting techniques and equipment used for fan and exhaust stack maintenance.		√	
6.3 K	Identify and describe problem diagnosis, troubleshooting techniques and equipment used for burner maintenance.		√	
6.4 K	Identify and describe problem diagnosis, troubleshooting techniques and equipment used for power and manual door maintenance.		√	

<b>Cremationist</b>			<b>Theory</b>	<b>Practical</b>
<b>Unit</b>	<b>Section 7 – Communications</b>	<b>% of Time</b>	<b>5%</b>	
7.1 K	Explain interpersonal skills in the funeral service industry and the ability to communicate (verbally & non-verbally) effectively, compassionately, ethically & professionally with co-workers, the bereaved, the greater community and associated professionals.		√	

<b>Cremationist – Workplace Competencies</b>			<b>Theory</b>	<b>Practical</b>
<b>Unit</b>	<b>Section 8 – Cremationist Practice</b>			
8.1 W	Receive human remains according to correct procedures			√
8.2 W	Prepare and complete the correct paperwork for the cremation process, pre- and post-cremation			√
8.3 W	Prepare for a cremation including performing any necessary equipment maintenance			√
8.4 W	Prepare for a special case cremation			√
8.5 W	Perform a cremation			√
8.6 W	Demonstrate correct processing of human remains following cremation			√
8.7 W	Demonstrate use of daily, weekly, monthly, bimonthly, quarterly, semi-annual & annual maintenance routines and procedures			√
8.8 W	Demonstrate use of problem diagnosis, troubleshooting techniques & equipment used for burner maintenance			√
8.9 W	Demonstrate use of problem diagnosis, troubleshooting techniques & equipment used for fan and exhaust stack maintenance			√
8.10 W	Demonstrate use of problem diagnosis troubleshooting techniques & equipment used for power and manual door maintenance			√
8.11 W	Maintain effective community/public relations			√
8.12 W	All aspects of business operations are carried out in a legal and ethical manner			√

<b>Cremationist – Workplace Competencies</b>		<b>Theory</b>	<b>Practical</b>
8.13 W	Work effectively with staff and co-workers to create a healthy work environment		√
8.14 W	Conduct is consistent with the principles and accepted standards of practice of the profession		√

# **SECTION 1 – DYING, DEATH & DISPOSITION**

## Unit Standard 1.1 K – Roles & Terminology in the Funeral Service Industry

**Competency**      **1.1 K Identify and describe roles in the funeral service industry and identify common industry terminology.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 1.1.1 Describe Cremationist, Funeral Director, Embalmer and Funeral Service Pre-Arrangement Counsellor roles, characteristics and responsibilities.
- 1.1.2 Explain common Funeral Service Industry terminology.

<b>1.1.1</b>	<b>Learning Tasks</b>	<b>Content</b>
	Describe Cremationist, Funeral Director and Embalmer roles, characteristics and responsibilities.	<ul style="list-style-type: none"> <li>• Role, characteristics and responsibilities of Crematorium Operator and a Cremationist, including:               <ul style="list-style-type: none"> <li>○ difference between a Crematorium Operator and a Cremationist</li> <li>○ attitude, aptitude, initiative</li> <li>○ technical competence</li> </ul> </li> <li>• Role, characteristics and responsibilities of an Funeral Director, including:               <ul style="list-style-type: none"> <li>○ attitude, aptitude, initiative</li> <li>○ technical competence</li> </ul> </li> <li>• Role, characteristics and responsibilities of an Embalmer</li> <li>• The importance of having an understanding of the need to take personal responsibility in building effective relationships, developing strong oral communication skills, and improving written communication skills to prepare yourself for work in funeral service.</li> <li>• The characteristics of the “helping process” of the funeral</li> <li>• The importance of “knowing yourself.”</li> </ul>

- 1.1.2** Explain common Funeral Service Industry terminology
- Common Funeral Service terminology including:
    - administrative authority
    - bereavement rites and ceremonies
    - cemetery
    - cemetery services
    - columbarium
    - compliance order
    - cremated remains
    - crematorium
    - director
    - disinterment
    - embalmer
    - funeral contract
    - funeral director
    - funeral provider
    - funeral services
    - human remains
    - inspector
    - interment
    - licence
    - local government
    - lot
    - mausoleum
    - memorial
    - operator
    - place of interment
    - register
    - right of disposition
    - spouse
    - stillborn infant

### **Achievement Criteria**

Given information on roles and common terminology in the funeral service industry the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 1.2 K – History of Cremation

**Competency 1.2 K Describe the history of funeral service practices and of cremation practices.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 1.2.1 Explain the history of funeral service practices.
- 1.2.2 Explain cremation practices throughout history.
- 1.2.3 Identify the five primary reasons for cremation being chosen.

<b>Learning Tasks</b>	<b>Content</b>
<b>1.2.1</b> Explain the history of funeral service practices.	<ul style="list-style-type: none"> <li>• Funeral service practices throughout history</li> </ul>
<b>1.2.2</b> Explain disposition practices, both burial and cremation, throughout history.	<ul style="list-style-type: none"> <li>• Burial and cremation practices, including drawing a timeline of cremation as practiced throughout history</li> <li>• Who does and does not currently practice cremation</li> <li>• The process of modern cremation</li> <li>• The desired results of cremation</li> <li>• The historical development of cremation in Europe and North America</li> <li>• Reasons for the practice of cremation</li> <li>• The pro's and con's of cremation</li> </ul>
<b>1.2.3</b> Identify the five primary reasons for cremation being chosen	<ul style="list-style-type: none"> <li>• The five main reasons cremation is chosen:               <ul style="list-style-type: none"> <li>• saves money</li> <li>• saves land</li> <li>• simpler</li> <li>• body not in earth</li> <li>• personal preference: including religious and cultural</li> </ul> </li> </ul>

**Achievement Criteria**

Given information on the history of funeral practices and of cremation and the reasons for choosing it, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## **SECTION 2 - FUNERAL & CREMATION PRACTICES**

## Unit Standard 2.1 K – Funeral Procedures & Protocols

**Competency**      **2.1 K Identify and describe funeral home and crematorium procedures and protocols for funerals.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

2.1.1 Explain common funeral home and crematorium protocols for grooming and department.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>2.1.1</b> Explain common funeral home and crematorium protocols for grooming and department.</p>	<ul style="list-style-type: none"> <li>• The importance of following protocol</li> <li>• The effect following protocol has on the community and the bereaved</li> <li>• The reason for dress codes</li> <li>• A good dress code for a crematorium</li> <li>• Good wardrobe maintenance</li> <li>• How a cremationist may interact with the family and others at a witness cremation</li> <li>• Some rules to follow while assisting on aspects of a funeral celebration such as a witness cremation</li> <li>• The manner in which a cremationist should fulfill his/her duties</li> </ul>

### **Achievement Criteria**

Given information on crematorium procedures and protocols for funerals, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 2.2 K – Roles & Responsibilities

**Competency**      **2.2 K Identify and describe the role and responsibilities of a Cremationist.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

2.2.1 Identify and describe the daily role and responsibilities of a Cremationist and a Crematorium Operator.

### Learning Tasks

**2.2.1** Identify and describe the daily role and responsibilities of a Cremationist and a Crematorium Operator.

### Content

- Overall responsibilities of a cremationist and the crematorium operator including:
  - employer vs. employee responsibilities
  - who is the final authority in determining how the cremation is performed
  - appropriate authorizations
  - permits
  - authorizations
  - scheduled ceremonies and viewings complete
  - forms & records keeping
  - assessing the casket/container
  - commitment to safety
  - security of cremation chamber

### Achievement Criteria

Given information on the responsibilities of a cremationist and of the crematorium operator, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 2.3 K – Terminology

**Competency 2.3 K Explain cremation terminology.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

2.3.1 Explain cremation terminology.

### Learning Tasks

**2.3.1** Explain cremation terminology.

### Content

- Identify and describe cremation terminology used by Cremationists, manufacturers and environmental professionals including:
  - air
  - afterburner
  - afterchamber
  - atomize
  - baffle
  - blower
  - BTU
  - burner
  - calcination
  - chimney
  - combustion
  - cremation
  - cremation container
  - cremator
  - downpass
  - draft
  - draft controls
  - emissions
  - emission control system
  - expansion *or* settling chamber
  - flame scanner
  - flue
  - flue gas

**Learning Tasks****Content**

- fly ash
- hearth
- hearth air
- mixing chamber
- opacity
- particulates, particulate matter
- photo cell
- pilot
- primary combustion chamber
- PSI
- pulverize
- refractory
- secondary combustion chamber
- settling or expansion chamber
- smoke alarm
- source test
- throat air

**Achievement Criteria**

Given information on cremation terminology, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 2.4 K – Cremation Procedures

**Competency**        **2.4 K Identify and describe the procedures for cremations performed by Funeral Homes and/or third party practitioners.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 2.4.1 Describe the procedures and responsibility for the correct identification of the deceased.
- 2.4.2 Explain 'due diligence'.
- 2.4.3 Describe the procedure for receipt of the human remains at the crematorium and accepting custody.
- 2.4.4 Describe the procedures to be followed for non-embalmed human remains.
- 2.4.5 Describe the procedures to be followed for embalmed human remains.
- 2.4.6 Describe the procedures to follow for receipt of human remains that are part of a witnessed cremation.
- 2.4.7 Explain refusing to accept or handle human remains.
- 2.4.8 Describe the procedures to follow after cremation.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>2.4.1</b> Describe the procedures and responsibility for the correct identification of the deceased.</p>	<ul style="list-style-type: none"> <li>• The proper method and etiquette for transferring/ transporting human remains</li> <li>• Respectful handling of the human remains</li> <li>• Who is responsible for identification</li> <li>• Placing an identification bracelet/tag at site of transfer</li> <li>• The importance of positive identification of human remains</li> <li>• Transfer forms               <ul style="list-style-type: none"> <li>○ who completes</li> <li>○ who should witness</li> <li>○ responsibility of the witness</li> </ul> </li> </ul>
<p><b>2.4.2</b> Explain 'due diligence'.</p>	<ul style="list-style-type: none"> <li>• The meaning of due diligence</li> <li>• The importance of performing due diligence</li> <li>• The steps involved and questions</li> </ul>

## Learning Tasks

## Content

- to be asked by a cremationist when human remains are presented for cremation
- 2.4.3** Describe the procedure for receipt of the human remains at the crematorium and accepting custody.
- The procedures for the receipt and identification of the human remains at the crematorium including:
    - confirming identification
    - accompanying paperwork
      - burial permit
      - verification of authorization and order disposition
      - provincial permits in good order
      - other court-ordered documents
  - The procedure(s) and paperwork to be completed on receipt of the human remains at the crematorium
  - Procedures for special cases and/or multiple cremations
- 2.4.4** Describe the procedures to be followed for non-embalmed human remains.
- The procedures to follow for handling non-embalmed human remains
    - refrigeration
    - logging of human remains
- 2.4.5** Describe the procedures to be followed for embalmed human remains.
- The procedures to follow for handling embalmed human remains
- 2.4.6** Describe the procedures to follow for receipt of human remains that are part of a witnessed cremation.
- The procedures to follow for receipt of human remains that

## Learning Tasks

## Content

- are part of a witnessed cremation including:
- what is a witnessed cremation
  - paperwork required
- 2.4.7** Explain refusing to accept or handle human remains.
- The most common reasons for refusing custody including:
    - incomplete or questionable paperwork – i.e. no permits
    - name of deceased not on casket/container
    - health hazards
    - casket/container leaking
    - non-combustible containers
    - container contains non-legal substances as proscribed under the *Cremation, Interment and Funeral Services Act*
  - Options for a refusal situation:
    - what to do
    - reporting questionable behaviour – when and who to
- 2.4.8** Describe the procedures to follow after cremation.
- The procedures for handling of the cremated human remains at the crematorium after cremation including:
    - checking all forms of paperwork
    - security of cremated human remains
    - who may pick up cremated human remains and protocols

**Learning Tasks****Content**

to follow

- maintaining paperwork
- what forms of communication are non-acceptable
- disposal of unclaimed cremated remains including:
  - how
  - where
  - legal requirements
  - timeframe

**Achievement Criteria**

Given information on the proper method and etiquette for transferring/transporting and handling human remains and on the identification procedures required for a deceased person pre- and post-cremation, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 2.5 K – Forms for the Cremation Process

**Competency**      **2.5 K Identify and describe the types of forms used for the cremation process.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

2.5.1 Identify and describe the types of forms used for the cremation process.

### Learning Tasks

**2.5.1** Identify and describe the types of forms used for the cremation process.

### Content

- The forms used throughout the cremation process, when to use them and who is responsible for completing and maintaining them, including:

- Instructions for Final Disposition of Cremated Remains form
- Cremation Authorization form
- Crematorium & Operation Daily Log forms
- Crematorium Maintenance Log/Checklist forms

The following as appropriate to BC

- crematory records request
- crematory interview questions
- crematory inspection checklist
- visual identification
- confirmation of identification without viewing
- viewing/witnessing disclosure acknowledgement
- witnessing cremation release of liability
- receipt for human remains
- receipt of cremated human remains and release of liability
- log instructions
- cremation log

- refrigeration log
- cremated human remains  
temporary storage log
- packaging labels
- Certificate of Cremation

**Achievement Criteria**

Given information on the types of forms used for the cremation process, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 2.6 K – Environmental Issues

**Competency**      **2.6 K Identify and describe environmental issues with regards to cremation.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 2.6.1 Describe environmental issues concerning cremation and burial.
- 2.6.2 Describe commonly regulated emissions from crematories.
- 2.6.3 Describe prohibited contents for containers.
- 2.6.4 Describe factors affecting environmental efficiency.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>2.6.1</b> Describe environmental issues and regulatory requirements concerning cremation and burial.</p>	<ul style="list-style-type: none"> <li>• Modern day environment concerns and how they effect crematorium operation</li> <li>• Regulatory requirements that must be conformed to</li> <li>• Common myths and realities</li> </ul>
<p><b>2.6.2</b> Describe commonly regulated emissions from crematories and non-regulated emissions.</p>	<ul style="list-style-type: none"> <li>• Commonly regulated emissions including:               <ul style="list-style-type: none"> <li>○ particulate matter</li> <li>○ visible emissions</li> <li>○ carbon monoxide (CO)</li> </ul> </li> <li>• Non-regulated emissions including:               <ul style="list-style-type: none"> <li>○ mercury</li> <li>○ composite resins</li> </ul> </li> <li>• How crematory equipment reduces emissions</li> </ul>
<p><b>2.6.3</b> Describe prohibited contents for containers.</p>	<ul style="list-style-type: none"> <li>• Prohibited contents for containers including:               <ul style="list-style-type: none"> <li>○ plastic</li> <li>○ fibreglass</li> <li>○ foam or styrofoam</li> <li>○ rubber</li> <li>○ polyvinyl chloride</li> <li>○ zinc</li> </ul> </li> <li>• How these materials relate to the right to refuse to handle human remains</li> </ul>

**2.6.4** Describe factors affecting environmental efficiency.

- Factors affecting environmental efficiency including:
  - weather
  - control of building temperature – energy efficiency
  - emissions control
  - recycling
  - chemicals – cleaning agents, fertilizers, etc.
- Ways to be environmentally efficient/friendly

**Achievement Criteria**

Given information on environmental issues and permit requirements with regards to cremation the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

# **SECTION 3 - FUNERAL LAW & ETHICS**

## Unit Standard 3.1 K – Legislation, Regulations & Protocols

**Competency 3.1 K Identify and describe the legislation and regulatory Acts that apply to the Funeral Service Industry, the coroner's and medical examiner systems, and the handling of human remains and control of disposition.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 3.1.1 Explain the major Acts and Regulations that apply to the funeral service and other related businesses in Canada and in British Columbia.
- 3.1.2 Explain who evaluates, judges, legislates, and enforces the nature of business transactions according to the law.
- 3.1.3 Explain how the *Cremation, Interment and Funeral Services Act* applies to the operation of a cemetery and of a crematorium.
- 3.1.4 Explain Control of Disposition.
- 3.1.5 Explain the purpose of licensing in the funeral service industry.

### Learning Tasks

- 3.1.1** Explain the major Acts and Regulations that apply to the funeral service and other related businesses in Canada and in British Columbia.

### Content

- The process of Death Registrations and Medical Certificates of Death by relating that to the proper time frame when embalming, cremation or burial can take place.
- The major source of funeral legislation in BC
- The Acts and Regulations that apply to funeral service and other related businesses in the province, including:
  - *Cremation, Interment and Funeral Services Act*
  - *Cremation, Interment and Funeral Services Regulation*
  - *Business Practices and Consumer Protection Act*
  - *Vital Statistics Act*
  - *Occupational Health & Safety Regulations*
  - *Coroners Act (2007)*
  - *Health Act Communicable*

## Learning Tasks

## Content

### *Disease Regulation*

- The justifications for government intervention and regulation of funeral businesses and related business and provide examples of each issue
  - The timeframe for cremation under the *Cremation, Interment and Funeral Services Act*
- 3.1.2** Explain who evaluates, judges, legislates, and enforces the nature of business transactions according to the law.
- Who evaluates, judges, legislates, and enforces the law related to cremations in BC
  - The role of the regulatory agency that is now responsible for the administration and enforcement of the legislation related to funeral service businesses
  - The sanctions (penalties) imposed under the law on individual and corporate licensees for failure to comply with the law in a specific jurisdiction
- 3.1.3** Explain how the *Cremation, Interment and Funeral Services Act* applies to the operation of a cemetery and of a crematorium.
- Categories of crematoriums that are regulated under the *Cremation, Interment and Funeral Services Act* according to ownership
  - The terms and conditions of a *Certificate of Public Interest*
  - The terms and conditions of a *Certificate of Operation*
  - The responsibilities of a cemetery owner under the *Cremation, Interment and Funeral Services Act*
  - The responsibilities of a Crematorium Operator/owner under the *Cremation, Interment and Funeral Services Act*
  - Specific provisions of the portion of the *Cremation, Interment and Funeral Services Act* and Regulations that are assigned for study in this lesson

**Learning Tasks****Content**

**3.1.4** Explain Control of Disposition.

- Who:
  - can transfer human remains
  - controls disposition of human remains and cremated human remains

**3.1.5** Explain the purpose of licensing in the funeral service industry.

- The purpose or reason for the licensing of crematorium operators
- How funeral service companies, and individual licensed practitioners, fit into (relate to) the social and legal processes surrounding dying, death and disposition

**Achievement Criteria**

Given information on the legislation and regulatory Acts that apply to the Funeral Service Industry, and of the coroner's and medical examiner systems, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 3.2 K – Understanding Professional Ethics

**Competency**      **3.2 K Explain professional business ethics as a Funeral Service Professional.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 3.2.1 Describe ethics and ethical behaviour.
- 3.2.2 Demonstrate an understanding of the ethical behaviour and principals of the Funeral Service profession.
- 3.2.3 Demonstrate a clear understanding of what constitutes conflict of interest.

<b>Learning Tasks</b>	<b>Content</b>
<b>3.2.1</b> Describe ethics and ethical behaviour.	<ul style="list-style-type: none"> <li>• Ethics and how ethics apply to a Cremationist, including the respectful handling of human remains</li> <li>• How ethics applies to the funeral service</li> <li>• Principles</li> <li>• Five ethical principles</li> <li>• Distinguish between ethics, morals and law</li> <li>• ‘code of ethics’</li> <li>• Commonly accepted best practices</li> </ul>
<b>3.2.2</b> Demonstrate an understanding of the ethical behaviour and principals of the Funeral Service profession	<ul style="list-style-type: none"> <li>• Why funeral service companies and licensed individuals have to adhere to a higher level of ethical conduct than other retail sales and service businesses in the same marketplace</li> <li>• How to apply ethical principles to your own decisions</li> <li>• How to apply each of the five ethical principles</li> </ul>
<b>3.2.3</b> Demonstrate a clear understanding of what constitutes conflict of interest	<ul style="list-style-type: none"> <li>• Conflict of interest</li> <li>• Various methods of resolving a conflict of interest</li> <li>• Applying ethical principles to a specific scenario containing a conflict of interest</li> <li>• The ethical dilemma of “whistle</li> </ul>

- blowing”
- Guidelines to “whistle blowing”
- Applying the analyzing process to a specific “whistle-blowing” scenario

**Achievement Criteria**

Given information on the crematorium operator licensing laws, regulations and requirements in British Columbia, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

# **SECTION 4 - PREPARING FOR CREMATION**

## Unit Standard 4.1 K – Safety Practices

**Competency**      **4.1 K Identify and describe procedures & practices for Cremationists to protect self & others in accordance with Ministry of Consumer Affairs and WorkSafeBC OHS Regulations and site procedures/standards.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 4.1.1 Explain workplace health and safety hazards, corrective action requirements, and reporting procedures are used correctly.
- 4.1.2 Explain safe work habits and universal precautions.
- 4.1.3 Explain personal and cremation chamber safety equipment.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>4.1.1</b> Explain workplace health and safety hazards, corrective action requirements, and reporting procedures are used correctly.</p>	<ul style="list-style-type: none"> <li>• Workplace health and safety hazards, corrective action requirements, and reporting procedures as specified by current government legislation, including:               <ul style="list-style-type: none"> <li>○ the current government legislation that relates to the workplace</li> <li>○ hazards and hazardous conditions</li> <li>○ the required reporting procedures</li> <li>○ the required corrective action to be taken.</li> </ul> </li> <li>• WCB regulations.</li> <li>• Workplace Hazardous Materials Information Sheets (WHMIS) including Material Safety Data Sheets (MSDS):               <ul style="list-style-type: none"> <li>○ Hazard/toxicological symbols</li> <li>○ Storage and other data per regulations</li> </ul> </li> </ul>

## Learning Tasks

### 4.1.2 Explain safe work habits and universal precautions.

## Content

- Fire, splash, spill, first aid and other precautionary data.
- Reasons for precautions
- Areas of principle concern
- The importance of updating immunizations.
- The types of vaccinations that are important for cremationists to obtain.
- Safe work habits and mandatory safety equipment/protective clothing in accordance with current WorkSafe BC regulations and any other applicable regulations and practices, including:
  - protective clothing – gloves, ear plugs, respirators, masks, etc.
  - barrier precautions
  - disinfection and salutary prophylaxis
  - approved, recommended materials
- Pathogens that cremationists are at risk of acquiring.
- Work practise controls that will avoid exposure to infectious agents including:
  - infectious case kits
  - goggles, masks & head covers
  - aprons and gowns
  - gloves and shoe covers.
- The proper method of handling

**Learning Tasks****Content**

- and disposing of sharps.
- Salutory drainage and spill control
    - delayed drainage
    - phlebotomy
    - eliminate splashing
  - Loading Safety
    - lifting, etc.
    - multiple cremations
- 4.1.3** Explain personal and cremation room safety equipment.
- The proper attire for a cremationist's personal protective equipment.
  - Barrier protection and infectious case kits;
    - heat-proof gloves
    - Nitrile gloves
    - ear plugs
    - non-slip footwear
    - masks and respirators
  - Exhaust fans, ventilation, and fresh air supply
  - Spill clean-up equipment and materials
  - Emergency eyewash and shower stations

**Achievement Criteria**

Given information on WorkSafeBC and OHS Regulations, and any other applicable Acts, Regulations, Legislations and Codes and funeral service industry practices, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 4.2 K – Equipment & Safety Features

**Competency**      **4.2 K Identify and describe the types, functions, operations and safety features of crematory equipment.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 4.2.1 Identify and describe common terminology used in the incineration industry.
- 4.2.2 Identify and describe the types, function, safety features and operation of crematorium burner equipment.
- 4.2.3 Identify and describe the types, function, safety features and operation of crematorium fan and exhaust stacks.
- 4.2.4 Identify and describe the types, function, safety features and operation of crematorium power and manual doors.
- 4.2.5 Identify and describe the types, function, safety features and operation of miscellaneous types of crematorium equipment.
- 4.2.6 Identify and describe the different types of fuels used in crematorium operation.

### Learning Tasks

- 4.2.1** Identify and describe common terminology used in the incineration industry.

### Content

The meaning of common words used to describe equipment and features used in the incineration industry by manufacturers and environmental professionals, including:

- Air
  - Standard air
  - Air jets
  - Excess air
  - Overfire air
  - Primary air
  - Secondary air
  - Theoretical air
  - Underfire air
- Atomize
- Auxiliary fuel firing equipment
- Baffle
- Breeching or flue connection
- Bridge wall
- British thermal unit (BTU)
- Burner
  - Afterburner
  - Primary burner
  - Secondary burner
- Buring area
- Burning rate

- Calcination
- Capacity
- Checkerwork
- Chimney, stack or flue
- Cremation
- Cremation container
- Cremator
- Crematory or crematorium
- Curtain wall
- Damper
  - Barometric damper
  - Butterfly damper
  - Guillotine damper
  - Sliding damper
- Downpass
- Draft
  - Forced draft
  - Induced draft
  - Natural draft
- Draft controls
- Drop arch
- Dust loading
- Effluent
- Emission
- Expansion or settling chamber
- Flame scanner
- Flue connection or breeching
- Flue, stack or chimney
- Flue gas
- Fly ash
- Fly ash collector
- Gas washer or scrubber
- Grate
- Hearth
  - Cold hearth
  - Drying hearth
  - Hot hearth
- Heating value
- Heat release rate
- IIA
- Incineration
- Mixing chamber
- Particulates or particulate matter
- Photo cell
- Pilot
- Primary combustion chamber
- PSI

- Pulsating
  - Pulverisation
  - Ratio
  - Refractory
  - Relay
  - Reset
  - Schematic diagram
  - Scrubber or gas washer
  - Secondary combustion chamber
  - Smoke alarm
  - Spark arrestor
  - Stack, chimney or flue
  - Standard conditions
  - Any other relevant terms
- 4.2.2** Identify and describe the types, function, safety features and operation of crematorium burner equipment.
- The types, function, hazards involved, safety features and operation of common crematorium burner equipment, including:
    - Older models
    - Newer models
    - Crematorium design
- 4.2.3** Identify and describe the types, function, safety features and operation of crematorium fan and exhaust stacks.
- The types, function, hazards involved, safety features and operation of crematorium fan and exhaust stacks, including:
    - Safety switches
    - Manual models
    - Automatic models
- 4.2.4** Identify and describe the types, function, safety features and operation of crematorium power and manual doors.
- The types, function, hazards involved, safety features and operation of common types of crematorium power and manual doors.
- 4.2.5** Identify and describe the types, function, safety features and operation of miscellaneous types of crematorium equipment.
- The types, function, safety features and operation of miscellaneous types of crematorium equipment, including:
    - Processing machines
    - Cooler maintenance
    - High-temperature vacuum

- Brushes

**4.2.6** Identify and describe the different types of fuels used in crematorium operation.

- The different types of fuels used in crematorium operation, including:
  - Propane
  - Natural gas
  - Oil
  - Wood

### **Achievement Criteria**

Given information on the types, function, safety features and operation of crematorium equipment, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 4.3 K – Container Types & Components

**Competency 4.3 K Identify and describe the different types and components of containers used and how they effect the cremation process.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 4.3.1 Identify and describe the different types and components of containers used.
- 4.3.2 Describe how the different types and components of caskets and containers affect the cremation process.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>4.3.1</b> Identify and describe the different types and components of containers used.</p>	<ul style="list-style-type: none"> <li>• The different types and components of containers used, including:               <ul style="list-style-type: none"> <li>○ highly polished caskets</li> <li>○ cremation caskets</li> <li>○ plain finished wooden caskets</li> <li>○ cardboard containers</li> <li>○ particle board containers</li> <li>○ metal containers</li> <li>○ plastic and fibreglass caskets</li> <li>○ soft metals</li> <li>○ liners</li> <li>○ fittings – hinges, handles, screws, etc.</li> </ul> </li> <li>• Container requirements per the <i>Cremation, Interment and Funeral Services Act</i> <ul style="list-style-type: none"> <li>○ what is allowed, what is not</li> </ul> </li> <li>• How to identify the make-up of a casket or container</li> </ul>
<p><b>4.3.2</b> Describe how the different types and components of caskets and containers affect the cremation process.</p>	<ul style="list-style-type: none"> <li>• How the different types and components of caskets and containers effect the cremation process               <ul style="list-style-type: none"> <li>○ finishes</li> <li>○ linings</li> </ul> </li> </ul>

**Achievement Criteria**

Given information on different types and components of caskets and containers used and how they affect the cremation process, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 4.4 K – Dealing with implants

**Competency**      **4.4 K Identify and describe the procedures to follow for human remains with pacemaker implants or having undergone radiation or chemotherapy treatment.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 4.4.1 Identify and describe the procedures to follow for pacemaker implants.  
 4.4.2 Identify and describe the procedures to follow for human remains that have undergone radiation and/or chemotherapy treatment.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>4.4.1</b> Identify and describe the procedures to follow for pacemaker implants.</p>	<ul style="list-style-type: none"> <li>• The procedures to follow for pacemaker implants including:               <ul style="list-style-type: none"> <li>○ safety precautions and procedures</li> <li>○ verification of paperwork</li> <li>○ refusing due to non-disclosure/paperwork incomplete</li> <li>○ what to do</li> </ul> </li> </ul>
<p><b>4.4.2</b> Identify and describe the procedures to follow for human remains that have undergone radiation and/or chemotherapy treatment</p>	<ul style="list-style-type: none"> <li>• The procedures to follow for human remains that have undergone radiation and/or chemotherapy treatment including:               <ul style="list-style-type: none"> <li>○ verification of paperwork</li> <li>○ refusing due to non-disclosure/paperwork incomplete                   <ul style="list-style-type: none"> <li>• what to do</li> </ul> </li> <li>○ the risks of radioactive isotopes</li> <li>○ special safety precautions and procedures                   <ul style="list-style-type: none"> <li>• importance of protective clothing: masks, eye protection, gloves</li> <li>• mandatory protective clothing requirements</li> <li>• removal of cremated human remains</li> </ul> </li> </ul> </li> </ul>

**Achievement Criteria**

Given information on describe the procedures to follow for human remains with pacemaker implants or having undergone radiation or chemotherapy treatment, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

# **SECTION 5 - PERFORMING A CREMATION**

## Unit Standard 5.1 K – Basic Steps

**Competency**            **5.1 K Identify and describe the basic steps to perform before performing a cremation.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 5.1.1 Describe how identity of the human remains is maintained through cremation.
- 5.1.2 Identify and describe the legally required information to be recorded in the Cremation Log.
- 5.1.3 Identify and describe the inspection steps to be undertaken prior to loading the chamber.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>5.1.1</b> Describe how identity of the human remains is maintained through cremation.</p>	<ul style="list-style-type: none"> <li>• How identity of the human remains is maintained through cremation including:               <ul style="list-style-type: none"> <li>○ metal identification disc</li> <li>○ placement of paperwork while human remains are in chamber</li> <li>○ other tracking methods</li> </ul> </li> </ul>
<p><b>5.1.2</b> Identify and describe the legally required information to be recorded in the Cremation Log.</p>	<ul style="list-style-type: none"> <li>• The legally required information to be recorded in the Cremation Log, including:               <ul style="list-style-type: none"> <li>○ the name of the deceased,</li> <li>○ the date of cremation and the times at which the cremation started and ended,</li> <li>○ a copy of the written authorization required under <i>section 8 (1) of the Act</i> from the person who under <i>section 5 of the Act</i> had the right to control the disposition of cremated remains and the address of the person who gave the authorization, and</li> <li>○ the type of container used for the cremation.</li> </ul> </li> </ul>

- 5.1.3** Identify and describe the inspection steps to be undertaken prior to loading the chamber.
- The inspection steps to be undertaken prior to loading the chamber, including:
    - chamber inspection
    - ash pan
    - removal of ornamentation

### **Achievement Criteria**

Given information on the basic steps to perform before performing a cremation, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 5.2 K – First & Successive Cremations

**Competency**      **5.2 K Identify and describe the principles of combustion and the steps to follow to plan and perform the first and successive cremations of the day.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 5.2.1 Identify and describe the principles of combustion.
- 5.2.2 Describe how to identify and follow the manufacturer's instructions for setting timers and controls.
- 5.2.3 Describe the steps to be followed to plan loading of the cremation chamber.
- 5.2.4 Describe the steps to be followed for the first cremation of the day.
- 5.2.5 Describe the steps to be followed for repositioning of human remains during the cremation process when necessary.
- 5.2.6 Describe the steps to be followed for second and successive cremations of the day.

<b>Learning Tasks</b>	<b>Content</b>
<b>5.2.1</b> Identify and describe the principles of combustion.	<ul style="list-style-type: none"> <li>• The principles of combustion</li> </ul>
<b>5.2.2</b> Describe how to identify and follow the manufacturer's instructions for setting timers and controls.	<ul style="list-style-type: none"> <li>• How to identify and follow the manufacturer's instructions for setting timers and controls               <ul style="list-style-type: none"> <li>○ manufacturer's manual</li> </ul> </li> </ul>
<b>5.2.3</b> Describe the steps to be followed to plan loading of the cremation chamber.	<ul style="list-style-type: none"> <li>• The steps to be followed to plan loading of the cremation chamber including:               <ul style="list-style-type: none"> <li>○ safety considerations</li> <li>○ temperature requirements</li> <li>○ preheat times</li> <li>○ opening of doors</li> <li>○ placing of remains</li> <li>○ prioritizing</li> </ul> </li> </ul>
<b>5.2.4</b> Describe the steps to be followed for the first cremation of the day.	<ul style="list-style-type: none"> <li>• The steps to be followed for the first cremation of the day.               <ul style="list-style-type: none"> <li>○ planning</li> <li>○ temperature requirements – ratio of heat and weight</li> </ul> </li> </ul>

- preheat times
  - witness cremations
- 5.2.5** Describe the steps to be followed for repositioning of human remains during the cremation process when necessary.
- The steps to be followed for repositioning of human remains when necessary
    - when to do
    - personal protective equipment
    - tools to use
- 5.2.6** Describe the steps to be followed for second and successive cremations of the day.
- The steps to be followed for second and successive cremations of the day.
    - planning
    - temperature requirements – ratio of heat and weight
    - preheat times
    - cooling down to temperature

### **Achievement Criteria**

Given information on the principles of combustion and the steps to follow to plan and perform the first and successive cremations of the day, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 5.3 K – Special Case Cremations

**Competency**      **5.3 K Identify and describe the steps to follow for special cases.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 5.3.1 Identify and describe the steps to follow for handling obese or bodies of size.
- 5.3.2 Identify and describe the steps to follow for handling infant, stillborn and fetal cases.
- 5.3.3 Identify and describe the steps to follow for handling multiple cremations.
- 5.3.4 Identify and describe the additional steps to follow for handling a witness cremation.

### Learning Tasks

**5.3.1** Identify and describe the steps to follow for handling obese or bodies of size

**5.3.2** Identify and describe the steps to follow for handling infant, stillborn and fetal cases.

**5.3.3** Identify and describe the steps to follow for handling multiple cremations.

### Content

- The steps to follow for handling obese or bodies of size including:
  - general policy
  - safety precautions
  - chamber requirements and clearances
  - loading
  - in-process monitoring and adjustments
- The steps to follow for handling infant, stillborn and fetal cases
  - general policy
  - safety precautions
  - chamber requirements and clearances
  - loading
  - in-process monitoring and adjustments
- The steps to follow for handling multiple cremations including:
  - general policy
  - safety precautions
  - chamber requirements and clearances
  - loading
  - in-process monitoring and adjustments

- 5.3.4** Identify and describe the additional steps to follow for handling a witness cremation.
- The steps to follow for handling a witness cremation including:
    - family present
    - interaction
    - participation of family
    - additional safety precautions

**Achievement Criteria**

Given information on the steps to follow for special cases, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 5.4 K – Processing of Cremated Remains

**Competency**      **5.4 K Identify and describe the steps to follow for processing cremated remains following a cremation.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 5.4.1 Identify and describe the steps to follow for removal of cremated human remains following a cremation.
- 5.4.2 Identify and describe the steps to follow for processing of cremated human remains following a cremation.
- 5.4.3 Identify and describe the steps to follow for packaging of cremated human remains following a cremation.
- 5.4.4 Identify and describe the steps to follow for labelling of cremated human remains following a cremation.
- 5.4.5 Identify and describe the steps to follow for shipping or release of cremated human remains following a cremation.
- 5.4.6 Identify and describe the steps to follow when there is a request for non-processing of the cremated remains.
- 5.4.7 Identify and describe the steps to follow for disposal of unclaimed cremated remains.

### Learning Tasks

**5.4.1** Identify and describe the steps to follow for removal of cremated human remains following a cremation.

**5.4.2** Identify and describe the steps to follow for processing of cremated human remains following a cremation.

### Content

- The steps to follow for handling human remains following a cremation including:
  - tools needed
  - positioning of cleanout pans
  - blower
  - identification disc removal
  - paperwork
  - security – who can release remains
- The steps to follow for processing of cremated human remains following a cremation including:
  - disc or other tracking methods, and paperwork
  - when to process
  - metals and other objects
  - dental work, prostheses, staples, nails, hinges, etc.
  - colour and texture of human remains

- 5.4.3** Identify and describe the steps to follow for packaging of human remains following a cremation.
- The steps to follow for packaging of cremated human remains following a cremation including:
    - bagging
    - labelling
    - identification disc
    - urn/container size
    - paperwork
- 5.4.4** Identify and describe the steps to follow for labelling of cremated human remains following a cremation.
- The steps to follow for labelling of human remains following a cremation.
- 5.4.5** Identify and describe the steps to follow for shipping or release of cremated human remains following a cremation.
- The steps to follow for shipping or release of cremated human remains following a cremation.
    - Canada Post
    - other shipping agents
    - legal requirements
    - labelling
- 5.4.6** Identify and describe the steps to follow when there is a request for non-processing of the cremated remains.
- The steps to follow when there is a request for non-processing of the cremated remains including:
    - bagging
    - labelling
    - identification disc
    - urn/container size
    - paperwork
    - legal requirements
- 5.4.7** Identify and describe the steps to follow for disposal of unclaimed cremated remains.
- The steps to follow for disposal of unclaimed cremated remains including:
    - how
    - where
    - legal requirements
    - timeframe

**Achievement Criteria**

Given information on the steps to follow for processing cremated human remains following a cremation, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## **SECTION 6 - MAINTENANCE & SERVICE**

### **Note**

**No major repairs should be undertaken by a Cremationist. This section identifies and explains standard maintenance procedures and highlights when a maintenance specialist should be called in.**

## Unit Standard 6.1 K – Maintenance Practices & Procedures

**Competency**      **6.1 K Identify and describe daily, weekly, monthly, bimonthly, quarterly, semi-annual and annual maintenance routines and procedures, and environmental efficiency practices.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 6.1.1 Identify and describe daily, weekly, monthly and bimonthly maintenance routines and procedures.
- 6.1.2 Identify and describe quarterly, semi-annual and annual maintenance routines and procedures.
- 6.1.3 Identify and describe strategies for maximizing environmental efficiency.

### Learning Tasks

**6.1.1** Identify and describe daily, weekly, monthly and bimonthly maintenance routines and procedures

### Content

- Daily, weekly, monthly and bimonthly maintenance routines and procedures including:
  - the importance of regular inspections and maintenance
  - safety precautions
  - using maintenance checklists
  - operator's manuals
  - equipment to be inspected/maintained:
    - daily maintenance needs
    - weekly maintenance needs
    - monthly and bi-monthly maintenance needs
  - record's maintenance
  - good housekeeping practices

**6.1.2** Identify and describe quarterly, semi-annual and annual maintenance routines and procedures

- Quarterly, semi-annual and annual maintenance routines and procedures including:
  - the importance of regular inspections and maintenance
  - safety precautions
  - using maintenance checklists
  - operator's manuals
  - equipment to be

## Learning Tasks

## Content

- inspected/maintained
  - quarterly, semi-annual and annual maintenance needs -
  - record's maintenance

- 6.1.3** Identify and describe strategies for maximizing environmental efficiency.
- Strategies for maximizing environmental efficiency.

### Achievement Criteria

Given information on maintenance and services procedures and being environmentally efficient according to WorkSafeBC and OHS Regulations, and any other applicable Acts, Regulations, Legislations and Codes and Funeral Service industry practice and manufacturers specifications, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 6.2 K – Troubleshooting Fans & Exhaust Stack

**Competency**      **6.2 K Identify and describe problem diagnosis, troubleshooting techniques and equipment used for fan and exhaust stack maintenance.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 6.2.1 Identify and describe general problem diagnosis, troubleshooting practices and equipment used for fan and exhaust stack maintenance.
- 6.2.2 Identify and describe possible causes and solutions for fans not operating.
- 6.2.3 Identify and describe possible causes and solutions for temperature controllers showing maximum upscale temperature, in error.
- 6.2.4 Identify and describe possible causes and solutions for smoke being emitted from the exhaust stack.
- 6.2.5 Identify and describe possible causes and solutions for flames being visible from the exhaust stack.

### Learning Tasks

**6.2.1** Identify and describe general problem diagnosis, troubleshooting practices and equipment used for fan and exhaust stack maintenance.

**6.2.2** Identify and describe possible causes and solutions for fans not operating.

**6.2.3** Identify and describe possible causes and solutions for temperature controllers showing maximum upscale temperature, in error.

### Content

- General problem diagnosis, troubleshooting practices and equipment used for fan and exhaust stack maintenance
  - spare parts to have on hand
  - operator's manuals
  - record keeping
- Possible causes and solutions for fans not operating including:
  - power problems
  - electrical connections
  - defective timers, switches, fuses, motor(s)
  - blowers
- When to call the manufacturer or repair person
- Possible causes and solutions for temperature controllers showing maximum upscale temperature, in error including:
  - defective thermocouple or temperature controller
  - damaged wired

- 6.2.4** Identify and describe possible causes and solutions for smoke being emitted from the exhaust stack.

  - Identify when to call the manufacturer or repair person
  - Possible causes and solutions for smoke being emitted from the exhaust stack including:
    - afterburner
    - temperature controller
    - walls
    - fans
    - fuel
    - air
  - When to call the manufacturer or repair person
  
- 6.2.5** Identify and describe possible causes and solutions for flames being visible from the exhaust stack.

  - Possible causes and solutions for flames being visible from the exhaust stack including:
    - afterburner
    - temperature controller
    - walls
    - fans
    - fuel
    - air
  - When to call the manufacturer or repair person

### **Achievement Criteria**

Given information on problem diagnosis, troubleshooting techniques and equipment used for fan and exhaust stack maintenance according to WorkSafeBC and OHS Regulations, and any other applicable Acts, Regulations, Legislations and Codes and Funeral Service industry practice, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 6.3 K – Troubleshooting Burners

**Competency**            **6.3 K Identify and describe problem diagnosis, troubleshooting techniques and equipment used for burner maintenance.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 6.3.1 Identify and describe general problem diagnosis, troubleshooting practices and equipment used for burner maintenance.
- 6.3.2 Identify and describe troubleshooting techniques and equipment used for when the burners will not fire.
- 6.3.3 Identify and describe troubleshooting techniques and equipment used when there is no power to the burner controls.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>6.3.1</b> Identify and describe general problem diagnosis, troubleshooting practices and equipment used for burner maintenance.</p>	<ul style="list-style-type: none"> <li>• General problem diagnosis, troubleshooting practices and equipment used for burner maintenance including:               <ul style="list-style-type: none"> <li>○ spare parts to have on hand/desired spare parts inventory</li> <li>○ operator's manuals</li> <li>○ record keeping</li> </ul> </li> </ul>
<p><b>6.3.2</b> Identify and describe troubleshooting techniques and equipment used for when the burners will not fire.</p>	<ul style="list-style-type: none"> <li>• Possible causes and solutions for burners not firing including:               <ul style="list-style-type: none"> <li>○ no power to controls</li> <li>○ defective switch or button</li> <li>○ flame detector is detecting existing flame</li> <li>○ flame detector amplifier or relay defective</li> <li>○ flame detector defective</li> <li>○ dirty spark plug</li> <li>○ spark plug defective</li> <li>○ combustion control defective</li> <li>○ pilot gas valve defective</li> <li>○ ignition transformer defective</li> </ul> </li> <li>• When to call the manufacturer or repair person</li> </ul>

**Learning Tasks**

- 6.3.3** Identify and describe troubleshooting techniques and equipment used when there is no power to the burner controls.

**Content**

- Possible causes and solutions for burner controls lacking power including:
  - no 110-volt power
  - fuse defective
  - switch defective
  - timer(s) defective
  - blowers not operating
  - air pressure switch defective
  - low gas pressure
  - high gas pressure
  - high gas switch defective
- When to call the manufacturer or repair person

**Achievement Criteria**

Given information on problem diagnosis, troubleshooting techniques and equipment used for burner maintenance according to WorkSafeBC and OHS Regulations, and any other applicable Acts, Regulations, Legislations and Codes and Funeral Service industry practice and manufacturers specifications, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

## Unit Standard 6.4 K – Troubleshooting Power & Manual Doors

**Competency**      **6.4 K Identify and describe problem diagnosis, troubleshooting techniques and equipment used for power and manual door maintenance.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 6.4.1 Identify and describe general problem diagnosis, troubleshooting techniques and equipment used for power and manual door maintenance.
- 6.4.2 Identify and describe possible causes and solutions for power doors not operating.
- 6.4.3 Identify and describe possible causes and solutions for manual doors not operating.

### Learning Tasks

**6.4.1** Identify and describe general problem diagnosis, troubleshooting techniques and equipment used for power and manual door maintenance.

**6.4.2** Identify and describe possible causes and solutions for power doors not operating.

**6.4.3** Identify and describe possible causes and solutions for manual doors not operating.

### Content

- General problem diagnosis, troubleshooting techniques and equipment used for power and manual door maintenance
  - spare parts to have on hand
  - operator's manuals
  - record keeping
- Possible causes and solutions for power doors not operating including:
  - casket debris
  - missing refractory
  - pulleys, sprocket and bearings
  - hydraulic system
  - electrical system
- When to call the manufacturer or repair person
- Possible causes and solutions for manual doors not operating including:
  - casket debris
  - missing refractory
  - pulleys, sprocket and bearings

**Learning Tasks****Content**

- When to call the manufacturer or repair person.

**Achievement Criteria**

Given information on problem diagnosis, troubleshooting techniques and equipment used for power and manual door maintenance according to WorkSafeBC and OHS Regulations, and any other applicable Acts, Regulations, Legislations and Codes and Funeral Service industry practice, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

# **SECTION 7 - COMMUNICATIONS**

## Unit Standard 7.1 K – Interpersonal Communication Skills

**Competency**      **7.1 K Explain interpersonal skills in the funeral service industry and the ability to communicate (verbally & non-verbally) effectively, compassionately, ethically & professionally with co-workers, the bereaved, the greater community and associated professionals.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 7.1.1 Explain different types of interpersonal and communications skills used in the FSI
- 7.1.2 Explain basic public speaking techniques.
- 7.1.3 Explain non-verbal communication.
- 7.1.4 Identify and describe questioning techniques.
- 7.1.5 Identify and describe listening skills.
- 7.1.6 Explain 'perception'.
- 7.1.7 Explain the role of the Cremationist/Crematorium Operator in the community.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>7.1.1</b> Explain different types of interpersonal and communications skills and patterns used in the FSI.</p>	<ul style="list-style-type: none"> <li>• The four phases of acquiring new interpersonal skills.</li> <li>• The ways in which precise and vague language are used in the funeral service industry.</li> <li>• The challenges of appropriately or inappropriately using <i>vocabulary, terminology, jargon, profanity, and euphemisms</i> in funeral service.</li> </ul>
<p><b>7.1.2</b> Explain basic public speaking common speaking techniques.</p>	<ul style="list-style-type: none"> <li>• Public speaking as a FSP, such as may be called for at a witness cremation</li> <li>• Basic public speaking techniques including               <ul style="list-style-type: none"> <li>○ use of floor space</li> <li>○ making eye contact</li> </ul> </li> </ul>
<p><b>7.1.3</b> Explain non-verbal communication.</p>	<ul style="list-style-type: none"> <li>• The meaning and importance of nonverbal communication in the</li> </ul>

## Learning Tasks

## Content

funeral service profession

- 7.1.4** Identify and describe questioning techniques used in the workplace.

  - Types of nonverbal communication and how they impact funeral service professionals, including body language
  - The questioning skill and outline its uses in the workplace.
  
- 7.1.5** Identify and describe listening skills used in the workplace.

  - The process and purpose of oral communication and how it relates to listening skills used everyday in the workplace.
  - Characteristics of effective listeners.
  - The three levels of listening.
  - The general guidelines for providing feedback to a person speaking to you.
  - The skill of listening or attending by explaining purposes, illustrating uses, and identifying expected outcomes
  - The second component of active listening – responding, after attending to the message of the person speaking to you
  - The skill of paraphrasing by explaining purposes, illustrating uses, and identifying expected outcomes.
  - The concept of acknowledging as a way to paraphrase after attending or listening.

**Learning Tasks**

**7.1.6** Explain 'perception'.

**Content**

- The meaning of perception by explaining the perception process.
- Factors that influence one's perception.
- Ways in which we can prevent misunderstanding in the workplace by checking perception.

**7.1.7** Explain the role of the Cremationist/Crematorium Operator in the community.

- The role of the Cremationist/Crematorium Operator in the community
- The importance developing professional relationships outside of funeral service

**Achievement Criteria**

Given information on interpersonal skills, the learner must identify and correctly answer a series of multiple-choice tests with 70% accuracy.

# **SECTION 8 - CREMATIONIST PRACTICE**

## Unit Standard 8.1 W – Receive Human remains

**Competency**      **8.1 W Receive human remains according to correct procedures.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 8.1.1 Receive human remains and applicable paperwork, ensuring the correct identity of the human remains is maintained through cremation.
- 8.1.2 Correctly follow procedures for receiving non-embalmed human remains.
- 8.1.3 Correctly follow procedures for receiving embalmed human remains.
- 8.1.4 Accept or refuse custody of human remains.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>8.1.1</b> Receive human remains and applicable paperwork, ensuring the correct identity of the remains is maintained through cremation process.</p>	<ul style="list-style-type: none"> <li>• Receive and identify of the human remains at the crematorium including:               <ul style="list-style-type: none"> <li>○ confirming identification</li> </ul> </li> <li>• Check all accompanying paperwork is complete including:               <ul style="list-style-type: none"> <li>- verification of authorization and order disposition</li> <li>- medical and civil permits in good order</li> <li>- Power of Attorney and other court-ordered documents</li> </ul> </li> </ul>
<p><b>8.1.2</b> Correctly follow procedures for receiving non-embalmed human remains</p>	<ul style="list-style-type: none"> <li>• Correctly follow procedures for receiving non-embalmed human remains</li> </ul>
<p><b>8.1.3</b> Correctly follow procedures for receiving embalmed human remains</p>	<ul style="list-style-type: none"> <li>• Correctly follow procedures for receiving embalmed human remains</li> </ul>
<p><b>8.1.4</b> Accept or refuse custody of human remains</p>	<ul style="list-style-type: none"> <li>• Accept or refuse custody of human remains, and, if refusing, cite</li> </ul>

**Learning Tasks****Content**

reasons for refusal and steps that need to be taken to receive the refused human remains, if possible

**Workplace Achievement Criteria**

Given information on procedures for receiving human remains at the crematorium according to Federal, Provincial and FSABC Occupational Health and company specific safety policies, the learner must correctly follow these procedures and regulations at all times. Procedures and policies such as verification of identification and authorization paperwork, safety procedures and ensuring the human remains are handled with dignity and respect are highly important.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary.

## Unit Standard 8.2 W – Prepare Paperwork

**Competency**      **8.2 W Prepare and complete the correct paperwork for the cremation process, pre- and post-cremation.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

8.2.1 Correctly organize, prepare and complete the correct paperwork for the cremation process both pre- and post-cremation.

### Learning Tasks

**8.2.1** Correctly organize, prepare and complete the correct paperwork for the cremation process both pre- and post-cremation

### Content

- Ensuring correct procedures are followed, correctly organize, prepare and complete and log the correct paperwork/forms for the cremation process both pre- and post-cremation including:
  - incoming paperwork and permits
  - crematorium-generated paperwork/forms
  - identity disc verification and logging of disc

### Workplace Achievement Criteria

Given information on correctly preparing the paperwork required pre- and post-cremation, the learner must correctly follow these procedures and any applicable regulations at all times. Procedures and policies such as XX procedures are highly important.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary.

## Unit Standard 8.3 W – Pre-Cremation Preparation

**Competency**            **8.3 W Prepare for a cremation including performing any necessary equipment maintenance.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 8.3.1 Verify the identity of the human remains.
- 8.3.2 Record information in the Cremation Log.
- 8.3.3 Assess and determine the casket/container material.
- 8.3.4 Inspect the chamber before cremation.
- 8.3.5 Set timers and controls.
- 8.3.6 Verify that environmental permits/requirements are in place.

<b>Learning Tasks</b>	<b>Content</b>
<b>8.3.1</b> Verify the identity of the human remains.	<ul style="list-style-type: none"> <li>• Ensuring correct procedures are followed, verify the identity of the human remains.</li> </ul>
<b>8.3.2</b> Record information in the Cremation Log.	<ul style="list-style-type: none"> <li>• Ensuring correct procedures are followed, record information in the Cremation Log.</li> </ul>
<b>8.3.3</b> Assess and determine the casket/container material.	<ul style="list-style-type: none"> <li>• Ensuring correct procedures are followed, assess and determine the casket/container material to determine special considerations needed.</li> <li>• Ensuring correct procedures are followed, remove appropriate fittings and fixtures.</li> </ul>
<b>8.3.4</b> Inspect the chamber before cremation.	<ul style="list-style-type: none"> <li>• Ensuring correct procedures are followed, inspect the chamber before cremation.</li> </ul>
<b>8.3.5</b> Set timers and controls.	<ul style="list-style-type: none"> <li>• Ensuring correct procedures are followed, set the appropriate timers and controls.</li> </ul>

**8.3.6** Verify that environmental permits/requirements are in place.

- Ensuring correct procedures are followed, verify that environmental permits/requirements are in place.

### **Workplace Achievement Criteria**

Given information on pre-cremation preparation and procedures the learner must correctly follow these procedures and any applicable regulations at all times. Procedures and policies such as safety procedures and handling to human remains with dignity and respect are highly important. All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary.

## Unit Standard 8.4 W – Special Case Pre-Cremation Preparation

**Competency**      **8.4 W Prepare for a special case cremation.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 8.4.1 Handle obese or bodies of size.
- 8.4.2 Handle infant, stillborn and fetal cases.
- 8.4.3 Handle multiple case cremations.
- 8.4.4 Handle a witness cremation.

<b>Learning Tasks</b>	<b>Content</b>
<b>8.4.1</b> Handle obese or bodies of size.	<ul style="list-style-type: none"> <li>• Ensuring correct procedures are followed when handling obese or bodies of size:               <ul style="list-style-type: none"> <li>○ Verify the identity of the human remains</li> <li>○ Record information in the Cremation Log</li> <li>○ Inspect the chamber before cremation</li> <li>○ Determine best positioning of the human remains in the chamber.</li> </ul> </li> </ul>
<b>8.4.2</b> Handle infant, stillborn and fetal cases.	<ul style="list-style-type: none"> <li>• Ensuring correct procedures are followed when handling infant, stillborn and fetal cases               <ul style="list-style-type: none"> <li>○ Verify the identity of the human remains</li> <li>○ Record information in the Cremation Log</li> <li>○ Inspect the chamber before cremation.</li> </ul> </li> </ul>
<b>8.4.3</b> Handle multiple case cremations.	<ul style="list-style-type: none"> <li>• Ensuring correct procedures are followed when handling multiple cremations:               <ul style="list-style-type: none"> <li>○ Verify the identity of each of the human remains</li> </ul> </li> </ul>

## Learning Tasks

## Content

- Record information in the Cremation Log
  - Inspecting the chamber before cremation
  - Determine safety precautions
  - Determine chamber requirements and clearances
  - loading
  - in-process monitoring and adjustments.
- 8.4.4** Handle a witness cremation.
- Ensuring correct procedures are followed when handling a witness cremation:
    - Verify the identity of the human remains
    - Interact with the witness(es) in a respectful manner identifying any special needs they may have
    - Ensure the safety of the witness(es)
    - Record information in the Cremation Log
    - Inspect the chamber before cremation.

### Workplace Achievement Criteria

Given information on the steps to follow for special cases the learner must follow these procedures and regulations at all times. Procedures and policies such as safety procedures and handling to human remains with dignity and respect are highly important.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary.

## Unit Standard 8.5 W – Perform Cremation

**Competency**      **8.5 W Perform a cremation.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 8.5.1 Perform the first cremation of the day including special case cremations.
- 8.5.2 Perform second and successive cremations including special case cremations.
- 8.5.3 Perform multiple case cremations.
- 8.5.4 Perform a witness cremation.
- 8.5.5 Shut down equipment at the end of the day.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>8.5.1</b> Perform the first cremation of the day including special case cremations.</p>	<ul style="list-style-type: none"> <li>• Ensuring correct safety procedures are followed, perform the first cremation of the day               <ul style="list-style-type: none"> <li>○ place human remains and identity disc in chamber</li> <li>○ verify temperature requirements</li> <li>○ verify preheat times</li> <li>○ reposition human remains during cremation, if necessary ensuring appropriate safety precautions are used</li> </ul> </li> <li>• Ensuring correct safety procedures are followed, perform a special case cremation as the first cremation of the day               <ul style="list-style-type: none"> <li>○ place human remains and identity disc in chamber</li> <li>○ verify temperature requirements</li> <li>○ verify preheat times</li> <li>○ reposition human remains during cremation, if necessary ensuring appropriate safety precautions are used</li> </ul> </li> </ul>
<p><b>8.5.2</b> Perform second and successive cremations, including special case cremations</p>	<ul style="list-style-type: none"> <li>• Ensuring correct safety procedures are followed, perform second and successive cremations               <ul style="list-style-type: none"> <li>○ place human remains and identity disc in chamber</li> </ul> </li> </ul>

## Learning Tasks

## Content

- verify temperature requirements
  - verify preheat times
  - reposition human remains during cremation, if necessary ensuring appropriate safety precautions are used
- 8.5.3** Perform multiple case cremations
- Ensuring correct safety procedures are followed, perform multiple cremations including:
    - place human remains and identity disc in chamber
    - verify temperature requirements
    - verify preheat times
    - reposition human remains during cremation, if necessary ensuring appropriate safety precautions are used in-process monitoring and adjustments
- 8.5.4** Perform a witness cremation
- Ensuring correct safety procedures are followed, perform a witness cremation
    - place human remains and identity disc in chamber
    - verify temperature requirements
    - verify preheat times
    - reposition human remains during cremation, if necessary ensuring appropriate safety precautions are used in-process monitoring and adjustments
    - interact with the witness(es) in a respectful manner
    - ensure the safety of the

**Learning Tasks****Content**

witness(es)

**8.5.5** Shut down equipment at the end of the day

- Ensuring correct safety procedures are followed, shut down equipment at the end of the day

**Workplace Achievement Criteria**

Given information on steps to follow to perform the first and successive cremations of the day and of special case cremations in accordance with Occupational Health and Company Specific Safety policies, the learner must follow these procedures and regulations at all times. Procedures and policies such as safety procedures and equipment manufacturers' guidelines are highly important.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary.

## Unit Standard 8.6 W – Post-Cremation Processing

**Competency**      **8.6 W Demonstrate correct processing of cremated human remains following cremation.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 8.6.1 Correctly remove human remains following a cremation.
- 8.6.2 Process cremated human remains following a cremation.
- 8.6.3 Handle remains that are not processed after cremation
- 8.6.4 Package cremated human remains following a cremation.
- 8.6.5 Correctly label cremated human remains following a cremation.
- 8.6.6 Mail/ship or release cremated human remains following a cremation.

### Learning Tasks

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|--|---|
| <p><b>8.6.1</b> Correctly remove cremated human remains following a cremation.</p> | <ul style="list-style-type: none"> <li>• Ensuring correct safety procedures are followed, remove cremated human remains from chamber following a cremation including:               <ul style="list-style-type: none"> <li>○ cleanout pans correctly positioned</li> <li>○ blower turned on</li> <li>○ identification disc removal</li> <li>○ using correct tools</li> <li>○ completing paperwork</li> </ul> </li> </ul>              |
| <p><b>8.6.2</b> Process cremated human remains following a cremation.</p>          | <ul style="list-style-type: none"> <li>• Ensuring correct safety procedures are followed, process cremated human remains following a cremation, including:               <ul style="list-style-type: none"> <li>○ removal of identification disc</li> <li>○ removal of all ferrous metals</li> <li>○ removal of all other objects</li> <li>○ verifying human remains are of the correct consistency and colour</li> </ul> </li> </ul> |
| <p><b>8.6.3</b> Handle remains that are not processed after cremation.</p>         | <ul style="list-style-type: none"> <li>• Ensuring correct safety procedures are followed, remove remains that are not to be processed following cremation including:               <ul style="list-style-type: none"> <li>○ removal of identification disc</li> <li>○ removal of all ferrous metals</li> <li>○ removal of all other objects</li> </ul> </li> </ul>  |

## Learning Tasks

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- 8.6.3** Package cremated human remains following a cremation.

  - verifying human remains are of the correct consistency and colour
  
- 8.6.3** Package cremated human remains following a cremation.

  - Ensuring correct safety procedures are followed, package cremated human remains following a cremation including:
    - placing in correct thickness of plastic bag(s)
    - labelling bag(s)
    - keeping paperwork with remains/container
  
- 8.6.4** Correctly label cremated human remains following a cremation.

  - Ensuring correct procedures are followed, label cremated human remains following a cremation including:
    - ensuring use of multiple containers is noted on label, when applicable
    - wrapped containers have duplicate label on the outside
    - human remains are kept in a secure, locked area until delivery to funeral home or designated representative
  
- 8.6.5** Mail/ship or release cremated human remains following a cremation.

  - Ensuring correct procedures are followed, mail/ship or release cremated human remains following a cremation including:
    - requesting return receipt from post office or air waybill number and shipping receipt from airline
    - complete the appropriate release forms

**Workplace Achievement Criteria**

Given information on handling and processing the human remains post-cremation, the learner must correctly follow all procedures in accordance with company procedure and applicable WorkSafeBC safety procedures while insuring the dignity of the deceased is maintained.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary.

## Unit Standard 8.7 W – Maintenance Procedures

**Competency**      **8.7 W Demonstrate use of daily, weekly, monthly, bimonthly, quarterly, semi-annual & annual maintenance routines and procedures.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 8.7.1 Demonstrate knowledge of daily inspection and maintenance procedures.
- 8.7.2 Demonstrate knowledge of weekly maintenance procedures.
- 8.7.3 Demonstrate knowledge of monthly maintenance procedures.
- 8.7.4 Demonstrate knowledge of bi-monthly maintenance procedures.
- 8.7.5 Demonstrate knowledge of quarterly maintenance procedures.
- 8.7.6 Demonstrate knowledge of semi-annual maintenance procedures.
- 8.7.7 Demonstrate knowledge of annual maintenance procedures.
- 8.7.8 Demonstrate knowledge of when to call the repair person.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>8.7.1</b> Demonstrate knowledge of daily inspection and maintenance procedures.</p>	<ul style="list-style-type: none"> <li>• Perform daily inspection and maintenance procedures in accordance with applicable safety and manufacturer’s recommended procedures, including, but not limited to:               <ul style="list-style-type: none"> <li>○ doorways</li> <li>○ outside areas</li> <li>○ inside areas</li> <li>○ refrigeration equipment</li> <li>○ processing equipment</li> <li>○ visual inspection of exhaust stacks</li> <li>○ air inlet louvers</li> <li>○ permits are current</li> <li>○ ensuring log book is current and available for inspection</li> <li>○ ensuring operators/maintenance manuals are current and available</li> </ul> </li> </ul>

<b>Learning Tasks</b>	<b>Content</b>
<b>8.7.2</b> Demonstrate knowledge of weekly maintenance procedures.	<ul style="list-style-type: none"> <li>• Perform weekly inspection and maintenance procedures in accordance with applicable safety and manufacturer's recommended procedures, including, but not limited to:             <ul style="list-style-type: none"> <li>○ cleaning opacity lenses</li> <li>○ grinding plastic residue from hearth tiles</li> <li>○ inspecting the heat-pump</li> <li>○ operating units per the manufacturer's instructions to reduce fluid build-up in the under-body pan</li> </ul> </li> </ul>
<b>8.7.3</b> Demonstrate knowledge of monthly maintenance procedures.	<ul style="list-style-type: none"> <li>• Perform monthly inspection and maintenance procedures in accordance with applicable safety procedures and manufacturer's recommended procedures, including, but not limited to:             <ul style="list-style-type: none"> <li>○ cleaning spark plugs and set gaps</li> <li>○ checking wires and connectors</li> <li>○ cleaning both flame detectors or sensors</li> </ul> </li> </ul>
<b>8.7.4</b> Demonstrate knowledge of bi-monthly maintenance procedures.	<ul style="list-style-type: none"> <li>• Perform bi-monthly inspection and maintenance procedures in accordance with applicable safety and manufacturer's recommended procedures.</li> </ul>
<b>8.7.5</b> Demonstrate knowledge of quarterly maintenance procedures.	<ul style="list-style-type: none"> <li>• Perform quarterly inspection and maintenance procedures in accordance with applicable safety and manufacturer's recommended procedures, including, but not limited to:             <ul style="list-style-type: none"> <li>○ door component inspection and lubrication</li> </ul> </li> </ul>

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- checking exhaust stack for wear, rust and hot spots
  - checking exhaust stack clearances
  - checking that combustible materials are protected from the heat of the exhaust vent with the appropriate liner
  - ensuring fresh air intakes are not blocked
  
- 8.7.6** Demonstrate knowledge of semi-annual maintenance procedures.

  - Perform semi-annual inspection and maintenance procedures in accordance with applicable safety and manufacturer's recommended procedures, including, but not limited to:
    - cleaning fan blades
    - lubricating fan motor
    - observing burner flames for normal appearance
    - inspecting primary (cremation) chamber refractories
    - inspecting secondary (cremation) chamber refractories
    - inspecting draft inducer equipment
    - checking all lights, switches and timers operate properly
    - checking all linkage arms for tightness
    - inspecting temperature controller (thermocouple or protection well) for breakage.
  
- 8.7.7** Demonstrate knowledge of annual maintenance procedures.

  - Demonstrate knowledge of performing annual inspection and maintenance procedures in

**Learning Tasks****Content**

accordance with applicable safety procedures and manufacturer's recommended procedures.

- 8.7.8** Demonstrate knowledge of when to call the repair person.
- Demonstrate knowledge of when to call the repair person.

**Workplace Achievement Criteria**

Given information on maintenance and service procedures according to Federal, Provincial and FSABC Occupational Health, and company and manufacturer specific Safety policies, the learner must correctly follow these procedures and regulations at all times. Procedures and policies such as pre-job hazard assessment and safety procedures are highly important as is ensuring that maintenance and inspection records are correctly maintained and kept up to date.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary and the appropriate Maintenance Log.

## Unit Standard 8.8 W – Troubleshooting Burners

**Competency 8.8 W Demonstrate use of troubleshooting techniques & equipment used for burner maintenance.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 8.8.1 Demonstrate knowledge of general troubleshooting practices using the appropriate equipment for burner maintenance.
- 8.8.2 Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when the burners will not fire.
- 8.8.3 Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when there is no power to the burner controls.
- 8.8.4 Demonstrate knowledge of when to call the repair person.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>8.8.1</b> Demonstrate knowledge of general troubleshooting practices using the appropriate equipment for burner maintenance.</p>	<ul style="list-style-type: none"> <li>• Demonstrate knowledge of general troubleshooting practices using the appropriate equipment for burner maintenance in accordance with applicable safety procedures and manufacturer’s recommended procedures including:               <ul style="list-style-type: none"> <li>○ appropriate safety equipment and precautions</li> <li>○ appropriate tools to use</li> </ul> </li> </ul>
<p><b>8.8.2</b> Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when the burners will not fire.</p>	<ul style="list-style-type: none"> <li>• In accordance with applicable safety procedures and manufacturer’s recommended procedures perform troubleshooting techniques using the appropriate equipment when the burners will not fire including:               <ul style="list-style-type: none"> <li>○ replacing defective parts and controls including: switches, combustion controls, spark plugs, amplifier or relay, flame detector, gas valves, transformers</li> <li>○ checking gas valves</li> <li>○ cleaning spark plugs</li> </ul> </li> </ul>

## Learning Tasks

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| <p><b>8.8.3</b> Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when there is no power to the burner controls.</p> | <ul style="list-style-type: none"> <li>• In accordance with applicable safety procedures and manufacturer's recommended procedures perform troubleshooting techniques using the appropriate equipment when there is no power to the burner controls including:             <ul style="list-style-type: none"> <li>○ checking power supply and resets checking circuit breaker and fuse</li> <li>○ replacing fuses, switches, timers, regulators as appropriate</li> <li>○ checking incoming pressure</li> </ul> </li> </ul> |
| <p><b>8.8.4</b> Demonstrate knowledge of when to call the repair person.</p>   | <ul style="list-style-type: none"> <li>• Demonstrate knowledge of when to call the repair person</li> </ul>   |

### Workplace Achievement Criteria

Given information on maintenance and service procedures for burners according to Federal, Provincial and FSABC Occupational Health, and company and manufacturer specific Safety policies, the learner must correctly follow these procedures and regulations at all times. Procedures and policies such as pre-job hazard assessment and safety procedures are highly important.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary and the appropriate Maintenance Log.

## Unit Standard 8.9 W – Troubleshooting Fans & Exhaust

**Competency**            **8.9 W Demonstrate use of troubleshooting techniques and equipment used for fan and exhaust stack maintenance.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 8.9.1 Demonstrate knowledge of general troubleshooting practices using the appropriate equipment for fan and exhaust stack maintenance.
- 8.9.2 Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when fans are not operating.
- 8.9.3 Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when temperature controllers are showing maximum upscale temperature, in error.
- 8.9.4 Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when smoke is being emitted from the exhaust stack.
- 8.9.5 Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when flames are visible from the exhaust stack.
- 8.9.6 Demonstrate knowledge of when to call the repair person.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>8.9.1</b> Demonstrate knowledge of general troubleshooting practices using the appropriate equipment for fan and exhaust stack maintenance.</p>	<ul style="list-style-type: none"> <li>• In accordance with applicable safety procedures and manufacturer's recommended procedures demonstrate knowledge of general troubleshooting practices using the appropriate equipment for fan and exhaust stack maintenance including:               <ul style="list-style-type: none"> <li>○ appropriate safety equipment and precautions</li> <li>○ appropriate tools to use</li> </ul> </li> </ul>
<p><b>8.9.2</b> Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when fans are not operating.</p>	<ul style="list-style-type: none"> <li>• In accordance with applicable safety procedures and manufacturer's recommended procedures demonstrate knowledge of troubleshooting techniques using the appropriate equipment when fans are not operating including:               <ul style="list-style-type: none"> <li>○ checking breakers</li> <li>○ replacing switch, timer(s), motor(s) or fuse(s)</li> <li>○ resetting overloads</li> </ul> </li> </ul>

## Learning Tasks

## Content

- | <b>Learning Tasks</b>   | <b>Content</b>  |
|---|---|
| <p><b>8.9.3</b> Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when temperature controllers are showing maximum upscale temperature, in error.</p> | <ul style="list-style-type: none"> <li>○ checking motor amp</li> <li>○ tightening connections</li> </ul> <ul style="list-style-type: none"> <li>● In accordance with applicable safety procedures and manufacturer's recommended procedures demonstrate knowledge of troubleshooting techniques using the appropriate equipment when temperature controllers are showing maximum upscale temperature, in error, including:               <ul style="list-style-type: none"> <li>○ replacing thermocouple, wire or temperature controller as appropriate</li> </ul> </li> </ul>  |
| <p><b>8.9.4</b> Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when smoke is being emitted from the exhaust stack.</p>                             | <ul style="list-style-type: none"> <li>● In accordance with applicable safety procedures and manufacturer's recommended procedures demonstrate knowledge of troubleshooting techniques using the appropriate equipment when smoke is being emitted from the exhaust stack including:               <ul style="list-style-type: none"> <li>○ replacing thermocouple as appropriate</li> <li>○ inspecting after chamber refractory having necessary repairs done by a third party</li> <li>○ removing, cleaning and reinstalling fans</li> <li>○ having a service company adjust fuel or air settings and verifying pressure</li> </ul> </li> </ul> |
| <p><b>8.9.5</b> Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when flames are visible from the exhaust stack.</p>                                 | <ul style="list-style-type: none"> <li>● In accordance with applicable safety procedures and manufacturer's recommended procedures demonstrate knowledge of troubleshooting techniques using the appropriate equipment when flames are visible from the exhaust stack including:               <ul style="list-style-type: none"> <li>○ replacing thermocouple as appropriate</li> </ul> </li> </ul>  |

## Learning Tasks

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- inspecting after chamber refractory having necessary repairs done by a third party
  - removing, cleaning and reinstalling fans
  - having a service company adjust fuel or air settings and verifying pressure.
- 8.9.6** Demonstrate knowledge of when to call the repair person.
- Demonstrate knowledge of when to call the repair person.

### Workplace Achievement Criteria

Given information on maintenance and service procedures for fans and exhaust equipment according to Federal, Provincial and FSABC Occupational Health, and company and manufacturer specific Safety policies, the learner must correctly follow these procedures and regulations at all times. Procedures and policies such as pre-job hazard assessment and safety procedures are highly important.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary and the appropriate Maintenance Log.

## Unit Standard 8.10 W – Troubleshooting Manual & Power Doors

**Competency**            **8.10 W**            **Demonstrate use of troubleshooting techniques & equipment used for power and manual door maintenance.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 8.10.1 Demonstrate knowledge of general troubleshooting practices using the appropriate equipment for power and manual door maintenance.
- 8.10.2 Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when power doors are not operating.
- 8.10.3 Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when manual doors are not operating.
- 8.10.4 Demonstrate knowledge of when to call the repair person.

### Learning Tasks

**8.10.1** Demonstrate knowledge of general troubleshooting practices using the appropriate equipment for power and manual door maintenance.

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- In accordance with applicable safety procedures and manufacturer's recommended procedures demonstrate knowledge of general troubleshooting practices using the appropriate equipment power and manual door maintenance including:
  - appropriate safety equipment and precautions
  - appropriate tools to use.

**8.10.2** Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when power doors are not operating.

- In accordance with applicable safety procedures and manufacturer's recommended procedures demonstrate knowledge of troubleshooting techniques using the appropriate equipment when power doors are not operating including:
  - clearing debris
  - repairing or replacing door refractory or door structure as needed
  - replacing pulleys, sprockets, bearings, pumps or valves as needed
  - having service company

- troubleshoot electrical system as needed
  - adding fluid to hydraulic reservoir.
  
- 8.10.3** Demonstrate knowledge of troubleshooting techniques using the appropriate equipment when manual doors are not operating.

  - In accordance with applicable safety procedures and manufacturer's recommended procedures demonstrate knowledge of troubleshooting techniques using the appropriate equipment when manual doors are not operating including:
    - clearing debris
    - repairing or replacing door refractory or door structure as needed
    - replacing pulleys, sprockets or bearings as needed.
  
- 8.10.4** Demonstrate knowledge of when to call the repair person.

  - Demonstrate knowledge of when to call the repair person.

### **Workplace Achievement Criteria**

Given information on troubleshooting techniques and procedures for power and manual door maintenance according to Federal, Provincial and FSABC Occupational Health and company specific safety policies, the learner must correctly follow these procedures and regulations at all times. Procedures and policies such as pre-job hazard assessment, pre-equipment checks and safety procedures are highly important.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary and the appropriate Maintenance Log.

## Unit Standard 8.11 W – Community Relations

**Competency**            **8.11 W**            **Maintain effective community/public relations.**

**Learning Objectives:** Upon successful completion the learner is able to work effectively with the community at large:

- 8.11.1 Present to the community at all times a professional image of the Cremationist.
- 8.11.2 Serve as a community resource related to death and funeral service.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>8.11.1</b> Present to the community at all times a professional image of the Cremationist.</p>	<ul style="list-style-type: none"> <li>• Demonstrate continuing concern for professional ethics.</li> <li>• Demonstrate sensitivity to differing values or principles.</li> <li>• Demonstrate sensitivity to diversity.</li> <li>• Demonstrate compassionate service.</li> <li>• Relate professionally and positively to medical, emergency response, dental, allied health, legal, theological and other professionals and organizations connected directly or indirectly to funeral services, individually or through agencies and organizations working with or contacting the funeral home.</li> <li>• Relate professionally and positively to social or consumer organizations.</li> </ul>
<p><b>8.11.2</b> Serve as a community resource related to death and funeral service.</p>	<ul style="list-style-type: none"> <li>• When called on:               <ul style="list-style-type: none"> <li>○ Make professional presentations to community groups.</li> <li>○ Conduct funeral related tours professionally and as appropriate.</li> </ul> </li> </ul>

- Provide accurate and relevant information on the history and importance of funeral service and the profession's respect for the diversity of cultural, religious, and social values.
- Provide accurate information on the emotional and psychological benefits of funerals and memorialisation.
- Provide accurate and comprehensive information on the ethical foundation of funeral service.
- Support or participate in selected community organizations and activities.
- Maintain and distribute resources for public education and information about death, dying and grief.
- Develop or help develop appropriate written communication templates for use with families, professional groups, etc.

### **Workplace Achievement Criteria**

Given information on maintaining effective community/public relations, the learner must correctly follow these procedures and regulations at all times conducting themselves in a professional manner at all times. Procedures and policies such as communications and respect for the bereaved and the community at large are highly important.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary.

## Unit Standard 8.12 W – Legal Requirements

**Competency 8.12 W All aspects of business operations are carried out in a legal and ethical manner.**

**Learning Objectives:** Upon successful completion the learner is able to Identify and comply with all relevant and current regulatory requirements:

8.12.1 Operate the business pursuant to relevant governing legislation and maintain current knowledge of applicable laws.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>8.12.1</b> Operate the business pursuant to relevant governing legislation and maintain current knowledge of applicable laws.</p>	<ul style="list-style-type: none"> <li>• Specific laws and regulations governing the provision of funeral services and merchandise, including licensing and other reporting requirements.</li> <li>• Codes of conduct and policies established by the regulatory body.</li> <li>• Board of Health and Municipal requirements WHMIS and health and safety laws and regulations.</li> <li>• Labour laws and regulations.</li> <li>• Laws, regulations and requirements governing business operation (e.g., GST, PST).</li> <li>• Aspects of the federal and provincial legal system that may impact on a funeral director or the operation of a business providing funeral services and merchandise.</li> <li>• All other applicable regulatory requirements.</li> </ul>

**Workplace Achievement Criteria**

Given information on relevant Federal and Provincial governing legislation, FSABC and company business practices, the learner must correctly follow these procedures and regulations at all times. Procedures and policies such as communications procedures and regulatory procedures are highly important.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary.

## Unit Standard 8.13 W – Teamwork

**Competency**            **8.13 W**            **Work effectively with staff and co-workers to create a healthy work environment.**

**Learning Objectives:** Upon successful completion the learner is able to work effectively with management staff and co-workers:

8.13.1 Effectively demonstrate application of accepted principles of personnel management.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>8.13.1</b> Effectively demonstrate application of accepted principles of personnel management.</p>	<ul style="list-style-type: none"> <li>• Demonstrate effective time management and organizational skills</li> <li>• Participate effectively in staff meetings</li> <li>• Work with all personnel/co-workers to prevent and resolve workplace conflicts</li> <li>• Ensure appropriate health and safety requirements are met (e.g., WHMIS, disposal of hazardous waste, implementation of universal precautions)</li> <li>• Apply appropriate strategies to reduce the risk of personal injury and illness</li> </ul>

### Workplace Achievement Criteria

Given information on working effectively as part of a team and the application of accepted principles of personnel management, the learner must correctly follow these procedures and practices at all times. Procedures and policies such as communications procedures, teamwork procedures and company protocols, policies and procedures are highly important.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary.

## Unit Standard 8.14 W – Department & Current Knowledge

**Competency 8.14 W Conduct is consistent with the principles and accepted standards of practice of the profession.**

**Learning Objectives:** Upon successful completion the apprentice is able to:

- 8.14.1 Demonstrate professional deportment at all times.
- 8.14.2 Maintain competence at professional levels at all times.

<b>Learning Tasks</b>	<b>Content</b>
<p><b>8.14.1</b> Demonstrate professional deportment at all times.</p>	<ul style="list-style-type: none"> <li>• Demonstrate acceptance of an overriding professional responsibility to protect the dignity and interest of those served.</li> <li>• Demonstrate the understanding that professions are self-regulating and reliant upon conscientious, self-disciplining members to protect and maintain this status.</li> <li>• Conduct self in a manner consistent with professional ethics, decorum, and dignity in every aspect of operations.</li> <li>• Recognize professional misconduct and respond appropriately.</li> <li>• Demonstrate an understanding of current and developing social and cultural approaches to funeral service and their possible implications for professional practice.</li> <li>• Demonstrate sensitivity to the needs, beliefs and expectations of others.</li> <li>• Maintain a professional relationship with other funeral service providers and related businesses.</li> </ul>

- 8.14.2** Maintain competence at professional levels at all times.
- Actively and regularly participate in ongoing professional development activities:
- Attend recognized professional development activities and events
  - Read current trade magazines, journals and web sites
  - Belong to and actively support professional associations at the district, provincial, national and international levels

### **Workplace Achievement Criteria**

Given information on company specific policies, the learner must correctly follow these procedures and regulations at all times. Procedures and policies such as communications procedures and industry practice procedures are highly important.

All procedures performed are recorded and signed-off by the appropriate Supervisor in the Learner's personal Work Experience Diary.

# **TRAINING PROVIDER STANDARDS**

## TRAINING PROVIDER STANDARDS

The Cremationist Program is a Competency-Based Program of Instruction. This means that the Program Outline defines the Outcomes expected of training, not the inputs, which include time.

By their nature these competencies require a one-to-one ratio of student-to-client or the deceased to develop the required competence. Industry believes a Cremationist becomes competent through building on his or her theoretical knowledge with real world experience.

This program is divided into theoretical and practical components.

The theoretical component is made up of the Knowledge Units, which:

- can be taught in a classroom setting by a qualified instructor (see below)
- delivered on line
- learned through self study on line or through printed materials

The practical component is made up of the Workplace Units, which:

- require hands on experience
- are assessed on the job by a licensed Crematorium Operator
- may be begun in a simulated setting such as a lab or workshop, but are assessed for credit in the workplace

Past training experience in this area has shown consistent training outcomes to these standards in a wide range of times and with a variable mix of hands-on experience time vs. theory instruction time.

### **Instructor Qualification:**

For technical training, instructors must be occupationally competent and have been licensed in British Columbia as either a Cremationist/Crematorium Operator for at least the two years prior to the start of an apprenticeship.

### **Minimum List of Shop/Laboratory Equipment Required for Cremationist Work Experience**

Industry wishes to state no minimum requirement in the interest of permitting training providers maximum flexibility in the options and strategies they may employ in training to these standards, in the case of Knowledge Units, and supporting development of workplace performance in the case of Workplace Units.

## **RECOMMENDED REFERENCE TEXTBOOKS**

### **Required Texts**

#### **Manual/Text and Publisher**

#### **Author**

#### **Cremation, Interment and Funeral Services Act**

Queen's Printer or FSABC

#### **Cremation, Interment and Funeral Services Regulations**

Queen's Printer or FSABC

#### **Vital Statistics Act**

Queen's Printer or FSABC

#### **Coroner's Act (2007)**

Queen's Printer or FSABC

#### **Health Act, Communicable Disease Regulation**

Queen's Printer or FSABC

#### **Interpersonal Skills Training: A Handbook for Funeral Home Staff**

Routledge; 1 edition (October 1990)

Dr. Alan Wolfelt

### **Suggested Texts**

#### **Manual/Text and Publisher**

#### **Psychology of Funeral Service**

FSABC

#### **Author**

Edward A. Martin

#### **Funeral Home Customer Service A-Z: Creating Exceptional Experiences for Today's Families**

Companion Press (April 2005)

Dr. Alan D. Woefelt