



REPRESENTING CEMETERY, CREMATION
AND FUNERAL PROFESSIONALS

**BRITISH COLUMBIA
FUNERAL SERVICES **APPRENTICESHIP**
PROGRAMS
EMBALMER AND FUNERAL DIRECTOR
REGISTRATION
HANDBOOK**



"The British Columbia Funeral Association acknowledges the financial contribution paid for services provided through a funding arrangement with SkilledtradesBC a British Columbia provincial government agency."

**SKILLED
TRADES**^{BC}

Revised March 2024

PREPARED BY



PO Box 363 Station Main, Chilliwack, BC V2P 6J4
Phone: 250-592-3213 | Toll Free: 1-800-665-3899
Email: info@bcfunerals.com | bcfunerals.com

NOTE:

Pursuant to Section 42 of the Cremation, Interment and Funeral Services Regulation, **all licensees must inform Consumer Protection BC in writing immediately upon any change in employment status.** Your apprenticeship licenses must be returned to Consumer Protection BC upon ceasing employment. A Notice of Transfer Form can be downloaded from the CPBC website at:

https://www.consumerprotectionbc.ca/wordpress/wp-content/uploads/2023/05/FA_Apprentice_Supervisor_Facility_Declaration2016.pdf

https://www.consumerprotectionbc.ca/wordpress/wp-content/uploads/2018/11/FA_Apprentice_Notice-of-Change-Form.pdf

If you change any details of your employment, mentor or any of the details of your address, you are required to Inform Consumer Protection BC immediately using the appropriate form above. You are also required to inform BCFA of any changes by email to info@bcfunerals.com.

Copyright © 2009 British Columbia Funeral Association

This publication may not be reproduced in any form without permission by the British Columbia Funeral Association.

Table of Contents

Funeral Services Apprenticeship Program	5
Our Mission	5
Planning to Hire an Apprentice	5
The Apprenticeship Program	5
Overview of Apprenticeship	5
Relationship between the Mentor and Apprentice	6
Academic Study and Practical Experience	6
Program Options	6
What does it cost to employ an Apprentice?	6
What options do I have in employing an apprentice?	7
The Foundation Program	7
Required Abilities	7
Program Goals	8
First Steps to Registering an Apprentice	8
Admission Policy:	8
Admission Requirements	8
Documents Required	9
Other Requirements	9
Apprentice Application Procedure	9
Apprentice Licensing Procedure	10
SkilledTradesBC	10
Consumer Protection BC	10
Roles and Duties of an Apprentice	10
Training Environment Criteria	10
Supervision and Direction	11
Exposure to Embalming	11
Exposure to Funeral Situations	11
First Level of Competence	11
Second Level of Competence	12
Event Reports	12
School Term/Course Structure	13
Academic Calendar 2024-2025 Funeral Service	13
Programs Completion of Online/Computer Lessons	13
Attendance Policy	13
Missed Exams	14
Acceptable Standards/Rewrite information	14
Embalming Practicum Requirements:	15
Dispute Resolution Policy/Grades Appeal Policy	15
Student Withdrawal Policy	16

Student Dismissal Policy	17
Code of Conduct/Disclosures	18
Tuition Costs	20
Student Living Arrangements	20
Common Questions	21
Terminology	23
Fee Schedule	24
Refunds and Fee Adjustments:	25
Contact Us	27

Program Details

BC Funeral Director and/or Embalmer Program details (including foundation year information) can be found on the SkilledTradesBC website:

Embalmer and Funeral Director Program Profile:

<https://skilledtradesbc.ca/embalmer-funeral-director>

Embalmer and Funeral Director Program Profile:

<https://skilledtradesbc.ca/funeral-director>

Embalmer and Funeral Director Foundation Program:

<https://skilledtradesbc.ca/foundation-programs>

Funeral Services Apprenticeship Program

Our Mission

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

Planning to Hire an Apprentice

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

There are many benefits of hiring an apprentice, including:

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

The Apprenticeship Program

OVERVIEW OF APPRENTICESHIP

Apprenticeship has been the standard form of training and development in funeral service for many years in British Columbia. A candidate for apprenticeship must first gain employment at a funeral home before embarking on the formal training program.

Once the candidate and the employer feel ready to advance with the formal training program the student is enrolled in the apprenticeship program.

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

RELATIONSHIP BETWEEN THE MENTOR AND APPRENTICE

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

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

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

ACADEMIC STUDY AND PRACTICAL EXPERIENCE

The formal training program consists of two equally important parts: academic study and practical (workplace) experience. In the apprenticeship program these occur simultaneously over a given period.

Academic Study

The academic calendar is divided into two terms and runs from September through to the end of June. Enrollment is continuous for a two-year (24 month) period. Students take Level One courses in the first year and Level Two courses in the second year. Each academic year for both levels begin in September with a three (3) day orientation seminar; followed by a three (3) day winter term seminar held in January; and a final two weeks (10 days) of classroom seminars and reviews occurring in June. At the completion of this session, students write final examinations for each level in each subject as well as the SkilledTrades BC Level Exam. During each term, the student will have access to on-line lectures, quizzes, communication, and guided reading.

Practical Experience

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

Practical experience is monitored through an apprentice logbook, mentor and peer guidelines and assessor guidelines.

PROGRAM OPTIONS

- Funeral Service Foundation Program (no employment required/theory equivalent to Level One). This is not an apprenticeship program and only available when demand for apprenticeships permits.
- Apprentice Level One Embalmer and Funeral Director – workplace training and theory – 1,800 hours per level.
- Apprentice Level Two Embalmer and Funeral Director – workplace training and theory – 1,800 hours per level.

WHAT DOES IT COST TO EMPLOY AN APPRENTICE?

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

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

WHAT OPTIONS DO I HAVE IN EMPLOYING AN APPRENTICE?

The British Columbia Funeral Association will allow for you to share a BC Funeral Services Apprentice with another business if you do not have enough work for an ongoing or full-time position. The selection of an apprentice remains up to the employer. You can also engage a student part-time while he or she is completing the Funeral Services Foundation Program, however, duties will be limited as the student will not hold an apprentice license.

THE FOUNDATION PROGRAM

An optional entry to the funeral service profession is offered by the Foundation Program. This option is intended to introduce the basic theory needed for study/employment in the funeral service profession prior to securing employment as an embalmer, funeral director, or both. The program is delivered in a variety of formats combining in-school and on-line training, all designed to meet the academic competency standards of a Level One apprentice. Upon completion of the Foundation Program, graduates will need to find employment, register as an apprentice and complete the work experience requirement for Level One of their chosen programs.

REQUIRED ABILITIES

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

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

PROGRAM GOALS

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

First Steps to Registering an Apprentice

Admission Policy:

The British Columbia Funeral Association is committed to enrolling students who meet all our program admission criteria and who are likely to succeed in meeting their education and career goals.

Procedure:

1. Before a student is enrolled in an apprenticeship program, the student **must** be working full time (1,800 hours per year) at a licensed funeral home as an apprentice.
2. The admission representative discusses the program of interest with the employer and/or prospective student.
3. Once the student has decided on a program of study, the admission representative reviews the admission criteria for the program with the employer/student to ensure that he/she meets all the criteria.
4. The admission representative obtains evidence (e.g. Verification of full-time employment etc.) that the student meets all the program admission criteria and places the evidence in the student file.
The admission criteria cannot be waived by either the school or the applicant.
5. After receiving evidence that the prospective student meets all of the admission criteria, the admission representative prepares a Student Enrollment Contract and provides to the student a copy of the Registration Handbook to review the policies that will affect the student during the completion of the program of study. After understanding their rights and responsibilities, the prospective student signs the contract and returns it to the admission representative.

ADMISSION REQUIREMENTS

To apply to the program a student must:

- Be employed full-time (1,800 hours per year) by a licensed funeral provider for a period of twenty-four (24) consecutive months.
- Be under the supervision of a licensed Embalmer and/or Funeral Director with two years good standing who is willing to act as an educational mentor and provide a complete scope of on-the-job training.

DOCUMENTS REQUIRED

No registration will be considered complete until all supporting documents are received, including:

- Registration Fee (\$115 for members; \$250 for non-members)
- Completed Student Enrollment Contract
- Signed copy of SkilledTradesBC Apprentice and Sponsor Registration Form
- WorkSafe Occupational First Aid Level 1 Certificate. You will be responsible for completing this process **prior** to the first day of class, September 11, 2024.
- Students are required to have N95 respirator mask fit-testing done yearly. You will be responsible for completing this process and providing a certificate for your file **prior** to the first day of class, September 11, 2024.
- Transcripts supporting High School Graduation (recommended)
To be considered official, high school and post-secondary transcripts must be sent directly to the British Columbia Funeral Association from the issuing institution or provincial ministry of education. In BC transcripts can be ordered from: Ministry of Education, Transcripts, Box 9886, Stn. Prov. Govt. Victoria, British Columbia V8W 9T6
<http://www.bced.gov.bc.ca/transcript/>

OTHER REQUIREMENTS

Immunization for Hepatitis B

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

Computer Skills

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

Driver's License

A valid unrestricted driver's license is required by most funeral homes for employment.

APPRENTICE APPLICATION PROCEDURE

Complete the following documents and forward to the British Columbia Funeral Association

- Student Enrollment Contract (signed by both parties)
- Signed SkilledTradesBC Apprentice and Sponsor Registration Form
- Non-refundable registration fee (\$115 for British Columbia Funeral Association members; \$250 for non-members)
- WorkSafe Occupational First Aid Level 1 Certificate
- Proof of Vaccination against Hepatitis B
- Proof of N95 respirator mask fit testing.
- Official Transcripts supporting High School Graduation (recommended)
- **Deadline for Application is July 31, 2024 or when course full**

Forward to: British Columbia Funeral Association

PO Box 363 Station Main, Chilliwack, BC V2P 6J4

Email: info@bcfunerals.com

Telephone: 250-592-3213

Website:

www.bcfunerals.com

Toll free: 1-800-665-3899

Apprentice Licensing Procedure

Skilled Trades BC

Each student entering the program is required to be registered with Skilled Trades BC through the BCFA.

- You will be required to fill in, sign page 1 of the Skilled Trades BC Apprentice and Sponsor Registration Form and **return it to the BC Funeral Association office. DO NOT fax/send to the SkilledTradesBC office** as it will not yet be signed by the sponsor. This will create delays in receiving your Certification of Apprenticeship. BCFA will receive a letter of Registration which will be sent to you by email. Certificates and wallet cards will follow at Orientation.
- Make sure to fill in the form with the **legal name that matches your photo identification** such as your passport or driver's license. SkilledTradesBC requires photo id to write your level exams and the name MUST match your Certificate of Registration Card.

CONSUMER PROTECTION BC

In accordance with the Cremation, Interment and Funeral Services Act and Regulations, all registered apprentices must apply for a license as an apprentice funeral director, embalmer, or both. The application for the apprenticeship license cannot be made until the apprentice is enrolled in a funeral services program designated as a recognized program under the Skilled Trades BC Training Act. Enrollment is complete following receipt of the Certificate of Registration issued by SkilledTradesBC.

- The British Columbia Funeral Association will forward each student a copy of their Certificate of Registration along with the Apprentice License Application form for final completion.
- Students/Mentor will need to fill in the application for licensing and submit to the Consumer Protection BC Licensing Department (operations@consumerprotectionbc.ca) immediately upon receipt of the letter of Registration to avoid delays.

*****PLEASE NOTE: Students should not be involved in any embalming or funeral service activities until they receive their apprenticeship license.*** Activities of a licensed embalmer and funeral director are defined under the Cremation, Interment and Funeral Services Act as follows:

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

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

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

Roles and Duties of an Apprentice

Training Environment Criteria

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

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

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

SUPERVISION AND DIRECTION

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

EXPOSURE TO EMBALMINGS

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

***Note: A student must be directly supervised until they have completed at least 25 embalmings AND 1800 hours.**

Level One

Work experience provides the apprentice with the opportunity to put into practice the knowledge and skills learned. Under the mentorship of a licensed embalmer the apprentice will observe, assist and then complete normal and autopsied cases. Other activities may include dressing, cosmetizing and casketing of deceased for viewing and funeral presentation. Ideally, the apprentice will have completed 25 assisted embalmings under the **direct supervision** of a licensed embalmer. Students are not permitted to log the 25 unassisted embalmings until they meet the requirements to move to **general supervision (25 directly supervised embalmings AND 1800 hours.)**

Level Two

While still under the mentorship of an embalmer, it is expected that the apprentice will function more independently during this time, and that the student will assume increasing amounts of responsibility for the operation and care of preparation room facilities. In the dual licensure program, it is expected that before the completion of Level Two academic study, the apprentice will have completed a minimum of 25 assisted embalmings under the **direct supervision** of a licensed Embalmer and 25 unassisted embalmings, under the **general supervision** of a licensed Embalmer. ***Note: A student must be directly supervised until they have completed at least 25 embalmings AND 1800 hours.**

EXPOSURE TO FUNERAL SITUATIONS

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

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

FIRST LEVEL OF COMPETENCE

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

- The Apprentice will work through some whole events with direct supervision as their first-year progresses.
- ***Note: A student must be directly supervised until they have completed at least 25 funeral arrangements AND 1800 hours.**

SECOND LEVEL OF COMPETENCE

Once the Mentor and assessor determine the Apprentice is ready, the Apprentice will progress to the second level of competence demonstration where:

- The Apprentice will work through a series of tasks that make up full events under general supervision. This will give the Apprentice the opportunity to combine all the skills and experience they initially learned.
- It is expected that before the completion of Level Two academic study, the apprentice will have completed a minimum of 25 supervised funeral arrangements under the direct supervision of a licensed funeral director and 25 unassisted funeral arrangements under the general supervision of a licensed funeral director. ****Each license (funeral directing and embalming) may be treated separately and it is the mentor's responsibility to ensure that the apprentice is supervised appropriately.****

EVENT REPORTS

There are three types of Event Reports:

1. Common Event Reports – covering areas common to both the Funeral Directing and Embalming professions.
2. Funeral Director Event Reports – covering areas specific to the Funeral Directing Profession
3. Embalmer Event Reports and/or Case Studies – covering areas specific to the Embalming profession.

The Apprentice Logbook and Mentor guidelines have been developed by Industry Leaders and SkilledTrades BC to provide Apprentices and Mentors with training environment criteria. The logbook is a vital part of the education curriculum. It provides a register of competencies set out for the program. The expectation is that a student will have 25% of event reports and evidence completed for each review. These can be in any order but will ensure that all competencies are met in the time allotted. Any student not meeting the requirements of the evaluation after each term review may be subject to a reassessment fee.

If you have any questions regarding training criteria, please do not hesitate to contact the British Columbia Funeral Association.

School Term/Course Structure

Academic Calendar 2024 – 2025 Funeral Service Programs

The academic calendar is divided into two terms and runs from September through to the end of June. Enrolment for Apprenticeship Programs is continuous for a two-year (24 month) period. Students take Level One courses in the first year and Level Two courses in the second year. Each academic year for both levels begins in September with an orientation seminar; a winter term seminar held in January; and concludes with exams and classroom seminars in June. . During each term the student will have access to on-line lectures, quizzes, communication and guided reading.

Level One and Level Two Apprenticeship and Foundation Programs

Fall Seminar Term I & III

- Orientation September 11, 12 and 13, 2024 Vancouver, BC (Mandatory seminars)
- 12 weeks of on-line lessons starting September 9, 2024
- Term 1 Exams – December 2024 Date TBD

Winter Seminar Term II & IV

- January, 2025 Dates TBD Vancouver, BC (Mandatory seminars)
- 12 weeks of on-line lessons starting January 6, 2025
- Term 2 Exams – Dates TBD

Spring Seminar & Final Exams –June, 2025 Dates TBD Vancouver, BC (Mandatory seminars)

NOTE: *Calendar subject to change/attendance at all seminars and examinations is mandatory

Completion of Online/Computer Lessons

Lessons are released to the Apprentice every Monday by 12:00 noon (Mountain Time). They must be submitted for grading no later than the following Sunday by midnight (Mountain Time). (An instructor may set a different due date for difficult lessons or different programs.) Should they not be submitted by the above-stated due date there will be a 10% deduction from the Apprentice's lesson mark for each late submission. Regardless, lessons for each term must be completed before writing the term exam. The number of on-line lessons per term for each course will vary from program to program.

Attendance Policy

Attendance at all seminars, schools, and examinations is **mandatory**.

ATTENDANCE AT THE START OF THE PROGRAM

A registered student who does not attend or misses classes during the Fall Seminar (Term 1 or 3) may, at the discretion of the British Columbia Funeral Association and the instructor(s), be considered to have withdrawn from the program and have his/her course registration deleted.

GENERAL ATTENDANCE DURING THE PROGRAM

Tardiness and unexcused absence will not be tolerated. In the case of deficient attendance without cause, a student may be withdrawn from the program.

All requests for absences must be reported in writing to the Training Service Provider, meaning the British Columbia Funeral Association in advance.

- Consideration for extension or exemption will be given for serious illness or compassionate reasons in the case of the serious illness or death in the student's immediate family.
- Students **will not** be granted extensions or exemptions from attendance at any event for business reasons.

Students who fail to attend a seminar, school, or examination at the scheduled date will be marked absent and a grade of zero will be entered for that evaluation.

EDUCATIONAL ACCOMODATIONS

Any student requiring educational or medical accommodation must provide proof of medical evaluation at the time of registration.

MISSED EXAMS

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

INCLEMENT WEATHER

Winter Seminars and Exams will not be canceled or rescheduled – no exceptions. It is the student's responsibility to be aware of any impending weather situations and to make travel plans should there be a snowfall or snowstorm. This might consist of the student making accommodation arrangements closer to the meeting place the night before.

*In remote locations where weather is characteristically more extreme, or expected to be, students wishing to have their exam proctored will need to **receive approval from the British Columbia Funeral Association at least 2 weeks in advance of the exams.** The student will be required to pay a supplemental writing fee prior to writing the exam.*

TERM EXAMS:

- If you fail (score below 70%) in three or more courses on a term exam, you will be required to rewrite those courses in a supplemental examination.
- Every three courses that are rewritten on a term exam constitute one rewrite opportunity.
- The supplemental examination will be written at a time and place prescribed by the school and the student will be required to pay an additional writing fee.
- If a student fails the supplemental term examination, the student may be dismissed from the program for the remainder of the calendar year. In the event of dismissal, the student will have an opportunity to repeat the program in the following or subsequent years.

FINAL EXAMS:

- If you fail a final examination (score below 70%), you will be required to write a supplemental final examination in that course at a time and place prescribed by the school.
- The student will be required to pay an additional writing fee.
- Each supplemental final examination that is written constitutes one rewrite opportunity.
- In the event that you fail the supplemental final examination you will be required to repeat the course, a portion of the program or the entire program for that level of study, as deemed appropriate and necessary by the British Columbia Funeral Association and the Canadian College of Funeral Service.

Under most circumstances, you will be allowed to write a maximum of three supplemental exams per academic year in any given program. **The fee for each supplemental examination is \$250.00.** Should the British Columbia Funeral Association or the Canadian College of Funeral Service deem that the student has not made adequate academic improvement since the last rewrite; the student may be denied their last re-write and dismissed from the program due to academic performance.

EMBALMING PRACTICUM REQUIREMENTS:

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

- During the Embalming Practicum Courses, each student must participate in 50 embalming operations both straight and autopsy cases. This requirement includes the completion of a detailed lab report of twelve of the operations.
- All lab reports must be returned to the instructor prior to the end of the term in which they are performed, to proceed to the next term. Any student who does not return the completed forms will be given a failing grade for the course.
- In order for a student to take the embalming practicum, they must have completed 2,700 logbook hours, 50 embalming cases (including 3 autopsy) and provide a current mask fit test certificate.
- During the Embalming Practicum Course, the student will be required to prove competency in the presence of an instructor or approved evaluator of the BC Funeral Services Apprenticeship Program. If competency is not demonstrated, the student will be given a Failing grade for the course. If the student fails, they will be given only one additional opportunity to be retested at an additional cost of \$500.00. The retesting must be booked with the British Columbia Funeral Association within two months of the first test. If the student fails a second time, they must repeat the 2nd year course again.

DISPUTE RESOLUTION POLICY/GRADES APPEAL POLICY

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

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

Dispute Resolution

The British Columbia Funeral Association (BCFA) provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner. The policy applies to all students.

The student should first approach the instructor or staff person with whom they have the disagreement. If the issue cannot be resolved, the student will follow the steps as outlined below.

Please note: this applies to all Apprenticeship and Foundation students who are currently enrolled or were enrolled 30 days prior to the filing of this dispute.

Procedure:

In the event of a dispute related to the programs between the British Columbia Funeral Association (including instructors) and a student:

- The student shall provide a written statement to the Executive Director of the BCFA detailing the situation.
- The Executive Director and the Board Chair of the Apprenticeship and Education Committee will meet with the student within five days to try and resolve any outstanding issues. *
- The Executive Director will either:
 - Provide a written decision to the student the day after the meeting

- Inform the student in writing that there is an investigation into the matter.
- If the investigation is ongoing - the British Columbia Funeral Association will complete the investigation within 7 business days of the written notification.
- If required, additional meetings may be requested by the student or the British Columbia Funeral Association.

Decision

At the conclusion of the investigation, the BCFA will:

- Determine that the student's concerns are not substantiated; or
- Determine that the student's concerns are substantiated in whole or in part; or
- Determine that the student's concerns are frivolous and vexatious.

Following the determination:

- The student will be notified by mail (sent to the student's preferred email address on file at the BCFA office) with a summary of the determination.
- If it has been determined that the student's concerns are substantiated in whole or in part the BCFA shall include a proposed resolution of the substantiated concern(s).
- If the student wishes to appeal the decision of the BCFA, the student will submit a written statement and the Executive Director of the BC Funeral Association will provide a written summary of the investigation (both within five days) to the President of the British Columbia Funeral Association who will review the student's appeal and make a recommendation to the Board of Directors.
- A final decision will be rendered by the Board of Directors within 10 days of the appeal.

*Please note that if the Executive Director or Board Chair of the Apprenticeship and Education Committee is absent or unable to respond to the complaint or is named in the complaint, the President will appoint a Designate who will assume the absent person's duties and responsibilities in the Dispute Resolution process.

Procedure for Grade Appeal

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

Note: Personal information (situational information only) for the student will not be shared with the Apprenticeship Committee or the Board of Directors without permission from the student involved.

STUDENT WITHDRAWAL POLICY

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

1. Students must submit their request to withdraw in writing to the British Columbia Funeral Association.
2. In order for students or employers to obtain financial refunds, the student must withdraw according to the timeline in the refund policy.
3. Students are expected to attend all courses/seminars in which they are enrolled and unexcused absence or tardiness may be considered sufficient cause for dismissal from the program.

STUDENT DISMISSAL POLICY

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

The Code of Conduct students are expected to follow includes:

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

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

Concerns relating to a student's conduct shall be referred to the British Columbia Funeral Association to process in accordance with this Policy.

Procedure:

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

CODE OF CONDUCT/DISCLOSURES

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

1. Professional Conduct

All students enrolled in the program must demonstrate professional conduct. Students who fail to dress and conduct themselves in a professional manner, use inappropriate language or engage in any other unprofessional behaviour will be accountable to the BCFA. The conduct will be reviewed by a panel drawn from school administration and BCFA Board members. The panel will determine any disciplinary action up to and including dismissal from the funeral service program.

Dress Code

The BCFA school dress code is designed to help students project a positive image of the funeral profession, the company the student represents and ensure student safety. A professional image must be maintained, and principles of infection/exposure control are an imperative standard for all funeral service personnel.

The BCFA recognizes that dress and appearance expectations vary among individuals and employers. Apprentice students must ensure that they meet or exceed their employer's requirements during their in-person or remote learning sessions. Foundation students are strongly encouraged to follow the suggestions and expectations to maximize their potential to secure an apprenticeship.

The school strongly suggests that all students:

- remove visible piercings other than a few on the ears,
- cover visible tattoos,

All students are expected to:

- dress in business or professional attire that is conservative in nature.
- wear footwear that is appropriate, clean, polished and in good condition.
- be well groomed and ensure that their personal hygiene and cleanliness meets professional standards.

Certain learning situations (i.e, embalming) are subject to WorkSafe BC and other regulations and require that jewelry should be limited to:

- Hand jewelry (rings) be removed or restricted to plain bands without settings,
- Religious and medical bracelets are permitted providing they meet infection and exposure control standards.

It is highly recommended that no jewelry be worn in the preparation room.

- Facial hair be trimmed to be able to facilitate a proper respirator fit.
- many beards, regardless of thickness, length or style, are not acceptable for respirator use. Even a small amount of stubble can cause air leakage and some sideburns can interfere with respirator fit.
- A short and neatly trimmed mustache may be acceptable, providing the surrounding skin area is clean-shaven, and the mustache does not extend so far as to the side as to cause facial hair to be between the respirator sealing edge and the skin.
- Nails be trim to not puncture gloves.

Only accommodations for religious and cultural practices (or other protected grounds under the *Human Rights Code* (BC) will be considered.

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

2. Class Atmosphere

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

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

3. Academic Honesty

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

4. Academic Success

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

5. Activities outside of class

- a) Behaviour. Be aware that your behavior outside of class may be grounds for probation or dismissal if such behavior is conducted in the name of the program. Exemplary professional conduct is also expected on campus and during seminars and teleconferences.
- b) Internet. An example of this is students uploading videos to the internet of themselves engaging in unprofessional behaviour.

6. Workplace Learning

If the student is not being involved in the key activities surrounding funeral service, the student should inform the Institution Representative at the British Columbia Funeral Association.

7. Communication

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

Disclosures

1. Criminal background/Driver's License

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

2. Student Manual

All students are expected to have read the student manual and will be held to the standards therein. A student manual orientation will be conducted on the first day of classes held in September.

TUITION COSTS

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

- A Fee Schedule is included in this package on Page 24
-

BC Apprenticeship Training Tax Credit Program

Effective January 1, 2007, the BC Training Tax Credit Program will provide refundable tax credits for employees and employers engaged in apprenticeship programs administered through the Industry Training Authority.

For more information, Employers and Employees can visit http://www.sbr.gov.bc.ca/business/income_taxes/ttc/

Student Living Arrangements

Students are responsible for their own accommodation when attending classes and seminars. The BCFA Members are eligible for a corporate rate at the River Rock Resort with easy access to the campus via sky train. Rooms must be booked early (once the hotel is at 80% capacity our rate no longer applies). BCFA Members are offered a 25% discount on regular rates depending on room selection, time of year and room availability.

Common Questions

Where are the classes held?

Classes are typically held in the Greater Vancouver area. BCFA has rented classroom space for the 2024-2025 BC Funeral Services Apprenticeship and Foundation Program at SIMON FRASER UNIVERSITY AT HARBOUR CENTRE VANCOUVER located at the corner of Hastings and Richards Street. The Funeral Services Apprenticeship Program is not an SFU program and any questions regarding the program should be directed to the British Columbia Funeral Association.

Physical Location:

Simon Fraser University Harbour Centre
515 West Hastings Street, Vancouver, BC V6B 5K3
Hours of Instruction: 8:30 am – 4:00 pm

Parking:

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

Public Transportation:

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

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

When can I start logging hours?

In order to begin logging hours as an apprentice, you must first have received your apprenticeship license. You cannot apply for your apprenticeship license until all documentation to enroll in the funeral services apprenticeship program has been completed, submitted and you have received your CERTIFICATE OF REGISTRATION from SkilledTradesBC. The Certificate of Registration provides “proof of enrolment in the program” and you can then apply for your apprenticeship license. You will receive your Logbook on the first day of the September Orientation seminars.

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

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

Under legislation, the following definition of a funeral director and embalmer outlines the duties of a licensed funeral director or a licensed apprentice who is under the direct supervision of a licensed funeral director/embalmer. You may only conduct the following duties if you are under the direct supervision of a licensed funeral director.

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

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

You may only conduct the following duties if you are under the direct supervision of a licensed embalmer.

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

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

Yes, but only if the licensed funeral director/supervisor also signs as evidence that they were present at the time the contract was entered.

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

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

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

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

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

You must immediately contact us at the British Columbia Funeral Association. We will help you with completing the necessary paperwork for transfer of sponsorship.

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

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

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

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

British Columbia Funeral Association
PO Box 363 Station Main, Chilliwack, BC V2P 6J4

Tel: 1-800-665-3899

Email: info@bcfunerals.com

The apprenticeship programs are formal training programs that involve:

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

Terminology

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

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

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

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



Fee Schedule

This fee schedule is in effect from June 1, 2024 to June 30, 2025. British Columbia Funeral Association reserves the right to amend this schedule without notice.

Registration/Records Fees:

Registration fees are non-refundable application commitment fees paid by an applicant or student. This registration fee is payable upon submission of the Student Enrollment Application. Each new Student who applies for admission to the Funeral Services Apprenticeship Program will be charged a one-time application/registration fee of \$115.00 (British Columbia Funeral Association member/Foundation Student) or \$250.00 (British Columbia Funeral Association non-member).

When to apply:

Registration for the September semester is April 4th through July 31st or until all seats are filled. Applications may be accepted after the deadline pending space available. Enrolment is limited. If there are more applicants than spaces available, some students may be placed on a waiting list and will be contacted if additional spaces become available. This list is not held over year by year.

Tuition Fees:

Tuition Fees are assessed based upon anticipated training delivery funding received from Skilled Trades BC and may be subject to change. Tuition Fees do not include textbooks and materials fee; remedial examination fee, Logbook Assessment extension fees or proctor exam fees.

EMBALMER AND/OR FUNERAL DIRECTOR APPRENTICESHIP - Level One

For Licensure of: Embalmer - Funeral Director - Embalmer and Funeral Director

Dates: September 9, 2024 – August 31, 2025

Tuition Fee: British Columbia Funeral Association Member \$ 3,995.00 (plus GST)
Non-Member \$3,995.00 (plus GST)

EMBALMER AND/OR FUNERAL DIRECTOR APPRENTICESHIP - Level Two

For Licensure of: Embalmer - Funeral Director - Embalmer and Funeral Director

Dates: September 9, 2024 – August 31, 2025

Embalmer and Funeral Director

Tuition Fee: British Columbia Funeral Association Member \$ 3,995.00 (plus GST)
Non-Member \$3,995.00 (plus GST)

Funeral Director Only

Tuition Fee: British Columbia Funeral Association Member \$ 2,850.00 (plus GST)
Non-Member \$3,150.00 (plus GST)

Embalmer Only

Tuition Fee: British Columbia Funeral Association Member \$ 2,850.00 (plus GST)
Non-Member \$3,150.00 (plus GST)

Tuition fees for Apprenticeship Programs are due in full prior to the beginning of the September semester. All tuition and textbook fees are due upon invoicing and on-line lessons and books will not be released until payment in full has been received.

Textbooks and Materials Fees: * SUBJECT TO CHANGE *

Level One: \$ 940.00 (plus GST)

Level Two Embalmer and Funeral Director: \$ 500.00 (plus GST)

Level Two Embalmer: \$250.00(plus GST)

Level Two Funeral Director: \$ 315.00(plus GST)

Foundation Program: \$ 780.00 (plus GST)

- Tuition and textbook fees for all Programs are due in full upon invoicing, prior to the beginning of the program. Students are NOT considered registered for the program until full payment is received. Students with unpaid tuition fees will not be permitted to attend the September sessions, therefore, will not continue in the program.
- **Fees are subject to change based upon fluctuation of publication cost.**

Proctor:

When a student is unable due to unforeseen circumstances to complete an examination in accordance with the academic calendar, the student will be responsible for paying a combined proctor and administration fee of \$250.00 per exam. **Proctor fees must be paid prior to the examination.**

Sponsor/Employer Notice of Change Fee:

A student must immediately notify the British Columbia Funeral Association when they change employers or change supervisors. The British Columbia Funeral Association will provide the necessary paperwork required to be forwarded to Consumer Protection BC.

The sponsor/employer change fee is: \$25.00.

Returned Cheques:

If a cheque is issued for payment for fees and is returned for any reason prior to the payment deadline, students will have their registration canceled. A \$25.00 service fee will be charged for returned cheques.

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

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

Refunds and Fee Adjustments:

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

The following fees will not be refunded:

- Registration Fee
- Textbook and Materials Fee
- Records Fee

1) A student may be entitled to a refund of tuition fees if:

- (a) The student provides written notice to the institution that he or she is withdrawing from the program; or
- (b) The institution provides written notice to the student advising that the student has been dismissed from the program.

- 2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 4) The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 5) If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.

6) Refund policy for students:

(a) Refunds before the program of study begins:

1. If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
2. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1,000.
3. Subject to Section 6) (a) 1. above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1,300.

(b) Refunds after the program of study starts:

1. If written notice of withdrawal is received by the institution or a student is dismissed where up to and including 3 weeks of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract.
 2. If written notice of withdrawal is received by the institution, or a student is dismissed where more than 3 weeks and before 8 weeks of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract.
 3. If a student withdraws or is dismissed where more than 7 weeks of instruction specified in the contract has elapsed, no refund is required.
- 7) Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.

- 8) Where the delivery of the program of study is through home study or distance education, refunds must be based on the per cent of the program of study completed at the rates as set out in Section 6 above.

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

Contact Us

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

The British Columbia Funeral Association is responsible through an agreement with Skilled Trades BC to provide training services for Funeral Services Apprenticeship and Foundation training programs. Should you have further questions or concerns, email or telephone us.

British Columbia Funeral Association – Training Service Provider
BC Funeral Services Apprenticeship Program
PO Box 363 Station Main, Chilliwack, BC V2P 6J4

Toll-free: 1-800-665-3899

Email: info@bcfunerals.com

Website: bcfunerals.com



“The British Columbia Funeral Association acknowledges the financial contribution paid for services provided through a funding arrangement with Skilled Trades BC, a British Columbia provincial government agency.”