



COMFORTING LOSS.  
CELEBRATING LIFE.

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**BRITISH COLUMBIA  
FUNERAL SERVICES **FOUNDATION** PROGRAM  
EMBALMER AND FUNERAL DIRECTOR  
REGISTRATION HANDBOOK**



*"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."*

**SKILLED  
TRADES<sup>BC</sup>**

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**Revised 2025**

**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](mailto:info@bcfunerals.com) | [www.bcfunerals.com](http://www.bcfunerals.com)

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## 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>

## Embalmer and Funeral Director Foundation Program

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### *Our Mission*

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

### *Program Goals*

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Consistent with our mission, the Embalmer and Funeral Director Foundation 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.

### *The Foundation Program*

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An optional entry to the funeral service professions is offered by the Foundation Program. This option is intended to provide an introduction to the basic theory needed for study/employment in the funeral service profession prior to securing employment as an embalmer, funeral director or both.

The Foundation Program is designed for those who are not sponsored or employed by a funeral home as an apprentice. Individuals who complete the Embalmer and Funeral Director Foundation program will receive credit toward Level 1 Technical Training completion of the Embalmer and Funeral Director Apprenticeship Program.

The program is delivered in a variety of formats combining in-school and on-line training, all designed to meet the competency standards of Level 1 Technical Training. Upon completion of the Foundation Program, graduates will need to find employment, register as an apprentice and complete the work experience requirement for Level 1 of their chosen program. Entry and completion of the Embalmer and Funeral Director Foundation Program does not guarantee an individual that they will receive employment as an apprentice and entry into the Level 2 Embalmer and Funeral Director Apprenticeship Program.

### *Academic Study*

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The academic calendar is divided into two terms and runs from September through to the end of June. Enrolment is continuous for a 10 month period.

The academic year for Foundation Students begins in September with a three (3) day orientation seminar; continues with a four (4) day winter term seminar in January; and wraps up with five (5) days of classroom seminars in May. During the May session, students write final competency examinations provided by the school instructors and a final Certificate of Completion examination issued by Skilled Trades BC. All examinations will take place during the classroom seminars and attendance is **mandatory** in order to successfully complete the program.

During Term 1 and Term 2 the student will have access to on-line lectures, quizzes, communication and guided reading.

## 2025 – 2026 Funeral Service Programs Academic Calendar

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### Fall Seminar One/Term 1

- September 10, 11 and 12, 2025      Mandatory orientation/classroom seminars. Vancouver, BC
- 12 weeks of on-line lessons starting September 8, 2025
- Term 1 Exams - December , 2025 (Online evaluations)

### Winter Seminar Two/Term 2

- January 5,6,7,and 8, 2026      Mandatory Classroom Seminars, Vancouver, BC
- 12 weeks of on-line lessons starting January 5, 2026
- Term 2 Exams – April , 2026      (Online evaluations)
- Spring Final Seminars – May 4, 5, 6, 7 and 8, 2026 Vancouver, BC (mandatory)

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

Note: If you are a Foundation Student currently working full-time (not at a funeral home), we suggest you plan and carefully review the above calendar dates and make a note of them. There is a possibility that your work schedule will conflict with the above seminar and exam dates, and you may need to discuss this with your employer.

## Foundation Registration Procedure

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### *Admission Policy*

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

#### **Procedure:**

- 1) The institution's administrator refers all inquiries to the admission representative.
- 2) Upon receipt of the Foundation Program application, the admission representative reviews and assesses the applicant for suitability to the program.
- 3) Once the student has decided on a program of study, the admission representative reviews the admission criteria for the BC Embalmer and Funeral Director Foundation Program with the student to ensure that they meet all of the criteria.
- 4) 4) The admission representative obtains evidence (e.g. Grade 12 or equivalent transcript; Personal Statement; Professional Reference Forms) from the student that they meet all of the program admission criteria and places the evidence in the student file. Interviews are set by the admission representative. Only those that complete a successful interview and are selected by the committee will be admitted to the program. 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. If, after understanding their rights and

responsibilities, the prospective student wishes to sign the contract, the admission representative may arrange for the prospective student to discuss any further questions with the Senior Education Administrator.

- 6) If the Senior Education Administrator and the prospective student agree on a financial arrangement, they sign the contract and the British Columbia Funeral Association delivers a copy of the signed contract, along with a copy of all student policies to the student.

## Application Process

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Submit the following documents to the **British Columbia Funeral Association** by June 30, 2025

- ☐ Registration Fee \$150.00 + gst
- ☐ Foundation Program Application for Admission
- ☐ Personal Statement (see application for admission)
- ☐ Two Professional References
- ☐ Documents supporting High School Graduation (Recommended)  
*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/>*

### **Forward to:**

British Columbia Funeral Association,  
PO Box 363 Station Main, Chilliwack, B.C. V2P 6J4  
Telephone: 250-592-3213      Toll free: 1-800-665-3899  
Website: [www.bcfunerals.com](http://www.bcfunerals.com)      email: [info@bcfunerals.com](mailto:info@bcfunerals.com)

## **Program Requirements and Standards**

### Completion of Online Lessons

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

Lessons are released to the student 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 student'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

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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 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**

- 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.

Students requiring educational or medical accommodations must request in writing and provide **current** assessments at the time of acceptance into the program.

### *Missed Exams*

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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*

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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 in advance should there be a snowfall or snowstorm. This might consist of the student making accommodation arrangements closer to the writing centre 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 the exam.*

### *Acceptable Standards/Rewrite Information*

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The acceptable standard for passing any examination or final grade in any subject is 70%.

#### **Term Exams:**

- If you fail (score below 70%) in three or more courses on a term exam, you will be required to rewrite the exam for those courses.
- 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.

#### **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.



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 and the Canadian College of Funeral Services 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.

### *Dispute Resolution/Grades Appeal Policy*

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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 will be 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**

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

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***

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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 to obtain financial refunds, they must withdraw according to the timeline in the refund policy.
3. Unless otherwise instructed, students are expected to attend all courses/seminars in which they are enrolled and unexcused absence or tardiness may be considered sufficient cause for dismissal from the program.

## *Student Dismissal Policy*

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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 inquiries 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*

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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.

### **1. Dress Code/Professional Conduct**

The BCFA school dress code is designed to help students project a positive image of the funeral profession 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 in the ears
- cover visible tattoos

All students are expected to:

- Dress in business or professional manner that is conservative in nature
- Shoes should be kept clean, polished, and in good condition. be well groomed and ensure their personal hygiene and cleanliness meets professional standards.

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

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

#### **6. 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*

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#### **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. Student Manual Acknowledgment form to be signed and returned to the BCFA Office.

### *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.

- A Fee Schedule is included in this package on Page 16

### *Student Living Arrangements*

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Students are responsible for their own accommodation when attending classes and seminars.

## Common Questions

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### ***Where are the classes held?***

In-person seminars and exams are typically held in the Greater Vancouver area. BCFA and CCFS utilize the classrooms at the SFU Vancouver Campus, 515 W. Hastings Street. Vancouver, BC.

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

### ***What is the difference between the Foundation Program and the Apprenticeship Program?***

The Foundation Program is a “pre-employment” program. Students that enroll in the Foundation Program are students who may be considering a career change or are actively seeking an apprenticeship at a funeral home.

**The apprenticeship programs are formal training programs that involve:**

- Full-time employment – 80% work-based training/20% theory and classroom training
- Learning how to do task by performing it on-the job
- In classroom instruction and online study modules
- Hands-on training, performed under the direct supervision of a licensed embalmer/funeral director

### ***What happens if I find employment as an “apprentice” while I am enrolled as a Foundation Student?***

Many of our Foundation Students do find apprenticeships once they are enrolled in the program. We will assist you and your employer in registering you as an apprentice. Once enrolment into the apprenticeship program takes place, you can begin the workplace training portion of the apprenticeship program.

### ***What are some of the required abilities of being an Embalmer and Funeral Director Apprentice?***

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.**

- Can comprehend new knowledge and apply it in any area of funeral service practice.
- Can effectively analyze situations and identify cause-effect relationships.
- Can effectively organize material, solve problems, and make decisions.

**Interpersonal abilities which are sufficient to interact purposefully and effectively with others.**

- Can establish healthy rapport with individuals.
- Can interchange ideas appropriately in a group setting.
- Can 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.**

- Have sufficient **English language abilities** to understand printed and verbal instructions.
- 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.**

- Can maintain balance in any position, move from room to room, and maneuver in small spaces.
- Can 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.**

- Can work for six or more hours in a laboratory and/or funeral home setting.
- Can position, lift and transfer dead human remains without injury to self or others.
- Can push, pull or lift (with assistance from one other person) heavy objects such as caskets containing human remains.

## Terminology

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**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 and providing an entry point through which participants can earn credit for Level 1 technical training without the need for a sponsor who has committed to provide work-based training. These programs provide trainees with the basic knowledge and skills needed for entry into a particular occupation.

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

## Fee Schedule

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This fee schedule is in effect from June 1, 2025 to June 30, 2026. The British Columbia Funeral Association reserves the right to amend this schedule without notice.

### *Registration Fee*

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**Registration fees are non-refundable application commitment fees paid by an applicant or student.**

This registration fee is payable upon submission of the Application for Admission. Each new Student who applies for admission to the Embalmer and Funeral Director Foundation Program will be charged a one-time application/registration fee of \$150.00 +gst. ~ \$157.50

### *Tuition Fees*

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

#### **EMBALMER AND FUNERAL DIRECTOR FOUNDATION PROGRAM \***

Start Date: September 1, 2025 – June 30, 2026

Tuition Fee: \$ 3,900.00 plus GST

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

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.

### *Textbooks and Materials Fees*

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Foundation Program Textbooks and Materials Fees: \$ + GST

Textbook and materials fees are due in full prior to the beginning of the program.

Records Fee: \$25.00+GST

*\*Textbook and materials fees are subject to change based upon fluctuation of publication cost.*

### *Proctor*

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When a student is unable to complete an examination at a designated writing centre, the student will be responsible for obtaining permission from the BCFA at least 2 weeks in advance of the exam and to pay a combined proctor and administration fee of \$250.00 per exam. Proctor fees must be paid prior to the examination. Currently, writing centres are located in Kelowna and Vancouver.



## *When to apply*

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Registration for the September semester is June 1, 2025 through July 15 2025. A first review of candidates will occur on June 15th. Applications may be accepted after the deadline pending space availability. Enrollment is limited. If there are more applicants than spaces available, some students may be placed on the waiting list and will be contacted if additional spaces become available prior to the September session start date.

## *Refunds and Fee Adjustments*

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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:

1. Registration Fee
  2. Textbook and Materials Fee
  3. Records Fee
- 1) A student may be entitled to a refund of tuition fees in the event that:
    - (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 up to 7 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 weeks of the program instruction 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.

### *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.

## Contact Us

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**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 the SkilledTradesBC 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](mailto:info@bcfunerals.com)

Website: [www.bcfunerals.com](http://www.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."*



