



REPRESENTING CEMETERY, CREMATION
AND FUNERAL PROFESSIONALS

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



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PREPARED BY



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Program Details

BC Funeral Director and/or Embalmer Program details (including foundation year information) can be found on the Industry Training Authority of British Columbia website:

Funeral Director Program Profile:

<http://www.itabc.ca/sites/default/files/program-information/funeral-director-program-profile-may-2014.pdf>

Funeral Director Program Outline:

<http://www.itabc.ca/sites/default/files/program-information/funeral-director-outline-may-2014.pdf>

Embalmer Program Profile:

<http://www.itabc.ca/sites/default/files/program-information/embalmer-program-profile-may-2014.pdf>

Embalmer Program Outline:

<http://www.itabc.ca/sites/default/files/program-information/embalmer-outline-may-2014.pdf>

Embalmer and Funeral Director Program Profile:

<http://www.itabc.ca/sites/default/files/program-information/embalmer-and-funeral-director-profile-may-2014.pdf>

Embalmer and Funeral Director Program Outline:

<http://www.itabc.ca/sites/default/files/program-information/embalmer-funeral-director-outline-may-2014.pdf>

Embalmer and Funeral Director Foundation Program Outline:

http://www.itabc.ca/sites/default/files/program-information/Embalmer%20and%20Funeral%20Director%20Foundation%20Outline%202010%20FINAL%20RB_0.pdf

Embalmer and Funeral Director Foundation Program

Our Mission

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

Program Goals

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

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 Two Embalmer and Funeral Director Apprenticeship Program.

Academic Study

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

The academic year for Foundation Students begins in September with a three (3) day orientation seminar; continues with a three (3) day winter term seminar in January; and wraps up with a final two weeks of classroom seminars in June. At the completion of the June session, students write final examinations provided by the school instructors and a final Certificate of Completion examination issued by the Industry Training Authority of 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.

2017 – 2018 Funeral Service Programs Academic Calendar

Fall Seminar One/Term 1

- September 11, 12 and 13, 2017 (orientation/classroom seminars – Vancouver, BC)
- 12 weeks of on-line lessons starting September 11, 2017
- Term 1 Exams - December 11, 2017 (Vancouver or Victoria, BC or by proctor, all day evaluation)

Winter Seminar Two/Term 2

- January 8, 9 and 10, 2018 (classroom seminars – Vancouver, BC)
- 12 weeks of on-line lessons starting January 15, 2018
- Term 2 Exams – April 16, 2018 (Vancouver or Victoria, BC or by proctor, all day evaluation)
- Spring Final Seminars – June 4 – June 15, 2018 (classroom seminars – Vancouver, BC)

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

Note: If you are a Foundation Student currently working fulltime (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

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 he/she meets all of the criteria.
- 4) The admission representative obtains evidence (e.g. Grade 12 or equivalent transcript; Personal Statement; Professional Reference Forms) from the student that he/she meets all of 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 Enrolment Contract and provides to the Student a copy of the Registration Handbook to review the policies that will affect the student during his/her 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

Submit the following documents to the **British Columbia Funeral Association** by June 30, 2017.

- \$115 Registration Fee
- 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, Suite 211 - 2187 Oak Bay Avenue
Victoria, B.C. V8R 1G1 Website: bcfunerals.com
Telephone: 250-592-3213 Toll free: 1-800-665-3899
Email: info@bcfunerals.com Fax: 250-592-4362

Program Requirements and Standards

Completion of Online Lessons

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

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

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

Missed Exams

A student who misses an exam without being granted prior permission from the 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.

Acceptable Standards/Rewrite Information

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 term exam rewrite will be written at a time and place prescribed by the school and the student will be required to pay an additional writing fee prior to the exam rewrite taking place.

Final Exams: If you fail a final examination (score below 70%), you will be required to rewrite the 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 prior to the exam taking place. Each final examination rewrite constitutes one rewrite opportunity.

Rewrite Information: If you fail in three, four or five courses in the term exams, this will count as one rewrite opportunity. If you fail in six courses, this will count as two rewrite opportunities. Under most circumstances, you will be allowed to complete a maximum of three rewrites per academic year in any given program. The fee for each supplemental examination is \$250.00.

In the event that you fail the final examination rewrite 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 Canadian and the College of Funeral Services.

Should the British Columbia Funeral Association or 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

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 30 days prior to the 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.

Procedure for Student Disputes

1. When a concern arises, the student should address the concern with the instructor most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the British Columbia Funeral Association.

2. The British Columbia Funeral Association will arrange to meet with the student to discuss the concern and desired resolution within five (5) school days of receiving the student's written concern, or as soon as practicable.
3. Following the meeting with the student, the British Columbia Funeral Association will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate (institution's) personnel.
4. The necessary enquiries and/or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The British Columbia Funeral Association will do one of the following within 10 days of receiving the student's written concerns:
 - a. Determine that the student's concerns are not substantiated; or
 - b. Determine that the student's concerns are substantiated in whole or in part;
 - c. Determine that the student's concerns are frivolous and vexatious.

The student and the institution's personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, and the original will be placed in the student file.
5. If it has been determined that the student's concerns are substantiated, in whole or in part, the British Columbia Funeral Association shall include a proposed resolution of the substantiated concern(s).
6. If the student is not satisfied with the determination of the British Columbia Funeral Association, the student must advise the British Columbia Funeral Association in writing within 48 hours of being informed of the determination. The British Columbia Funeral Association will immediately refer the matter to the British Columbia Funeral Association Education Committee. The Committee will review the matter and meet with the student within five (5) school days.
7. The British Columbia Funeral Association Education Committee shall either confirm or vary the determination of the British Columbia Funeral Association Program Director. At this point the School's Dispute Resolution Process will be considered exhausted.

Procedure for Grade Appeal

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

Student Withdrawal Policy

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

1. Students must submit their request to withdraw in writing to the 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

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.

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

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

1. Dress Code/Professional Conduct

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

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

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

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. Additionally, 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 not covered by the Industry Training Authority 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 15.

Student Living Arrangements

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

Common Questions

Where are the classes held?

Classes are typically held in the Greater Vancouver area. The British Columbia Funeral Association has rented classroom space for the 2017-2018 BC Funeral Services Apprenticeship and Foundation Program at SIMON FRASER (SFU) UNIVERSITY AT HARBOUR CENTRE VANCOUVER located at the corner of Hastings and Richards Street. The Embalmer and Funeral Director Foundation Program is **not** an SFU program and any questions regarding the program should be directed to the British Columbia Funeral Association.

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

Physical Location:

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

Parking:

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

Public Transportation:

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

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

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

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

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

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

Fee Schedule

This fee schedule is in effect from June 1, 2017 to June 30, 2018. The British Columbia Funeral Association reserves the right to amend this schedule without notice.

Registration Fee

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

This registration fee is payable upon submission of the 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 \$115.00.

Tuition Fees

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

EMBALMER AND FUNERAL DIRECTOR FOUNDATION PROGRAM *

Start Date: September 11, 2017 – June 30, 2018

Tuition Fee: \$ 3,800.00 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 fees for all Programs are due in full prior to the beginning of each semester (August 18). All tuition and book fees are due upon invoicing. On-line lessons and books will not be released to unpaid accounts.

Textbooks and Materials Fees

Foundation Program Textbooks and Materials Fees: \$ 750.00* + GST

Textbook and materials fees are due in full prior to the beginning of each semester (August 18).

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

Proctor

When a student is unable to complete an examination at a designated writing centre, the student will be responsible to pay a 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 Victoria and Vancouver.

When to apply

Registration for the September semester is June 1, 2017 through June 30, 2017. Applications may be accepted after the deadline pending space available. Enrollment is limited. If there are more applicants than spaces available, some students may be placed on the waiting list and will be contacted if additional spaces become available.

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:

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 and including 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 8 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 cancelled. A \$25.00 service fee will be charged for returned cheques.

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

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

Contact Us

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

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

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

Toll-free: 1-800-665-3899

Fax: 250-592-4362

Email: info@bcfunerals.com

Website: bcfunerals.com

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