

## PROGRAM INFORMATION

### Embalmer and/or Funeral Director Apprenticeship Program – Level One

<b>Program Start Date:</b>	September 11, 2023
<b>Program End Date:</b>	August 31, 2024
<b>Credential Issued on Completion of Level 2:</b>	Certificate of Qualification
<b>Language of Instruction:</b>	English
<b>Program Delivery Method:</b>	Combined – Classroom and Distance

1. The “APPRENTICE” will be under the supervision of the MENTOR.
2. The “MENTOR” (Supervisor) must hold a valid Embalmer and/or Funeral Director license issued by Consumer Protection BC and provide workplace instruction from a licensed funeral provider location.
3. The “MENTOR” agrees to provide orientation of the theoretical and practical demands of the trade to the APPRENTICE over a period of 12 months per level.
4. The APPLICANT agrees to pay Tuition Fees under Program Costs and Program Payment Plan. Students who are required to repeat either Level One or Level Two of a program, will not qualify for subsidization and will be required to pay full tuition. The British Columbia Funeral Association training subsidy is offered to all students one time per level (One and Two) per student.
5. In addition to Tuition Fees, the APPLICANT will be responsible to pay Textbook & Materials Fees as per the Fee Schedule.
6. The EMPLOYER has provided copies to the APPRENTICE of the Business Practices and Consumer Protection Act; Business Practices and Consumer Protection Regulation; Consumer Contracts Regulation; Cremation, Interment and Funeral Services Act; Cremation, Interment and Funeral Services Regulation and the Administrative Penalties Regulation.
7. The EMPLOYER and the APPRENTICE further agree to comply with the terms set out by the Industry Training Authority.
8. Attached to each Student Enrolment Contract must be a one-time application registration fee.

## PROGRAM ADMISSION REQUIREMENTS

Apprenticeship Program admission requirements for Embalmer and Funeral Director, Embalmer, Funeral Director:

### **REGISTRATIONS ARE NOT CONSIDERED COMPLETE WITHOUT THE FOLLOWING**

Registration fee \$115.00 Member- 250.00 non member

Completed Student Enrollment contract

Skilled Trades BC Student Registration Form pg 1

- Be employed full-time (1,800 hours per year) by a BC licensed funeral provider for a period of twenty-four (24) consecutive months;
- Be under the supervision of a BC licensed Embalmer and/or Funeral Director who has been licensed for the two year period immediately preceding the start of the supervisory duties, and who is willing to act as an educational mentor and provide a complete scope of on the job training;
- Computer skills and access to a computer and the internet
- WorkSafe Occupational First Aid Level 1
- Proof of vaccination against Hepatitis B
- Valid N-95 (or respirator) Mask Certification
- High School Graduation or recommendation of a BC licensed funeral service provider (Recommended)
- 19 years of age or older (Recommended)

## PROGRAM COSTS IN CANADIAN DOLLARS (\$CDN)

### Embalmer and/or Funeral Director Apprenticeship Program – Level One

Level One Embalmer and/or Funeral Director Program Costs in Canadian Dollars:	Amount
• Tuition	\$ 3,995.00
• Registration/Application Fee BCFA Member ( <i>one-time fee</i> )	\$ 115.00
• Registration/Application Fee Non Member ( <i>one-time fee</i> )	OR \$ 250.00
• Textbooks (subject to adjustment)	\$ 900.00 e
• Records Fee	\$ 25.00

**GST Applies to all costs**

## PAYMENT SCHEDULE

Program Costs will be paid by way of: **VISA, MasterCard, Cheque, Money Order or etransfer in Canadian Funds**

**Payment is due in full prior to August 31, 2023 and students will be unable to begin the program until payment in full is received.**

## REFUND POLICY

### 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 are not refundable:

- Registration Fee
- Textbook and Materials Fee
- 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 they are 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 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 percent of the program of study completed at the rates as set out in Section 7 above.

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

## **STUDENT 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.

### **Student Admission 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 they meet all of the criteria.
4. The admission representative obtains evidence (e.g. Verification of full-time employment etc.) that the student 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 their 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.

## **STUDENT 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 their 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.

Consideration for extension or exemption will be given for serious illness or compassionate 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 a considerable distance (**more than 300 KM**) from a School Writing Centre need (**will be allowed**) 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.

## **STUDENT WITHDRAWAL POLICY**

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

### **Student Withdrawal Procedure:**

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 noted in the Student Handbook.
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 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.

#### **Student Dismissal Procedure:**

1. All concerns relating to student misconduct shall be directed to the British Columbia Funeral Association. Concerns may be brought forward 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 and the mentor and 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.

#### **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 30 days prior to submitting their concern in writing to the British Columbia Funeral Association. Only grades received on mid-term and final assessments may be appealed. Grades received for assignments or quizzes may not be appealed. The procedure for Student Disputes and Grade Appeals can be found in the Registration Handbook and Student Manual.