



## **Bereavement Authority of Ontario**

### **Licensing and Jurisprudence Exams**

### **Candidate Guide 2016**

Published 2016

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## **INTRODUCTION**

The Entry-to-Practice Examinations are composed of two written examinations: the Licensing Examination and Jurisprudence Examination. The Licensing and Jurisprudence examinations will be administered to all four classes of funeral service licensees:

- Funeral Director – Class 1 (embalming)
- Funeral Director – Class 2 (non-embalming)
- Transfer Service Sales Representative
- Funeral Preplanner

New graduates will be required to pass the Licensing and Jurisprudence examinations. Former licensees who have had their licences cancelled and wish to have them reinstated are required to write the Jurisprudence Examination. Licensees who are licensed in a Canadian Province or Territory outside of Ontario must provide confirmation that they hold that licence in good standing and will then be required to pass the Jurisprudence Examination only.

## **Entry-to-Practice Examinations**

### *Licensing Examinations*

The Licensing examinations for the different classes of licence are based on the *Funeral Sector Professional Competency Profiles- Second Edition*, which encompasses all four license classes. The *Funeral Sector Professional Competency Profiles- Second Edition* identifies the competencies for each of the licensee classes: Funeral Director – Class 1, Funeral Director – Class 2, Transfer Service Sales Representative and Funeral Preplanner. In order to ensure that the examination content is representative of the profession, Blueprints were developed for all four classes of licence.

The purpose of the Blueprint is to outline the weighting of the area, the topics, levels of competence, and learning objectives and competencies to ensure that a fulsome and accurate scope of the profession is tested. Development of a Blueprint was integral to ensuring that the examination is representative of the profession and therefore establishing content validity. In other words, the Blueprint identifies the competencies that are determined to be the most critical to be tested in order for the candidate to be able to demonstrate safe, effective and professional practice. The Blueprints for all four licensee classes are found in Appendix A.

### *Jurisprudence Examination*

The Jurisprudence Examination items are based on the following legislation:

- *Funeral, Burial and Cremation Services Act, 2002, Chapter 33*
- *Ontario Regulation 30/11*

Relevant sections from the legislation were selected to serve as the Blueprint for the Jurisprudence Examination. Those sections selected for the Jurisprudence Examination are found in Appendix B. This is a closed book examination and you will not be permitted to bring any materials to the examination. Each class of license is required to have knowledge of the jurisprudence applicable to the entire funeral sector. Hence, the jurisprudence examination is the same for all four classes of licence.

## Examination Makeup

Both the Licensing and Jurisprudence Examinations consist of multiple choice questions (MCQ). The table below shows the number of items and the administration time for each of the four funeral service classes.

**Table 1: Examination Length and Time to Write for Each Profession**

Profession	Licensing Examinations		Jurisprudence Examination	
	Number of Items	Time to write (hours)	Number of Items	Time to write (hours)
Funeral Director – Class 1 – (embalming)	180	4.0	80	2.0
Funeral Director – Class 2 (non-embalming)	150	3.5	80	2.0
Transfer Service Sales Representative	120	3.0	80	2.0
Funeral Preplanner	100	2.5	80	2.0

## Setting the Pass Mark

The pass mark is set in relation to the difficulty of the items on the examination and is not dependent on the relative strength of any particular candidate group. As such, the pass mark on one exam form may be slightly different from the pass mark on another exam form.

## Organization of the Guide

This guide was developed to help the candidates understand what the requirements are for applying and writing the Licensing or Jurisprudence examinations, how to prepare and what to expect during and after the examinations.

## APPLICATION REQUIREMENTS

Depending on the number of candidates registered to write, the Examinations may be administered up to three (3) times per year, with the largest administration being in June.

## Eligibility Criteria – Entry-to-Practice Examinations (Licensing Examinations and Jurisprudence Examinations)

*Funeral Director – Class 1 (embalming) & Funeral Director – Class 2 (non-embalming)*

To be eligible to write the Entry-to-Practice examinations, first time candidates must:

- complete the education and internship program in funeral service education (FSE) at an institution approved by the Bereavement Authority of Ontario, and
- be a graduate from an institution approved by the Bereavement Authority of Ontario (currently in Ontario – Humber College or Collège Boréal).

### *Transfer Service Sales Representative and Funeral Preplanner*

To be eligible to write the Entry-to-Practice examinations, candidates must have completed:

- the education and internship program in funeral service education (FSE) at an institution approved by the Bereavement Authority of Ontario, and
- be a graduate from an institution approved by the Bereavement Authority of Ontario (currently in Ontario – Humber College or Collège Boréal)

## **Eligibility Criteria – Jurisprudence Examination (Only)**

### *Applicants Currently Licensed as Funeral Director – Class 1 (embalming) & Funeral Director – Class 2 (non-embalming) in Another Canadian Province*

Candidates who are licensed in a Canadian Province or Territory outside of Ontario must provide confirmation that they hold a licence in good standing.

### *Applicants Currently Licensed as Funeral Director – Class 1 (embalming) & Funeral Director – Class 2 (non-embalming) Outside of Canada – United States*

Candidates who are licensed in good standing in the United States must provide confirmation that they hold that licence in good standing. Candidates must also show proof that they have completed a funeral service education program accredited by the American Board of Funeral Service Education (ABFSE) and passed the National Board Exam (NBE). For more information on eligibility requirements, see the [New Applicants – Outside Ontario](#) page on the BAO website.

### *Applicants Currently Licensed as Funeral Director – Class 1 (embalming) & Funeral Director – Class 2 (non-embalming) – Outside of Canada and the United States*

For Candidates licensed in another country, consideration will be given to the applicants' training and experience on an individual basis. For more information on eligibility requirements, see the [New Applicants – Outside Ontario](#) page on the BAO website.

## **Examination Registration**

To register for the examinations, eligible candidates will be sent an *Application for Examination* form, and payment card. Candidates must complete the *Application for Examination* form and send it with the appropriate payment to the BAO. *Application for Examination* and payment may be sent to the BAO office by mail, fax or email (scanned) at least twenty-one (21) days prior to the published examination date. Please send the form to:

The Manager, Licensing, Education and Outreach  
Bereavement Authority of Ontario  
100 Sheppard Avenue East, Suite 505  
Toronto, ON M2N 6N5

**By Fax (c/o Manager, Licensing, Education and Outreach):**  
(647) 748-2645

**By E-mail (c/o Manager, Licensing, Education and Outreach):**  
[info@thebao.ca](mailto:info@thebao.ca)

Candidates who have not graduated or made the required payment at least twenty-one (21) days prior to the published date for the examinations may find themselves ineligible to write.

If a registration is incomplete or does not meet the pre-requisites, candidates will be notified by mail/e-mail/phone. Candidates may be asked to complete the missing information or submit a new registration or to provide a supplementary registration.

Candidates will receive an email confirmation if they have properly registered for the exam with further details about the examination.

Subject to the discretion of the Manager, Licensing, Education and Outreach, candidates must take any examinations, including retries, at the first opportunity available following their eligibility to take the examination(s).

## **Requests for Examination Accommodations**

Requests for accommodation need to be made to the BAO twenty-one (21) days prior to the examination administration. Each accommodation request will be reviewed by the Manager, Licensing, Education and Outreach on a case-by-case basis.

Candidates requesting examination accommodations are required to:

- advise the Manager, Licensing, Education and Outreach in writing at least twenty-one (21) days prior to the published examination(s) date of their request for accommodation,
- supply supporting documentation, and
- follow up with the Manager, Licensing, Education and Outreach if you have not received information regarding your request.

The Manager, Licensing, Education and Outreach  
(c/o Examination Accommodation)  
Bereavement Authority of Ontario  
100 Sheppard Avenue East, Suite 505  
Toronto, ON M2N 6N5

**By Phone:**

Tel: (647) 483-2645 Ext. 205  
Toll Free: 1-844-493-6356 Ext. 205

**By Fax (c/o Manager, Licensing, Education and Outreach):**

(647) 748-2645

**By E-mail (c/o Manager, Licensing, Education and Outreach; Examination Accommodation):**

[info@thebao.ca](mailto:info@thebao.ca)

Examination accommodations will be considered only after all required documentation has been received by BAO.

## Payment

Payment information can be found on the *Application for Examination* form. The following are the examination fees as of 2016 (please note that fees are subject to change and applicants will be required to pay the fee that is in place at the time of their application):

- \$250 Entry-to-Practice Examination fee
- \$200 Retry Examination(s) fee
- \$250 Jurisprudence Examination fee

Registration and credit card payments may be made by fax or email (scanned) using the payment card provided. Payments by cheque or money order (payable to: **Bereavement Authority of Ontario**) must be submitted by mail. Payment on-line is not available.

Cheques returned due to non-sufficient funds (NSF) will be considered non-payment. A fee of \$35.00 will be charged on all NSF cheques and must be paid before an applicant will be registered for an examination.

## Examination Times

BAO Examinations will begin and end promptly at the times specified below. Please ensure arrival at least 30 minutes in advance. For dates and locations, please check the BAO website (<http://www.bereavementauthorityontario.ca/>).

Exam	Duration
Funeral Director Class 1 (embalming)	9:00 am – 1:00 pm
Funeral Director Class 2 (non-embalming)	9:00 am – 12:30 pm
Transfer Service Sales Representative	9:00 am – 12:00 pm
Funeral Preplanner	9:00 am – 11:30 am
Jurisprudence Examination*	2:00 pm – 4:00 pm

\* Jurisprudence Examinations may be arranged outside of the scheduled examination times; however they will be subject to an additional administrative fee.

## Practical Examinations (Embalming Examinations) / Change of Contact Information

Practical examinations may be required for former licensees applying for reinstatement. Please ensure you have notified the BAO of any changes to your contact information.

## Changes to the Examination Dates, Locations and Times

Candidates will be contacted about any major changes (such as postponement of the examination) by mail (if time permits), telephone and/or e-mail. Candidates requiring rescheduling due to these changes will be dealt with on a case by case basis.

## Cancellation Policy

Any cancellation requests **must** be received by the BAO **in writing twenty-one (21) days prior to the examination date**. The Manager, Licensing, Education and Outreach will review these requests on a case by case basis.

Cancellations received **prior** to the cancellation deadline will be reimbursed the examination fee minus a \$50 administration fee. Cancellations received **after** the deadline will not be reimbursed and the fees **cannot** be applied to future exams.

A candidate who, after registering, is unable to write the examination due to circumstances beyond his/her control, may be eligible for a refund upon submission of a written statement and satisfactory evidence of the circumstances to BAO. The amount of any such refund will be at the discretion of the Registrar.

## PREPARING FOR THE EXAMINATION

Begin your preparation by reviewing the Candidate Guide and appendices, as well as the material provided on the Bereavement Authority of Ontario website. Next, review the *“Funeral Sector Professional Competency Profiles – Second Edition”* document and the competencies relevant to the class of licence for which you are applying. In addition, make sure to review the Blueprints and the relevant legislation that will be covered on the examination (see Appendices A and B). Make a note of which categories carry more weight on the Blueprint, as these categories will have more items on the examination. For example, for Funeral Director – Class 1 (embalming), the Care of the Deceased (CD) competency category items comprise 40-50% of the exam, while items on Business Practice (BP) comprise 5-15% of the exam. While both of these categories are important, you should prepare for the exam with these weightings in mind.

Once you have reviewed the competencies and the Blueprints, make a note of the areas that you may not be as knowledgeable about and make sure that you spend extra time studying those. You may want to identify additional resources such as seeking out more experienced peers and other funeral professionals.

## Useful Links

Below are some useful links you may want to review:

- Bereavement Authority of Ontario
- Government & Laws:
  - [Funeral, Burial and Cremation Services Act, 2002](#)
  - [Ontario Regulation 30/11](#)
  - [Ontario Regulation 184/12](#)
  - [Consumer Information Guide to Funerals, Burials and Cremation Services](#)

## **DAY OF THE EXAMINATIONS**

### **What to Bring**

You must bring government issued photo identification (e.g., Driver's Licence, Passport), and two medium-soft (2HB) pencils with an eraser. You may bring a basic calculator. Although each examination room should have a clock and you will be periodically advised of the time, you may prefer to bring your own watch to keep track of the time and gauge your pace.

### **What NOT to Bring**

Books, paper, notes, and other aids are not permitted in the examination room. All electronic devices, including organizers and communication devices such as cellular phones are also prohibited. The BAO is not responsible for the security of any personal items brought to the examination centres.

### **Examination Guidelines**

- Candidate sign-in will begin 30 minutes before the examination time; candidates will **NOT** be able to enter the examination room until 15 minutes prior to scheduled examination time.
- Candidates must show Photo ID at the time of signing in and place the BAO issued Candidate ID card on the corner of the desk where they are seated to write the examination. All candidates must sign-in and sign-out. Sign-in/Sign-Out Sheets are provided for each examination.
- Any books, bags, notes, electronic devices and hats must be left outside the examination room. Water bottles are allowed, provided they are clear. Food or other beverages are not permitted in the examination room.
- Candidates must stay in the room for the first 45 minutes.
- Candidates who are more than 30 minutes late will not be allowed to write the examination. Additional time will not be granted for late candidates.
- Candidates are not to touch examinations or answer sheets until notified.
- The invigilator(s) will provide all additional instructions at the time of the examination.

### **The Invigilator's Role**

The invigilator is responsible for the fair and secure administration of the examinations. The invigilator provides instructions to candidates and answers questions about how the examination will be administered. The invigilator will stress that candidates are not permitted to remove examination materials from the examination room. Additional instructions will be included in the test booklets.

*Please note that the invigilator cannot answer any content related questions.*

## **Cheating**

If you are observed doing any of the following, or engaging in similar, dishonest practices during the certification examination, you will be considered to be cheating:

- Using any books, papers, or devices capable of keeping notes
- Communicating with other candidates
- Purposely exposing your answers or looking at or copying other candidates' answers
- Attempting to remove any examination materials from the examination site

**CHEATING WILL RESULT IN AUTOMATIC FAILURE.**

## **AFTER THE EXAMINATION**

### **Scoring**

The Licensing and Jurisprudence examinations are scored as two separate examinations. Candidates must pass each examination.

Candidate scoring is done electronically. A sample of the answer sheets are also manually reviewed to ensure that they are scanned properly. Candidates whose scores are within 5 points of the pass mark or whose scores are significantly below the pass mark are also re-scored manually to ensure that there were no errors in the scanning.

The scoring awards one point for each correct answer. No points are given for omitted or double answers.

### **Results Reporting**

If the candidate's examination score is equal to or higher than the pass mark, then the candidate has passed the examination, otherwise the candidate has not been successful. Candidates will receive notification of a pass or fail result by mail within 45 days of writing. For security and privacy reasons, results are not released in person or over the telephone.

### **Candidate Reports**

Candidates who pass are sent a "Congratulatory Letter" stating that they have passed (see Appendix C for a sample letter).

Candidates who were not successful are sent an "Individual Performance Report" report indicating the score they received out of a total number of items and the pass mark. They will be provided with a breakdown of the number of items in each Blueprint category on the examination and their corresponding score. This will indicate which areas they need to improve on for the next attempt (see Appendix D for a sample report).

A candidate may request a manual re-score of his/her examination for an additional fee of \$50. This request must be made through BAO within thirty (30) days of receiving his/her score report.

## **FREQUENTLY ASKED QUESTIONS**

### **1. Will incomplete registrations require re-registration?**

If a registration is incomplete or does not meet the pre-requisites, you will be notified by e-mail of the deficiencies of your registration. You may be asked to submit a new registration or to provide a supplementary registration that provides the missing information. Under normal circumstances you would not be required to re-register.

### **2. Can I practice as a Funeral Professional before I receive the results of my examinations?**

**You cannot practice as a Funeral Professional until you receive a licence. However,** you can continue to work as an intern if you are registered as such and you have extended your internship with consent of the BAO. An intern who chooses to continue working in funeral service as a professional and has not extended their internship is in breach of the section 8 of the *Funeral, Burial and Cremation Services Act, 2002* (FBCSA). Anyone in breach of the Act may face prosecution or may have any future licence application refused.

### **3. Can I write the examinations in the language of my choice?**

You can write the examinations in either French or English. If you wish to have an examination given to you in both languages, you must indicate it on the application form. Use of the alternate language edition is for verification of wording only. Note that the content of some questions in the alternate language may be necessarily different due to phonological or language differences. The examination will be marked in the language selected by the candidate on the application form. All materials must be returned to the invigilator at the end of the examination period.

### **4. What happens if I fail an examination?**

You may write an examination a total of three times within a twenty-four (24) month period. The first writing shall be at the earliest reasonable opportunity following eligibility to write. In the event that you do not pass the first write, you will have a maximum of two (2) further opportunities to pass the examinations in the twenty-four (24) month period immediately following their first writing of the examination.

### **5. What happens if I fail all three attempts?**

If after three attempts, you are unsuccessful, you can contact the Registrar to discuss your options.

### **6. What happens if I pass one examination and not the other?**

You must rewrite only the examination that you failed.

### **7. What happens if I cannot write on the date set for the examination?**

The Bereavement Authority of Ontario (BAO) will send a notice confirming a candidate's eligibility to write the Entry-to-Practice Examinations and indicate the date of the first available sitting. The candidate must attempt the examination on the date indicated or apply in writing, with reasons, for permission from the Registrar to defer their attempt.

## 8. Can I have my examination re-scored?

Occasionally, candidates request to have their examinations re-scored. Please be advised that every examination with a score below or near the passing score is re-scored carefully by hand BEFORE results are released. The possibility of a change in score resulting from an additional re-scoring is therefore quite small.

To have your examination re-scored, you must submit your request in writing to:

The Manager, Licensing, Education and Outreach  
c/o "Examination Rescoring Request"  
Bereavement Authority of Ontario  
100 Sheppard Avenue East, Suite 505  
Toronto, ON M2N 6N5  
Canada

The examination re-scoring request must include:

- Request in writing by registered mail (courier or xpresspost), and
- \$50 administrative fee payable by cheque, money order, VISA or Master Card

## 9. Whom do I contact if I have further questions?

If you have questions about registering and/or preparing for and writing the examinations, please contact:

The Manager, Licensing, Education and Outreach  
Bereavement Authority of Ontario  
100 Sheppard Avenue East, Suite 505  
Toronto, ON M2N 6N5  
Canada

### **By Phone:**

Tel: (647) 483-2645 Ext. 205

Toll Free: 1-844-493-6356

### **By Fax:**

(647) 748-2645

### **By E-mail:**

[info@thebao.ca](mailto:info@thebao.ca)

## APPENDIX A: COMPETENCY-BASED EXAM BLUEPRINTS

Funeral Director Class 1 (Embalming) Competency Exam Blueprint	
Competency Category	Competency
<b>CR: Communication and Responsiveness</b>  # of questions: 36 – 54 Weight: 20-30%	CR 1.1: Be supportive and sensitive to the needs and expectations of the person(s) making the arrangements.
	CR 1.2: Determine appropriate authorities.
	CR 1.3: Assess the emotional and psychological need of the person(s) making the arrangements and the bereaved, recognizing the limitations in the scope of practice.
	CR 1.4: Communicate effectively and sensitively with the person(s) making arrangements and the bereaved.
	CR 1.5: Provide information about disposition and memorialization options in a sensitive and respectful manner and assess the needs and expectations of the person(s) making arrangements and of the bereaved.
	CR 1.6: Discuss financial arrangements with the person(s) making arrangements.
	CR 1.7: Obtain permissions for the transfer, casketing or preparation of the deceased in a respectful and sensitive manner.
	CR 1.8: Obtain permission to arterially embalm the deceased in a respectful and sensitive manner.
	CR 1.9: Provide and explain information about prearranging and pre-funding services and merchandise in a sensitive and respectful manner.
	CR 1.10: Manage effectively and sensitively contractual negotiations and obligations.
<b>CD: Care of the Deceased</b>  # of questions: 72 – 90 Weight: 40-50%	CD 2(a).1: Verify permission to proceed with the transfer of the human remains.
	CD 2(a).2: Ensure the human remains are safe and secure (only while in possession or control of the human remains).
	CD 2(a).3: Arrange for the transferring or receiving of the human remains transported to or from a third party or alternate destination.
	CD 2(a).4: Handle the human remains safely.
	CD 2(a).5: Effect the safe and respectful transfer of the human remains.
	CD 2(b).1: Verify instructions to prepare the body (excluding embalming).
	CD 2(b).2: Assess the condition of the body taking into account all intrinsic and extrinsic factors that may affect the ability to remove personal effects and casket the body.
	CD 2(b).3: Conduct effectively the pre-preparation case analysis of body and take all intrinsic and extrinsic factors into account to determine and perform appropriate techniques as required.
	CD 2(c).1: Verify permission to embalm or restore the body.
	CD 2(c).2: Conduct effectively the pre-embalming preparation case analysis of body and take all intrinsic and extrinsic factors into account to determine and perform appropriate techniques as required.
	CD 2(c).3: Complete/perform effective embalming and restoration processes.
	CD 2(d).1: Complete effectively and efficiently all non-embalming preparation processes.

<b>Funeral Director Class 1 (Embalming) Competency Exam Blueprint</b>	
<b>DFS: Disposition, Funeral Services</b>	DFS 3(a).1: Confirm and finalize arrangements consistent with the requests of the legal representative(s).
# of questions: 18 – 36 Weight: 10-20%	DFS 3(c).4: Oversee and coordinate all disposition details consistent with the direction of the legal representative(s).
<b>BP: Business Practice</b>	BP 4(b).1: Support the operation of the business and service delivery in compliance with business policies and procedures.
# of questions: 9 – 27 Weight: 20-30%	BP 4(b)om.1: Owner/Manager: Operate the business consistent with sound governance and generally accepted practices in business management.
	BP 4(b).4: Complete accurately all required financial transactions and related record keeping consistent with business policies and procedures.
	BP 4(e).1: Present to the community at all times a professional image.
<b>P: Professionalism</b>	P 5(a).1: Implement professional abilities at all times.
# of questions: 2 – 16 Weight: 1-9%	
<b>Total # of questions: 180</b>	

<b>Funeral Director Class 2 (Non-embalming) Competency Exam Blueprint</b>	
<b>Competency Category</b>	<b>Competency</b>
<b>CR: Communication and Responsiveness</b>  # of questions: 30 – 45 Weight: 20-30%	CR 1.1: Be supportive and sensitive to the needs and expectations of the person(s) making the arrangements.
	CR 1.2: Determine appropriate authorities.
	CR 1.3: Assess the emotional and psychological needs of the person(s) making the arrangements and the bereaved, recognizing the limitations in the scope of practice.
	CR 1.4: Communicate effectively and sensitively with the person(s) making arrangements and the bereaved.
	CR 1.5: Provide information about disposition and memorialization options in a sensitive and respectful manner and assess the needs and expectations of the person(s) making arrangements and of the bereaved.
	CR 1.6: Discuss financial arrangements with the person(s) making arrangements.
	CR 1.7: Obtain permissions for the transfer, casketing or preparation of the deceased in a respectful and sensitive manner.
	CR 1.8: Obtain permission to arterially embalm the deceased in a respectful and sensitive manner.
	CR 1.9: Provide and explain information about prearranging and pre-funding services and merchandise in a sensitive and respectful manner.
	CR 1.10: Manage effectively and sensitively contractual negotiations and obligations.
<b>CD: Care of the Deceased</b>  # of questions: 60 – 75 Weight: 40-50%	CD 2(a).1: Verify permission to proceed with the transfer of the human remains.
	CD 2(a).2: Ensure the human remains are safe and secure (only while in possession or control of the human remains).
	CD 2(a).3: Arrange for the transferring or receiving of the human remains transported to or from a third party or alternate destination.
	CD 2(a).4: Handle the human remains safely.
	CD 2(a).5: Effect the safe and respectful transfer of the human remains.
	CD 2(b).1: Verify instructions to prepare the body (excluding embalming).
	CD 2(b).2: Assess the condition of the body taking into account all intrinsic and extrinsic factors that may affect the ability to remove personal effects and casket the body.
	CD 2(b).3: Conduct effectively the pre-preparation case analysis of body and take all intrinsic and extrinsic factors into account to determine and perform appropriate techniques as required.
	CD 2(c).1: Verify permission to embalm or restore the body.
	CD 2(d).1: Complete effectively and efficiently all non-embalming preparation processes.
<b>DFS: Disposition, Funeral Services</b>  # of questions: 15 – 30 Weight: 10-20%	DFS 3(a).1: Confirm and finalize arrangements consistent with the requests of the legal representative(s).
	DFS 3(c).4: Oversee and coordinate all disposition details consistent with the direction of the legal representative(s).

<b>Funeral Director Class 2 (Non-embalming) Competency Exam Blueprint</b>	
<b>BP: Business Practice</b>	BP 4(b).1: Support the operation of the business and service delivery in compliance with business policies and procedures.
# of questions: 8 – 23 Weight: 5-15%	BP 4(b)om.1: Owner/Manager: Operate the business consistent with sound governance and generally accepted practices in business management.
	BP 4(b).4: Complete accurately all required financial transactions and related record keeping consistent with business policies and procedures.
	BP 4(e).1: Present to the community at all times a professional image.
<b>P: Professionalism</b>	P 5(a).1: Implement professional abilities at all times.
# of questions: 2 – 14 Weight: 1-9%	
<b>Total # of questions: 150</b>	

<b>Transfer Service Sales Representative Competency Exam Blueprint</b>	
<b>Competency Category</b>	<b>Competency</b>
<b>CR: Communication and Responsiveness</b>  # of questions: 24 – 36 Weight: 20-30%	CR 1.1: Be supportive and sensitive to the needs and expectations of the person(s) making the arrangements.
	CR 1.2: Determine appropriate authorities.
	CR 1.3: Assess the emotional and psychological needs of the person(s) making the arrangements and the bereaved, recognizing the limitations in the scope of practice.
	CR 1.4: Communicate effectively and sensitively with the person(s) making arrangements and the bereaved.
	CR 1.5: Provide information about disposition and memorialization options in a sensitive and respectful manner and assess the needs and expectations of the person(s) making arrangements and of the bereaved.
	CR 1.6: Discuss financial arrangements with the person(s) making arrangements.
	CR 1.7: Obtain permissions for the transfer, casketing or preparation of the deceased in a respectful and sensitive manner.
	CR 1.9: Provide and explain information about prearranging and pre-funding services and merchandise in a sensitive and respectful manner.
	CR 1.10: Manage effectively and sensitively contractual negotiations and obligations.
	<b>CD: Care of the Deceased</b>  # of questions: 36 – 48 Weight: 30-40%
CD 2(a).2: Ensure the human remains are safe and secure (only while in possession or control of the human remains).	
CD 2(a).3: Arrange for the transferring or receiving of the human remains transported to or from a third party or alternate destination.	
CD 2(a).4: Handle the human remains safely.	
CD 2(a).5: Effect the safe and respectful transfer of the human remains.	
CD 2(b).1: Verify instructions to prepare the body (excluding embalming).	
CD 2(b).2: Assess the condition of the body taking into account all intrinsic and extrinsic factors that may affect the ability to remove personal effects and casket the body.	
<b>DFS: Disposition, Funeral Services</b>  # of questions: 24 – 36 Weight: 20-30%	DFS 3(a).1: Confirm and finalize arrangements consistent with the requests of the legal representative(s).
	DFS 3(b).1: Prepare the environment for body identification consistent with the direction of the legal representative(s) and carry out identification.
	DFS 3(c).4: Oversee and coordinate all disposition details consistent with the direction of the legal representative(s).
<b>BP: Business Practice</b>  # of questions: 6 – 18 Weight: 5-15%	BP 4(b).1: Support the operation of the business and service delivery in compliance with business policies and procedures.
	BP 4(b)om.1: Owner/Manager: Operate the business consistent with sound governance and generally accepted practices in business management.
	BP 4(b).4: Complete accurately all required financial transactions and related record keeping consistent with business policies and procedures.
	BP 4(e).1: Present to the community at all times a professional image.

<b>Transfer Service Sales Representative Competency Exam Blueprint</b>	
<b>P: Professionalism</b>	P 5(a).1: Implement professional abilities at all times.
# of questions: 2 – 11	
Weight: 1-9%	
<b>Total # of questions: 120</b>	

<b>Funeral Preplanner Competency Exam Blueprint</b>	
<b>Competency Category</b>	<b>Competency</b>
<b>CR: Communication and Responsiveness</b>	CR 1.1: Be supportive and sensitive to the needs and expectations of the person(s) making the arrangements.
	CR 1.2: Determine appropriate authorities.
	CR 1.3: Assess the emotional and psychological needs of the person(s) making the arrangements and the bereaved, recognizing the limitations in the scope of practice.
	CR 1.4: Communicate effectively and sensitively with the person(s) making arrangements and the bereaved.
	CR 1.5: Provide information about disposition and memorialization options in a sensitive and respectful manner and assess the needs and expectations of the person(s) making arrangements and of the bereaved.
	CR 1.6: Discuss financial arrangements with the person(s) making arrangements.
	CR 1.7: Obtain permissions for the transfer, casketing or preparation of the deceased in a respectful and sensitive manner.
	CR 1.8: Obtain permission to arterially embalm the deceased in a respectful and sensitive manner.
	CR 1.9: Provide and explain information about prearranging and pre-funding services and merchandise in a sensitive and respectful manner.
	CR 1.10: Manage effectively and sensitively contractual negotiations and obligations.
<b>DFS: Disposition, Funeral Services</b>	DFS 3(d).1: Complete post disposition details in a timely manner.
# of questions: 2 – 14	
Weight: 1-9%	
<b>BP: Business Practice</b>	BP 4(b).1: Support the operation of the business and service delivery in compliance with business policies and procedures.
	BP 4(b).4: Complete accurately all required financial transactions and related record keeping consistent with business policies and procedures.
	BP 4(e).1: Present to the community at all times a professional image.
<b>P: Professionalism</b>	P 5(a).1: Implement professional abilities at all times.
# of questions: 2 – 14	
Weight: 1-9%	
<b>Total # of questions: 100</b>	

**APPENDIX B: LEGISLATIVE SECTIONS FOR JURISPRUDENCE EXAMINATION*****Funeral, Burial and Cremation Services Act, 2002, Chapter 33***

<b><i>Funeral, Burial and Cremation Services Act, 2002, Chapter 33 - Relevant Clause</i></b>	<b>FD Class 1 &amp; 2</b>	<b>TSSR</b>	<b>Funeral Preplanner</b>
<b><i>Part I: Definitions and Interpretation</i></b>			
1. Definitions			
<b><i>Part III: Prohibitions and General Duties Re: Operation of Businesses</i></b>			
8. Prohibitions respecting funeral establishments			
9. Duties respecting the operation of funeral establishments			
12. Operation of transfer service			NA
<b><i>Part IV: Licensing</i></b>			
14. Requirements for licences			
<b><i>Part V: Consumer Protection</i></b>			
29. Prohibitions against soliciting			
33. Price list			
38. Contract price			
40. Contract requirements			
41. Cancellation, unenforceable contract			
42. 30-day cooling-off period			
43. Delivery within 30 days			
44. Further cancellation rights			
45. Other persons to cancel contract			
<b><i>Part VI: Trust Accounts</i></b>			
52. Money held in trust			
<b><i>Part VII: Compensation Fund</i></b>			
61. Compensation fund scheme			
<b><i>Part VIII: Code of Ethics and Discipline</i></b>			
62. Code of ethics			
63. Discipline and appeal committees			
64. Discipline proceedings			
<b><i>Part IX: Complaints, Inspections and Investigations</i></b>			
66. Complaints			
67. Inspection			
<b><i>Part X: Enforcement</i></b>			
79. Offence			
<b># of questions: 24 – 28; Weight: 30-35%</b>			

**Funeral, Burial and Cremation Services Act, 2002, Ontario Regulation 30/11**

Ontario Regulation 30/11 – Relevant Clause	FD Class 1 & 2	TSSR	Funeral Preplanner
<b>Part I: Operation of the Business</b>			
<b>Division A: Definitions</b>			
1. Definitions			
<b>Division C: Licensing</b>			
4. Embalming services			
5. Sales representatives			
6. Funeral director or pre-planner			
15. Name on operator licence		NA	
18. Classes of licence			
21. Business location			
22. Person in charge			
24. Charging fees			
27. Pacemakers, etc.			
28. Scattering cremated human remains			
32. All Funeral Establishment Operator licences			
33. Funeral Establishment Operator – Class 1 licence		NA	
34. Funeral Establishment Operator – Class 2 licence		NA	
35. Transfer Service Operator			NA
36. Transfer Service Operator – Class 1 licence			NA
37. Transfer Service Operator – Class 2 licence			NA
38. Personal licences			
39. Funeral Director – Class 1 licence		NA	NA
40. Funeral Director – Class 2 licence		NA	NA
42. Educational requirements, sub sec 6,7			
<b>Division D: Standards of Operation</b>			
43. Duty to offer less expensive caskets			
44. Casket information			
47. Holding room			NA
48. Embalming room		NA	NA
52. Removal of pacemaker, etc.			
53. Unclaimed cremated human remains			
<b>Division E: Price Lists and Pricing</b>			
55. Content			
59. Identification of operator			
60. Packages			
61. Funeral and transfer services			
62. Caskets, urns and vaults			
66. Funding, payment and financing options			

Ontario Regulation 30/11 – Relevant Clause	FD Class 1 & 2	TSSR	Funeral Preplanner
68. Availability of price list			
70. Permitted tied sales			
<b>Division F: Trust Accounts and Trust Funds</b>			
76. Trust money			
78. Deposit into trust account or fund			
79. Individual trust account			
81. Payout of prepaid trust money			
<b>Division H: Record Keeping</b>			
99. Required records, all operators			
100. Record re cremated remains			
101. Retention of records			
<b>Division I: Reporting to the Registrar</b>			
104. Notice of change of personal licensee			
<b>Division J: Public Information</b>			
111. Public information available from the register			
<b>Part II: Consumer Protection</b>			
<b>Division A: Disclosure Requirements</b>			
112. Definitions			
113. Disclosure by operator before contract made			
117. Proof of licence			
<b>Division B: Contract Requirements</b>			
120. Definitions			
121. General requirements			
122. Exemption			
123. If payment precedes provision and is held in trust			
124. Contract for future provision funded by insurance or annuity			
125. Contract for cremation or related services			
127. Delivery of contract			
128. Additional requirements for enforceability of contracts			
133. Excess insurance or annuity proceeds			
136. Storage of supplies in advance of use			NA
137. Cancellation of unenforceable contract, operator's obligations			
140. Cancellation after cooling-off period			
141. Deemed cancellation und s.44 of the Act			
<b>Part IV: Compensation Fund</b>			
193. Fund continued			
<b># of questions: 48 – 56; Weight: 60-70%</b>			
<b>Total # of questions: 80</b>			

NA = Not Applicable

## APPENDIX C: CONGRATULATORY LETTER

Date

Candidate Name  
Candidate Address

Dear Candidate Name:

### Re: Bereavement Authority of Ontario Entry-to-Practice Examinations Results

Congratulations! We are pleased to inform you that you were successful in passing the Entry -to -Practice Examinations.

Licensing Examination	Pass
Jurisprudence Examination	Pass

On behalf of the BAO, I offer you best wishes for a successful career in funeral service. To apply for your licence, the enclosed *Personal Licence Application* must be completed and submitted along with the payment and licensing fee payable to the BAO.

Provided you have completed the internship requirements and your internship has been extended, you are permitted to work as an intern after your BAO Entry-to-Practice Examination results have been mailed. During this time, you must submit *Personal Licence Application*, if you wish to continue to work in funeral service.

An intern who chooses to continue working in funeral service as a professional and has not extended their internship is in breach of the section 8 of the *Funeral, Burial and Cremation Services Act, 2002* (FBCSA). Anyone in breach of the Act may face prosecution or problems when applying to obtain a licence.

Yours truly,

Carey Smith  
Registrar  
Enclosures (2)

# APPENDIX D: PERFORMANCE REPORT

Date

## INDIVIDUAL EXAMINATION PERFORMANCE REPORT

Candidate Name  
Candidate Address

Dear Candidate Name:

We regret to inform you that you were not successful in passing the Bereavement Authority of Ontario – Entry-to-Practice Examination(s) for a (Insert Licence Class) Funeral Director Class 1 (Embalming) Examination. **The passing score was**

	<b>Passing Score<sup>1</sup></b>	<b>Your Score</b>
<b>Licensing Examination</b>	<b>123 (68%) out of 180 items.</b>	<b>FAIL</b>
<b>Jurisprudence Examination</b>	<b>54 (86%) out of 80 items.</b>	<b>PASS</b>

The following profile represents your performance in relation to the blueprint categories. Carefully reviewing this table will help you identify where your strengths and weaknesses lie and will help you focus your studies for the next attempt.

**Table 1: Your performance broken down by blueprint category – Licensing Examination**

Competency Categories	Blueprint n (%)	Your Score	
		No. of items correct	% of items correct
CR: Communication	44 (24%)		
CD: Care of the Deceased	82 (46%)		
DFSV: Disposition, Funeral Services, and Visitation	25 (14%)		
BP: Business Practice	25 (14%)		
P: Professionalism	4 (2%)		
<b>TOTAL EXAM:</b>	<b>180 (100%)</b>		

Although you were not successful, you are eligible to retry the BAO Entry-to-Practice Examination(s) which are offered three times a year, in the Spring, Fall and Winter. Please check the BAO website for the next examination administration dates and locations. If you wish to retry the BAO Entry-to-Practice Examination(s), please submit the *Examination Application* at least twenty-one (21) days before the next administration date.

To continue working as an intern your internship must be extended. Please contact the Education and Outreach Coordinator to obtain the appropriate form and confirm your intentions to extend or transfer your internship privileges. An intern who chooses to continue working in funeral service as a professional and has not extended their internship is in breach of the section 8 of the *Funeral, Burial and Cremation Services Act, 2002 (FBCSA)*. Anyone in breach of the Act may face prosecution or problems when applying to obtain a licence. Please contact the Manager, Licensing, Education and Outreach anytime at (647) 483-2645 ext. 205 if you wish to discuss the matter further.

Yours truly,

Carey Smith  
Registrar

<sup>1</sup> The numbers are used for illustrative purposes only. Depending on the exam form you receive, the pass mark may be higher or lower.