

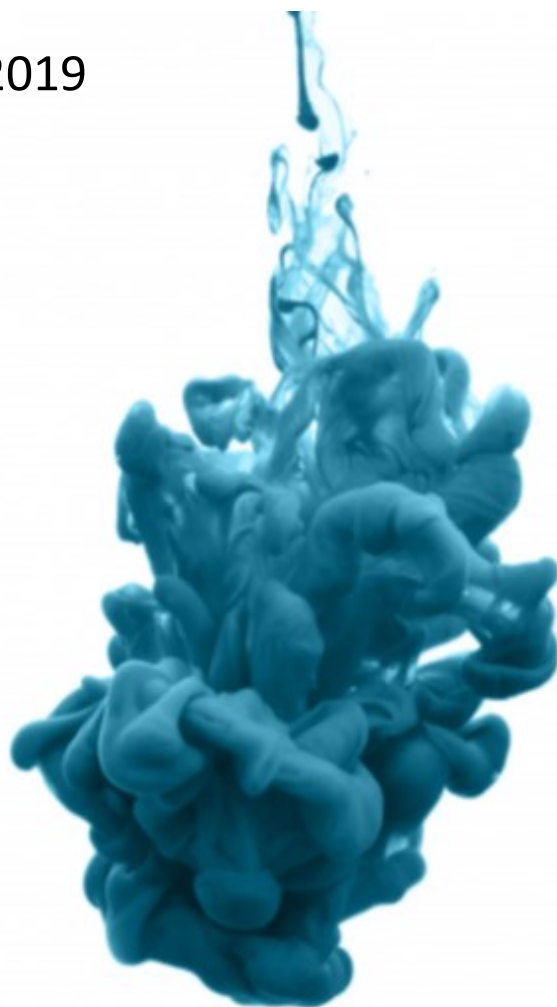
# BAO

Bereavement  
Authority of  
Ontario

## Entry-to-Practice Examination

Licensing and Jurisprudence Examinations

Candidate Guide 2019



© Copyright 2019, Bereavement Authority of Ontario

All rights reserved. This document is provided for the explicit use and guidance of applicants for licensure with the Bereavement Authority of Ontario as an information resource only. Any other use of this document or parts thereof, including reproduction, publication, distribution, transmission, re-transmission or public showing, or storage in a retrieval system in any form, electronic or otherwise, for purposes other than that expressly stated above without the expressed permission of Bereavement Authority of Ontario is strictly prohibited.

# Table of Contents

|   |    |
|---|----|
| Introduction .....  | 3  |
| Entry-to-Practice Examinations .....  | 3  |
| Examination Makeup .....  | 4  |
| Organization of the Guide .....   | 4  |
| Application Requirements .....  | 4  |
| Eligibility Criteria – Entry-to-Practice Examinations (Licensing Examinations and Jurisprudence Examinations) ..... | 4  |
| Eligibility Criteria – Jurisprudence Examination (Only) .....   | 5  |
| Examination Registration .....  | 5  |
| Requests for Examination Accommodations .....   | 6  |
| Payment .....   | 7  |
| Examination Times .....   | 7  |
| Practical Examinations (Embalming Examinations) / Change of Contact Information .....                               | 7  |
| Cancellation Policy .....   | 8  |
| Preparing for the Examination .....   | 8  |
| Useful Links .....  | 8  |
| What to Bring .....   | 9  |
| Examination Guidelines .....  | 9  |
| The Invigilator’s Role .....  | 9  |
| Cheating .....  | 10 |
| After the Examination .....   | 10 |
| Scoring .....   | 10 |
| Results Reporting .....   | 10 |
| Candidate Reports .....   | 10 |
| Frequently Asked Questions .....  | 11 |
| Appendix A: Legislative Sections for Jurisprudence Examination.....   | 13 |
| <i>Funeral, Burial and Cremation Services Act, 2002, Chapter 33</i> .....   | 13 |
| <i>Funeral, Burial and Cremation Services Act, 2002, Ontario Regulation 30/11</i> .....                             | 13 |
| Appendix B: Congratulatory Letter .....   | 16 |
| Appendix C: Performance Report .....  | 17 |

# **Introduction**

The Entry-to-Practice examinations are composed of two written examinations: 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 both the Licensing and Jurisprudence examinations.

Former licensees who have had their licences cancelled or expired and wish to have them reinstated are required to write either the Licensing or Jurisprudence Examination, or both. 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—Third Edition, which encompasses all four license classes. The Funeral Sector Professional Competency Profiles—Third 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.

### **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 base for the Jurisprudence Examination. Those sections selected for the Jurisprudence Examination are found in Appendix A. 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 Examination |                       | 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 overall pass mark is 65%.

## 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 candidates can 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 (TSSR)**

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

- the education and internship program (TSSR only) 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).

## **Funeral Preplanner (FPP)**

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

- the education 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 web-site.

*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**

The Entry-to-Practice Examination dates are posted on the BAO website. To register, candidates may send the BAO the *Application for Examination* and *Credit Card Payment Forms*. Candidates must complete the *Application for Examination* form and send it with the *Credit Card Payment* form payment to the BAO. The *Application for Examination* and *Credit Card Payment* forms 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:** Erica Keess, Licensing and Education Coordinator, Bereavement Authority of Ontario  
100 Sheppard Avenue East, Suite 505  
Toronto, ON M2N 6N5

**By Fax (c/o Licensing and Education Coordinator)** (647) 748-2645

**By E-mail (c/o Licensing and Education Coordinator):** Erica.keess@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, 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 Registrar, 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 Licensing and Education Coordinator on a case-by-case basis.

Candidates requesting examination accommodations are required to:

- advise the Licensing and Education Coordinator 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 Licensing and Education Coordinator if you have not received information regarding your request.

#### **Licensing and Education Coordinator**

(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. 206  
Toll Free: 1-844-493-6356 Ext. 206

#### **By Fax (c/o Licensing and Education Coordinator):**

(647)748-2645

#### **By E-mail (c/o Licensing and Education Coordinator; Examination Accommodation):**

Erica.keess@thebao.ca

**Please Note:** 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 2019 (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 (Licensing & Jurisprudence) Examination fee
- \$200 Retry Examination(s) fee
- \$250 Licensing fee
- \$250 Jurisprudence Examination fee

The cost to write both the Entry-to-Practice and Jurisprudence Examinations for the first time is \$250. If you'd like to only write one of these exams, the cost will be \$250 for the one exam you choose to write.

Registration and credit card payments may be made by fax or email (scanned) using the *Credit Card Payment* form 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

The Entry-to-Practice 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: [www.thebao.ca](http://www.thebao.ca).

| Exam                                       | Duration               |
|--|------------------------|
| Funeral Director—Class 1 (embalming)       | 9:00 a.m.—1:00 p.m.    |
| Funeral Director — Class 2 (non-embalming) | 9:00 a.m.—12:30 p.m.   |
| Transfer Services Sales Representative     | 9:00 a.m.—12:30 p.m.   |
| Funeral Preplanner                         | 9:00 a.m. — 11:30 a.m. |
| Jurisprudence Examination*                 | 2:00 p.m.—4:00 p.m.    |

\* 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 Licensing and Education Coordinator 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 **Appendix**, as well as the material provided on the Bereavement Authority of Ontario website. Next, review the Funeral Sector Professional Competency Profiles—Third Edition document and the competencies relevant to the class of licence for which you are applying.

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 for help in preparing for the examination(s).

## **Useful Links**

- [Bereavement Authority of Ontario](#)
- Government & Laws:
  - [Funeral, Burial and Cremation Services Act, 2002](#)
  - [Ontario Regulation 30/11](#)
  - [Ontario Regulation 184/12](#)
  - [A Guide to Death Care in Ontario](#)



## **Day of the Examination**

### **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 the 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 30 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. Candidates will receive notification of a pass or fail result by email 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.

A candidate may request a manual re-score of his/her examination for an additional fee of \$50. This request must be made through the 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 supplementary documentation 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 FBCSA 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 edition may be 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 your first writing of the examination.

**5. What happens if I fail all three (3) attempts?**

If after three (3) 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 your eligibility to write the Entry-to-Practice Examinations and indicate the date of the first available sitting. You must attempt the examination on the date indicated or apply in writing, with reasons, for permission from the Registrar to defer your 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:

**Licensing and Education Coordinator**

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:

**Licensing and Education Coordinator**

Bereavement Authority of Ontario

100 Sheppard Avenue East, Suite 505

Toronto, ON M2N 6N5

Canada

**By Phone:** Tel: (647) 483-2645 Ext. 206 or, Toll Free: 1-844-493-6356 ex. 206

**By Fax:** (647) 748-2645

**By E-mail:** Erica.keess@thebao.ca

**APPENDIX A: LEGISLATIVE SECTIONS FOR JURISPRUDENCE EXAMINATION**

*Funeral, Burial and Cremation Services Act, 2002, Chapter 33*

| <b><i>Funeral, Burial and Cremation Services Act, 2002,<br/>Chapter 33– Relevant Clause</i></b> | <b>FD<br/>Class 1 &amp; 2</b> | <b>TSSR</b> | <b>Funeral<br/>Preplanner</b> |
|---|-------------------------------|-------------|-------------------------------|
| <b>Part I: Definitions and Interpretation</b>   |                               |             |                               |
| 1. Definitions  |                               |             |                               |
| Part III: Prohibitions and General Duties Re: Operation of Businesses                           |                               |             |                               |
| 8. Prohibitions respecting funeral establishments   |                               |             |                               |
| 9. Duties respecting the operation of funeral establishments                                    |                               |             |                               |
| 12. Operation of transfer service   |                               |             | N/A                           |
| Part IV: Licensing  |                               |             |                               |
| 14. Requirements for licences   |                               |             |                               |
| Part V: Consumer Protection   |                               |             |                               |
| 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  |                               |             |                               |
| Part VI: Trust Accounts   |                               |             |                               |
| 52. Money held in trust   |                               |             |                               |
| Part VII: Compensation Fund   |                               |             |                               |
| 61. Compensation fund scheme  |                               |             |                               |
| Part VIII: Code of Ethics and Discipline  |                               |             |                               |
| 62. Code of ethics  |                               |             |                               |
| 63. Discipline and appeal committees  |                               |             |                               |
| 64. Discipline proceedings  |                               |             |                               |
| Part IX: Complaints, Inspections and Investigations   |                               |             |                               |
| 66. Complaints  |                               |             |                               |
| 67. Inspection  |                               |             |                               |
| Part X: Enforcement   |                               |             |                               |
| 79. Offence   |                               |             |                               |

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

| <i>Ontario Regulation 30/11 – Relevant Clause</i>                   | <b>FD Class 1 &amp; 2</b> | <b>TSSR</b> | <b>Funeral Preplanner</b> |
|---|---------------------------|-------------|---------------------------|
| 68. Availability of price list                                      |                           |             |                           |
| 70. Permitted tied sales  |                           |             |                           |
| Division F: Trust Accounts and Trust Funds                          |                           |             |                           |
| 76. Trust money   |                           |             |                           |
| 78. Deposit into trust account or fund                              |                           |             |                           |
| 79. Individual trust account  |                           |             |                           |
| 81. Payout of prepaid trust money                                   |                           |             |                           |
| Division H: Record Keeping  |                           |             |                           |
| 100. Record re cremated remains                                     |                           |             |                           |
| 101. Retention of records   |                           |             |                           |
| Division I: Reporting to the Registrar                              |                           |             |                           |
| 104. Notice of change of personal licensee                          |                           |             |                           |
| Division J: Public Information                                      |                           |             |                           |
| 111. Public information available from the register                 |                           |             |                           |
| Part II: Consumer Protection  |                           |             |                           |
| Division A: Disclosure Requirements                                 |                           |             |                           |
| 112. Definitions  |                           |             |                           |
| 113. Disclosure by operator before contract made                    |                           |             |                           |
| 117. Proof of licence   |                           |             |                           |
| Division B: Contract Requirements                                   |                           |             |                           |
| 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                          |                           |             | N/A                       |
| 137. Cancellation of unenforceable contract, operator's obligations |                           |             |                           |
| 140. Cancellation after cooling-off period                          |                           |             |                           |
| 141. Deemed cancellation und s.44 of the Act                        |                           |             |                           |
| Part IV: Compensation Fund  |                           |             |                           |
| 193. Fund continued   |                           |             |                           |
| <b>Total # of questions: 80</b>                                     |                           |             |                           |

## APPENDIX C: CONGRATULATORY LETTER

Candidate Name

Date

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

### 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>     | 123 (68%) out of 180 items.      | <b>FAIL</b>       |
| <b>Jurisprudence Examination</b> | 54 (86%) out of 80 items.        | <b>PASS</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

---

<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.

# BAO

Bereavement  
Authority of  
Ontario

**Licensing and Education Coordinator**

(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. 206  
Toll Free: 1-844-493-6356 Ext. 206

**By Fax (c/o Licensing and Education Coordinator):**

(647)748-2645

**By E-mail (c/o Licensing and Education Coordinator)**

[Erica.keess@thebao.ca](mailto:Erica.keess@thebao.ca)

