

EDUCATE

INDUSTRY PROGRAM STANDARDS

for Funeral Service
Education in Ontario

Ontario
Funeral Sector



ENHANCE



NOTICE: Effective April 1, 2016, the Bereavement Authority of Ontario assumed responsibility for the licensing and enforcement activities previously exercised by the Board of Funeral Services (BOFS) and BOFS was dissolved as a corporation. This publication remains for informational purposes. Please contact the BAO at 1-844-493-6356 or visit www.bereavementauthorityontario.ca for more information.

Developed originally in 2011, in collaboration with licensed professionals representing the Ontario funeral sector, *Industry Program Standards for Funeral Service Education* were established based on knowledge and information available at the time of publication.

As requested by the Ministry of Training, Colleges and Universities in August 2015, language and terminology used to describe individual program standards was simplified to align with ministry protocols, improve consistency, and enhance ease of readability. Original content and meaning of each program standard remained unchanged. The document will be updated as necessary.

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The Board of Funeral Services provides this publication as a point of reference for the development of educational programming for funeral service education in Ontario. The document is intended to be used in conjunction with other applicable resources. Some content contained within the document was adapted with permission from publications produced by the Ontario Ministry Training, Colleges and Universities.

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Industry Program Standards Development

Development of Industry Program Standards for Funeral Service Education

Prompted by the enactment of the *Funeral, Burial and Cremation Services Act, 2002* on July 1, 2012 which introduced new personal licence classes, leadership for the Board of Funeral Services worked collaboratively with Dr. Katharine Janzen, Education Consultant and representatives from the Ministry of Training, Colleges and Universities to establish industry program standards for funeral service education.

As defined in the *Minister's Binding Policy Directive: Framework for Programs of Instruction (2009)*, a program standard is a document which sets out the essential learning that a student must achieve before being deemed ready to graduate from an education program. A program standard applies to all programs of instruction in an identified category regardless of the funding source, and consists of Vocational Learning Outcomes, Essential Employability Skills, and General Education Requirements. Prior to graduation, students must achieve competence in all three parts of the program standard (p. 3).

With a view to ensure development of quality and relevant programming that meets the needs of both the employer and the student, the development of *Industry Program Standards for Funeral Service Education* followed a structured process and addressed specific protocols necessary to obtain acceptance for implementation from the Ministry Training, Colleges and Universities and funding approval from the Ministry of Finance.

Consistent with requirements identified in the Ontario *Credentials Framework*, the industry program standards for the Ontario funeral sector were established based on sector specific recommendations from licensed professionals acting as subject matter experts. Accredited public sector providers of funeral service education programming were consulted regularly throughout the process. Accommodations for educational programs offered by private sector providers were also considered to ensure compliance with requirements outlined in the *Consumer Protection Act*.

Using the *BOFS Funeral Sector Professional Competency Profiles – Second Edition* as a solid point of reference, subject matter experts from across the province met three times over the course of four months, and engaged in multiple online assignments, aimed at developing clearly defined and differentiated program standards for each identified credential. Acknowledging parameters and expectations for industry program standards in Ontario, the working group made a collective commitment to ensure recommendations put forth recognized the importance of providing online accessibility, supported an ease of transfer between personal licence classes, clearly defined requirements for the management of interns, and established processes for prior learning assessment recognition (PLAR) to be conducted.

As the process unfolded, more than three thousand licensed professionals, unlicensed frontline personnel, stakeholders, and guidance counsellors throughout Ontario were invited to provide input on drafted industry program standards via an online survey. Feedback results were reviewed by the subject matter experts and incorporated as deemed to be appropriate.

Prior to concluding the development process, the working group conducted a collective review of the prospective industry program standards for each personal licence class which included the incorporation of General Education Requirements, Essential Employability Skills, and Vocational Learning Outcomes, defined credentialing pathways for licensure, and established criteria for the management of internships.

With the work of the subject matter experts complete, the Board of Funeral Services invited stakeholder and association representatives to take part in a consultative process designed to share in the development outcomes of proposed industry program standards for funeral service education. Afterward members of the Board of Funeral Services, and the Registrar, offered their full support for implementation at accredited educational institutions prior to the information being presented to the Ministry of Training, Colleges and Universities for next steps to be addressed.

In May 2012, the Board of Funeral Services received notification from the Ministry of Training, Colleges and Universities to confirm that the *Industry Program Standards for Funeral Service Education* had been accepted for implementation at specified educational institutions. The organization was commended for having established industry program standards that support a competency-based training model, and incorporating the concept of “laddering”, which ensures a student’s learning could be applied in other post-secondary educational programs.

With industry program standards for funeral service education having qualified for funding by the Ministry of Finance, curriculum development commenced at accredited educational institutions approved to deliver funeral service education programming in Ontario. In consultation with the education providers, the Board of Funeral Services made the decision to transition the introduction of new funeral service education programs over a three year period. Collectively it was decided that the online education courses for the Funeral Preplanner personal licence class would be launched in September 2013, followed by the Transfer Service Sales Representative personal licence class in January 2014. In person programming for the Funeral Director – Class 2 (non-embalming) and Funeral Director – Class 1 (embalming) personal licence classes would commence in September 2015.

Marking a major change for the funeral sector from an internship perspective, accredited educational institutions would also assume responsibility for the management of interns effective January 1, 2016; an important move that was necessary to secure program funding. To support the transition process, the Board of Funeral Services agreed to maintain all responsibilities associated with the management of interns registered prior to December 31, 2015.

Contributing Policies, Practices and Parameters

The development of *Industry Program Standards for Funeral Service Education* required consideration of a number of contributing policies, practices, and parameters related to requirements for funding approval and implementation of a competency-based training model based on identified competencies for the Ontario funeral sector.

Funding Approval

As stated in the *Minister's Binding Policy Directive: Funding Approval of Programs of Instruction*, public funding is provided to assist colleges in offering programs of instruction that are consistent with the objects set out in the *Ontario Colleges of Applied Arts and Technology Act, 2002* and that meet provincial and community priorities. The binding policy directive applies to all colleges of applied arts and technology in Ontario and defines the framework within which the ministry will approve program of instruction for funding from the general operating grant (p. 1).

Funding decisions related to programs of instruction offered by colleges of applied arts and technology are made in relation to the overall college system and the mandate of the colleges, collectively and individually. Eligibility for funding requires programs of instruction address specific elements that are consistent with the *Minister's Binding Policy Directive: Framework for Programs of Instruction*, including the *Credentials Framework* and any applicable program standards. Where applicable, the program must also address vocational outcomes through being compliant with all regulations and legislation pertaining to the regulated field of practice and entry to practice requirements (p. 1-2).

Competency-Based Training Model

Reflective of modern day workforces that simulate how individuals learn and grow as they progress throughout their career, a competency-based training model is designed to accommodate a variety of learning styles which recognize that learning progresses over time.

Aligning educational programming with current adult learning principles being employed by other professions around the world, the assessment of competence in the achievement of identified competencies becomes the primary focus for learning, training, and development.

BOFS Funeral Sector Professional Competency Profiles – Second Edition

Identifying competencies for specified personal licence classes for the Ontario funeral sector, the *BOFS Funeral Sector Professional Competency Profiles – Second Edition* provides a foundation for all funeral service education initiatives.

Categorizing competencies within five key areas including; 1: Communication and Responsiveness, 2: Care of the Deceased, 3: Funeral Services and Visitation, 4: Business Practices, and 5: Professionalism, it is important to note that while all identified competencies relate specifically to the Funeral Director – Class 1 (embalming), only a portion of the competencies are applicable to the other personal licence classes due to legislative limitations.

Subject Matter Experts: Supporting the Process

Industry Program Standards for Funeral Service Education were developed in collaboration with licensed funeral professionals from the Ontario funeral sector who openly shared their knowledge, skill, and expertise as subject matter experts.

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Note: Information reflects employment status as stated in January 2013.

Glossary of Terms

Accredited Educational Institution: an education institution, accredited by the Ministry of Training, Colleges and Universities approved to provide educational programming based on published program standards.

Competency-based Online Tool: a web-based platform designed to track a preceptor's fair assessment of an intern's competence throughout the internship term.

Competency-based Training Model: an approach to training that accommodates individual learning styles and recognizes that learning progresses over time at varying rates.

Credentials Framework: a framework established by the Ministry of Training Colleges and Universities that represents the minimum provincial requirement for credentials to be awarded which applies to all programs of instruction, regardless of the funding source.

Entry to Practice Examinations: examinations set by the regulator to assess a candidate's level of professional knowledge.

Essential Employability Skills: skills that regardless of a student's program or discipline, are critical for success in the workplace, in day-to-day living, and for lifelong learning.

General Education Requirements: course requirements that serve to strengthen a student's generic skills, such as critical analysis, problem solving, and communication in the context of an exploration of topics with broad-based personal and/or societal importance.

Industry Program Standard: a document that sets out the essential learning that a student must achieve before being deemed ready to graduate from an education program which applies to all programs of instruction regardless of the funding source and consists of Vocational Learning Outcomes, Essential Employability Skills, and General Education Requirements.

Intern: a student who has completed educational course requirements for a particular program of instruction and registered with the regulator to pursue completion of identified competencies for a specified personal licence class under the direction of a trained preceptor.

Management of Internships: criteria that sets out internship related policies, protocols, and responsibilities for the regulator, approved education provider, licensed funeral director / preceptor, and intern.

Prior Learning Assessment and Recognition (PLAR): a process that uses a variety of tools to help learners reflect on, identify, articulate, and demonstrate past learning. Prior learning can be acquired through study, work, and other life experiences that are not recognized through formal transfer of credit mechanisms.

Preceptor: an Ontario licensed funeral director trained by the regulator to fairly assess the competence of an intern throughout the internship term.

Student: an individual enrolled in an educational program at an accredited educational institution.

Success Passport: a document produced by the regulator that sets out competencies related to a specified personal licence class for use by the intern and preceptor during the internship term.

Vocational Outcomes: components within a program of instruction that ensure compliance with regulations and legislation pertaining to a regulated field of practice.

Industry Program Standards for Funeral Service Education

Industry Program Standards for Funeral Service Education Comparative Overview

Vocational Learning Outcomes

The graduate has reliably demonstrated the ability to:

	Ontario College Certificate	Ontario College Certificate	Ontario College Diploma	Ontario College Diploma
	Funeral Preplanner	Transfer Service Sales Representative	Funeral Director – Class 2	Funeral Director – Class 1
1.	Perform tasks in a professional and ethical manner, acting in accordance with relevant policies, procedures, and sector standards and best practices for accountable and responsible conduct and communication.	Perform tasks in a professional and ethical manner, acting in accordance with relevant policies, procedures, and sector standards and best practices for accountable and responsible conduct and communication.	Comply with and support other individuals to work in a professional and ethical manner, acting in accordance with relevant policies, procedures, and sector standards and best practices for accountable and responsible conduct and communication.	Comply with and support other individuals to work in a professional and ethical manner, acting in accordance with relevant policies, procedures, and sector standards and best practices for accountable and responsible conduct and communication.
2.	Communicate clearly, sensitively, and respectfully with all purchasers, applying an accurate and comprehensive understanding of all information related to prearranging and prepayments including investment vehicles, insurance, trust reconciliation, and financing of prepaid contracts within the legislative scope of practice.	Communicate clearly, sensitively, and respectfully with all purchasers, applying an accurate and comprehensive understanding of all information related to prearranging and prepayments including investment vehicles, insurance, trust reconciliation, and financing of prepaid contracts within the legislative scope of practice.	Communicate clearly, sensitively, and respectfully with all purchasers, applying an accurate and comprehensive understanding of all information related to prearranging and prepayments including investment vehicles, insurance, trust reconciliation, and financing of prepaid contracts within the legislative scope of practice.	Communicate clearly, sensitively, and respectfully with all purchasers, applying an accurate and comprehensive understanding of all information related to prearranging and prepayments including investment vehicles, insurance, trust reconciliation, and financing of prepaid contracts within the legislative scope of practice.

	Ontario College Certificate	Ontario College Certificate	Ontario College Diploma	Ontario College Diploma
	Funeral Preplanner	Transfer Service Sales Representative	Funeral Director – Class 2	Funeral Director – Class 1
3.	Does not apply.	Communicate clearly, sensitively, and respectfully with all legal representatives in an at need environment as permitted within the legislative scope of practice.	Communicate clearly, sensitively, and respectfully with all legal representatives in an at need environment as permitted within the legislative scope of practice.	Communicate clearly, sensitively, and respectfully with all legal representatives in an at need environment as permitted within the legislative scope of practice.
4.	Contribute to the completion of all business operation activities, ensuring compliance with relevant legal, regulatory, and contractual obligations, and sector and organization standards, policies, and procedures for quality health and safety practices, and social accountability and responsibility.	Complete all business operation activities in compliance with relevant legal, regulatory, and contractual obligations, and sector and organization standards, policies, and procedures for quality health and safety practices and social accountability and responsibility.	Complete all business operation activities in compliance with relevant legal, regulatory, and contractual obligations, and sector and organization standards, policies, and procedures for quality health and safety practices and social accountability and responsibility.	Complete all business operation activities in compliance with relevant legal, regulatory, and contractual obligations, and sector and organization standards, policies, and procedures for quality health and safety practices and social accountability and responsibility.
5.	Plan, prearrange and document activities with the purchaser for efficient delivery of services and fulfillment of the purchaser's requests.	Plan, prearrange (purchaser), arrange (legal representative), and document funeral activities for efficient delivery of services and fulfillment of the purchaser's or legal representative's requests.	Plan, prearrange (purchaser), arrange (legal representative), and document funeral activities for efficient delivery of services and fulfillment of the purchaser's or legal representative's requests.	Plan, prearrange (purchaser), arrange (legal representative), and document funeral activities for efficient delivery of services and fulfillment of the purchaser's or legal representative's requests.

	Ontario College Certificate	Ontario College Certificate	Ontario College Diploma	Ontario College Diploma
	Funeral Preplanner	Transfer Service Sales Representative	Funeral Director – Class 2	Funeral Director – Class 1
6.	Apply strategies for ongoing personal career and professional development to establish and maintain interprofessional networking and business relationships.	Apply strategies for ongoing personal career and professional development to establish and maintain interprofessional networking and business relationships.	Develop and apply strategies for ongoing personal career and professional development to establish and maintain interprofessional networking and business relationships.	Develop and apply strategies for ongoing personal career and professional development to establish and maintain interprofessional networking and business relationships.
7.	Contribute to the supervision and mentoring of all team members through providing appropriate direction as it relates to the prescribed licence class.	Contribute to the supervision and mentoring of all team members by using leadership skills to provide appropriate direction as it relates to the prescribed licence class.	Supervise and mentor all team members by using leadership skills to provide appropriate direction as it relates to the prescribed licence class.	Supervise and mentor all team members by using leadership skills to provide appropriate direction as it relates to the prescribed licence class.
8.	Collaborate with diverse teams in a professional environment to facilitate business operations and the achievement of goals and strategic objectives.	Manage relationships with diverse team in a professional environment to facilitate business operations and the achievement of goals and strategic objectives.	Manage relationships with diverse team in a professional environment to facilitate business operations and the achievement of goals and strategic objectives.	Manage relationships with diverse team in a professional environment to facilitate business operations and the achievement of goals and strategic objectives.
9.	Does not apply.	Care for and handle the deceased respectfully and safely within the parameters of the prescribed licence class.	Care for and handle the deceased respectfully and safely within the parameters of the prescribed licence class.	Care for and handle the deceased respectfully and safely within the parameters of the prescribed licence class.

	Ontario College Certificate	Ontario College Certificate	Ontario College Diploma	Ontario College Diploma
	Funeral Preplanner	Transfer Service Sales Representative	Funeral Director – Class 2	Funeral Director – Class 1
10.	Coordinate prepayment activities and complete related financial and contractual documentation in accordance with applicable legislation.	Manage prepayment activities and complete related financial and contractual documentation in accordance with applicable legislation.	Manage prepayment activities and complete related financial and contractual documentation in accordance with applicable legislation.	Manage prepayment activities and complete related financial and contractual documentation in accordance with applicable legislation.
11.	Coordinate and deliver selected post services in an effective, professional and supportive manner, consistent with the wishes of the legal representative.	Manage, coordinate and deliver selected post services in an effective, professional and supportive manner, consistent with the wishes of the legal representative.	Manage, coordinate and deliver selected post services in an effective, professional and supportive manner, consistent with the wishes of the legal representative.	Manage, coordinate and deliver selected post services in an effective, professional and supportive manner, consistent with the wishes of the legal representative.
12.	Does not apply.	Does not apply.	Direct funeral services and visitation in a respectful and sensitive manner consistent with the direction of the legal representative.	Direct funeral services and visitation in a respectful and sensitive manner consistent with the direction of the legal representative.
13.			Perform all non-embalming preparation processes.	Perform all non-embalming and embalming preparation processes.

Essential Employability Skills

The graduate has reliably demonstrated abilities in ...

	Ontario College Certificate	Ontario College Certificate	Ontario College Diploma	Ontario College Diploma
	Funeral Preplanner	Transfer Service Sales Representative	Funeral Director – Class 2	Funeral Director – Class 1
	All six (6) categories at a Basic Level: <ul style="list-style-type: none"> • Communication • Numeracy • Critical thinking and problem solving • Information management • Interpersonal skills • Personal management 	All six (6) categories at a Basic Level: <ul style="list-style-type: none"> • Communication • Numeracy • Critical thinking and problem solving • Information management • Interpersonal skills • Personal management 	All six (6) categories at an Advanced Level: <ul style="list-style-type: none"> • Communication • Numeracy • Critical thinking and problem solving • Information management • Interpersonal skills • Personal management 	All six (6) categories at an Advanced Level: <ul style="list-style-type: none"> • Communication • Numeracy • Critical thinking and problem solving • Information management • Interpersonal skills • Personal management

General Education Requirements

The graduate must have successfully completed

	Ontario College Certificate	Ontario College Certificate	Ontario College Diploma	Ontario College Diploma
	Funeral Preplanner	Transfer Service Sales Representative	Funeral Director – Class 2	Funeral Director – Class 1
	At least one (1) elective from one of the following three clusters: <ol style="list-style-type: none"> 1. Social and Cultural Understanding 2. Personal Understanding 3. Science and Technology 	At least one (1) elective from one of the following three clusters: <ol style="list-style-type: none"> 1. Social and Cultural Understanding 2. Personal Understanding 3. Science and Technology 	At least four (4) electives from any of the following clusters: <ol style="list-style-type: none"> 1. Arts in Society 2. Civic Life 3. Social and Cultural Understanding 4. Personal Understanding 5. Science and Technology 	At least five (5) electives from any of the following clusters: <ol style="list-style-type: none"> 1. Arts in Society 2. Civic Life 3. Social and Cultural Understanding 4. Personal Understanding 5. Science and Technology

Industry Program Standards for Funeral Service Education

Ontario College Certificate

Funeral Preplanner

Graduates of the **Ontario College Certificate – Funeral Preplanner** program are expected to perform, at an entry level, all of the competencies as identified in the *BOFS Funeral Sector Professional Competency Profiles – Second Edition*, and within the scope of practice for the specified personal licence class as permitted under the *Funeral, Burial and Cremation Services Act, 2002* (FBCSA).

Vocational Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. Perform tasks in a professional and ethical manner, acting in accordance with relevant policies, procedures, and sector standards and best practices for accountable and responsible conduct and communication.
2. Communicate clearly, sensitively, and respectfully with all purchasers, applying an accurate and comprehensive understanding of all information related to prearranging and prepayments including investment vehicles, insurance, trust reconciliation, and financing of prepaid contracts within the legislative scope of practice.
3. Contribute to the completion of all business operation activities, ensuring compliance with relevant legal, regulatory, and contractual obligations, and sector and organization standards, policies, and procedures for quality health and safety practices, and social accountability and responsibility.
4. Plan, prearrange and document activities with the purchaser for efficient delivery of services and fulfillment of the purchaser's requests.
5. Apply strategies for ongoing personal career and professional development to establish and maintain interprofessional networking and business relationships
6. Contribute to the supervision and mentoring of all team members through providing appropriate direction as it relates to the prescribed licence class.
7. Collaborate with diverse teams in a professional environment to facilitate business operations and the achievement of goals and strategic objectives.
8. Coordinate prepayment activities and complete related financial and contractual documentation in accordance with applicable legislation.
9. Coordinate and deliver selected post services in an effective, professional and supportive manner, consistent with the wishes of the legal representative.

The **Ontario College Certificate – Funeral Preplanner** program must also comply with education standards as defined by the Ministry of Training, Colleges and Universities which require inclusion of courses that meet Essential Employability Skills and General Education Requirements.

Additionally Process Standards must be adhered to which serve to ensure the graduate is successfully prepared and eligible to receive the credential being awarded and licence to practice.

Essential Employability Skills

Essential Employability Skills are skills that, regardless of a student's program or discipline, are critical for success in the workplace, in day-to-day living, and for lifelong learning.

The teaching and attainment of these Essential Employability Skills for students in, and graduates from, Ontario's colleges of applied arts and technology are anchored in a set of three fundamental assumptions:

- Identified skills are important for every adult to function successfully in society today.
- Ontario colleges are well equipped and well positioned to prepare graduates with identified skills.
- Identified skills are equally valuable for all graduates, regardless of the level of their credential, whether they pursue a career path, or they pursue further education.

Graduates from Ontario's colleges of applied arts and technology must demonstrate skills and knowledge at a **basic** level in six (6) categories areas:

- Communication
- Numeracy
- Critical Thinking & Problem Solving
- Information Management
- Interpersonal
- Personal

For additional information related to Essential Employability Skills categories and application / implementation, established by the Ministry of Training, Colleges and Universities, please refer to the *Minister's Binding Policy Directive: Framework for Programs of Instruction*.

General Education Requirements

The purpose of General Education Requirements in the Ontario college system is to contribute to the development of citizens who are conscious of the diversity, complexity, and richness of the human experience; who are able to establish meaning through this consciousness; and, who, as a result, are able to contribute thoughtfully, creatively, and positively to the society in which they live and work.

General Education Requirements strengthens student's generic skills, such as critical analysis, problem solving, and communication, in the context of an exploration of topics with broad-based personal and / or societal importance.

All graduates of the **Ontario College Certificate – Funeral Preplanner** program must have successfully completed at least one (1) elective courses from any of the following three (3) themes:

- Personal Understanding
- Science and Technology
- Social and Cultural Understanding

For additional information related to General Education Requirements suggested topic areas that may be explored within each theme, as set out by the Ministry of Training, Colleges and Universities please refer to the *Minister's Binding Policy Directive: Framework for Programs of Instruction*.

Process Standards

The education program must include the following Process Standards in order to ensure the successful preparation of the graduate to be eligible to receive the credential being awarded and licence to practice:

1. Faculty teaching and supervising students are licensed practitioners in good standing in the licence classification required for the relevant credential.
2. The internship experience meets the requirements articulated by the *Industry Program Standards for Funeral Service Education – Management of Internships* as set out by the regulator for the bereavement sector and accepted by the Ministry of Training, Colleges and Universities.
3. The curriculum of the education program provides for the academic recognition and effective transfer of previous learning from a lower credential to a higher credential within funeral service to ensure that the transfer of knowledge is well grounded and that no significant duplication exists; requirements must be consistent with *Industry Program Standards for Funeral Service Education – Pathways to Licensure* as set out by the regulator for the funeral sector and accepted by the Ministry of Training, Colleges and Universities.
4. The education program provides means for the completion of a reasonable portion (or all) of the program requirements through distance access (such as technology-enhanced learning) that:
 - integrates theory and praxis.
 - provides for and evaluates the performance of the same expectations and quality of learning as a fully on-campus program offering.

Industry Program Standards for Funeral Service Education

Ontario College Certificate

Transfer Service Sales Representative

Graduates of the **Ontario College Certificate – Transfer Service Sales Representative** program are expected to perform, at an entry level, all of the competencies as identified in the *BOFS Funeral Sector Professional Competency Profiles – Second Edition*, and within the scope of practice for the specified personal licence class as permitted under the *Funeral, Burial and Cremation Services Act, 2002* (FBCSA).

Vocational Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. Perform tasks in a professional and ethical manner, acting in accordance with relevant policies, procedures, and sector standards and best practices for accountable and responsible conduct and communication.
2. Communicate clearly, sensitively, and respectfully with all purchasers, applying an accurate and comprehensive understanding of all information related to prearranging and prepayments including investment vehicles, insurance, trust reconciliation, and financing of prepaid contracts within the legislative scope of practice.
3. Communicate clearly, sensitively, and respectfully with all legal representatives in an at need environment as permitted within the legislative scope of practice.
4. Complete all business operation activities in compliance with relevant legal, regulatory, and contractual obligations, and sector and organization standards, policies, and procedures for quality health and safety practices and social accountability and responsibility.
5. Plan, prearrange (purchaser), arrange (legal representative), and document funeral activities for efficient delivery of services and fulfillment of the purchaser's or legal representative's requests.
6. Apply strategies for ongoing personal career and professional development to establish and maintain interprofessional networking and business relationships.
7. Contribute to the supervision and mentoring of all team members by using leadership skills to provide appropriate direction as it relates to the prescribed licence class.
8. Manage relationships with diverse team in a professional environment to facilitate business operations and the achievement of goals and strategic objectives.
9. Care for and handle the deceased respectfully and safely within the parameters of the prescribed licence class.
10. Manage prepayment activities and complete related financial and contractual documentation in accordance with applicable legislation.
11. Manage, coordinate and deliver selected post services in an effective, professional and supportive manner, consistent with the wishes of the legal representative.

The **Ontario College Certificate – Transfer Service Sales Representative** program must also comply with education standards as defined by the Ministry of Training, Colleges and Universities which require inclusion of courses that meet Essential Employability Skills and General Education Requirements.

Additionally Process Standards must be adhered to which serve to ensure the graduate is successfully prepared and eligible to receive the credential being awarded and licence to practice.

Essential Employability Skills

Essential Employability Skills are skills that, regardless of a student’s program or discipline, are critical for success in the workplace, in day-to-day living, and for lifelong learning.

The teaching and attainment of these Essential Employability Skills for students in, and graduates from, Ontario’s colleges of applied arts and technology are anchored in a set of three fundamental assumptions:

- Identified skills are important for every adult to function successfully in society today.
- Ontario colleges are well equipped and well positioned to prepare graduates with identified skills.
- Identified skills are equally valuable for all graduates, regardless of the level of their credential, whether they pursue a career path, or they pursue further education.

Graduates from Ontario’s colleges of applied arts and technology must demonstrate skills and knowledge at a **basic** level in six (6) categories areas:

- Communication
- Numeracy
- Critical Thinking & Problem Solving
- Information Management
- Interpersonal
- Personal

For additional information related to Essential Employability Skills categories and application / implementation, established by the Ministry of Training, Colleges and Universities, please refer to the *Minister’s Binding Policy Directive: Framework for Programs of Instruction*.

General Education Requirements

The purpose of General Education Requirements in the Ontario college system is to contribute to the development of citizens who are conscious of the diversity, complexity, and richness of the human experience; who are able to establish meaning through this consciousness; and, who, as a result, are able to contribute thoughtfully, creatively, and positively to the society in which they live and work.

General Education Requirements strengthens student’s generic skills, such as critical analysis, problem solving, and communication, in the context of an exploration of topics with broad-based personal and / or societal importance.

All graduates of the **Ontario College Certificate – Transfer Service Sales Representative** program must have successfully completed at least one (1) elective courses from any of the following three (3) themes:

- Personal Understanding
- Science and Technology
- Social and Cultural Understanding

For additional information related to General Education Requirements suggested topic areas that may be explored within each theme, as set out by the Ministry of Training, Colleges and Universities please refer to the *Minister's Binding Policy Directive: Framework for Programs of Instruction*.

Process Standards

The education program must include the following Process Standards in order to ensure the successful preparation of the graduate to be eligible to receive the credential being awarded and licence to practice:

1. Faculty teaching and supervising students are licensed practitioners in good standing in the licence classification required for the relevant credential.
2. The internship experience meets the requirements articulated by the *Industry Program Standards for Funeral Service Education – Management of Internships* as set out by the regulator for the bereavement sector and accepted by the Ministry of Training, Colleges and Universities.
3. The curriculum of the education program provides for the academic recognition and effective transfer of previous learning from a lower credential to a higher credential within funeral service to ensure that the transfer of knowledge is well grounded and that no significant duplication exists; requirements must be consistent with *Industry Program Standards for Funeral Service Education – Pathways to Licensure* as set out by the regulator for the funeral sector and accepted by the Ministry of Training, Colleges and Universities.
4. The education program provides means for the completion of a reasonable portion (or all) of the program requirements through distance access (such as technology-enhanced learning) that:
 - integrates theory and praxis.
 - provides for and evaluates the performance of the same expectations and quality of learning as a fully on-campus program offering.

Industry Program Standards for Funeral Service Education
Ontario College Diploma
Funeral Director – Class 2 (non embalming)

Graduates of the **Ontario College Diploma – Funeral Director – Class 2 (non embalming)** program are expected to perform, at an entry level, all of the competencies as identified in the *BOFS Funeral Sector Professional Competency Profiles – Second Edition*, and within the scope of practice for the specified personal licence class as permitted under the *Funeral, Burial and Cremation Services Act, 2002* (FBCSA).

Vocational Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. Comply with and support other individuals to work in a professional and ethical manner, acting in accordance with relevant policies, procedures, and sector standards and best practices for accountable and responsible conduct and communication.
2. Communicate clearly, sensitively, and respectfully with all purchasers, applying an accurate and comprehensive understanding of all information related to prearranging and prepayments including investment vehicles, insurance, trust reconciliation, and financing of prepaid contracts within the legislative scope of practice.
3. Communicate clearly, sensitively, and respectfully with all legal representatives in an at need environment as permitted within the legislative scope of practice.
4. Complete all business operation activities in compliance with relevant legal, regulatory, and contractual obligations, and sector and organization standards, policies, and procedures for quality health and safety practices and social accountability and responsibility.
5. Plan, prearrange (purchaser), arrange (legal representative), and document funeral activities for efficient delivery of services and fulfillment of the purchaser's or legal representative's requests.
6. Develop and apply strategies for ongoing personal career and professional development to establish and maintain interprofessional networking and business relationships.
7. Supervise and mentor all team members by using leadership skills to provide appropriate direction as it relates to the prescribed licence class.
8. Manage relationships with diverse team in a professional environment to facilitate business operations and the achievement of goals and strategic objectives.
9. Care for and handle the deceased respectfully and safely within the parameters of the prescribed licence class
10. Manage prepayment activities and complete related financial and contractual documentation in accordance with applicable legislation.
11. Manage, coordinate and deliver selected post services in an effective, professional and supportive manner, consistent with the wishes of the legal representative.
12. Direct funeral services and visitation in a respectful and sensitive manner consistent with the direction of the legal representative.
13. Perform all non-embalming preparation processes.

The **Ontario College Diploma – Funeral Director – Class 2 (non embalming)** program must also comply with education standards as defined by the Ministry of Training, Colleges and Universities which require inclusion of courses that meet Essential Employability Skills and General Education Requirements.

Additionally Process Standards must be adhered to which serve to ensure the graduate is successfully prepared and eligible to receive the credential being awarded and licence to practice.

Essential Employability Skills

Essential Employability Skills are skills that, regardless of a student's program or discipline, are critical for success in the workplace, in day-to-day living, and for lifelong learning.

The teaching and attainment of these Essential Employability Skills for students in, and graduates from, Ontario's colleges of applied arts and technology are anchored in a set of three fundamental assumptions:

- Identified skills are important for every adult to function successfully in society today.
- Ontario colleges are well equipped and well positioned to prepare graduates with identified skills.
- Identified skills are equally valuable for all graduates, regardless of the level of their credential, whether they pursue a career path, or they pursue further education.

Graduates from Ontario's colleges of applied arts and technology must demonstrate skills and knowledge at an **advanced** level in six (6) categories areas:

- Communication
- Numeracy
- Critical Thinking & Problem Solving
- Information Management
- Interpersonal
- Personal

For additional information related to Essential Employability Skills categories and application / implementation, established by the Ministry of Training, Colleges and Universities, please refer to the *Minister's Binding Policy Directive: Framework for Programs of Instruction*.

General Education Requirements

The purpose of General Education Requirements in the Ontario college system is to contribute to the development of citizens who are conscious of the diversity, complexity, and richness of the human experience; who are able to establish meaning through this consciousness; and, who, as a result, are able to contribute thoughtfully, creatively, and positively to the society in which they live and work.

General Education Requirements strengthens student's generic skills, such as critical analysis, problem solving, and communication, in the context of an exploration of topics with broad-based personal and / or societal importance.

All graduates of the **Ontario College Diploma – Funeral Director – Class 2 (non embalming)** program must have successfully completed at least four (4) elective courses from any of the following five (5) themes:

- Arts in Society
- Personal Understanding
- Civic Life
- Science and Technology
- Social and Cultural Understanding

For additional information related to General Education Requirements suggested topic areas that may be explored within each theme, as set out by the Ministry of Training, Colleges and Universities please refer to the *Minister's Binding Policy Directive: Framework for Programs of Instruction*.

Process Standards

The education program must include the following Process Standards in order to ensure the successful preparation of the graduate to be eligible to receive the credential being awarded and licence to practice:

1. Faculty teaching and supervising students are licensed practitioners in good standing in the licence classification required for the relevant credential.
2. The internship experience meets the requirements articulated by the *Industry Program Standards for Funeral Service Education – Management of Internships* as set out by the regulator for the bereavement sector and accepted by the Ministry of Training, Colleges and Universities.
3. The curriculum of the education program provides for the academic recognition and effective transfer of previous learning from a lower credential to a higher credential within funeral service to ensure that the transfer of knowledge is well grounded and that no significant duplication exists; requirements must be consistent with *Industry Program Standards for Funeral Service Education – Pathways to Licensure* as set out by the regulator for the funeral sector and accepted by the Ministry of Training, Colleges and Universities.
4. The education program provides means for the completion of a reasonable portion (or all) of the program requirements through distance access (such as technology-enhanced learning) that:
 - integrates theory and praxis.
 - provides for and evaluates the performance of the same expectations and quality of learning as a fully on-campus program offering.

Industry Program Standards for Funeral Service Education

Ontario College Diploma

Funeral Director – Class 1 (embalming)

Graduates of the **Ontario College Diploma – Funeral Director – Class 1 (embalming)** program are expected to perform, at an entry level, all of the competencies as identified in the *BOFS Funeral Sector Professional Competency Profiles – Second Edition*, and within the scope of practice for the specified personal licence class as permitted under the *Funeral, Burial and Cremation Services Act, 2002* (FBCSA).

Vocational Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. Comply with and support other individuals to work in a professional and ethical manner, acting in accordance with relevant policies, procedures, and sector standards and best practices for accountable and responsible conduct and communication.
2. Communicate clearly, sensitively, and respectfully with all purchasers, applying an accurate and comprehensive understanding of all information related to prearranging and prepayments including investment vehicles, insurance, trust reconciliation, and financing of prepaid contracts within the legislative scope of practice.
3. Communicate clearly, sensitively, and respectfully with all legal representatives in an at need environment as permitted within the legislative scope of practice.
4. Complete all business operation activities in compliance with relevant legal, regulatory, and contractual obligations, and sector and organization standards, policies, and procedures for quality health and safety practices and social accountability and responsibility.
5. Plan, prearrange (purchaser), arrange (legal representative), and document funeral activities for efficient delivery of services and fulfillment of the purchaser's or legal representative's requests.
6. Develop and apply strategies for ongoing personal career and professional development to establish and maintain interprofessional networking and business relationships.
7. Supervise and mentor all team members by using leadership skills to provide appropriate direction as it relates to the prescribed licence class
8. Manage relationships with diverse team in a professional environment to facilitate business operations and the achievement of goals and strategic objectives.
9. Care for and handle the deceased respectfully and safely within the parameters of the prescribed licence class.
10. Manage prepayment activities and complete related financial and contractual documentation in accordance with applicable legislation
11. Manage, coordinate and deliver selected post services in an effective, professional and supportive manner, consistent with the wishes of the legal representative
12. Direct funeral services and visitation in a respectful and sensitive manner consistent with the direction of the legal representative.
13. Perform all non-embalming and embalming preparation processes.

The **Ontario College Diploma – Funeral Director – Class 1 (embalming)** program must also comply with education standards as defined by the Ministry of Training, Colleges and Universities which require inclusion of courses that meet Essential Employability Skills and General Education Requirements.

Additionally Process Standards must be adhered to which serve to ensure the graduate is successfully prepared and eligible to receive the credential being awarded and licence to practice.

Essential Employability Skills

Essential Employability Skills are skills that, regardless of a student's program or discipline, are critical for success in the workplace, in day-to-day living, and for lifelong learning.

The teaching and attainment of these Essential Employability Skills for students in, and graduates from, Ontario's colleges of applied arts and technology are anchored in a set of three fundamental assumptions:

- Identified skills are important for every adult to function successfully in society today.
- Ontario colleges are well equipped and well positioned to prepare graduates with identified skills.
- Identified skills are equally valuable for all graduates, regardless of the level of their credential, whether they pursue a career path, or they pursue further education.

Graduates from Ontario's colleges of applied arts and technology must demonstrate skills and knowledge at an **advanced** level in six (6) categories areas:

- Communication
- Numeracy
- Critical Thinking & Problem Solving
- Information Management
- Interpersonal
- Personal

For additional information related to Essential Employability Skills categories and application / implementation, established by the Ministry of Training, Colleges and Universities, please refer to the *Minister's Binding Policy Directive: Framework for Programs of Instruction*.

General Education Requirements

The purpose of General Education Requirements in the Ontario college system is to contribute to the development of citizens who are conscious of the diversity, complexity, and richness of the human experience; who are able to establish meaning through this consciousness; and, who, as a result, are able to contribute thoughtfully, creatively, and positively to the society in which they live and work.

General Education Requirements strengthens student's generic skills, such as critical analysis, problem solving, and communication, in the context of an exploration of topics with broad-based personal and / or societal importance.

All graduates of the **Ontario College Diploma – Funeral Director – Class 1 (embalming)** program must have successfully completed at least four (4) elective course from any of the following five (5) themes:

- Arts in Society
- Personal Understanding
- Civic Life
- Science and Technology
- Social and Cultural Understanding

For additional information related to General Education Requirements suggested topic areas that may be explored within each theme, as set out by the Ministry of Training, Colleges and Universities please refer to the *Minister's Binding Policy Directive: Framework for Programs of Instruction*.

Process Standards

The education program must include the following Process Standards in order to ensure the successful preparation of the graduate to be eligible to receive the credential being awarded and licence to practice:

1. Faculty teaching and supervising students are licensed practitioners in good standing in the licence classification required for the relevant credential.
2. The internship experience meets the requirements articulated by the *Industry Program Standards for Funeral Service Education – Management of Internships* as set out by the regulator for the bereavement sector and accepted by the Ministry of Training, Colleges and Universities.
3. The curriculum of the education program provides for the academic recognition and effective transfer of previous learning from a lower credential to a higher credential within funeral service to ensure that the transfer of knowledge is well grounded and that no significant duplication exists; requirements must be consistent with *Industry Program Standards for Funeral Service Education – Pathways to Licensure* as set out by the regulator for the funeral sector and accepted by the Ministry of Training, Colleges and Universities.
4. The education program provides means for the completion of a reasonable portion (or all) of the program requirements through distance access (such as technology-enhanced learning) that:
 - integrates theory and praxis.
 - provides for and evaluates the performance of the same expectations and quality of learning as a fully on-campus program offering.

Management of Internships

Industry Program Standards for Funeral Service Education - Management of Internships

Critical Elements of All Internships

The internship component is a critical element of all Ontario funeral service education programs. To earn a credential issued by an accredited educational institution, the intern must demonstrate an accepted level of competence in all identified competencies for the specified personal licence class, as affirmed by the licensed professional who has been approved by the regulator to act as a preceptor.

As stipulated in the *Funeral, Burial and Cremation Services Act, 2002*, the regulator is responsible for the provision of oversight of all educational programs. Accredited educational institutions must be approved by the regulator to deliver funeral service education programs.

Faculty and staff representatives employed by the accredited educational institutions are responsible for the management and summative evaluation of the interns meeting all the requirements of the program, including the internship.

Graduates who have completed the educational program for the specified personal licence class and obtained a credential issued by an accredited educational institution, are eligible to sit the provincial entry-to-practice examinations.

Candidates that successfully pass the provincial entry-to-practice examinations must submit a personal licence application to the regulator for consideration by the Registrar. The application must be approved and issued prior to the individual being eligible to act in the capacity of a licensed professional.

Responsibilities of the Regulator:

- Approval of licensed funeral directors to act as preceptors.
- Orientation, education, and training of preceptors, that leads to completion of a preceptor certification subject to periodic renewal to ensure ongoing competence.
- Approval of overall learning outcomes for the internship experience.
- Creation and management of a *Success Passport* document and/or a competency-based online tool for use by all educational programs.

Responsibilities of the Approved Educational Program Provider:

- Confirm with regulator that the licensed professional is eligible to act as a preceptor.
- Report to the Registrar, or designated representative for the regulator, any non-compliance of preceptors related to expectations for the internship experience.
- Support the intern in finding appropriate internship placements.
- Provide ongoing support to interns and preceptors.
- Report to the Registrar, or designated representative for the regulator, interns who have successfully completed all program requirements, including the internship.

Responsibilities of the Preceptor:

- Complete all preceptor responsibilities identified by the regulator.
- Work collaboratively with faculty and staff representatives employed by the accredited educational to facilitate the intern's development and demonstration of all competencies identified in the *Success Passport* document and/or a competency-based online tool.

- Assess the intern's competence through evaluating the effectiveness and accuracy of skills performed throughout the internship term to validate completion of Vocational Learning Outcomes and Essential Employability Skills using the *Success Passport* document and/or a competency-based online tool.
- Declare the intern's level of competence to the accredited educational institution and regulator through affirming completion of internship requirements.

Responsibilities of the Intern:

- Secure an internship at a licensed establishment and negotiate an employment agreement.
- Enroll as a student with the accredited education institution.
- Register as an intern with the regulator, under the direction of a trained preceptor at a licensed establishment.
- Demonstrate competence through effectively and accurately performing skills throughout the internship term to validate completion of Vocational Learning Outcomes and Essential Employability Skills using the *Success Passport* document and/or a competency-based online tool.
- Complete internship assignments as required by the accredited educational institution.

Following Completion of Internship:

- Advise the regulator of employment status within the sector immediately following completion of internship requirements.
- Submit an entry-to-practice examination application and payment to the regulator, ensuring availability to sit the examinations on published date.
- Submit a personal licence application following receipt of entry-to-practice examination results to confirm eligibility to apply for licensure.

Eligibility for Entry-to-Practice Examinations

Eligibility to sit the entry-to-practice examinations requires confirmation from the accredited educational institution that a candidate is a graduate of the education program with the appropriate credential, having completed all education requirements, including the internship.

Criteria for Regulator Approval to Act as a Preceptor

A licensed funeral director may precept an intern registered to obtain a personal licence requiring the equivalent or less requirements in the same classification held by the licensed funeral director; for example a Funeral Director – Class 1 (embalming) or Funeral Director – Class 2 (non embalming) may precept for an intern pursuing licensure as a Funeral Director - Class 2 (non embalming).

Approval as a preceptor requires the licensed funeral director to:

- be a member in good standing with the regulator and be considered an appropriate role model.
- successfully complete the *Preceptor Training Program* and participate in ongoing discussion components, as deemed appropriate by the regulator.
- confirm in writing the intent to comply with all expectations of preceptors related to the assessment of an intern's competence through evaluating the effectiveness and accuracy of skills performed throughout the internship term to validate completion of Vocational Learning Outcomes and Essential Employability Skills using the *Success Passport* document and/or a competency-based online tool.
- declare the intern's level of competence to the accredited educational institution and regulator through affirming completion of internship requirements.

The licensed funeral director must understand that the preceptor is ultimately responsible for the quality of the internship experience. Any non-compliance related to expectations for the internship experience is subject to reporting to the Registrar or designated representative for the regulator.

Internship Terms

Under the competency-based training model, internship terms for specified personal licence classes are defined by ‘normal or approximate’ timeframes which provide flexibility for more or less time for learning.

Personal Licence Class	Normal or Approximate Internship Term
Funeral Preplanner	3 months
Transfer Service Sales Representative	3 months
Funeral Director – Class 2 (non embalming)	6 months
Funeral Director – Class 1 (embalming)	12 months

Preceptor Training Program

Since inception, the *Preceptor Training Program* has continually evolved to meet the ever changing needs and expectations of the Ontario funeral sector. Designed to provide tools and techniques aimed at training, developing, and assessing competent interns, the program addresses long term program objectives which recognize the importance of:

- improving the quality of education and training for entrants to the profession.
- sharing education and training best practices within the profession.
- encouraging the implementation of new ideas and skills.
- addressing the need for ongoing learning.
- enhancing the internship experience.

The Preceptor Training Program is offered by the Board of Funeral Services a minimum of two times per year.

Pathways to Licensure

Industry Program Standards for Funeral Service Education - Pathways to Licensure

For Credentials:

Role Classification	Credential	Program
Funeral Preplanner	Ontario College Certificate for Funeral Preplanner	<p>Funeral Preplanner — plus three (3) month internship</p> <ul style="list-style-type: none"> • Academic portion may be offered on-line. • Completion of academic portion results in eligibility for three (3) month internship.
Transfer Service Sales Representative	Ontario College Certificate for Transfer Service Sales Representative	<p>Transfer Service Sales Representative – plus three (3) month internship</p> <ul style="list-style-type: none"> • Ontario College Certificate - Funeral Preplanner is a prerequisite for entry into Ontario College Certificate -Transfer Service Sales Representative. • Ontario College Certificate - Funeral Preplanner and Ontario College Certificate - Transfer Service Sales Representative would normally take some courses in common. • Academic portion may be offered on-line. • The academic portion of the program must be completed to be eligible for three (3) month internship. • Completion of Ontario College Certificate - Transfer Service Sales Representative normally permits entry into semester 2 for the Funeral Director – Class 1 (embalming) and Funeral Director - Class 2 (non embalming) stream (depending on the curriculum design of the education program).

Role Classification	Credential	Program
Funeral Director - Class 2 (non embalming)	Ontario College Diploma – Funeral Director – Class 2 (non embalming)	<p>Funeral Director – Class 2 (non embalming) – Full Time Enrollment Option:</p> <ul style="list-style-type: none"> • Semester 1 and 2 plus six (6) month internship done concurrently with semesters 3 and 4 - the entire program could be completed in eighteen (18) months. • Internship could be done concurrently with semester 3 and 4 potentially with a twelve to fourteen (12-14) month completion time. <p>Completion of Ontario College Diploma – Funeral Director - Class 2 (non embalming):</p> <ul style="list-style-type: none"> • Normally permits entry into semester 5 and 6 of Funeral Director – Class 1 (embalming) stream (depending on the curriculum design of the education program) after completion of an academic bridging module on arterial embalming and restorative art. • Eligible for six (6) month internship completed concurrently with semesters 3 and 4. <p>Option to Upgrade from Ontario College Certificate - Transfer Service Sales Representative to Ontario College Diploma – Funeral Director – Class 2 (non embalming):</p> <ul style="list-style-type: none"> • Upon completion of the Ontario College Certificate - Transfer Service Sales Representative, the Transfer Service Sales Representative may enter into semester 2 in the Funeral Director – Class 2 (non embalming) path for academic bridging followed by a three (3) month internship or longer as needed to complete the requirements of the Funeral Director – Class 2 (non embalming) internship (candidates have already completed three (3) to six (6) month internships as Funeral Preplanner and/or Transfer Service Sales Representative). • Some classes in semesters 1 and 2 are taken in common with Funeral Director – Class 1 (embalming) although some embalming specific courses may not be required.

Role Classification	Credential	Program
Funeral Director - Class 1 (embalming)	Ontario College Diploma - Funeral Director – Class 1 (embalming)	<p>Funeral Director – Class 1 (embalming) – Full Time Enrollment Option:</p> <ul style="list-style-type: none"> • Semester 1 and 2 plus twelve (12) month internship done concurrently with semesters 3, 4 and 5 - the entire program could be completed in five (5) to six (6) consecutive semesters over two (2) calendar years. • Internship to include experience in all aspects of funeral service. • Eligible for twelve (12) month internship completed concurrently normally within semesters 3, 4, 5 and 6 (depending on the education program curriculum design). <p>Option to upgrade from Ontario College Certificate - Transfer Service Sales Representative to Ontario College Diploma – Funeral Director – Class 1 (embalming):</p> <ul style="list-style-type: none"> • Complete Ontario College Certificate - Transfer Service Sales Representative and semester 2 plus nine to twelve (9-12) month internship including embalming and restoration. • 5 or 6 consecutive semesters over two (2) calendar years.

Pathway Principles

- With multiple entry points available and appropriate bridging with minimum duplication, progressive learning opportunities may be completed from the role of the Funeral Preplanner through to the Funeral Director – Class 1 (embalming).
- Unlicensed and unregistered individuals employed in the sector before July 1, 2012 will be required to complete the applicable program to obtain licensure, e.g. unlicensed funeral preplanners will complete the Ontario College Certificate - Funeral Preplanner program.
- Individuals may apply for Prior Learning Assessment Recognition (PLAR)
 - PLAR may be granted for up to a maximum of 75% of the program upon demonstrated competence. A comprehensive understanding of the relevant legislation, writing of insurance policies and writing of contracts is **not** eligible for PLAR.
 - The internship component of each program does not qualify for PLAR unless the applicant completed a specified internship for another licence class in which case at least 25% of the internship for both the Funeral Preplanner and Transfer Service Sales Representative roles, and at least six (6) months of internship for Funeral Director – Class 2 (non embalming) to Funeral Director – Class 1 (embalming) must be completed by the applicant.
 - The application for the PLAR must normally include a reference letter from the applicant’s immediate employment supervisor attesting to the demonstrated performance of the applicant consistent with at least 75% of the professional competencies identified for the specified role.
 - Where the applicant is the owner/manager for the funeral establishment, the letter of reference attesting to the applicant’s competencies may be provided by two (2) peers who have direct knowledge of the performance of the applicant.
- Where applicable, licences are subject to the *Agreement on Internal Trade Labour Mobility* obligations.

References

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