



Entry-to-Practice Exams

Licensing and Jurisprudence Exams

Candidate Guide 2026

**Personal Licensing and Education
Department**

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Introduction

This guide was developed to help candidates understand the requirements for applying for and writing the Licensing and/or Jurisprudence Exams, how they can prepare, and what to expect during and after the exams.

The Entry-to-Practice exams are composed of two written exams: Licensing Exam and Jurisprudence Exam. The Licensing and Jurisprudence exams will be administered to all four classes of funeral service candidates:

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

Entry-to-Practice Exams

Licensing Exams

The Licensing exams for the different classes of licence are based on the *Funeral Sector Professional Competency Profiles—Second Edition*, which 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 Exam

The Jurisprudence Exam questions are based on the following [legislation](#):

- *Funeral, Burial and Cremation Services Act, 2002*
- Ontario Regulation 30/11
- Ontario Regulation 184/12

Relevant sections of the legislation were selected to serve as the basis for the Jurisprudence Exam. (See Appendix.) Each class of licence is required to have knowledge of the jurisprudence applicable to the entire funeral sector. Hence, the Jurisprudence Exam is the same for all four classes of licence.

Both exams are closed-book style, and you will not be permitted to bring any materials to the exam.

Scoring of Exams

The Licensing and Jurisprudence exams are scored independently. The minimum pass mark for each exam is 65%. Exams with scores below the pass mark are re-scored to ensure that there were no errors in the correction of the exam. A candidate may request a second manual re-score of their exam for an additional fee. (See “Frequently Asked Questions” below.)

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

Exam Makeup, Length and Time to Write for Each Licence Class

Both the Licensing and Jurisprudence exams consist of multiple-choice questions only. The table below shows the number of questions on each exam and the administration time for each of the four licence classes.

Licence Class	Licensing Exam		Jurisprudence Exam	
	Number of Questions	Time to Write (Hours)	Number of Questions	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

Eligibility Criteria – First-Time Candidates

To be eligible to write the Entry-to-Practice Exams, first-time candidates must have completed the following:

- **Funeral Director – Class 1 (embalming) & Funeral Director – Class 2 (non-embalming)**
 - Candidates must have completed the education and internship program and obtained a diploma in funeral service education at an institution approved by the BAO (Humber Polytechnic or Collège Boréal).
- **Transfer Service Sales Representative (TSSR)**
 - Candidates must have completed the TSSR education and internship program and obtained a TSSR program Ontario College Certificate at an institution approved by the BAO (Humber Polytechnic).
- **Funeral Preplanner (FPP)**
 - Candidates must have completed the FPP education program and obtained an FPP program Ontario College Certificate of Accomplishment at an institution approved by the BAO (Humber Polytechnic or Collège Boréal).

New graduates will be required to pass both the Licensing and Jurisprudence exams. The BAO will confirm candidates' eligibility with the colleges, which must be completed prior to approving exam registration applications.

Eligibility Criteria – Reinstatement Applicants

Former licensees who have had their licences cancelled or expired and wish to have them reinstated are required to write the Jurisprudence Exam, or both Licensing and Jurisprudence exams, depending on reinstatement timelines. Practical exams may also be required for former licensees applying for reinstatement. Please inquire with the Personal Licensing and Education Department for more information.

Eligibility Criteria – Labour Mobility Applicants

Applicants currently licensed as a Funeral Director – Class 1 (embalming) or Funeral Director – Class 2 (non-embalming) in another jurisdiction must meet the requirements below. For more information, visit <https://thebao.ca/for-professionals/funeral-transfer-service-professionals/licensing/> and under the Personal Licensing heading, click on “New Applicants.”

- ***In another Canadian province or territory***
 - Candidates must provide confirmation that they hold a licence in good standing.
- ***In the United States***
 - Candidates must provide confirmation that they hold a licence in good standing and 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).
- ***Outside of Canada and the United States***
 - For candidates licensed in another country, consideration will be given to applicants’ training and experience on an individual basis.

Exams Scheduling and Registration

Exams are typically administered each month at the BAO office, except for the June administrations, which are typically held at the colleges - Humber Polytechnic, North Campus (Toronto) and Collège Boréal (Sudbury). Dates are posted on the [BAO website](#), under the heading “Personal Licensing” and then under “Entry-to-Practice Exam Dates.”

Exam registration applications may only be made online via the BAO’s Licensee Portal, at least 5 days prior to the published exam date. Space is limited and is on a “first come, first served” basis. If you do not have login credentials, please email PersonalLicensing@thebao.ca for assistance.

Candidates who have properly registered for the exam will receive an auto-email confirmation from “OBIS Admin” with further details about the exam.

If a registration is incomplete, candidates will be notified by email/phone. Candidates may be asked to complete the missing information, submit a new registration, or provide supplementary documentation.

Requests for Exam Accommodations

Requests for accommodation (e.g., additional time, private room) need to be made in writing to PersonalLicensing@thebao.ca, along with supporting documentation, 21 days prior to the exam date. Each accommodation request will be reviewed on a case-by-case basis.

Please Note: Exam accommodation requests will be considered only after all required documentation has been received by the BAO.

Payment

Exam registration fees can be found on the [Fees page](#) of the BAO's website. Applicants will be required to pay the fee that is in effect at the time of their application. Registration fees are paid online by debit or credit card as the final step of the Application for Exam Registration. If payment has not been made within 5 days prior to the exam date, the application may be cancelled at the sole discretion of the Personal Licensing & Education Officer. A final follow-up attempt with the applicant will be made before cancelling the registration application, and if cancelled, an email notification will be sent to the applicant.

Changes to Exam Dates, Locations and Times / Change of Contact Information

Candidates will be contacted about any major changes (such as postponement of the exam) by telephone and/or email. Candidates requiring rescheduling due to these changes will be dealt with on a case-by-case basis. Please ensure that you notify the BAO of any changes to your contact information.

Cancellation Policy

Any cancellation requests must be received by the BAO in writing, via email to PersonalLicensing@thebao.ca.

If you cancel five or more days before the exam date, your exam application fee, minus an administration fee, will be refunded. (Refer to the [Fees page](#) of the BAO's website.) Refunds are issued to the original credit or debit card that was charged within 7 days of the cancellation request.

If you cancel within the four days preceding the exam date, your exam application fee will not be refunded, and the fee cannot be applied to future exams, unless you can provide satisfactory evidence that you are unable to write the exam due to circumstances beyond your control (e.g., medical emergency or death of a family member).

Rescheduling Policy

Any rescheduling requests must be received by the BAO in writing, via email to PersonalLicensing@thebao.ca.

Rescheduling is permitted five or more days before the exam date. You may only reschedule your exam up to three times, after which you will need to resubmit a new exam registration application for the full fee.

Exam rescheduling is not permitted within the four days preceding the exam date, unless you can provide satisfactory evidence that you are unable to write the exam due to circumstances beyond your control (e.g., medical emergency or death of a family member). Please only reschedule your exam if you absolutely must, as rescheduling negatively impacts other exam applicants who could have needed the seat you are no longer using.

Preparing for the Exam

Begin your preparation by reviewing this **Candidate Guide** and **Appendix**, as well as the material provided on the BAO's website. Next, review the [Funeral Sector Professional Competency Profiles—Second Edition](#) document and the competencies relevant to the class of licence for which you are applying.

Once you have reviewed the competencies, make a note of the areas that you may not be as knowledgeable about and be sure to spend extra time studying them. You may want to identify additional resources such as seeking out more experienced peers and other funeral professionals for help in preparing for the exam(s).

Useful Links

- [Bereavement Authority of Ontario](#)
- Legislation:
 - [Funeral, Burial and Cremation Services Act, 2002](#)
 - [Ontario Regulation 30/11](#)
 - [Ontario Regulation 184/12](#)
- [A Guide to Death Care in Ontario](#)
- [BAO Sample Price list and contract templates](#)
- [Self-evaluation Checklists for Funeral & Transfer Service Operators](#)

Day of the Exam

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. Funeral Director – Class 1 candidates should bring a basic calculator.

What **NOT** to Bring

Books, paper, notes, and other aids are not permitted in the exam room. All electronic devices, including cellular phones, earphones, smart watches and smart glasses, are also prohibited. The BAO is **not responsible** for any belongings left behind, so please restrict what you bring into the exam room to what is strictly needed for your exam.

Exam Guidelines

- Candidate sign-in will begin 30 minutes before the exam time.
- Candidates must show their ORIGINAL government-issued photo ID at the time of signing in. All candidates must sign in and sign out on the provided sheet.
- Any books, bags, notes, electronic devices, baseball caps and wide-brim hats and other personal items must be left outside or at the front of the exam room. Water bottles are allowed, but food or other beverages are not permitted in the exam room.
- Candidates must stay in the room for at least the first 30 minutes.
- Additional time will not be granted for late candidates. Candidates who are more than 30 minutes late will not be allowed to write the exam.
- Candidates may turn over exam booklets only when instructed to do so.
- ALL exam materials MUST be returned to the invigilator when you have finished writing the exam.
- The invigilator(s) will provide all additional instructions at the time of the exam.

The Invigilator's Role

The invigilator is responsible for the fair and secure administration of the exams. The invigilator provides instructions to candidates and answers questions about how the exam will be administered.

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 exam, 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 exam materials from the exam site.

CHEATING WILL RESULT IN AUTOMATIC FAILURE.

Results Reporting

Candidates will receive an email from the BAO within 30 days of writing, informing them that the grades have been posted on the licensee portal. Candidates need to login to view their results. For security and privacy reasons, results are not released in person or over the telephone.

Number of Attempts

Candidates are permitted a maximum of three (3) attempts for each exam. This includes the initial attempt, plus two rewrite attempts, for each exam.

Timeframe for Completion

All exam attempts, including any rewrites, must be completed within a 24-month period. The 24-month period begins on the date the candidate becomes eligible to write the exam. Candidates are strongly encouraged to write their exams at the earliest available exam date, to help ensure they can easily remember the subject material.

Applying for a Personal Licence

Candidates who successfully pass their Entry-to-Practice exam(s) are eligible to apply for a personal licence within one year of the date the results are posted. Contact PersonalLicensing@thebao.ca for access to submit a licence application via the licensee portal. After one year, candidates will be required to rewrite the exam(s).

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 email 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 typical circumstances, you would not be required to re-register.

2. Can I practise as a Funeral Professional before I receive the results of my exams?

You cannot practise 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 the consent of the BAO. An intern who continues to work in funeral service and has not extended their internship is in breach of 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 exams in the language of my choice?

You can write the exams in either French or English. If you wish to have an exam given to you in both languages, you must indicate it in the online 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 slightly different due to phonological or language differences.

4. What happens if I fail an exam?

You may write an exam a total of three (3) times within a 24-month period. If you do not pass the first writing, you will have a maximum of two (2) further opportunities to pass the exams in the 24-month period immediately following your first writing of the exam.

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 exam and not the other?

You must rewrite only the exam that you failed.

7. Can I have my exam re-scored?

Occasionally, candidates request to have their exams re-scored. Please be advised that every exam with a score below 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. An administrative fee will apply (refer to the [Fees page](#) of the BAO website). To request to have your exam re-scored, please email PersonalLicensing@thebao.ca.

8. Who do I contact if I have further questions?

If you have questions about registering, preparing for and/or writing the exams, please contact the Personal Licensing and Education Department:

By Email: PersonalLicensing@thebao.ca

By Phone: Tel: 647-483-2645 or Toll Free: 844-493-6356

APPENDIX: LEGISLATIVE SECTIONS FOR JURISPRUDENCE EXAM

<i>Funeral, Burial and Cremation Services Act, 2002 – Relevant Clause</i>	All applicants to study
Part I: Definitions and Interpretation	
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	
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	

Ontario Regulation 30/11 – Relevant Clause	All applicants to study
Part I: Operation of the Business	
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	
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	
34. Funeral Establishment Operator – Class 2 licence	
35. Transfer Service Operator	
36. Transfer Service Operator – Class 1 licence	
37. Transfer Service Operator – Class 2 licence	
38. Personal licences	
39. Funeral Director – Class 1 licence	
40. Funeral Director – Class 2 licence	
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	
48. Embalming room	
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	

Ontario Regulation 30/11 – Relevant Clause	All applicants to study
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	
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	