



# **Canadian College of Funeral Service**

**2025-2026**

## **ACADEMIC POLICIES AND PROCEDURES**



CANADIAN COLLEGE OF FUNERAL SERVICE

## ACADEMIC POLICIES AND PROCEDURES

### **Brief Overview:**

The Canadian College of Funeral Service's *Academic Policies and Procedures* have been developed to ensure a safe, inclusive, and supportive learning environment for all students. Our policies and procedures outline the College's expectations regarding student behaviour and responsibilities, academic affairs and governance, and procedures for resolving complaints and addressing offences.

It is the student's responsibility to review and understand the College's policies, stay informed on new and revised procedures and provide feedback for policy improvement.

### **Communicating with Us:**

Should you have any questions, concerns or feedback, please email or telephone us.

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## CANADIAN COLLEGE OF FUNERAL SERVICE

# ACADEMIC POLICIES AND PROCEDURES

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It is the student's responsibility to be familiar with and stay informed about the following policies and procedures, as well as any revisions that may occur. These policies apply to all the Canadian College of Funeral Service programs except where noted.

## **Course Structure:**

### ***- Licensure Program:***

The Licensure Program is a two-year program designed for students/apprentices to remain employed while studying to gain licensure. The program comprises two equally important components: academic study and practical (workplace) experience. Academic study is delivered through online learning and in-class sessions. Students take Level I courses in the first year and Level II courses in the second year. The practical experience is guided by a sponsor who follows CCFS's practical experience requirements and completes the sponsor evaluation form during the academic component.

### ***- Foundation Program:***

The Foundation Program is designed for students who are not employed or sponsored by a funeral home. The program is continuous for eight to ten months (8 to 10 months). Foundation students take the same academic courses as those in the Level I Licensure Program. In the Foundation Program, there is no practical (workplace) experience taking place. Upon completing the Foundation Program, students must secure employment and sponsorship to progress into the Level II Funeral Director and/or Embalmer Licensure Program and begin their practical (workplace) training. A foundation student may transition to the Licensure Program if they gain employment and sponsorship at any time during the academic year. The student should contact the College's office for further information on the process.

### ***- Academic Calendar:***

The academic calendar is divided into two terms and is delivered from September through April, May, or June, depending on your province.

- The first term, the fall term, begins in September with two to three days of in-class orientation seminar and ends mid-December.
- The second winter term begins in January with two to three days of in-class or virtual sessions, depending on your province.



During each term:

- The student will have access to an online learning management system, which includes guided lesson notes and reading, quizzes, and communication with instructors as needed.
- The student will attend two mandatory virtual guest speaker sessions each term.
- At the end of the fall and winter term, the student will write an online term examination for each course.
- At the end of the academic year, the student will write three in-class final competency examinations: funeral service, embalming and funeral law.

Students will receive the Academic Calendar upon registration for the program. Each student is responsible for adhering to the calendar dates and information.

**- Brightspace Access:**

A student will have access to Brightspace, the online learning management system, prior to the release of Week I Lessons.

○ **Student “Not in Good Standing”:**

- Access to Brightspace and all applicable course material (lesson notes, PowerPoints, quizzes, etc.) may be temporarily terminated until the concern is resolved or addressed.
- See *General Policies: Student in Good Standing*.

○ **Level I and Foundation Students:**

- Students continuing into Level II:
  - Access to Term I and Term II course material (lesson notes, PowerPoints, quizzes, etc.) will be permanently terminated as of mid-July.
  - Students will continue to have access to Brightspace email and other features.
  - Students will be given access to Level II, Term III course material prior to the release of Week I lessons.
- Students not continuing into Level II:
  - Access to Term I and Term II course material (lesson notes, PowerPoints, quizzes, etc.) will be permanently terminated as of mid-July.





- **Level II/Graduate Students:**

- Access to Brightspace and Term III and Term IV course material (lesson notes, PowerPoints, quizzes, etc.) will be permanently terminated as of mid-July.

- **Student – Voluntary Withdrawal:**

- Access to Brightspace and all applicable course material (lesson notes, PowerPoints, quizzes, etc.) will be permanently terminated within three (3) business days of notification to the Canadian College of Funeral Service.

- **Student – Dismissal:**

- Access to Brightspace and all applicable course material (lesson notes, PowerPoints, quizzes, etc.) will be permanently terminated immediately upon notification from the Canadian College of Funeral Service.

***- Completion of Online Lessons and Quizzes:***

Lessons and quizzes are released to the student every Monday by 6:00 a.m. (Central Time). The quizzes must be submitted for grading by midnight on the following Sunday (Central Time). (An instructor may set a different due date for difficult lessons or other programs.) The number of online lessons per term for each course will vary from program to program.

Quizzes not submitted by the due date are subject to a ten percent (10%) deduction for each week they are late. Each term's lessons and quizzes must be completed before writing the term examination. Students who remain inactive for several weeks and fail to submit lessons and quizzes regularly may receive a warning, be placed on probation or be dismissed from the program.

The student will require approximately 15 to 20 hours of weekly studying.

***- Computer Requirements for Online Courses:***

The minimum requirements are as follows:

- **Hardware:**

- A computer that runs on Windows 10 or higher with the latest updates applied and has up-to-date virus protection software.
- 8 GB RAM or greater and 6 GB of hard disk space.
- High-speed Internet connection (50 Mbps or greater – Upload and Download). A dial-up connection is not sufficient.
- A ***hardwired cable or DSL connection*** is recommended for term examinations.



- A portable webcam is required.
  - Portable Webcam and microphone (for guest speaker sessions and virtual term examinations). See *Online Examination Policies*.
- To check if your browser is properly configured for the D2L system, access "System Check" on the menu bar under "My Brightspace."
- **Software:**
  - If specific software is needed for your course, the instructor will review it in your course material.
  - Adobe Acrobat Reader (free PDF viewer) will be needed to view lesson notes and PowerPoint PDF presentations.

## **Attendance Policy:**

Attendance at all seminars, tours, virtual guest speaker sessions, and examinations is **mandatory**. A student may be subject to deduction marks, receive a warning, be placed on probation, or be dismissed from the program for failure to attend, subject to compliance with the *Academic Accommodation Policy* requirements.

### **- Attendance at the Start of the Program:**

A registered student who does not attend or misses in-class seminars during the Fall Seminar (Term I or III) may, at the discretion of the Canadian College of Funeral Service, be considered to have withdrawn from the program and have their course registration deleted.

### **- General Attendance During the Program:**

Tardiness and unexcused absences will not be tolerated. In cases of deficient attendance without reasonable cause, a student may receive a warning or be withdrawn from the program.

The Canadian College of Funeral Service acknowledges that students may encounter extenuating circumstances that temporarily impact their ability to fulfill academic obligations and requirements. A student requesting permission to be absent must complete and submit the "Request for Absence" form to the Canadian College of Funeral Service.

- Consideration for an absence will be given for extenuating circumstances, being situation(s) outside of a student's control, including severe illness or compassionate reasons in the case of a severe illness or death in the student's immediate family, or a religious observance.



- A student will not be granted extensions or exemptions from attendance at any event for business or work-related reasons. A scheduled vacation or holiday is not an extenuating circumstance.
- The Canadian College of Funeral Service may request further documentation in cases in which a student has made multiple requests for absences.

A student who fails to attend a seminar, tour, or virtual guest speaker session on the scheduled date may have up to ten percent (10%) deducted from their course grade for each event missed.

### ***- Missed Examinations:***

A student who misses an examination(s) without being granted prior permission from the Canadian College of Funeral Service will be given a grade of zero (0) for that examination(s). The student may, at the discretion of the Canadian College of Funeral Service, use a supplemental (rewrite) opportunity to remediate that grade. If the examination was missed for medical or compassionate reasons, the student may, at the discretion of the Canadian College of Funeral Service, schedule a new examination without using a supplemental (rewrite) opportunity, provided that the student shall be required to pay a rescheduling fee to be paid before the rescheduled examination date. Applications to rewrite an examination must be filed within 48 hours of the date of the missed examination. If the Canadian College of Funeral Service grants permission for the examination to be missed, a rescheduling fee will be applied and must be paid before the examination date. The makeup examination(s) must be completed prior to the continuation of the course.

### ***- Inclement Weather:***

Winter Seminar and examinations will not be cancelled or rescheduled.

- It is the student's responsibility to be aware of any impending weather situations and to make travel plans should there be snowfall or snowstorm. This might involve the student making accommodations closer to the seminar location.
- The term examinations in December and in April are written online. Therefore, weather should not be a factor. However, in the event of a severe snowstorm with an electrical or power outage, the student must notify the Canadian College of Funeral Service immediately. A rescheduling fee will be applied and must be paid before the examination date. The examination(s) that were missed due to an electrical or power outage must be completed prior to the continuation of the course.



## **Academic Standards:**

The acceptable standard for passing any quiz, term examination, or final grade in any subject is seventy (70%) percent. The final competency examinations are graded on a Pass/Fail basis. The Embalming and Funeral Service Practicum course is graded on a Complete/Incomplete basis.

### ***- Online Education Program:***

The Canadian College of Funeral Service courses utilize a combination of traditional classroom instruction, work-based training under the supervision of a sponsor or licensee, and online courses. We believe that online or blended classes are as effective in education as traditional classes.

According to the latest research, students learn more when they are required to look up the information and internalize it for themselves. With that in mind, online courses are designed differently from most traditional classes. The most significant difference is the responsibility for learning. In most traditional courses, students sit and listen to the instructor, memorizing material that may not be truly learned. In online classes, **you** are responsible for your learning. The instructor will assist you; if you cannot find the information, you may email your instructor for clarification, but you will be required to do more work than in the average traditional class.

### ***- Online Lessons and Quizzes:***

#### **○ What is Online Learning?**

Online learning is a password-protected learning management system used for teaching and learning in an online environment. It delivers complete course material on the Web using an ordinary web browser and supplements face-to-face instruction.

Online learning incorporates many of the same principles of effective teaching. The following tools are used for managing and delivering instruction:

- Course content management and delivery
- Communication (one-to-one and many-to-many, real-time and asynchronous)
- Collaboration (student projects and presentations)
- Lessons, quizzes, and evaluations
- Course administration and electronic grade management



***- Online Expectations:***

While you engage in learning virtually, the expectations for participation and conduct are the same as if you were taking the class in person. The following expectations for participation in online learning apply to all students:

- The student is expected to be active and current in the program. A student must access the online program every week to review updates, current discussions, announcements, revisions, and emails.
- The student must read and/or print weekly lessons, including course objectives, content, learning tasks, and quizzes.
- During the school term, the instructor is expected to respond in a timely manner. Please remember that grading with accuracy and fairness does take time, depending on the class size. For quizzes, the instructor will make every effort to grade and return feedback within seven (7) calendar days of the submission due date. For online and written examinations, the instructor will make every effort to grade and release marks within two (2) weeks of the written date. For essays, the instructor will make every effort to grade and release the marks within four (4) weeks of the due date.
- For emails, the instructor will attempt to respond within two (2) business days. The instructor is not obligated to check emails on Saturdays, Sundays, or general holidays. Please be mindful that due to other class schedules, the instructor may not be able to respond until a few days after the email is sent.
- The student is expected to stay current. It is the student's responsibility to keep up with all lessons and quizzes. The instructor has written the schedule to enable each student to keep on schedule; it is up to the student to follow the schedule and complete the course.
- Each student is expected to put an adequate amount of time into studying for each course. Most online courses require between fifteen and twenty (15 to 20) hours per week.
- Each student is given access to the online learning management system, Brightspace, which includes several electronic communication tools. Each student is responsible for using this resource in a responsible and respectful manner. All communication must be written in a professional and appropriate manner. Abusive or aggressive language or behaviour will not be tolerated and will result in disciplinary action, such as a warning or dismissal from the program.
- Each student must remain current with computer updates. The online learning management system requires computers to have the appropriate settings, including security, pop-up blockers, and Java security settings, to enable students access to online materials. It is the student's responsibility to install these updates.



- Students are expected to treat each other, instructor(s) and all other staff members with courtesy and respect.
- Only individuals registered and enrolled in a particular course may access the course materials, lectures, group discussions, etc., in the online environment unless otherwise approved by the instructor. Links to course materials, including video meetings, should not be shared with individuals who are not enrolled in the course unless otherwise approved by the instructor.

***- Overdue Quizzes/Extensions:***

- A quiz not submitted by the due date will be subject to a ten percent (10%) deduction for each week when the quiz is late.
- Students can request three (3) extensions per term on the weekly quiz submissions if they need more time to submit. Permission for the request for an extension must be sent by email to the instructor of the respective course at least twenty-four (24) hours before the submission date.
- For quiz extensions, do not assume that you will receive the time extension requested – this is at the discretion of your instructor. If an extension is granted, the student will have one additional week beyond the original submission deadline to complete and submit the outstanding quiz. If the quiz is not submitted within the extension week, it will be subject to a ten percent (10%) deduction for each additional week that the quiz is overdue.
- Overdue quizzes and extensions will be graded within three (3) weeks of the student's late submission date. The one (1) week grading submission policy does not apply to overdue quizzes and extensions.
- Each term's lessons and quizzes must be completed before writing the term examination. The Canadian College of Funeral Service will set and notify each student of the deadline date. Failure to submit by the deadline date may result in not being allowed to write the examination(s) and/or not being allowed to move forward in the program.
- A student who remains inactive for several weeks and fails to submit lessons and quizzes regularly may receive a warning, may be placed on probation or dismissed from the program.

***- Spelling and Grammar:***

All online quizzes, essays, and examinations will be marked on content, correctness, and proper use of the English language. Marks will be deducted for misspellings and improper grammar at the instructor's discretion.





• **Artificial Intelligence (AI):**

○ **Guiding Principles:**

- 1) **Academic Integrity:** AI tools should not be used to plagiarize, cheat, or otherwise violate the Canadian College of Funeral Service's *Academic Integrity Policy*. This includes submitting AI-generated work as one's own or using AI to complete quizzes without authorization. Students may not submit AI-generated material as their work. Use of AI tools may be considered inappropriate collaboration, plagiarism, or cheating. Penalties for academic misconduct include, but are not limited to, receiving a zero (0) on the assignment, failing the course, suspension, dismissal from the program, etc.
- 2) **Transparency and Disclosure:** The use of AI tools in academic work must be transparently disclosed. Students must explicitly acknowledge the use of AI in research and provide appropriate citations when referencing AI-generated content. If your instructor asks you to complete your work independently, the use of AI-generated content would be viewed as academic misconduct/cheating.
- 3) **Critical Thinking and Independent Learning:** AI tools should be used to enhance, not replace, critical thinking and independent learning. Students are encouraged to engage with AI tools as a learning resource, but are ultimately responsible for understanding and synthesizing information, developing original ideas, and demonstrating their knowledge and skills
- 4) **Privacy and Security:** When handling personal and sensitive information, users of AI tools must adhere to the Canadian College of Funeral Service's Privacy Policies and data protection regulations.
- 5) **Responsible and Ethical Use:** AI tools should be used responsibly and ethically, with consideration for potential biases, limitations, and unintended consequences. Reliance on AI does not allow for learning or demonstrating your understanding of ideas and concepts.

○ **Guidelines for Students:**

- Obtain explicit permission from your instructor before using AI tools in quizzes.
- AI is not permitted for use during online examinations.
- Use AI as a learning resource to support your understanding and research, not to replace your own work.
- Be aware of the potential biases and limitations of AI tools and critically evaluate the information they provide.
- *Keep records of AI use for transparency and accountability.*
- *Always cite AI-generated content properly and acknowledge the use of AI tools in your work.*

- **Policy Review and Updates:**

This Policy will be reviewed and updated regularly to reflect the evolving landscape of AI technologies and their applications in education. The Canadian College of Funeral Service is committed to fostering a responsible and ethical approach to AI that supports learning and academic integrity.

## **Examinations - Full Courses and Single-Term Courses:**

### ***- Term Examinations:***

An online term examination is written at the end of each term for each full course and single-term course you are enrolled in.

- The term grade is calculated as follows:
  - ▶ Forty percent (40%) based on the online lessons/quizzes.
  - ▶ Sixty percent (60%) based on the term examination.

All term examinations will consist of:

- Knowledge-based questions which will evaluate a student's comprehension of course material (lesson notes, PowerPoints, textbook, etc.) presented during the term.
- Approximately fifty percent (50%) of objective questions (e.g. multiple choice, matching, true or false, and diagram).
- Approximately fifty percent (50%) of written response questions.

### ***- Final Competency Examinations:***

A final competency examination is written at the end of the academic year in funeral service (FSS courses), embalming (ETS courses), and funeral law (FSS152 or FSS252). The final examination includes all course material from September to April. The competency examination will be graded on a Pass/Fail basis.

All final competency examinations will consist of:

- An evaluation of a student's practical knowledge and application of learned skills based on the course material presented during both terms.
- Approximately thirty to fifty percent (30% - 50%) of short answer questions (e.g. multiple choice, matching, and/or true or false, etc.).
- Approximately fifty to seventy percent (50% - 70%) of written response questions (case scenarios involving realistic workplace situations that require candidates to demonstrate decision-making and problem-solving).





**• Final Grade:**

○ **Full Course:**

- The final grade for each full course is calculated as follows:
  - ▶ Fifty percent (50%) of each term grade.
  - ▶ Successful completion of the competency examination.

For example:

Fall Term (Term I or Term III) Grade:	76% x 50% = 38%
Winter Term (Term II or Term IV) Grade:	72% x 50% = 36%
Final Competency Examination:	PASS
<hr/>	
Final Grade = 74%	

○ **Single-Term Course:**

- The final grade for each single-term course is calculated as follows:
  - ▶ Forty percent (40%) of the term quizzes
  - ▶ Sixty percent (60%) of the term examination
  - ▶ Successful completion of the competency examination.

For example:

Term Quizzes:	76% x 40% = 30%
Term Examination Grade:	72% x 60% = 47%
Final Competency Examination:	PASS
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Final Grade = 77%	

Please refer to the current academic calendar to determine the term and final examination dates and all other school-year evaluation dates.

**• Access to Graded Examination(s):**

A student will not have direct access to any examination(s) once they are written and will not have access to their examination response, the examination questions, examination markings, marking keys or any other marking materials. It is expected that the instructor will provide students with appropriate means of feedback. Where the student requests feedback on their examination(s) by emailing the course instructor directly through Brightspace, the instructor(s) will, where practical, discuss selected questions and answers with the student.



## **General Examination Policies:**

- All examinations must be written at the scheduled dates and times.
- December and April examinations will be written virtually. Final competency examinations in the spring will be written in person during the in-class seminars.
- In extenuating circumstances, students may be permitted to write examination(s) at a later date.
- A student requesting permission to reschedule an examination(s) must complete and submit the "Examination Rescheduling Request Form" to the Canadian College of Funeral Service before the examination(s) date. A request made after the examination(s) date will not be accepted.
- A student must submit the request with as much notice as possible to allow the Canadian College of Funeral to review and decide. If the examination(s) is rescheduled, a rescheduling fee will apply and must be paid by the student.
- No books, notes or handbags are allowed during online and in-person examinations.
- A student is not allowed to leave the examination setting during online and in-person examinations, and bathroom breaks are not permitted.
- A student must be prepared to show valid photo identification for in-person examinations.

### ***RESCHEDULING FEES***

#### ***Online Term Examinations:***

<b><i>First Examination:</i></b>	<b><i>\$125.00</i></b>
<b><i>Subsequent Examination(s):</i></b>	<b><i>\$ 25.00 each</i></b>

#### ***For example:***

##### ***3 Examinations Rescheduled:***

<b><i>First</i></b>	<b><i>\$125.00</i></b>
<b><i>Second</i></b>	<b><i>\$ 25.00</i></b>
<b><i>Third</i></b>	<b><i><u>\$ 25.00</u></i></b>
	<b><i>\$175.00</i></b>

#### ***Final Competency Examinations:***

<b><i>One Examination Rescheduled:</i></b>	<b><i>\$250.00</i></b>
<b><i>Two Examinations Rescheduled:</i></b>	<b><i>\$375.00</i></b>
<b><i>Three Examinations Rescheduled:</i></b>	<b><i>\$500.00</i></b>



***- Online Term Examinations:***

The Canadian College of Funeral Service trusts that you, as a student and future funeral service professional, will exemplify and demonstrate integrity and honesty when writing online examinations. It is your responsibility to adhere to the policies outlined below. As this Policy may be updated from time to time, it is your responsibility to review the current Policy in advance of any scheduled online examinations. Each student must read and sign the "Student Agreement Form Online Examinations" prior to the examination(s).

Course examinations measure a student's knowledge of the course's learning objectives. The December and April term examinations are delivered remotely and written through Brightspace, with proctoring conducted live via Zoom or another virtual platform.

There is no fee to write the online term or final examination(s). A fee will apply to write an online rescheduled examination(s) or a supplemental (rewrite) examination(s).

○ ***Minimum System Requirements:***

**- Hardware**

- A computer that runs on Windows 10 or higher with the latest updates applied and has up-to-date virus protection software.
- 8 GB RAM or greater and 6 GB of hard disk space.
- High-speed Internet connection (50 Mbps or greater).
- A ***hardwired cable or DSL connection*** is recommended for online examinations.
- Wi-Fi may be unreliable and slow down, causing problems when writing and/or submitting your examination(s).
- A portable webcam is required.
  - ▶ A student may not use the following as a webcam:
    - Cell phones
    - Surveillance/security cameras
    - Digital cameras/camcorders
    - GoPros
    - Tablets
    - PlayStation Eye/Camera
    - Eye Toy
    - Kinect
    - Additional laptops/computers
- Only one monitor is permitted.
- To check if your browser is properly configured for the D2L system, access "System Check" on the menu bar under "My Brightspace."



○ ***Examination Environment:***

A student is required to ensure the examination environment is comfortable, quiet, and free of distractions during the entire examination. The proctor(s) will monitor the following through Zoom or another virtual platform.

Each student is required to have their testing environment reviewed by CCFS staff prior to the examination date. CCFS will notify each student of the scheduled date.

- ▶ All students must obtain approval for their testing environment.
- ▶ If the testing environment does not meet the requirements, the student will have the opportunity to make corrections and be reassessed.
- ▶ If a student fails to have their testing environment approved prior to the examination date, they will not be allowed to take the online examination(s) and will receive a grade of zero (0) on each one.

On the examination date, if the examination environment does not meet the requirements, the student will not be allowed to write their examination(s). The student will receive a grade of zero (0) on each examination.

If a student's environment changes during the examination and does not meet the requirements, the Canadian College of Funeral Service will phone the student and inform the student of the concern at the end of the examination(s). The student must answer their phone. If a student fails to answer the phone, the event and details will be documented, and the program director and/or course instructor will be notified. If the concern is severe, the student's examination(s) may be nullified.

If the student is writing an examination(s) the following day, they will not be allowed to take it and will receive a grade of zero (0). If the student corrects the environment and it meets the requirements prior to the examination, they will be allowed to write the examination(s).

A student who is not allowed to write an examination(s) because the examination environment does not meet the requirements will be given a grade of zero (0) for that examination(s). The student may, at the discretion of the Canadian College of Funeral Service, use a supplemental (rewrite) opportunity to remediate that grade. A supplemental (rewrite) will be applied and must be paid before the examination date. The supplemental (rewrite) examination(s) must be completed prior to the continuation of the course.



**- Environment Requirements:**

- A student must have an indoor, private and quiet location free of distractions.
- A student must be alone throughout the examination(s).
  - ▶ A student cannot write in the same room or location as another student.
  - ▶ A student cannot be in a public location:
    - where others are within speaking distance.
    - where others can walk into the room.
    - where they can be distracted while taking their examination(s).
  - ▶ Children and pets are not allowed in the room.
- Only one monitor is permitted.
- The computer is plugged in for the duration of the examination(s) to prevent the battery from dying and requiring recharging.
- Earphones, headphones and earbuds are not permitted.
- Workstations must be free of textbooks, notes, information, and any other academic materials.
  - ▶ A student can have scrap paper and a pen/pencil to write notes during the examination(s). If needed, the proctor may ask the student to show the paper on the webcam.
  - ▶ A student must not copy any part of the examination(s) to maintain the examination's integrity and adhere to the *Academic Integrity Policy*.
- A cell phone is permitted and required in the event that the Canadian College of Funeral Service needs to contact the student regarding a concern.
  - ▶ The cell phone must have sound on and be turned face down at the workstation.
  - ▶ A student must check their cell phone and email for any messages received from the Canadian College of Funeral Service during the lunch break and at the end of the examination(s).
  - ▶ In the unlikely event that a student is disconnected from the examination(s) or gets disconnected from Zoom or another virtual platform, the student must contact the Canadian College of Funeral Service immediately.

○ **Examination Day Policies:**

**- Rules of Conduct**

During the online examination(s), a student must adhere to the following:

- **The examinations are closed-book.** A student must complete the examination(s) without the aid of:
  - ▶ Any written material, textbooks, notes or other information.
  - ▶ Other websites, programs, and/or documents on the student's computer.



- ▶ Unauthorized material or unauthorized equipment, including but not limited to generative artificial intelligence and similar technologies (for example, ChatGPT, Grammarly, Chatbot, etc.).
- Comply with the communication and instructions given by the proctor(s).
  - ▶ Only communicate with the Canadian College of Funeral Service and remain visible on the webcam if the student is disconnected and needs assistance or has an emergency.
  - ▶ A student is not allowed to speak or attempt to communicate with any other person(s).
- The proctor(s) cannot provide guidance or answer examination questions.
- Always be visible on the webcam by the proctor(s). Leaning out or moving out of the camera view is not allowed.
- Do not use blurred or virtual backgrounds. The proctor(s) must be able to see the student's examination environment.
- Student(s) may not wear hats or caps that obstruct the view of their face. Religious headwear is welcome and excluded from this rule.
- Breaks and washroom breaks are not allowed during the examination(s). A student with approved accommodation that includes breaks is exempt from this rule.
- Smoking, vaping or e-cigarettes are prohibited.

**- Integrity of the Examinations:**

All examination materials are the property of the Canadian College of Funeral Service; please refer to the *Academic Integrity Policy*. A student agrees to maintain the confidentiality of all examination materials and agrees that they will not:

- Divulge the specifics of any examination question or answer under any circumstances and at any point in time (except to instructors and administration of the Canadian College of Funeral Service).
- Obtain or use answers or information from or give answers or information to another student during or after the examination.
- Copy, print, save, take pictures or screenshots or any other means to store, reproduce or disseminate the examination(s) or any portion thereof in any manner.

A student further agrees to report to the Canadian College of Funeral Service any situation where there is a risk of compromising the integrity and confidentiality of the examination(s).





○ **Getting Started:**

- **Entering Zoom or Virtual Platform:**

- A student should be prepared to start the examination(s) at the scheduled time. It is recommended that a student enter the Zoom or virtual platform session fifteen (15) minutes before the scheduled time.
- A student starting more than thirty (30) minutes late will not be allowed to write the examination(s) and will receive a grade of zero (0) for each examination.

- **Setting Up the Webcam:**

- A student should enable their webcam once they enter the Zoom or the virtual platform session to be ready to start their examination.
  - ▶ Webcam placement:
    - The webcam must be placed off to the side to provide a complete view of the student's monitor, keyboard, and workstation, and a side view of the student's face.
    - Place the camera at a 90° angle so it captures the student in profile view.
    - The student's mouse, scrap paper, pen/pencil, and cell phone must also be visible.
    - The student's workstation must be clear of all other objects (books, notebooks, calendars, etc.)

Webcam View



- **Starting the Examinations:**

- The examinations are password-protected.
- The password will be emailed through Brightspace ten (10) minutes before the examinations start.
- A student must enter the password to access the examination(s).



- Each student should be familiar and comfortable with the quiz format. The examination format is similar.
  - ▶ The examination is divided into two (2) sections:
    - 1) The first section includes objective questions (multiple choice, true or false, matching, or diagrams)
    - 2) The second section includes written response questions.

**- Examination Rules:**

- The allowable time for the online examination is:
  - ▶ One hour (60 minutes) for each term examination unless a student has approved accommodation.
- A running clock at the top of the examination screen indicates the allotted time frame. Please pay attention to it to manage and monitor your time.
- A student must submit their online examination once it is completed.
- A one-minute warning will appear to notify the student.
- At the end of the time limit, the examination will automatically end and be submitted if it has not already been submitted earlier.
- Any accommodation(s) will be approved before the examination(s). No accommodation(s) will be granted on or during the examination day. Proper documentation must be submitted at the beginning of the school year in September. Please see the *Academic Accommodation Policy*.

○ ***Loss of Connection During the Examination:***

- If a student loses internet connection or gets “booted” out of the examination, the student can re-enter the examination using the same password provided.
- If this does occur, any previously answered questions will be saved and will not be lost.
- A student has access to the examination only during the predetermined time limit. Once the time limit has expired, the student will **NOT** have access.

○ ***Inappropriate or Questionable Behaviour During the Examination:***

If a student displays behaviour such as, but not limited to:

- The student’s side face profile must remain visible on the webcam screen at all times.
- Lighting is too dark or bright, and the proctor(s) cannot see the student’s side profile or their background:
- The student’s monitor, keyboard/mouse, workstation, pen/pencil, scrap paper, calculator and cell phone (placed face down) must be visible at all times.





- Appears to be speaking to someone.
- A pet comes into view on the webcam or enters the room.
- And any other suspicious behaviour(s).

The proctor will notify the Canadian College of Funeral Service office. The Canadian College of Funeral Service will phone the student and inform the student of the concern at the end of the examination(s). The student must answer their phone. If a student fails to answer the phone, the event and details will be documented, and the program director and/or course instructor will be notified. If the student is writing an examination(s) the following day, they will not be allowed to take it. If the concern is severe, the student's examination(s) may be nullified.

If the behaviour or issue is concerning and continues, the Canadian College of Funeral may, in its sole discretion, take a screenshot or recording of the student during examinations, note the student's behaviour, and notify the course instructor and/or the program director for further direction. The student will have the opportunity to review and explain their behaviour. The course instructor and/or the program director may nullify the student's examination(s) and not allow them to write any examination the following day, if applicable.

***- Final Competency Examinations:***

Final competency examinations will be written in person, on paper, and in handwritten format during the one-week spring seminar. They will be proctored by the Canadian College of Funeral Service instructor(s) or proctor(s).

***- Illness during an Examination:***

If a student becomes ill while writing an examination, the student should inform the instructor or proctor immediately. The instructor or proctor takes the partially completed examination, all other examination materials, and full particulars of the circumstances. A student must complete and submit the "Examination Rescheduling Request Form" no later than two (2) business days after the examination date and provide medical documentation supporting the illness to the Canadian College of Funeral Service within five (5) business days of the examination date. See "Examination Rescheduling Request Form."



***- Misconduct Related to an Evaluation:***

In instances where the Canadian College of Funeral Service has reason to believe the integrity of a supervised assessment has been violated or compromised by misconduct on the part of a student or group of students, invigilators or proctors will advise the students involved in a suspected incident of academic misconduct that it will be reported. The Canadian College of Funeral Service has the discretion to declare the evaluation results void for the student or group of students in question and to require the student(s) to rewrite their work. This does not preclude disciplinary action, if deemed appropriate, including, but not limited to, assigning a failing grade, suspension, or dismissal from the program.

***- Examination Accommodation:***

Students experiencing exam anxiety or those with disabilities that necessitate examination accommodations and/or accessibility services are required to submit appropriate documentation to the Canadian College of Funeral Service at the beginning of the academic year in September.

Requests for examination accommodations due to permanent or temporary functional limitations arising from physical impairments, medical issues, or other circumstances will be addressed in accordance with the Academic Accommodation Policy. Accommodations related to pregnancy, breastfeeding, the need for assistive devices (such as hearing aids or wheelchairs), and other reasons will be considered on a case-by-case basis.

**Supplemental (Rewrite) Examinations Full Course and Single-Term Courses:**

***- Term Examination(s):***

○ **Supplemental (Rewrite) Examination Criteria:**

- A student who fails any term examination, with a grade below seventy percent (70%), will be required to write a supplemental examination (rewrite) for each failed examination.

○ **Supplemental (Rewrite) Examinations Process – Full Course(s):**

- The supplemental (rewrite) examination is written at a date and time prescribed by the Canadian College of Funeral Service.
- The student is required to pay a supplemental (rewrite) examination fee for each one prior to the examination date.



- A student who fails two or fewer supplemental (rewrite) term examinations, with a grade below seventy percent (70%), will be allowed to continue in Term II or Term IV.
- A student who fails three or more supplemental (rewrite) term examinations will be advised that they can no longer continue in the program and will be dismissed. The student will have an opportunity to repeat the program in the following or subsequent years.
- **Supplemental (Rewrite) Examinations Process – Single-Term Course(s):**
  - The supplemental (rewrite) examination is written at a date and time prescribed by the Canadian College of Funeral Service.
  - The student is required to pay a supplemental (rewrite) examination fee for each one prior to the examination date.
  - A student who fails the single-term supplemental (rewrite) term examination, with a grade below seventy percent (70%), must repeat the course.

***TERM EXAMINATIONS:***

***Only one (1) supplemental (rewrite) examination per course for each term is allowed. A student is not allowed two (2) supplemental (rewrite) examinations per course for each term.***

***• Final Competency Examinations:***

- **Supplemental (Rewrite) Examination Criteria:**
  - A student who fails a final competency examination must write a supplemental (rewrite) examination for each failed examination.
- **Supplemental (Rewrite) Examinations Process – Final Competency Examination:**
  - The supplemental (rewrite) examination is written at a date and time prescribed by the Canadian College of Funeral Service.
  - The student is required to pay a supplemental (rewrite) examination fee for each one prior to the examination date.



- A student who fails the final competency supplemental (rewrite) examination must write a second supplemental (rewrite) examination for each second failed examination.
  - A Level I or Foundation student must write the second supplemental (rewrite) examination within 8 weeks and pass to continue into Level II.
  - A Level II student must write the second supplemental (rewrite) examination within 8 weeks.

***SUPPLEMENTAL EXAMINATION FEES***

***Online Term Examinations:***

<b><i>First Examination:</i></b>	<b><i>\$125.00</i></b>
<b><i>Subsequent Examination(s):</i></b>	<b><i>\$ 25.00 each</i></b>

***For example:***

***3 Examinations Rescheduled:***

<b><i>First</i></b>	<b><i>\$125.00</i></b>
<b><i>Second</i></b>	<b><i>\$ 25.00</i></b>
<b><i>Third</i></b>	<b><i><u>\$ 25.00</u></i></b>
	<b><i>\$175.00</i></b>

***Final Competency Examinations:***

<b><i>One Examination Rescheduled:</i></b>	<b><i>\$250.00</i></b>
<b><i>Two Examinations Rescheduled:</i></b>	<b><i>\$375.00</i></b>
<b><i>Three Examinations Rescheduled:</i></b>	<b><i>\$500.00</i></b>

## **Academic Accommodation Policy:**

The Canadian College of Funeral Service acknowledges its obligation and is committed to providing access to education for persons with documented disabilities. The purpose of this Policy is to ensure that all students of the Canadian College of Funeral Service, including those with disabilities, are provided with an accessible learning environment.

For the purpose of this Policy, a student with a disability is a person who experiences a mental, cognitive, physical or sensory impairment for which they may require accommodation.



***- Guidelines for Students with Documented Disabilities:***

The Canadian College of Funeral Service will provide appropriate and \*reasonable accommodations to students with disabilities who self-identify and seek academic accommodations and/or services under the applicable human rights legislation.

- Provision of academic accommodations will not lower the academic standards of the Funeral Services Apprenticeship and Found Program.
- A student with a disability applying for admission to the Canadian College of Funeral Service Program must meet the academic and non-academic requirements.

***- Eligibility:***

To be eligible to receive academic accommodations, students must self-identify and provide appropriate documentation of disability to the Canadian College of Funeral Service before the start of the program.

***- Documentation Requirements:***

- A student seeking reasonable academic accommodations for a disability must provide appropriate supporting documentation.
- Documentation of the disability must be current (generally, no more than five [5] years old or otherwise at the discretion of the Canadian College of Funeral Service) and be prepared by a professional with specific training, expertise, and experience in diagnosing conditions for which accommodation(s) is being requested.
- The documentation should include:
  - 1) Name of the registered health professional;
  - 2) Summary of the nature of the disability along with a detailed explanation of the functional impact of the disability (i.e. how the disability will affect the student in the academic setting);
  - 3) An indication of the duration of the student's period of disability, where applicable; and
  - 4) Recommended accommodations and strategies to be made for that student.

If a student's disability circumstances change or are temporary, updated documentation must be provided to support changes in or continuation of academic accommodation(s). In some circumstances, the Program Director may recommend temporary accommodation while documentation is obtained. All information will be kept confidential in accordance with applicable privacy and personal information protection legislation.



*\*Reasonable Academic Accommodation  
involves removing barriers for students with disabilities and providing equitable  
access to course information and educational opportunities.*

## **Practicum Policies:**

### ***- Practicum Requirements (Licensure Students):***

Your practical work experience must be logged in your Student Logbook, provided by the Canadian College of Funeral Service. The Logbook must be kept up-to-date and signed by your sponsor. The Logbook is to be brought to the seminars for review and evaluation by your instructor.

#### **o Logbook Assessments:**

Logbook assessments are conducted three times per year, either during in-class seminars or virtually if in-class seminars are not feasible. These assessments monitor a student's progress and provide valuable feedback. It is the student's responsibility to submit their logbook.

*If a student fails to submit their logbook, they understand and acknowledge that  
an unassessed logbook may delay their ability to become licensed,  
as this is a requirement for completing their practicum.*

Depending on the program and province a student is enrolled in, practicum requirements include:

- ▶ Performance of a broad range of funeral service activities.
- ▶ Observation and participation in a minimum of fifty (50) embalmings. Three (3) of these embalmings must be on complete autopsy cases.
- ▶ Observation and participation in a minimum of thirty (30) transfers, funeral ceremonies, and graveside ceremonies, and a minimum of two (2) witness cremations and embalming procedures (including dressing, cosmetics, hairdressing, and casketing).
- ▶ Observation and participation in a minimum of fifty (50) funeral arrangements.
- ▶ Observation and participation in embalming labs (in certain provinces).
- ▶ Completion of twelve (12) embalming case reports (three [3] per term). Two (2) of the reports must be on complete autopsy cases.



- ▶ Completion of 1800 hours of practical work experience (3600 hours in British Columbia).
  - ▶ A student/apprentice must work a minimum of 16 hours per week. If a student/apprentice is unable to fulfill the required minimum of 16 hours per week, they may not be able to continue and may be dismissed from the licensure program.

Credit will only be awarded in this practicum if all the requirements in the course description are fulfilled.

### ***- Embalming Labs/Practicum:***

Clinical and/or practicum labs allow the student to gain valuable experience. Although many of the same rules and policies apply to the classroom and the funeral home, learning and maintaining high standards of professional conduct are paramount in the clinical and practicum settings.

- In the funeral home and preparation room, the family's privacy and the funeral home's policies are always a top priority. It is of the utmost importance that students maintain proper confidentiality regarding family and funeral home information.
- Commentary outside the funeral home and preparation room regarding family information or funeral home matters is grounds for disciplinary action.
- Students are *invited guests* at the funeral home and must abide by the facility's rules and regulations.
- The practicum evaluator should inform the student of the funeral home's policies before the embalming practicum.
- Punctuality, appropriate attire, and professionalism are expected of all students while attending labs, tours, and practicums.
- Students in a clinical (lab) setting will accept no monetary payments and will not be considered employees. Students may not assume the responsibilities or replace employees.
- Only licensed apprentices can attend embalming labs, clinics and practicums.
- Students are responsible for providing their own transportation to and from clinical, field trip experiences and practicums.
- When attending an embalming lab, each student is responsible for providing their own personal protective equipment (PPE). Failure to do so will result in the inability to participate.
- Unacceptable conduct included, among other things, repeated or intentional disregard for rules and regulations, as well as disrespect towards instructors, coworkers, the deceased, client families, or fellow students.





*The Canadian College of Funeral Service reserves the right to suspend or dismiss from the program any student who does not demonstrate the knowledge, behaviour, ethics, or skills deemed necessary in the practice of the profession.*

**• Embalming Practical Examinations (Level II Licensure Students):**

Each Level II Student in the Funeral Director & Embalmer Program or the Embalmer Program must complete an embalming practicum examination and have it evaluated by an independent evaluator before a candidate is recommended for licensing. This evaluation is recorded on a pass/fail basis. The Canadian College of Funeral Service or the appropriate provincial regulatory board/agency will appoint a place and time to complete this evaluation.

During the Embalming Practicum Examination, the student must prove competency in the presence of an instructor or approved evaluator. If competency is not demonstrated, the student will be given a failing grade for the practicum examination.

- If the student fails, they will be given only one additional opportunity to be retested at an additional cost of \$250.00. Before they are retested, the student may be required to fulfill additional training requirements and conditions set by the Canadian College of Funeral Service. If the student fails a second time, they must repeat the second-year embalming course.

## **Apprentice Permit Policy:**

**The Canadian College of Funeral Service issues an “Apprentice Permit” to all licensure students employed in a licensed funeral home and working under the supervision of a licensed funeral director and/or embalmer.**

- The “Apprentice Permit” designates a student as an official apprentice with our college. This allows an apprentice to work and train as an apprentice, record, and receive credit for their workplace training requirements. There is no fee for this original permit.
- A student not holding a current and valid permit will not be recognized as an apprentice in our program and will not be allowed to record or receive credit for their workplace training.
- An Apprentice Permit is valid for two (2) years when first issued, commencing on the first day that the student begins our Level I Licensure Program.





- For students who start in our Foundation Program, this two-year term will begin on the later of:
  - (i) the first day that the student commences employment in a funeral home; and
  - (ii) the date their sponsor signs and submits a sponsor agreement form.
- This permit will expire automatically at the end of the two-year term. When the permit expires, the student will no longer be an apprentice in our program and will no longer be permitted to work as an apprentice or to receive credit for any workplace training.
- If a student does not complete the required training within the two-year term, they must apply to renew their permit. Renewal of an Apprentice Permit requires payment of a \$500.00 fee, and the permit automatically expires after six (6) months.
- With a renewed permit, the apprentice can continue their workplace training as a recognized apprentice for an additional period not to exceed six (6) months.
- If the student has not completed their required training within the six (6) month renewal period, the apprentice will be required to provide the College with their logbook for an assessment of their progress. The College, in its absolute discretion, will decide whether the student is entitled to further permit renewal(s). If the College permits further renewal(s) of the Apprentice Permit, the student will be required to pay an additional \$500.00 fee, and the permit will automatically expire after six (6) months.
- Effective September 1, 2025, a student may only renew the apprentice permit to a maximum of two (2) years beyond the expiry date of the initial apprentice permit (provided, for greater certainty, that any such extension(s) shall be subject to the approval of the College as set forth above). If the student has not completed their workplace training requirements during this period, they may be required to repeat the academic portion of the program. Under extenuating circumstances, the College, in its absolute discretion, may evaluate and decide whether the student is entitled to additional time to complete their workplace training requirements, and may impose any conditions it deems fit and set a deadline for completion of the training.
- Prior to September 1, 2025, if a student has exceeded the two (2) year limit, the College, in its absolute discretion, will evaluate and decide whether the student is entitled to additional time to complete their workplace training requirements, and may impose any conditions it deems fit and set a deadline for completion of the training.

## **Health and Safety Policies:**

### ***- Hepatitis B Vaccine:***

According to the Public Health Agency of Canada, pre-exposure immunization of the hepatitis B vaccine is recommended for healthcare workers, emergency service workers, and



others with potential occupational exposure to blood, blood products and body fluids that may contain the hepatitis B virus.

To be considered for admission and enrolment, a student must provide proof of vaccination or evidence of positive antibody status. Documentation of at least the first injection of the series must be submitted before the start of the program.

It is the student's responsibility to complete the required immunization schedule. Should a student fail to complete the vaccination series, the student voluntarily and knowingly, on behalf of themselves, their spouse or partner, heirs, personal representative, assigns, and anyone else claiming by or through them, agrees to release, remise, and forever discharges and holds harmless the College and each of its directors, officers, shareholders, employees, independent contractors, agents and assigns from and against any claims of any nature or kind whatsoever, including claims for personal injury, loss, death, disability or any other injury or loss of any nature or kind whatsoever, arising out of or in connection with their decision.

A student declining the vaccine due to medical or religious reasons must provide documentation and complete the corresponding form to substantiate their request. The student must also sign the "Hepatitis B Vaccination Liability Waiver" form confirming their request and acknowledging they will not be permitted to participate in CCFS embalming labs.

### **- Personal Protective Equipment (PPE)/N95**

The Canadian College of Funeral Service requires all students to wear personal protective equipment during clinical and practicum courses. See *Professional Conduct/Dress Code Policies* for facial hair requirements. The clothing worn at clinical/work sites must comply with the individual funeral home dress code policies and the applicable provincial workers' compensation board infection control regulations. The student should be prepared to purchase and supply disposable apparel for clinical and practicum courses. If a student does not have the required apparel, they will not be allowed to attend and participate.

- N95 Respiratory Mask Fit Test:
  - ▶ All students must undergo a fit test and submit proof within six (6) months prior to the start of the program.
  - ▶ The N95 fit test must be valid and current during the student's apprenticeship. The student is responsible for having an up-to-date fit test and undergoing another one if needed during their apprenticeship. The College assumes no responsibility in the event that a student does not have a current fit test and contracts an illness as a result.



**- Pregnant Students:**

Due to possible exposure to hazardous chemicals, pregnant students must inform the instructor and the Canadian College of Funeral Service of their condition. The student must also submit a letter from their physician indicating a recommendation for participating in the program during the pregnancy and any limitation(s) the student may have due to the pregnancy. The Canadian College of Funeral Service will make all reasonable efforts to accommodate the limitations.

**Academic Status:**

**- Performance Standards:**

The acceptable standard for passing any quiz, term examination, or final grade in any subject is seventy (70%) percent. The final competency examinations are graded on a Pass/Fail basis. The Embalming and Funeral Service Practicum course is graded on a Complete/Incomplete basis. See *"Examinations – Final Grade"* for an example of calculations.

A student is expected to:

- Attend school in accordance with the *Attendance Policy*.
- Refrain from any disruptive or offensive behaviour.
- Complete all quizzes and examinations on the scheduled dates.

**- Academic Performance for a Student at Risk:**

The Canadian College of Funeral Service may, at the discretion of the program director, place a student at risk for failure to progress on Academic Probation. Failure to meet minimum performance levels as specified in the regulations and policies of the Canadian College of Funeral Service will result in a student being placed either on probation or academically dismissed from their program.

○ **Academic Probation:**

**Notification:**

- 1) Once an issue is identified, the Program Director will send a letter to the student outlining the concerns and requirements of the Academic Probation.
- 2) A student is notified by email using the student's email address in Brightspace or the student's email address listed in the student records of the outcome and, if applicable, any probationary or dismissal status.
- 3) The student has 24 hours to comment on or discuss any concerns with the Program Director and is encouraged to personally communicate their status with their sponsor/employer.



- 4) Following the 24-hour lapse, the Program Director will communicate with the student's sponsor/employer of the student according to the signed "Privacy/Release Form."
- 5) The student must email the program director to acknowledge receipt and confirm compliance with the Academic Probation conditions.
- 6) If the student refuses to cooperate, they may be dismissed from the program and encouraged to follow the *Dispute Resolution Policy*.
- 7) A copy of the student's probationary or dismissal status is placed in the student's file, and the student should retain a copy of the same.
- 8) A student who does not meet the specific conditions or stipulated standard, as outlined in the Academic Probation, will be required to withdraw from the program.

○ **Removal of Academic Probation - Satisfactory Academic Standing:**

A student in Level I of the program placed on academic probation whose academic performance improves to the acceptable standard of completion (such acceptable standard being dependent on each student's individual circumstance and specific requirements for probation removal as may be outlined in the student's probation letter), will be removed from probation and considered in satisfactory academic standing for Level II of the program.

○ **Academic Performance Dismissal:**

A student on Academic Probation who does not achieve the minimum academic standards in their next term will be dismissed from the program.

**Notification:**

- 1) The student will be notified by using the student's email address in Brightspace or the student's email address listed in the student records of the outcome, and if applicable, any probationary or dismissal status.
- 2) This notification will include information on the *Dispute Resolution Policy*.
- 3) The student has 24 hours to comment on or discuss any concerns with the Program Director and is encouraged to personally communicate their status with the sponsor/employer.
- 4) Following the 24-hour lapse, the Program Director will communicate with the student's sponsor/employer about the student's academic status according to the signed "Privacy/Release Form."



○ **Reinstatement and Dismissal Limits:**

- A student dismissed from the program due to academic performance for the first time may register for the following year. (Tuition and applicable textbook fees will be applied.)
- A student dismissed from the program due to academic performance for the second time may be required to complete a one-year layout before re-applying to the program, to be determined by the Canadian College of Funeral Service on a case-by-case basis.
- Following the layout period, a student must re-apply to the Canadian College of Funeral Service for re-admission to the program, as re-admission is not automatic or guaranteed.
- A student returning after a second Academic Performance Dismissal will be on Academic Probation when they re-register in the program.
- A student may receive no more than two (2) reinstatements and three (3) dismissals. The third dismissal will be final, with no further opportunity for the student to re-apply for admission to the Canadian College of Funeral Service.

## **Appeals - Policies and Procedures:**

### ***- Coursework Grade Appeal Policy:***

The instructor may review grades received for weekly quizzes.

- If a student is dissatisfied with the grade received for an online quiz, the student must direct their concern in writing by email to the instructor no later than ten (10) business days following the issuing of the grade by the instructor of the course, which email should include an explanation of why the student is dissatisfied with their grade and why they believe a different grade is warranted.
- The instructor will review the quiz, reconsider the grades within five (5) business days, and assign a different grade if warranted.
- If the student is not satisfied with the outcome of their appeal to the instructor, the student should submit a written appeal to the Program Director of the Canadian College of Funeral Service within five (5) business days, including reasoning as to why the student is dissatisfied with the outcome of their appeal.
- The Program Director will review the quiz and will make a final determination of the grade within five (5) business days. The grade will be final and may not be further appealed by the student. The student's grade will not be lowered on appeal.



***• Term and Final Examination Grade Appeal Policy:***

- If a student is dissatisfied with the grade received for a term or final course examination and can provide evidence that a higher grade is warranted, the student should first direct their concern in writing to their instructor within ten (10) business days following the issuing of the grade by the instructor of the course, including an explanation of why the student is dissatisfied with their grade and why they believe a different grade is warranted.
- The instructor will review the examination, reconsider the grade within five (5) business days, and assign a different grade if warranted.
- If the student is not satisfied with the outcome of their appeal to the instructor, the student should submit a written appeal to the Program Director of the Canadian College of Funeral Service within five (5) business days, including reasoning as to why the student is dissatisfied with the outcome of their appeal.
- The Program Director will obtain a copy of the term or final examination from the instructor and review and regrade it within five (5) business days.
- If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
- If the student is not satisfied with the outcome of their appeal to the Program Director, the student should submit a written appeal to the Appeal Committee of the Canadian College of Funeral Service within five (5) business days, including reasoning as to why the student is dissatisfied with the outcome of their appeal.
- The Appeal Committee reviews the grade appeal within ten (10) business days:
  - ▶ The Appeal Committee will request a written explanation from the course instructor for the grade awarded to the student.
  - ▶ Having reviewed the circumstances of the appeal, the Appeal Committee reserves the right to take one of two courses of action:
    - uphold the grade given by the instructor, or
    - overturn the instructor's grade and award a higher mark and/or a passing grade for the course.
  - ▶ The grade assigned following the re-mark and review will be final and cannot be appealed further.

Examinations that are appealed are kept for six (6) months after the appeal deadline has passed.

***Personal information about the student will not be shared or included  
on the examination with the Appeal Committee without  
permission from the student involved.***





## **Academic Integrity Policy:**

The Canadian College of Funeral Service values academic integrity and will support students in understanding and implementing integrity in their coursework and examinations.

Academic integrity is applying the values of honesty, trust, fairness, respect, and responsibility in all coursework, including but not limited to online lessons, quizzes, essays, online examinations, in-class examinations, logbook entries, etc.

The Canadian College of Funeral Service will investigate all allegations of academic dishonesty and issue penalties/disciplinary action when necessary and appropriate.

Some examples of academic dishonesty include:

### ***- Cheating:***

Cheating is the act of providing or using unauthorized methods or information to gain academic credit using dishonest means, including but not limited to using information in a dishonest manner. This can include:

- Copying another student's answers for a quiz or examination or allowing a student to copy your answers for a quiz or examination.
- Using unauthorized information, cheat sheets, books, notes, diagrams, electronic devices or other aids during a quiz or examination.
- Violating procedures prescribed to protect the integrity of a quiz, examination or other evaluation.
- Helping another person cheat.
- Obtaining answers before a quiz or examination.
- The use of "Office Clipboard" or other programs during an online examination.
- Communicating with any person during an examination other than the proctor.

### ***- Plagiarism:***

Plagiarism or self-plagiarism is the presentation of another person's or source's work, words and/or images or ideas as if they were one's own without giving them proper credit. This can include:

- Theft or solicitation of another student's quiz, papers, or academic work.
- Changing some of the words in the written work of others and calling it one's own work, without giving proper credit ("patchwriting").
- Reusing one's own academic work as new academic work without citing previous use.



***- Copyright infringement:***

You may not copy someone else's copyrighted work without their permission. Copyright infringement can include:

- Using an image or text according to "Copyright and Fair Dealing" but not referencing or citing the source and, if given in the source, the name of the author or creator of the work.

***- Falsifying Information:***

Falsifying information or falsification is the act of providing false or incomplete information to the Canadian College of Funeral Service, which can include:

- Fabricating information, such as logbook records or embalming practicum reports.
- Lying about being sick during an examination.
- Falsifying or misrepresenting grades to a sponsor.

***- Impersonation:***

- Having another person take an examination in one's place or submitting a quiz or online examination as one's own was completed in whole or in part by another person.
- Pretending that you are someone else in order to do work on their behalf.

***- Unauthorized Collaboration:***

Cooperating, collaborating, or otherwise giving or receiving assistance in completing academic activities without the instructor's permission. This can include:

- Sharing, obtaining or using unauthorized material verbally or in writing a quiz or examination before it is given.
- Collaborating with others on lessons and quizzes without the instructor's consent.

***- Integrity of the Examination(s):***

All examination materials are the property of the Canadian College of Funeral Service. A student agrees to maintain the confidentiality of all examination materials and agrees they will not:

- Divulge the specifics of any examination question or answer under any circumstances and at any point in time (except to instructors and administrators of the Canadian College of Funeral Service).
- Obtain or use answers or information from, or give answers or information to, another student during or after the examination.
- Copy, print, save, take pictures or screenshots or any other means to store, reproduce or disseminate the examination(s) or any portion thereof in any manner.





A student further agrees to report to the Canadian College of Funeral Service any situations where there is a risk of compromising the integrity and confidentiality of the examination(s).

***- Academic Conduct Investigation Procedure:***

Concerns or allegations of a student committing or alleging to commit cheating or academic misconduct must be reported immediately to the Program Director of the Canadian College of Funeral Service by the instructor, student or proctor bringing forth the allegation.

*Anonymous allegations are discouraged as they are challenging to investigate.*

- All respondents must be allowed to respond to allegations made against them.
- The Canadian College of Funeral Service will arrange to meet with the student to discuss the concern(s) within five (5) business of receiving the complaint. If the alleged conduct is of such a severe nature that an immediate dismissal may be warranted, the Program Director will meet with the student as soon as practicable.
- If the student chooses not to cooperate with the investigation or otherwise decides not to avail themselves of the opportunity to respond to the allegations, the Program Director may proceed with the investigation, make determinations and impose any penalties or disciplinary action as warranted.
- Following the meeting with the respondent, the Program Director will conduct necessary and appropriate enquiries and/or investigations to determine whether the concerns are substantiated in whole or in part.
- If the integrity of an examination is compromised or may have been compromised, the Canadian College of Funeral Service may withhold examination results during the investigation process of the courses implicated.

○ **Decision and Penalty:**

If the subsequent investigation determines the student is not guilty of the offence, the Canadian College of Funeral Service will expunge all records concerning the allegation.

Upon determining the facts and confirming the allegations, the Canadian College of Funeral Services may issue, amongst other things, one or more of the following penalties:

- A warning or reprimand;
- Require incremental or additional coursework;
- A failed or reduced grade on a quiz, essay, examination, or course;
- Repeat the course, term or entire level;



- Place the student on Academic Misconduct Probation and/or
- Immediate dismissal and cannot re-register to the program or must have a time-lapse prior to re-registering.

**Notification:**

Following the determination of the penalty or disciplinary action.

- 1) The student is notified by email using the student's email address in Brightspace or the student's email address listed in the student records of the outcome, and, if applicable, any penalty or disciplinary actions are imposed within five (5) business days.
- 2) This notification will include information on "Academic Conduct Penalty Appeal."
- 3) The student has 24 hours to comment on or discuss any concerns with the Program Director and is encouraged to personally communicate their status with the sponsor/employer.
- 4) Following the 24-hour lapse, the Program Director will communicate with the student's sponsor/employer of the student according to the signed "Privacy/Release Form."

***- Academic Conduct Penalty Appeal:***

A student may appeal an academic conduct penalty decision to the Appeal Committee of the Canadian College of Funeral Service.

- All appeals must be in writing and submitted to the Canadian College of Funeral Service office within five (5) business days of the issuance of the decision.
- Decisions are made by the Appeal Committee and are based on the information and supporting documentation provided in writing by the student.
- The appeal must clearly state the grounds for the request and include any supporting evidence the student wants to be considered.

***- Support Persons Attending Meetings:***

A student is permitted to bring a support person to important meetings related to academic progress, academic misconduct, or other significant matters.

To ensure appropriate arrangements can be made, the Canadian College of Funeral Service requires advance notice of the support person's attendance. The student must notify the College in writing via email at least two (2) business days prior to the scheduled meeting.



The email must include:

- The full name of the support person;
- Their relationship to the student (e.g. friend, family member, advocate, etc.);
- The specific meeting they will attend.

This notification should be sent to the Program Director.

The College reserves the right to request additional information if necessary to confirm the appropriateness of the support person's attendance.

○ **Meeting Attendance:**

The student and their support person, as applicable, shall attend any important meetings related to academic progress, academic misconduct, or other significant matters in person or by video conference. Where a meeting is being conducted by video conference, each participant shall have their camera turned on, and all parties present at the meeting shall be identified on camera. If a participant is not on camera, the meeting will not proceed and will be rescheduled to ensure all participants are visible on camera.

## **Professional Conduct Policy:**

All students enrolled in the program must demonstrate professional conduct. Students who fail to do so will be asked to withdraw from the program. Students using inappropriate or disrespectful language or engaging in any other unprofessional behaviour will be held accountable by the Canadian College of Funeral Service. Where the Canadian College of Funeral Service determines that behaviour inconsistent with the norms and expectations of the profession has been exhibited by a student, that student may be immediately withdrawn from the program or subject to one or more disciplinary actions. The program director will review the conduct and determine any disciplinary actions, up to and including dismissal from the program.

Abusive or aggressive language or behaviour towards another student, instructor, staff member, coworker, guest speaker, or other participant is not tolerated. Immediate dismissal will be imposed.

### ***- School Dress Code:***

The Canadian College of Funeral Service's school dress code is designed to help students project a positive image of the funeral profession and the company they represent, while



ensuring student safety. A professional image must be maintained, and the principle of infection/exposure control is an imperative standard for all funeral service personnel.

The Canadian College of Funeral Service recognizes that dress and appearance expectations vary among individuals and employers. Licensure students must meet or exceed their employer's requirements during in-class or virtual learning sessions. Foundation students are strongly encouraged to follow the suggestions and expectations to maximize their potential to secure an apprenticeship. All attire should be clean, professional and conservative.

The **minimum** dress code is "business casual" and includes:

- Wear dress pants, slacks, skirts of appropriate length, etc. Do not wear jeans, sweatpants, tracksuits, shorts, leggings, etc.
- Wear dress shirts, casual shirts, sweaters, polo/golf shirts, etc. Do not wear T-shirts, tank tops, halter tops, sweatshirts, low-cut shirts, or shirts with offensive words, logos, pictures, etc.
- Wear appropriate dress or casual shoes that are clean, polished, and in good condition. Do not wear track/running shoes, flip-flops, sports sandals, etc.
- Hats are not permitted.
- Be well-groomed and ensure their personal hygiene and cleanliness meet professional standards.

The school strongly recommends that all students:

- Cover visible tattoos when possible. Tattoos that are offensive, unprofessional, or distracting must be covered. Tattoos that are unhealed or infected will be covered and contained before commencing a lab or otherwise.
- Facial piercings must be conservative (i.e. small, stud-like and securely fastened). Facial piercings that are offensive, unprofessional or distracting must be removed.
- Practice good personal hygiene, including controlling body odour and cleanliness, to promote a positive class environment and infection control.

In specific learning environments, such as embalming labs, for safety and provincial workplace standards, the following are strongly recommended:

- Nails should be clean and trimmed so as not to puncture gloves.
- No jewelry (rings) will be worn or restricted to plain bands without settings.
  - ▶ Medical bracelets are permitted, provided they meet infection and exposure control standards.
  - ▶ Jewelry can include chains if worn inside clothing.
  - ▶ Jewelry can include small stud-like earrings.



- Facial hair must be trimmed and well-groomed to facilitate a proper respirator fit.
  - ▶ Many beards, regardless of thickness, length or style, are unacceptable for respirator use. Even a small amount of stubble can cause air leakage, and some sideburns can interfere with fit.
  - ▶ A short and neatly trimmed mustache may be acceptable, provided the surrounding skin is clean-shaven and does not extend so far to the side as to cause facial hair to be between the mask-sealing edge and the skin.

Embalming students must have acceptable personal protective equipment (PPE) and are expected to bring it when attending embalming labs in January and spring seminars.

Personal Protective Equipment (PPE) includes:

- An impermeable (waterproof) gown
- Gloves
- Shoe covers and appropriate footwear
- N95 mask
- Safety goggles
- Head covering
- Face shield

PPE should be clean and properly fitted. PPE provided in a lab should not be worn out of the lab or for any other purpose than it was intended.

#### ***- Cell Phones and Related Devices:***

All electronic devices, such as cell phones and related devices, must be turned off before entering the classroom to avoid disruption and are ***strictly prohibited in the laboratories.***

#### ***- Social Media:***

Students' social media behaviour at the Canadian College of Funeral Service must always be consistent with the highest standards of professional conduct. Students need to exercise discretion and respect when using social media.

In addition to any employment social media policies, Canadian College of Funeral Service students are prohibited from:

- Posting any private or confidential content about client families, including but not limited to cause of death information and images on any social media site (i.e., private or public Facebook pages), ***even if*** the family/decedent identifiers are removed.
- Making disparaging comments about clinical (lab) sites, client families, fellow students or their firms, coworkers, or instructors on social media sites.



- Posting class audio or video recordings without express permission from the individual(s) or the instructors.
- Comments that are (or can be interpreted to be) threatening, harassing, profane, obscene, sexually explicit, racially derogatory, homophobic, or otherwise offensive.
- Using social media for non-academic purposes during any classroom or clinical (lab) experience.
- Using messaging websites to contact clients or to respond to clients.

Students must also be aware that posting images of clients or funeral attendees requires written permission from all individuals depicted in the images to use them on social media.

*Students who violate professional conduct on social media may be subject to disciplinary action, including dismissal from the Funeral Services Program.*

## **General Policies:**

### ***- Student in Good Standing:***

A student in good standing means that they have:

- Obtained a minimum of 70% on all weekly quizzes and term examinations.
- No outstanding weekly quiz submissions.
- Completed and submitted all required documents/forms according to the submission date.
- Completed and submitted their logbook for review. Their logbook entries are current and do not have any significant deficiencies.
- No outstanding financial obligations.

A student who is not in good standing may have one or several of the following consequences:

- May be denied access to Brightspace, the online learning management system, and all course material (lesson notes, PowerPoints, quizzes, etc.).
- May not obtain a "letter of good standing" required to apply for scholarships.
- May have their term and final examination marks temporarily withheld.
- May not warrant a reference from the college for employment.
- May not be eligible to be a recipient of an award at graduation.
- May not be eligible to act as the class valedictorian at graduation.





- May be placed on an academic warning or probation.
- May be dismissed from the program if the student does not comply with the academic warning or probation.

## **Respectful and Fair Treatment of Student Policy:**

The Canadian College of Funeral Service is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students and staff. Everyone has the right to study and work in an atmosphere free from Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and Discrimination.

Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination in our programs *is unacceptable and will not be tolerated*. All incidents of Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination must be reported and will be taken seriously, regardless of who the offender may be. Students with the Canadian College of Funeral Service who engage in such behaviour will be subject to discipline or corrective action. A dismissal may also be the outcome.

### ***- Definitions:***

***“Discrimination”*** means discrimination based on a person’s sex, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sexual orientation, age, or criminal conviction which is unrelated to the person’s employment.

***“Bullying and Harassment”*** includes any inappropriate conduct or comment by a person towards another person that the person knew or reasonably ought to have known would humiliate or intimidate that individual, but it excludes any reasonable action taken by a supervisor relating to the student.

Examples of bullying and harassment include, but are not limited to, such things as:

- words, gestures, actions or practical jokes, the natural consequence of which is to humiliate, ridicule, insult or degrade;
- threats or intimidation;
- cyberbullying;
- physical assault; or
- persistent rudeness, taunting, malicious gossip, patronizing behaviour, vandalizing belongings or other conduct which adversely affects the learning environment.





***“Sexual Harassment”*** includes sexual comments or conduct that is known, or ought to be known, to be unwelcome, including but not limited to the following:

- unwanted sexual advances, unwanted sexual attention, unwanted requests for sexual favours, derogatory comments, gestures or looks, including leering and ogling by a person who knows or ought reasonably to know that such attention is unwanted or unwelcomed;
- unnecessary or unwanted verbal or physical contact, jokes, or slurs, including but not limited to gender-based abusive or unwelcome conduct or comments;
- derogatory or demeaning material in any medium, including printed matter, posters, cartoons, graffiti, drawings or any display of sexually suggestive material;
- unwanted questions about a person’s sexual history, sexuality, sexual orientation, or sexual identity;
- actual or implied threats, reprisal or discriminatory behaviour, either on or off the job, for refusal to comply with a sexually oriented request; and/or
- any of the above instances, not only in person but through email or social media

***“Sexual Violence”*** includes any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent, and includes, but is not limited to, Sexual Assault, Sexual Harassment, stalking, indecent exposure, voyeurism and sexual exploitation. Sexual Violence can occur in many contexts, including in person, in writing, online, on social media, through digital communications, or via other technology.

***“Sexual Assault”*** includes any type of unwanted sexual act or acts done by one person to another and can take many forms including but not limited to unwanted touching, use of force, threats towards a person which makes that person feel uncomfortable, distressed, frightened, threatened, or that is carried out in circumstances in which the person has not freely agreed, consented to, or is incapable of consenting to.

***- Responsibilities of all Students:***

While in the Licensure and Foundation Program or during activities or events hosted by the Canadian College of Funeral Service, students must:

- Not engage in Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination against other students/staff as outlined in the definitions.



- Report using the formal complaint procedures if Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination is observed or experienced.

**- Complaint/Report and Investigation Procedure:**

If, under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

○ **Decision and Penalty:**

- A student at the Canadian College of Funeral Service in the Licensure and Foundation Programs who feels that they have been subject to or who have observed Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination in our programs (the complainant) is encouraged (if possible) to begin by approaching the respondent, informing the respondent of their discomfort with the behaviour, and asking the respondent to stop. While this is often the simplest and most effective way to end the Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination, the complainant is not obligated to confront the respondent.
- If the complainant does not wish to confront the respondent, the complainant may choose to report the Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination to the Program Director of the Canadian College of Funeral Service and request that it be dealt with informally.
- If the Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination does not stop, or if the complainant does not feel comfortable approaching the respondent directly, the complainant may proceed to file a formal complaint or report.

○ **Formal Complaint or Report:**

- Students who feel they have been subject to, or have observed, Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination in our programs may file a formal complaint or report their concerns. A formal complaint must be made in writing as soon as possible and should include the following:
  - ▶ the name of the complainant;
  - ▶ the name of the alleged offender (s); and
  - ▶ details of the incident(s) complaint of, including dates, places, names of individuals involved or witnessing the incident(s), and any other relevant information.



- A formal complaint or report of Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination may be made to any one of the following persons:
  - ▶ to the complainant's instructor.
  - ▶ to the Program Director at the Canadian College of Funeral Service.
  - ▶ to the Administrative Manager at the Canadian College of Funeral Service.
- All complaints and reports will be taken seriously and dealt with fairly and promptly.
- **Investigation Procedure:**
  - If the subject matter of a complaint or report fits within the definition of Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination, it will be investigated. The investigation will be approached in an unbiased manner and commence within five (5) business days of the filed complaint or report.
  - The Program Director will conduct investigations at the Canadian College of Funeral Service.
  - Both the complainant and the respondent are entitled to a fair investigation process. The investigator will interview the complainant, the respondent, and any witnesses the investigator believes may have information relevant to the complaint or report. The investigator will review any relevant documents. The respondent will be given details of the complaint or report and provided with a reasonable opportunity to respond.
  - All investigation proceedings will be documented, and upon completion of the investigation, the assigned investigator will prepare a report of findings with recommendations.
- **Discipline:**
  - If a complaint or report is found to have merit, then appropriate remedial, corrective, or disciplinary action will be taken. This action may include, but is not limited to, education and training, or formal disciplinary or corrective action up to dismissal from the program.
  - If the subsequent investigation determines that the respondent did not engage in conduct contrary to this Policy, the Canadian College of Funeral Service will expunge all records concerning the allegation.
- **Appeal:**
  - If a complaint or report is dismissed, the complainant may appeal the decision by giving notice and a submission in writing to the Administrative Manager at



the Canadian College of Funeral Service. The appeal shall be administered in accordance with the *Dispute Resolution Policy*. The appeal submission must include:

- ▶ an explanation of the reason(s) for the appeal (a valid reason must be one of the reasons listed in this appeal section below); and
- ▶ a copy of all of the documentation submitted with the complaint or report.
- Reasons for an appeal include:
  - ▶ failure to reasonably consider all factors relevant to the decision being appealed;
  - ▶ failure to comply with applicable legislation.

○ **Interim Measures:**

- Interim measures involve the Canadian College of Funeral Service making changes to a student's, staff's, instructor's, guest speaker's, or any other individual's working and/or learning environment before an investigation is concluded in order to protect the health and safety of everyone at the Canadian College of Funeral Service.
- The need for interim measures and which measures are imposed will be determined on a case-by-case basis, at the sole discretion of the Canadian College of Funeral Service.
- Where Interim Measures are just and appropriate, the Canadian College of Funeral Service will advise the complainant and respondent in writing of the decision to impose Interim Measures and brief reasons for this decision.

**- Confidentiality:**

- Complaints and reports of Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination involve confidential and sensitive matters. Confidentiality is required so that those who may have experienced Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination will feel free to come forward, and the reputations and interests of those accused are protected.
- **All individuals** involved in Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination complaints or reports **must maintain the confidentiality** of any information they receive during the investigation process. Any individual breaching confidentiality may be subject to disciplinary or corrective action, up to and including dismissal from the program.



- Subject to disclosure required by law or necessary to investigate or resolve a complaint or report, the Canadian College of Funeral Service will make every effort to keep confidential any information pertaining to the complaint.

***- Retaliation:***

- Retaliation of any kind against a student at the Canadian College of Funeral Service Licensure and Foundation Program who, in good faith:
  - ▶ files a complaint or report of Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination ;
  - ▶ participates or cooperates in any investigation under this Policy or
  - ▶ associates with a person who invoked this Policy or participates in these procedures will not be tolerated.

Any individual participating in retaliation behaviour may be subject to disciplinary or corrective action up to dismissal from the program.

***- Frivolous Complaints or Reports:***

Complaints or reports of Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination are serious matters. Students at the Canadian College of Funeral Service Licensure and Foundation Program who are found to have made frivolous, vexatious, or malicious complaints of Bullying, Harassment, Sexual Harassment, Sexual Violence, Sexual Assault and/or Discrimination may be subject to disciplinary or corrective action.

## **Dispute Resolution Policy:**

The Canadian College of Funeral Service provides students with an opportunity to resolve severe disputes in a fair and equitable manner. The Policy applies to all students who are currently enrolled or were enrolled thirty (30) days prior to submitting their concerns to the Canadian College of Funeral Service. The Canadian College of Funeral Service provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner.

The student should first approach the instructor or staff member with whom they disagree. If the issue cannot be resolved, the student will follow the steps outlined below.



○ **Procedure:**

In the event of a dispute related to the programs between the Canadian College of Funeral Service and a student:

- The student shall provide a written statement detailing the situation to the Program Director of the Canadian College of Funeral Service.
- The Program Director will meet with the student through an online format within five (5) business days to review and resolve any outstanding issues.
- The Program Director will either:
  - ▶ Provide a written decision to the student the next business day after the meeting.
  - ▶ Inform the student in writing that the matter will be investigated further the next business day after the meeting.
- If the investigation is ongoing, the Canadian College of Funeral Service will complete it within seven (7) business days of the written notification.
- If required, additional meetings may be requested by the student or the Canadian College of Funeral Service.

○ **Decision:**

At the conclusion of the investigation, the Canadian College of Funeral Service will:  
Determine that the student's concerns are not substantiated; or

- Determine whether the student's concerns are substantiated in whole or in part;  
or
- Determine that the student's concerns are frivolous and vexatious.

**Following the determination:**

- The student will be notified within five (5) business days, and a summary of the determination will be sent to the student's email address in Brightspace or the student's email address listed in the student records.
- If it has been determined that the student's concerns are substantiated in whole or in part, the Canadian College of Funeral Service shall include a proposed resolution of the substantiated concern(s).
- If the student wishes to appeal the decision of the Canadian College of Funeral Service, the student will submit a written statement to the Appeal Committee at the Canadian College of Funeral Service. This appeal must be made within five business days. The Program Director of the Canadian College of Funeral Service will provide a written summary of the investigation within five business days of being notified of the appeal. The Appeal Committee will review all the documents that the student and the Program Director reviewed.





- The Appeal Committee will render a final decision within ten (10) business days of the appeal.
- The Appeal Committee's decision will be final, and no further appeals may be requested.

*Personal information (only situational information will be provided) about the student will not be shared with the Appeal Committee without permission from the student involved.*

## **Financial Policies:**

The fees for each program can be found on our website, [wwwccfs.ca](http://wwwccfs.ca), under Student Programs. Fees are reviewed annually and are subject to change. The following policies apply to all the Canadian College of Funeral Service programs except where noted.

### **• Payment Policy:**

#### **○ Registration Fee:**

The registration fee secures the student's seat in the upcoming program.

- The registration fee must be paid by August 1st.
- The registration fee will be applied to the student's tuition.
- The registration fee is non-refundable.

#### **○ Tuition and Book Fees:**

All tuition and book fees are due immediately upon invoicing.

- Access to Brightspace, online lessons and books will not be released to unpaid accounts.

#### **○ Other Fees:**

Fees for supplemental (rewrite) examinations, rescheduling examinations, administration, proctors, shipping, or any other outstanding fees must be paid by the due date.

- A student will not be allowed to write the examination with unpaid supplemental (rewrite) examination fees or rescheduling fees.
- Examination marks and transcripts will not be released to unpaid accounts.





***- Student Withdrawal and Refund Policy:***

Students who, after registering, find it necessary to withdraw from the program may do so according to the following procedure and *Refund Policy*:

- The student must complete a “Voluntary Withdrawal Form” available in your student manual and submit it to the Canadian College of Funeral Service.

- **Refund Policy:**

If a student withdraws before the end of the eighth (8<sup>th</sup>) week of the program:

- The student will be issued a refund of fifty percent (50%) of the tuition paid. Textbooks and materials are non-refundable.

If a student withdraws after the end of the eighth (8<sup>th</sup>) week of the program:

- No tuition refund will be issued. Textbooks and materials are non-refundable.

***- Student Dismissal and Refund Policy:***

The Canadian College of Funeral Service expects students to meet and adhere to all policies and procedures in this document. This includes any other conduct that is determined to be detrimental or damaging to other students, staff, instructors, sponsors, guest speakers, or any other individual, organization, association, or provincial regulatory agency associated with the Canadian College of Funeral Service.

A student who does not meet the expected Code of Conduct will be subject to the procedures outlined below, which may include dismissal from the program, pending the severity of the misconduct.

- **Procedure:**

- 1) All concerns relating to student misconduct shall be directed to the Program Director of the Canadian College of Funeral Service and may be brought by students or instructors.
- 2) The Program Director will arrange to meet with the student to discuss the concern(s) within five (5) business days of receiving the complaint. If the alleged is of such a severe nature that an immediate dismissal may be warranted, the Program Director will meet with the student as soon as practicable.
- 3) Following the meeting with the student, the Program Director will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- 4) Any necessary enquiries or investigations shall be completed within five (5) business days of the initial meeting with the student.
- 5) The Program Director will meet with the student and do one of the following:
  - a. Determine that the concern(s) are not substantiated.



- b. Determine that the concern(s) are substantiated, in whole or in part, and either:
    - i. Give the student a warning, setting out the consequences of further misconduct.
    - ii. Set a probationary period with appropriate conditions.
    - iii. Recommend that the student be dismissed from the program.
- 6) The Program Director will prepare a written summary of the determination. A copy shall be given to the student, and a copy will be placed in the student's file.

*A student dismissed from the program will not be eligible for any refund.*

## **Privacy Policy:**

### ***- Personal Information:***

Privacy and personal information protection legislation governs how private sector organizations collect, use, disclose and secure personal information. Personal information means all information about an identifiable individual, but does not include business contact information such as the name, position, business telephone number, email, and fax number(s) of an individual.

### ***- Privacy Commitment:***

The Canadian College of Funeral Service is committed to respecting your right to privacy. We acknowledge the sensitivity of personal information that may be provided during our business. We recognize our responsibility to ensure the confidentiality and security of your personal information in our custody and control. Ensuring the accuracy of your personal information is our joint responsibility. We conduct our business in compliance with the terms of the applicable legislation. The Policy generally outlines the principles that the Canadian College of Funeral Service applies in protecting current, past, and prospective students' personal information within our control.

### ***- Student Information:***

We collect students' personal information for the following purposes:

- To provide education and training services,
- To maintain financial and business records related to the provision of these services,
- To determine and provide any required accommodation,
- To maintain student records; and



- To issue the T2202 information return (Tuition and Enrolment Certificate) as required for income tax purposes.

We limit the collection of personal information to that necessary for identified purposes and as permitted by law.

Examples of personal information we may collect in order to provide these services to students or prospective students and to issue T2202 information return (Tuition and Enrolment Certificate) include name, email address, home address and telephone; identification verification numbers such as birth date, social insurance, educational history including transcripts of marks, diplomas and attendance records; medical status/records where relevant to the program; vulnerable sector check; financial records relating to tuition payment and any other fees; apprenticeship employment history; post-academic graduation employment; and references.

The T2202 information return, Tuition and Enrolment Certificate and Summary, is an official statement for income tax purposes. Starting in 2019, all designated educational institutions, including the Canadian College of Funeral Service, are required to file a T2202 for each student who has paid tuition and fees for qualifying courses. The *Income Tax Act* (Canada) requires us to record each student's Social Insurance Number (SIN) on the T2202. We will disclose your personal identification to the Canada Revenue Agency for purposes of filing the T2202.

We do not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual student or as required by law. The Canadian College of Funeral will not sell, trade, or rent your personal information to third parties.

#### **- Security:**

We recognize the Canadian College of Funeral Service's obligation to protect personal information in our custody or control, using security safeguards appropriate to the sensitivity of the information. These may include taking proper and reasonable steps on a technological, contractual, administrative, or physical security basis to protect personal information against risks such as loss or theft, unauthorized access, disclosure, copying, use, modification, or destruction.



***- Retention of Personal Information, Student File, Coursework and Examinations:***

○ **Personal Information:**

We retain personal information only as long as necessary for the fulfillment of the purposes for which it was collected, or as required or permitted by law. Examples of personal information include, but are not limited to, your name, gender, postal addresses, social security number, etc.

○ **Student File, Coursework and Examinations:**

The student file, coursework and examinations are retained as outlined below. At the end of the listed retention period, paper coursework and examinations are shredded securely, and online submissions and digital records are permanently deleted.

- **Weekly Term Quizzes:** The student's quiz submissions will be retained until the end of the final term of the year (April) + three (3) months.
- **Term Examinations:** The student's term examinations, supplemental (rewrite) examinations, and essays will be retained until the end of the academic year (April) + three (3) months.
- **Final Examinations:** The student's final examinations, supplemental (rewrite) examinations, and essays/research papers will be retained until the end of June + two (2) months.
- **Graduate Student File:** The student's file will be retained until the student is licensed within their provincial jurisdiction + two (2) years.
- **Incomplete Admissions/Withdrawals/Dismissal Student Files:** The student's file will be retained for two (2) years after the event date.
- **Student Transcript:** The student's transcript will be retained indefinitely.

***- Accuracy, Access, and Questions:***

We take steps to ensure that personal information is as accurate, complete and up-to-date as necessary for the purposes for which it is used. However, accuracy is a joint responsibility. Students are required to update their personal information as necessary. Privacy Legislation permits individuals to access their personal information under our custody or control, and information on how their personal information is being used or disclosed by us, including the names of the individuals and organizations to whom their personal information has been disclosed by us. We will respond to all such requests in compliance with the legislation. The law permits individuals to request correction to errors or omissions in their personal information in our custody or control. The Canadian College of Funeral Service will respond to all such requests in compliance with the legislation.



**CCFS**  
Canadian College  
of Funeral Service

## ACADEMIC POLICIES AND PROCEDURES

If you have any questions regarding this Privacy Policy and Procedures or wish to request access to, or correction of, your personal information in our custody or control, please contact our office.

If you have any questions or concerns regarding privacy or our practices, please contact our privacy officer at [privacy@ccfs.ca](mailto:privacy@ccfs.ca) or CCFS, Unit #1 – 1596 Regent Avenue West, Suite #306, Winnipeg, MB, R2C 4H4, Attn: Privacy Officer.

If, after our Privacy Office has reviewed and responded to your concern, you remain dissatisfied, you may wish to contact the appropriate privacy officer within your provincial jurisdiction.

### **Contact Us:**

Should you have any questions, concerns or feedback, please contact us at:

Canadian College of Funeral Service  
Unit #1 – 1596 Regent Avenue West, Suite #360  
Winnipeg, MB R2C 4H4  
P: 1-888-797-9941  
[info@ccfs.ca](mailto:info@ccfs.ca)