



CCFS
Canadian College
of Funeral Service

APPLICATION - POLICIES AND PROCEDURES

The following is an overview of some of the Canadian College of Funeral Service's policies and procedures for the applicant to read, understand and agree to. These policies and procedures are updated annually before the start of the program. The Canadian College of Funeral Service's policies and procedures will be provided to each student at the program's start.

Course Structure:

- Academic Calendar:

The academic calendar is divided into two terms and runs 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 term, the 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 weekly online learning with 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 midterm exam for each course.
- At the end of the academic year, the student will write an in-class final exam for each course.

- Completion of Online Computer Lessons:

Lessons/assignments/quizzes are released to the students every Monday by 6:00 a.m. (Central Time). The quizzes must be submitted for grading by midnight the following Sunday (Central Time), provided that an instructor may set a different due date for difficult lessons or other programs. Quizzes that are not submitted by the due date are subject to a ten percent (10%) deduction for each week that they are late. Each term's lessons, assignments, and quizzes must be completed before writing the term exam. Students who remain inactive for several weeks and fail to submit lessons and quizzes regularly may be placed on probation or dismissed from the program.

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

- Computer Requirements:

- Access to a computer or laptop with a strong internet signal and connection is required to participate in the program.
- Access to a webcam with a strong internet signal and connection is required to participate in the online guest speaker sessions and online exams.
- The student must remain current with computer updates. The online program may require that computers have the correct adjustments or settings.
- The student must be able to submit assignments or essays in PDF format.

- Examinations:

- A midterm online examination will be written at the end of the fall and winter term.
 - The midterm grade is calculated as follows:
 - Forty percent (40%) based on the online lessons/quizzes.
 - Sixty percent (60%) based on the midterm examination.
- A final examination will be written at the end of the academic year.
 - A passing grade of seventy percent (70%) is required on the final examination to obtain credit for the course, notwithstanding the student's midterm grade.

- All examinations will consist of:
 - Approximately fifty percent (50%) of objective questions (e.g. multiple choice, matching, true or false, or diagrams).
 - Approximately fifty percent (50%) written response questions.

The student who does not pass an examination may be able to write a "Supplemental Examination." The "Supplemental Examination" policy will be provided upon admission to the program.

- Grades:

- The passing grade for online lessons/quizzes and midterm examinations is seventy percent (70%).
- The passing grade for the course is seventy percent (70%), provided the student must also achieve at least seventy percent (70%) on the final examination.
- The final grade is calculated as follows:
 - Twenty percent (20%) based on the first term grade.
 - Forty percent (40%) based on online quiz marks and sixty percent (60%) on midterm exams.
 - Twenty percent (20%) based on the second term grade.
 - Forty percent (40%) based on online quiz marks and sixty percent (60%) on midterm exams.
 - Sixty percent (60%) based on the final examination.

Attendance Policy:

Attendance for all in-class sessions, guest speaker sessions, online exams and in-class exams is mandatory. A student may be subject to deduction marks, placed on probation, or dismissed from the program for failure to attend, subject to compliance with the academic accommodation policy requirements.

Academic Accommodation Policy:

The Canadian College of Funeral Service is committed to providing access to education for persons with documented disabilities.

- 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 required by applicable human rights legislation.
- Provision of academic accommodations will not lower the academic standards of the Funeral Services Apprenticeship and Foundation Program.
- Students with disabilities applying to the Canadian College of Funeral Service Programs must meet the academic and non-academic admission 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 prior to the start of the program.

- Documentation Requirements:

- Students seeking reasonable academic accommodations for a disability must provide appropriate supporting documentation.
- Documentation of a disability must be current (no more than five years old) and be prepared by professionals with specific training, expertise, and experience in diagnosing conditions for which accommodation is requested.
- The documentation should outline the nature of the disability, along with a detailed explanation of the functional impact of the disability and recommended accommodations and strategies.

If a student's disability circumstances change or their disability is temporary, updated documentation must be provided to support changes in or continuation of academic accommodation.

In some circumstances, temporary accommodation may be recommended by the Program Director while documentation is being obtained. All information

will be kept in accordance with applicable privacy and personal information protection legislation.

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. This will be further discussed in the Canadian College of Funeral Service 2024-2025 Policies and Procedures.

- Academic integrity is applying the values of honesty, trust, fairness, respect, and responsibility in all coursework: online lessons, quizzes, essays, online examinations, in-class examinations, logbook entries, etc.
- Some examples of academic dishonesty are:
 - Cheating
 - Plagiarism
 - Copyright infringement
 - Falsifying information
 - Impersonation
 - Unauthorized collaboration

The Canadian College of Funeral Service is reviewing artificial intelligence and will develop a policy for the upcoming academic year.

Health and Safety Policies:

- Immunization for Hepatitis B:

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 bodily fluids that may contain the hepatitis B virus.

All students must provide proof of vaccination or evidence of positive antibody status to be considered for admission. Documentation of at least the first injection of the series must be submitted before the start of the program.

A student declining the vaccine due to medical or religious reasons must provide documentation to substantiate the request. Any student declining the immunization is required to sign the "Hepatitis B Vaccination Liability Waiver Form."

The Canadian College of Funeral Service will not be liable if the student does not gain employment in the profession due to non-immunization against hepatitis B.

- Personal Protective Equipment:

The Canadian College of Funeral Service requires all students to wear personal protective equipment during clinical and practicum courses.

- N95 Respiratory Mask Fit Test:
 - All students must be fit tested and submit proof within six (6) months before the program starts.

Student Withdrawal and Refund Policy:

A student who, after registering, wishes 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 (8th) week of the program:
 - The student will be issued a refund of fifty percent (50%) of tuition paid. Textbooks and materials are non-refundable.
 - If a student withdraws after the end of the eighth (8th) week of the program:
 - No tuition refund will be issued. Textbooks and materials are non-refundable.

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

Privacy and Personal Information 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, e-mail, and fax numbers 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 for ensuring 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 applicable legislation. This Policy generally outlines the principles that the Canadian College of Funeral Service applies in protecting current, past, and prospective student's personal information within our control.

- Student Information:

We collect student 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; and
to issue T2202 forms 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 to provide these services to students or prospective students and to issue T2202 forms include name, email address, home address and telephone; identification verification numbers such as birth date and social insurance number; 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; apprenticeship employment history; post-academic graduation employment information; and references.

The T2202, 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 form. We will disclose your personal identification to the Canada Revenue Agency for purposes of filing the T2022.

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 or permitted by law. The Canadian College of Funeral Service will not sell, trade, or rent your personal information to third parties.

- Security:

We recognize the obligation of the Canadian College of Funeral Service 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:

We retain personal information only as long as necessary to fulfill the purposes for which it was collected or as required or permitted by law.

- 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, including information on how their personal information is being used or disclosed by us, including the names of the individuals and organizations to whom we have disclosed their personal information. 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.

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