



Canadian College of Funeral Service

2025-2026

**APPLICATION -
POLICIES
AND
PROCEDURES**



CANADIAN COLLEGE OF FUNERAL SERVICE

APPLICATION - POLICIES AND PROCEDURES

The following is an overview of some of the Canadian College of Funeral Service's *Academic 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. They will be provided to each student at the start of the program and are available on the website www.ccfs.ca.

The *Application Policies and Procedures* are current as of March 1, 2025, but are subject to change. Once registered, each student is responsible for reviewing the *CCFS 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 define the College's expectations regarding student behaviour and responsibilities, academic affairs and governance, and procedures for resolving complaints and dealing with offences.

We recommend you review and become familiar with the College's policies, stay informed on new and revised policies, and provide feedback for policy improvement.

Communicating with Us:

Please email or telephone us with any questions, concerns or feedback.

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CANADIAN COLLEGE OF FUNERAL SERVICE

APPLICATION - POLICIES AND PROCEDURES

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It is the student's responsibility to be familiar with the following policies and procedures, which apply to all the Canadian College of Funeral Service programs except where noted.

Course Structure:

- Foundation Program:

Enrollment in the Foundation Program is continuous for eight to ten months (8 to 10 months). Foundation students take the same academic courses as the Level I Funeral Director and Embalmer Licensure Program. Upon completing the Foundation Program, the student must gain employment and sponsorship to progress into the Level II Funeral Director and Embalmer Licensure Program.

- Licensure Program:

Enrollment in the Licensure Program is continuous for two years (24 months). Students take Level I courses in the first year and Level II courses in the second year.

- 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 an 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 online learning, including 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 an in-class final examination for each course.



Students receive the Academic Calendar upon registration for the program. The Academic Calendar is subject to change, and each student is responsible for adhering to the calendar dates and information.

- 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 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* in the *CCFS Academic Policies and Procedures*.

○ **Software:**

- If specific software is needed for your course, the instructor will include 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 in the *CCFS Academic Policies and Procedures*.

Examinations - Full Courses:

- Term Examinations:

An online term examination is written at the end of each term for each full 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 the following:

- Approximately fifty percent (50%) objective questions (e.g. multiple choice, matching, true or false, and diagram)
- Approximately fifty percent (50%) written response questions.

- Final Examinations:

A final examination is written at the end of the academic year for each full course you are enrolled in. The final examination includes all course material from September to April. A passing grade of seventy percent (70%) is required on the final examination to obtain credit for the course, notwithstanding the student's term grade.

All final examinations will consist of the following:

- Approximately fifty percent (50%) objective questions (e.g. multiple choice, matching, true or false, and diagram)
- Approximately fifty percent (50%) written response questions.

- Final Grade:

- The final grade for each full course is calculated as follows:
 - Forty percent (40%) of your term grade, which includes:



- Twenty percent (20%) of Fall Term (Term I or Term III) and
- Twenty percent (20%) of Winter Term (Term II or Term IV)
- Sixty percent (60%) of your final examination

For example:

Fall Term (Term I or Term III) Grade:	$76\% \times 20\% = 15\%$
Winter Term (Term II or Term IV) Grade:	$72\% \times 20\% = 14\%$
Final Examination:	$78\% \times 60\% = 47\%$
	<hr style="width: 100%;"/>
	Final Grade = 76%

Examinations - Single-Term Courses:

- Term Examinations:

There are no term examinations for single-term courses.

- Final Examinations:

An online final examination is written at the end of the term for each single-term course you are enrolled in. The final examination includes all course material from the applicable term. A passing grade of seventy percent (70%) is required on the final examination to obtain credit for the course, notwithstanding the student's term grade.

All final examinations will consist of the following:

- Approximately fifty percent (50%) objective questions (e.g. multiple choice, matching, true or false, and diagram)
- Approximately fifty percent (50%) written response questions.

- Final Grade:

- The final grade for a single-term course is calculated as follows:
 - Forty percent (40%) of your term grade
 - Sixty percent (60%) of your final examination

For example:

Fall Term (Term III) Grade:	$76\% \times 40\% = 30$
Final Examination:	$78\% \times 60\% = 47$
	<hr style="width: 100%;"/>
	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.

A student who does not pass a term or final examination(s) may write a "Supplemental Examination." See the *Supplemental (Rewrite) Examinations Policy* in the *CCFS Academic Policies and Procedures*.

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 by the applicable human rights legislation.

- Provision of academic accommodation will not lower the academic standards of the Licensure 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 prior to 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 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.

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.



A student declining the vaccine for medical or religious reasons must provide documentation and complete the appropriate form to substantiate the request. The student must also sign the "Hepatitis B Vaccination Liability Waiver" form confirms their request and acknowledges 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* in the *CCFS Academic Policies and Procedures* 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 worker's 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 be fit tested and submit proof within six (6) months before 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 during their apprenticeship.

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 the practice of 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).

Financial Policies:

The fees for each program can be found on our website, 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:**

Once accepted into the program and to secure a seat for September, the student will receive a registration package containing documents that must be reviewed, signed, and returned to the admission office by the deadline.

A non-refundable registration fee and applicable taxes must be paid by the deadline. The registration fee will be applied to your tuition and textbooks fees.

If the registration fee is not received by the deadline, the student may incur additional shipping fees to deliver the textbooks for the start of the program.

○ **Tuition and Textbook Fees:**

Tuition and textbook fees are due immediately upon invoicing. Online lessons and textbooks will not be released to unpaid accounts. Textbooks are non-refundable; for tuition refunds, see the *Student Withdrawal and Refund Policy* in the *CCFS Academic Policies and Procedures*.

○ **Other Fees**

Fees for supplemental (rewrite) examinations, rescheduling purposes, administration, proctors, shipping, PPE, or any other outstanding fees must be paid immediately upon invoicing. Examination marks and transcripts will not be released to unpaid accounts. These fees are non-refundable.

- 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 (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 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 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,
- 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 returns (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 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 of Personal Information, Student File, Coursework and Examinations:

o **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.

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.



CCFS
Canadian College
of Funeral Service

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If you have any questions or concerns regarding privacy or our practices, please contact our privacy officer at 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:

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