
Continuing Education Policy – Personal Licensees

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Purpose

Since 1938, funeral professionals in Ontario have committed to lifelong learning through participating in mandatory professional development programming regularly.

Since January 2020, each year funeral directors, funeral preplanners and transfer service sales representatives (“licensees”) are required to complete a minimum of six (6) hours of continuing education (CE). This means that licensees must have completed six hours of continuing education to be eligible for renewal of their licences each year.

This policy outlines the types of programs and organizations whose programs are or can be eligible for approval by the BAO for CE credits for personal licensees.

Scope

The continuing education programs described in this policy are intended for applicants to renew funeral director, funeral preplanner and transfer service sales representative licences. Exception: Newly licensed individuals are not required to complete continuing education hours for their first annual licence renewal application.

Policy Statements

All continuing education providers must be approved by the Registrar, *Funeral, Burial and Cremation Services Act, 2002* (FBCSA).

To qualify for CE credit, the course must be:

- Delivered through professional associations for members of the bereavement sector;
- Provided by a college, trade school or university program geared toward the bereavement sector or other sectors, so long as the course is pertinent to the bereavement sector, such as courses on business management (marketing, personnel management, accounting, computer applications), ethics, grief and bereavement, communications, religion, diversity, equity, and inclusion, etc.);
- Provided by a continuing education business approved by the Registrar, *Funeral, Burial and Cremation Services Act, 2002* (FBCSA).

Qualifying courses are identified as either Category A or Category B content. Of the six education hours required, at least four must be from Category A and two may be from category B.

Category A – Technical / Professional Skills:

- Embalming
- Restorative art
- Business management (marketing, personnel management, accounting, computer applications)
- Ethical issues
- Legal interpretations
- Legislative and regulatory reviews/issues
- Communications skills
- Sales techniques

Category B – Self Care:

- Counselling
- Grief psychology
- Family care
- Stress management
- Motivational presentations

Proof of Course Completion

Funeral licensees must self-report the details of their continuing education on their licensing renewal application annually and must retain evidence of course completion to substantiate their credit. Every year, the BAO randomly selects licence numbers (using a computerized randomizer), and selected licensees will be requested to provide proof of completion of the six required course hours. The BAO also reserves the right to request proof of course completion of any other licensee.

Accreditation Guidelines

Accredited programs may consist of group learning activities such as presentations, seminars, and workshops.

The program must be delivered or sponsored by a provider for which education and/or continuing education programming is part of the overall provider mission. Courses offered by the following organizations are pre-approved if they also meet the remaining criteria in these Accreditation Guidelines.

- ✓ Humber College
- ✓ Collège Boréal
- ✓ Ontario Association of Cemetery and Funeral Professionals
- ✓ Ontario Funeral Service Association
- ✓ Funeral Service Association of Canada
- ✓ Cremation Association of North America
- ✓ National Funeral Directors Association
- ✓ A continuing education business approved by the Registrar, *Funeral, Burial and Cremation Services Act, 2002* (FBCSA)

Program speakers and/or content writers/consultants must possess professional credentials appropriate to the subjects covered in the program.

The program must contain relevant educational content.

The program should be based upon bereavement sector specific skills, business skills or knowledge required for a bereavement sector establishment or be applicable to professional development.

The program should assist in addressing current challenges within the bereavement profession.

Content Not Permitted

Credits are not allowed for activities that are social occasions, meals, receptions, or tournaments. If a portion of this type of event contains educational content, only that portion will receive CE credit. (i.e., a banquet with an educational speaker would be eligible for credit for the time of the speech only).

Educational programs should not contain elements promoting a specific product, service, or company.

Educational programs must not denigrate or defame other companies/competitors, bereavement sector licensees or establishments, or their products and services.

Applying for Accreditation

The BAO will not be accepting approval requests from individual licensees during the calendar year 2023 - for the 2024 licensing renewal year. Beginning in summer 2024, if a licensee is unsure whether a course/program qualifies, they may submit the program description and/or syllabus to the BAO for approval prior to enrolling.

Program providers, including regional funeral service associations, offering courses that are not pre-approved should use the same process by completing and submitting the form below and supporting documentation.

Once a course is approved, the course details will be added to a list of Approved Continuing Education courses on the BAO's website.

Submissions may be made to education@thebao.ca. Approvals can take up to 30 days for a decision.

Date (s)	
Location	
Type of Session (Conference, webinar, etc.)	
Title of Session (To be published, may be modified)	
Length of Session	
Speaker/Presenter Name	
Speaker/Presenter Title	
Speaker/Presenter Bio (Paragraph to be published)	
Description/Summary of Session (Paragraph to be published)	
List 3-5 Course Objectives Attendees will learn... (For example: Attendees will learn tools available to better communicate with their staff)	
List 3-5 Course Take-aways Attendees will walk away knowing how to: (For Example: Attendees will walk away knowing how to protect their business)	

References/Citations

Funeral, Burial and Cremation Services Act, 2002:

Requirements for licences

14 (1) An applicant is entitled to a licence or to a renewal of the licence unless,

(g) the applicant or other person that is prescribed has not successfully completed the educational requirements that are prescribed;

113. (1) The Lieutenant Governor in Council may make regulations

5. governing educational requirements for applicants for a licence, applicants for renewal of a licence, licensees, and prescribed persons under clause 14 (1) (g), including,

- i. authorizing the registrar to set educational requirements, including different educational requirements for different classes of persons,
- ii. prescribing rules for setting the educational requirements,
- iii. governing the educational requirements that the registrar sets,
- iv. requiring that a description of the educational requirements be made available to the public free of charge on request,
- v. requiring applicants for a licence, applicants for renewal of a licence, licensees, and prescribed persons under clause 14 (1) (g) to meet the educational requirements that the registrar sets under subparagraph i, to complete a program of studies that the registrar designates or to take one or more courses that the registrar designates,
- vi. authorizing the registrar to designate organizations that are authorized to provide the programs and courses required to meet the educational requirements set under subparagraph i or designated under subparagraph v,
- vii. establishing a certification process in respect of a class of persons,
- viii. authorizing the registrar in specified circumstances to exempt an applicant for a licence, an applicant for a renewal of a licence, a licensee, or a prescribed person under clause 14 (1) (g) from any of the educational requirements, specifying the circumstances and authorizing the registrar to impose conditions on the exemption, and
- ix. authorizing the registrar in specified circumstances, to require an applicant for a licence, an applicant for a renewal of a licence, a licensee, or a prescribed person under clause 14 (1) (g) to complete any educational requirements again or to complete the other educational requirements that the registrar specifies and specifying the circumstances;

Ontario Regulation 30/11:

Educational requirements

42. (1) For the purposes of clause 14 (1) (g) of the Act, the prescribed educational requirements for applicants for a licence, licensees, and prescribed persons under clause 14 (1) (g) of the Act are, subject to subsection (6), the educational requirements that the registrar sets or imposes under this section. O. Reg. 30/11, s. 42 (1).

(2) The registrar may set educational requirements for applicants for a licence, licensees, and prescribed persons under clause 14 (1) (g) of the Act. O. Reg. 30/11, s. 42 (2).

(3) The educational requirements may be different for different classes of persons and, within those classes, for persons employed by different classes of operators. O. Reg. 30/11, s. 42 (3).

(4) In setting the educational requirements, the registrar may require particular programs of study, training programs, internship programs, apprenticeship programs, courses, seminars, lectures, tutorials, or other educational resources, may require that persons take them from particular providers and may require that persons take particular examinations or tests. O. Reg. 30/11, s. 42 (4).

(5) The registrar shall make a description of the educational requirements and the providers of them available to members of the public free of charge on request. O. Reg. 30/11, s. 42 (5).

(6) If an applicant for a licence or a licensee holds or held an equivalent licence, registration, or certification in a jurisdiction outside Ontario, the registrar may exempt the applicant or licensee from any of the educational requirements set by the registrar and may impose conditions on the exemption. O. Reg. 30/11, s. 42 (6).

(7) The registrar may require an applicant for a licence or a licensee to complete again any of the educational requirements set by the registrar or to complete the other educational requirements that the registrar specifies, if the applicant completed the original requirements for the purposes of a licence under this Act or a predecessor Act and subsequently there has been a period during which the applicant did not carry on the activities authorized by the licence. O. Reg. 30/11, s. 42 (7).

(8) The registrar may require a prescribed person under clause 14 (1) (g) of the Act to complete again any of the educational requirements set by the registrar or to complete the other educational requirements that the registrar specifies if, since the time at which the person completed the original requirements, there has been a period during which the person did not carry on the activities for which the education was required. O. Reg. 30/11, s. 42 (8).