

Funeral Director Competencies

Funeral director written exam competencies are outlined in Section 3G (6) of the Embalmers and Funeral Directors Regulations, as follows:

- “(6) The funeral director’s written examination is set by the Board and must be composed of questions from each of the following subjects:
- (a) religious rites and rituals;
 - (b) funeral arranging and directing protocol and practices;
 - (c) communications;
 - (d) grief and bereavement;
 - (e) funeral services business practices;
 - (f) funeral services law and ethics”

Practical funeral director examinations, which include a traditional funeral with committal require competencies in the following areas:

Disposition – This includes transfer, shipping, and final disposition

Competency in this area should clearly be demonstrated with knowledge of:

- Arrangements for the transfer from the place of death
- Ability to demonstrate the importance of appropriate department, equipment, personnel and supplies
- The knowledge of legal documentation and securing this documentation
- Shipping details and arrangements
- Cemetery contact
- Arrangements for set-up and final disposition
- Consideration for third party services
- Logistics and timing

Arranging and Professional Services

Competency in this area should clearly be demonstrated with knowledge of:

- A displayed high degree of professional and ethical standards
- Ability to establish rapport and apply listening skills

- Provide information about products and services
- Secure and prepare legal documentation
- Provide direction
- Establish contacts

Funeral Services

Competency in this area should clearly be demonstrated with knowledge of:

- Able to describe, in detail, the appropriate set-up for visitation, tribute, and funeral service with committal, with consideration for religious protocol
- Venue Specifics
- Timing of services
- Needs of family
- Participants in the service
- The role of the funeral professional

Aftercare and Death

- Able to provide a clear explanation of the services
- Eligibility requirements for death benefits
- Products and benefits relevant to the case information
- Aftercare services are able to be outlined, clearly defined, and carried out
- Information and referrals are given based on case specifics