

ARE YOU READY?
THE BAO REQUIRES THIS
COURSE FOR ALL NEW
CEMETERY SALES
LICENCES*



OACFP Online Self-Study Course: Ontario Cemetery Sales Representative

The OACFP is pleased to continue to offer our online self-study course, "Ontario Cemetery Sales Representative". This course will guide and assist you in:

1. Understanding the standards and expectations of a licensed cemetery sales representative
2. Become competent as a licensed cemetery representative
3. Complete the sales and transactions of contracts in compliance with bereavement sector regulations

This online course was developed by Canadian College of Funeral Service (CCFS) in collaboration with the Ontario Association of Cemetery and Funeral Professionals (OACFP). The purpose of this self-study course is to provide accurate and complete information to prospective cemetery sales representatives while allowing learners to complete the course on their own, at their own pace.

All material is delivered online through the Internet.

The cost is **\$495** for OACFP members and **\$595** for non-members.

**The BAO now requires the OACFP Cemetery Sales Representative Course to obtain your Cemetery Sales Licence. The requirement may be mandatory for renewals in the future.*



OACFP

ONTARIO ASSOCIATION OF CEMETERY
AND FUNERAL PROFESSIONALS

Register Online
at OACFP.com

ONTARIO CEMETERY SALES REPRESENTATIVE COURSE DESCRIPTION

This online self-study course is self paced. There are no classroom sessions. All material is delivered online via the Internet. The course consists of four (4) modules. Each module is composed of two components: Reading and Quiz.

This course is expected to require 6–8 hours to complete, based on each individual's pace*.

Module 1: Administration, Licensing Requirements, and Enforcement

- Bereavement Authority of Ontario (BAO). The BAO administers the provisions of the Funeral, Burial and Cremation Services Act, 2002 (FBCSA) on behalf of the Ministry of Government and Consumer Services. It regulates and supports licensed funeral establishments, cemetery operators, crematorium operators, transfer service operators, funeral directors, funeral preplanners, transfer service sales representatives, cemetery sales representatives, and crematorium sales representatives across Ontario.
- An overview of licensed operators and licensed individuals in the province of Ontario.
- Licensing requirements for a cemetery sales representative.

Module 2: Consumer Protection and Cemetery Legislation

- Consumer protection
 - *Restrictions on solicitation*
 - *False advertising and false information*
 - *Promotional material and disclosures*
 - *Price list*
- Cemetery legislation
 - *Classification of cemeteries by ownership*
 - *Manner of disposition of the human body*
 - *Perpetual care: care and maintenance funds*
 - *The resale of plots and abandoned graves*
- Crematorium legislation
 - *Crematorium operators*
 - *Options for cremated remains*

Module 3: Trust Accounts, Contracts and Cemetery By-Laws

- At need vs. pre-need
- Pre-Paid trust accounts
- Contracts
- Cemetery by-laws

Module 4: Conduct

- Ethics
- Professionalism
- Dealing with grief

*NB - A minimum score of 70% is required on certification exam. Upon two(2) unsuccessful attempts at certification you will be required to re-register for the course.

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