

CONTINUING EDUCATION COURSES, TOPICS AND SUBJECTS IN COMPLIANCE WITH THE STANDARDS SET FORTH IN G.S. 90-210.25; 21 NCAC 34 B .0409; 21 NCAC 34 B .0411

The following outline is to serve as a guide to more clearly demonstrate the areas that are allowable for continuing education as prescribed by the General Statutes of North Carolina. In order to provide the most clear and specific guide, every reasonable attempt has been made to clarify any areas not transparently relevant to funeral service. In addition to the areas listed below, any relevant subject required by an accredited mortuary science college or school, other than those specifically prohibited later in this guideline, may be considered a feasible subject for continuing education. It is the intent of the NC Board of Funeral Service to make a most clear and precise guideline for continuing education, its providers, instructors, and sponsors with the information listed below. (June 30, 2005)

Funeral Service/Funeral Home Management (to include)

- Subjects related to meeting the needs of families and the community as related to funeral service
- Management functions and concepts as related to funeral service
- Management of human resources that include personnel management as relevant to funeral service operations
- Financial management
- Marketing management (to include)
 - Merchandising
 - casket types and materials (not brand specific)
 - vault types and materials (not brand specific)
 - selection room guidelines (not brand specific)
 - display (not brand specific)
 - Product
 - Price
 - Pricing methods (not brand specific)
 - Distribution
 - Promotion of funeral service to include advertising, public relations and customer relations
- Management of facilities (to include)
 - Requirements of facilities and equipment
 - Requirements for State licensure
 - American with Disabilities Act as related to funeral service
 - OSHA standards and requirements as relevant to funeral service
- Office systems and records (to include)
 - Client service records such as case reports, first call methods arrangement forms, sales contracts, and disclaimers
 - Records required by government agencies
 - Required personnel records
- Funeral service operational procedures (to include)
 - Notification of death
 - Transfer of remains / removal of remains from place of death
 - Arrangement conference / statistical information recovery
 - Dressing, casketing and preparing the deceased for viewing by family or public
- Preparing and directing of funeral
- Post need services / aftercare / Estate Procedures
- Disaster procedures (to include)
 - Role of funeral professionals and other personnel

- Disasters, both natural and man made or human responsible
- General consequences and concerns that occur due to disasters
- Investigational procedures and concerns as related to funeral personnel
- Federal, state and local concerns and roles in disasters

- Trends and changes in funeral service and areas related to funeral service.
 - Population and death projections as related to funeral service
 - The place of death and its changes as a result of medical technology
 - Family unit changes
 - Religion and the clergy
 - Alternative forms of disposition
 - Regulatory issues
 - Recruitment and retention of personnel in funeral service
 - Diversity in funeral service employment
 - Role of computers and their effects in funeral service
 - Preneed service and pre-financing of funerals and its growth in the industry
 - Immigration as related to funeral service
 - Changing attitudes of consumers' as relative to funeral service

Funeral Service Law

NC Funeral Service Laws and Rules

Laws and Rules as related to registering vital statistics

Religion as relevant to funeral service

History of funeral service

Accounting

Business Law

Restorative Art

Embalming and Embalming Theory

Chemistry

Pathology

Microbiology

Psychology

- Grief related
- Post Traumatic Stress
- Grief processes
- Effects of grief on family, caregivers, funeral professionals

Sociology

- grief related
- Cultural and ethnic
- Society

Cremation

- Trends
- Statistics
- Laws and rules
- Crematory operations
- Training programs required for certification as a Crematory Technician

Anatomy and physiology**Preneed laws and rules****Veteran Administration**

- Laws
- Benefits
- Procedures
- VA and National Cemetery requirements and procedures

Military

- Mortuary affairs
- Benefits as related to funeral service
- National Cemetery requirements and procedures
- Military Burials

Organ Procurement

- Trends
- Clinical recovery of organs

Agencies not previously mentioned that are relevant to funeral service**Federal Trade Commission and specifically the FTC Funeral Rule**

Courses that cross academic lines, such as insurance seminars, may be considered for approval by the Board; however, the Board must be satisfied that the content of the activity is directly related to preneed or would otherwise enhance funeral directing and funeral service skills.

-Courses that are for academic credit by a Mortuary Science College approved by the American Board of Funeral Service Education shall be approved unless the course is taken to obtain licensure as a Funeral Director, Funeral Service Licensee or Embalmer.

CONTINUING EDUCATION COURSES, TOPICS AND SUBJECTS THAT DO NOT MEET THE CRITERIA SET FORTH IN GENERAL STATUTES 90-210.25 OR 21 NCAC 34 B .0411

- Courses with in the normal college curriculum such as English, History and Social Studies
- Courses that deal with sales and advertising only and would not further educate a licensee as to his or her product knowledge and development of funeral procedures and management models designed to increase the level of service provided to the consumer. This is not be construed to prohibit merchandising in general, advertising of funeral establishments in productive manner or any other criteria specifically mentioned as allowable.
- Courses that deal with marketing and merchandising of funeral goods that are brand specific such as vaults, caskets, embalming fluids and supplies, etc.
- Courses in psychology and sociology that are not grief specific to families, care-givers and funeral professionals. This is not to be construed to prohibit courses dealing with personality styles and traits that are directly related to the funeral profession or public interaction.
- Courses that are for academic credit by a Mortuary Science College approved by the American Board of Funeral Service Education taken to obtain licensure as a Funeral Director, Funeral Service Licensee and Embalmer shall not be approved.
- Courses involving cemetery operations and procedures are not be construed as allowable topics under the Funeral Service Management Curriculum in that regulation of cemeteries is not in the scope of regulation and authority of the NC Board of Funeral Service.

INSTRUCTORS:

-NC Laws and Rules Programs should only be taught by a person with an intricate knowledge and competency of the laws, their interpretation, regulation and enforcement. Therefore, courses dealing specifically and entirely on NC Laws and Rules should be taught by members of the NC Board of Funeral Service, the Executive Director of the NC Board of Funeral Service, Licensed Attorneys, or by Inspectors of the NC Board of Funeral Service.

-Anyone other than members of the NC Board of Funeral Service, the Executive Director of the NC Board of Funeral Service, an attorney in the employment of the NC Board of Funeral Service, or Inspectors of the NC Board of Funeral Service, shall make application to the NC Board of Funeral Service using form BFS CE-3 to be considered for Instructor Approval. In addition to form BFS CE-3, such applicant shall also provide to the Board of Funeral Service a resume outlining educational, professional and other accomplishments they feel would demonstrate their knowledge and competency in the area of continuing education to which they are seeking approval for instruction. This paragraph is not to be construed to assume that once a person is approved as an Instructor that they are able to teach continuing education in all areas, proof of competency must be provided in the area to which relevant subject matter is being taught. Therefore, Instructors previously approved by the NC Board of Funeral Service may be required to submit form BFS CE-3 repeatedly if the subject area is not clearly demonstrated in previous or initial application for instructor approval.

-In order to provide the most accurate information in assessing instructor approval it is recommended that all instructors provide updated information to the NC Board of Funeral Service periodically when seeking course approval or notification of course submission.

APPLICATION FOR COURSE APPROVAL:

Anyone or group desiring to offer Continuing Education and seek credit by the NC Board of Funeral Service must make Application for Course Approval on form BFS CE-2. In addition to form BFS CE-2, an outline of the course content and copies of any handouts to be used must be submitted to the NC Board of Funeral Service for consideration for approval. Form BFS CE-5A, Names and Signatures of Persons Authorized to Certify Attendance form, must also be completed and submitted with form BFS CE-5 for each date, time and location the program will be offered. If multiple courses are being offered for one program, then all courses may be listed on one form BFS CE-5 and only one form BFS CE-5A submitted, provided the same individual(s) are certifying attendance to all courses.

A course shall be considered approved for a period of one year from the date of approval of that continuing education course.

APPEALS OF STAFF DECISIONS ON CONTINUING EDUCATION:

An applicant for general course approval of a Continuing Education Course may appeal the decision of staff to the Continuing Education Committee by written letter within 15 days of receipt of the notice of disapproval. The decision of the Continuing Education Committee may be appealed to the full board by written letter within 15 days of the receipt of the notice of disapproval. The decision by the Board on appeal is final.

CLINICALLY ORIENTED PROGRAMS:

If a program is clinical in nature and embalming oriented it shall only be open to licensees who are licensed as a Funeral Service Licensee or Embalmer. This shall apply to any program whether it be a live demonstration, pre-recorded video, or any other means of media.

GS 90-210.25 (a)(5)c