



Alabama Board of Funeral Services APPRENTICE FUNERAL DIRECTING AREAS OF TRAINING

Qualifying activities you may report toward your apprenticeship are:

1. Objectives for Approved Supervisor to review with Apprentice
a) Understand and review apprentice expectations and reporting forms
b) Understand and adhere to ethical and confidentiality standards
c) Understand and apply local, state, and federal rules and regulations
d) Understand and apply workplace safety standards
e) Understand and review company policies, proper communication and dress
f) Understand resources available for grief counseling
g) Understand expectations of public speaking skills (announcements, services)
h) Understanding basic merchandising and marketing
i) Understanding and apply laws, policies and procedures pertaining to cremation
2. Demonstrate Knowledge of the following
a) Federal Trade Commission Funeral Rule
b) Social Security Benefits (form SSA-721)
c) Veterans Benefits (and forms)
d) Military Honors (and forms)
3. Observe and assist licensed funeral director in the following
a) Transfer of remains from place of death
b) Arrangement conference
c) Post arrangement activities
d) Visitation and funeral/memorial service
e) Post service follow-up
4. Complying with ethical standard of Funeral Service practices
j) Exhibit professional attitude and dress
k) Maintain awareness of changes in funeral service law
l) Comply with laws, rules, and regulations governing funeral service
m) Maintain appropriate certification
n) Maintain confidentiality of information
5. Demonstrate proper telephone and email etiquette
a) Answer the telephone in a positive and factual manner
b) Receive initial notification of death
6. Transfer of remains from place of death
a) Show proper use of removal equipment
b) Wear protective equipment and observes universal precautions during removal



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c) Verify the identity of remains/ place identification on remains
d) Comply with embalming/refrigeration regulations
e) Document Personnel effects
f) Obtain embalming authorization

7. Arrangement conference
a) Schedule and conduct arrangement conference
b) Comply with Federal Trade Commission Funeral Rule
c) Determine responsible party and financial responsibility
d) Determine if pre-arrangement contract exists
e) Inform responsible party of available benefits
f) Collect vital record information for death certificate for review
g) Compose obituary/notice for review
h) Present all service and merchandise options
i) Contact cemetery, vault provider, crematory, officiant, church, or service location, florist musicians/vocalists, escorts, military, A/V personnel, etc.
j) Verify all service arrangement with responsible party
k) Coordinate with responsible party clothing, jewelry, photograph, and personal items
l) Obtain authorizations for embalming, cremation, disposition, release, etc.
m) Discuss all payment options (including insurance) with responsible party

8. Federal Trade Commission Funeral Rule
a) Present and explain a general price list
b) Present and explain a casket price list
c) Present and explain an outer burial container price list
d) Present and discuss merchandise options (caskets, outer burial containers)
e) Complete and explain a statement of funeral goods and services selected

9. Post arrangement activities
a) Complete and file death certificate
b) Complete and file burial transit permit
c) Submit and distribute obituary/notice to appropriate media
d) Prepare and coordinate for visitation/service <ol style="list-style-type: none"> 1. Order merchandise (casket, vault, urn, etc) 2. Create memorial folders/pamphlets, registry books, acknowledgement cards, etc. 3. Determine and arrange audio/visual needs 4. Prepare site for service



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e) Prepare deceased for visitation/services including dressing, cosmetizing, casketing, etc.
f) Arrange for shipping of remains
g) Prepare honorariums/ gratuities

10. Visitation
a) Assist with visitation
b) Receive and arrange flowers
c) Arrange viewing room

11. Funeral/Graveside/Memorial Service
a) Assist with funeral/graveside/memorial service
b) Coordinate funeral service participants (clergy, military, etc.)
c) Arrange funeral procession, limousines, escorts, transportation, etc.
d) Arrange casket/urn
e) Prepare and present honorariums and gratuities
f) Assist with ceremonial rites (committal services, graveside, immediate burials)
g) Conclude service and dismiss attendees

12. Cremation
a) Confirm identity of deceased prior to cremation
b) Document and remove jewelry and other personal effects as instructed
c) Obtain consent to remove implanted devices
d) Confirm implanted medical devices have been removed
e) Place deceased in state required combustible container
f) Return cremated remains as directed by the authorizing agent

13. Post service follow-up
a) Arrange for disposition and release of cremated remains to responsible party
b) After service follow-up with responsible party
c) Ensure final payment
d) Complete funeral directing case report