

FLORIDA STATE COLLEGE AT JACKSONVILLE

COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER: FSE 2202

COURSE TITLE: Funeral Home Management

PREREQUISITE(S): None

COREQUISITE(S): None

CREDIT HOURS: 3

CONTACT HOURS/WEEK: 3

CONTACT HOUR BREAKDOWN:

Lecture/Discussion: 3

Laboratory:

Other _____:

FACULTY WORKLOAD POINTS: 3

STANDARDIZED CLASS SIZE ALLOCATION: 25

COURSE DESCRIPTION:

Students will examine the principles and practices of funeral home management. Material will include items that are required to operate a successful funeral home: Supervision, obtaining finances to start or purchase a business, daily fiscal operations of business, inventory, and insurance.

SUGGESTED TEXT(S):

Coulter, M. Entrepreneurship in Action. New Jersey: Pearson Education. Latest Edition

Klicker, R.L. Funeral Directing and Funeral Management, Buffalo, N.Y. (Latest Edition)

IMPLEMENTATION DATE: Spring Term, 2002

REVIEW OR MODIFICATION DATE: Fall Term, 2008 (20091) - Outline Review 2007

COURSE TOPICS	<u>CONTACT HOURS PER TOPIC</u>
I. Personnel Supervision	8
II. Fiscal Operations	6
III. Inventory	2
IV. Insurance	2
V. Transportation Issues	2
VI. Business Relationships	
a. Cemeteries	1
b. Churches	1
c. Government	1
d. Other	1
VII. Business Planning	4
VIII. Pre-Need	4
IX. Marketing	3
X. Funeral Home Setting	3
XI. Starting a Business	7

PROGRAM TITLE: Funeral Services

COURSE TITLE: Funeral Home Management

CIP NUMBER: CIP: 1312030100 (AS); CIP: 0312030100 (AAS)

LIST PERFORMANCE STANDARD ADDRESSED:

NUMBER(S): TITLES(S):

08.0 TAKE CARE OF THE DEAD IN A MANNER WHICH RECOGNIZES THE INHERENT DIGNITY OF MAN--
The student will be able to:

08.01 Give evidence of respect for human remains

10.0 INTERPRET AND COMMUNICATE THE PURPOSES, PROCEDURES, AND VALUES OF FUNERAL SERVICES--The student will be able to:

10.01 Identify the purposes, which the funeral serves for the family, friends, church, occupational associates, and community of the deceased.

10.02 Identify the values of the funeral.

10.03 Define common terms used in funeral services.

10.04 Identify the psychological purposes and values of the funeral.

10.05 Identify the sociological purposes and values of the funeral.

10.07 Identify the philosophical purposes and values of funeral service.

12.0 PLAN, IMPLEMENT, AND DIRECT A FUNERAL ACCORDING TO THE SOCIOLOGICAL, PSYCHOLOGICAL AND THEOLOGICAL NEEDS OF THE PERSON BEING SERVED--The student will be able to:

12.01 Develop a warm, friendly and tactful attitude towards the family at the first meeting.

12.02 Identify the items of information, which are necessary to complete the following forms:

12.02.01 Obituary

12.02.02 Death certificate

12.02.03 Social Security forms (SSA, 719, SSA 721)

12.02.04 Veteran's forms (Marker, Flag, Burial Allowance)

12.02.05 Burial/Transportation permits

12.02.06 Release/Authorization forms

12.03 Identify the person(s) who are qualified to give permission for release of the deceased from a hospital, or to sign the hospital death record, if required.

12.04 Identify the information to be secured from, and given to, the family upon initial family contact.

12.05 Describe the multiple steps required between initial notification of death and removal of the deceased.

12.06 Identify person(s) who qualify to authorize autopsy and embalming, and to approve the purpose and disclosure statement.

12.07 Identify the items and considerations usually included in the arrangement conference.

12.08 Identify the purpose of the death certificate.

LIST PERFORMANCE STANDARD ADDRESSED: (CONTINUED)

NUMBER(S):	TITLES(S):
12.09	Identify the appropriate times usually considered necessary to meet the funeral needs of those being served.
12.10	Identify the consideration normally involved in setting the order for the processional and recessional of a funeral service including casket, casket bearer, children, clergy, friends, fraternal orders, funeral directors, honorary bearers, next of kin, relatives and service organization.
12.11	Describe the multiple steps required between initial notification of death and removal of the deceased when the bereaved are not present at the time of death, regardless of the place or manner of death - including, but not limited to, the funeral director's determination of the need for a personal conference and/or counseling of the bereaved prior to the funeral arrangement conference.
12.12	Identify the items of clothing ordinarily required for the deceased.
12.13	Describe the proper techniques and equipment employed in the dignified removal of remains under diverse conditions.
12.14	Identify the reasons, which require a discussion involving the family, the officiating clergyman, and the funeral director regarding visitation hours, time of funeral, and other aspects of the service.
12.15	Identify the purpose of the Burial-Transit Permit.
12.16	Write obituary and death notices.
12.17	Identify the purpose and content of preselection counseling.
12.18	Identify the participants functioning in funeral service and explain their duties.
12.19	Describe considerations involved in the dignified movement of casketed remains.
12.20	State considerations for determining the order of the funeral procession.
12.21	Coordinate a variety of committal rites when these are a part of one funeral.
12.22	Identify the psychological and sociological value of the funeral arrangement conference.
12.23	Identify methods of dealing with inter-personal conflicts among family members.
12.24	Discuss dismissal procedures for leaving the grave site.
12.25	Explain the problems involved in harmonizing the colors of caskets in the funeral setting.
12.26	Describe the various types of floral arrangements and the considerations involved in their placement.
12.27	Identify requirement/procedure pertaining to cremation, calcination and burial at sea.
14.0	<u>MANAGE PERSONNEL, FACILITIES, AND OTHER RESOURCES</u> --The student will be able to:
14.01	Answer the telephone properly.
14.02	Receive initial contact information accurately and appropriately.
14.03	Identify importance of:
14.03.01	The appearance and cleanliness of the funeral home, preparation room, funeral coach, limousine, and parking lot.
14.03.02	The need for confidentiality of funeral home records, family records and financial data.
14.03.03	Maintaining staff communications.
14.04	Identify the procedure for filing the death certificate at the proper agency and obtaining related permits if required.

LIST PERFORMANCE STANDARD ADDRESSED: (CONTINUED)

- | NUMBER(S): | TITLES(S): |
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| 14.05 | Identify equipment necessary for the removal of an adult, child or infant from a hospital, residence or other place of death. |
| 14.06 | Identify all equipment appropriate for any funeral service. |
| 14.07 | Identify the procedure for properly receiving those who make a visitation to the funeral home. |
| 14.08 | Identify the procedures for dressing and casketing the remains. |
| 14.09 | Identify the procedures for placing the deceased in a visitation room. |
| 14.10 | Identify equipment needed to accomplish interment, inurnment, and entombment. |
| 14.11 | Identify the procedures for the completion of insurance forms. |
| 14.12 | Complete the recording of information in a register book. |
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| 16.0 | <u>RECOGNIZE THE IMPORTANCE OF INTER-PROFESSIONAL AND INTRA-PROFESSIONAL RELATIONSHIP AND RESPONSIBILITIES</u> --The student will be able to: |
| 16.01 | Identify common interest areas existing between funeral directors, florists, cemeterians, monument dealers, news media, the legal profession, the judiciary, hospital administrators, governmental agencies and local police. |
| 16.02 | Identify the aims and purposes of a funeral director-clergy relations committee. |
| 16.03 | Identify common concerns inherent in physician-funeral director relationships. |
| 16.04 | Name the major funeral director associations. |
| 16.05 | Identify the aims and purposes of a funeral director-pathologist autopsy committee. |
| 16.06 | Describe the structure and function of the Conference of Funeral Service Examining Boards, Inc. |
| 16.07 | Describe the structure of "multi-unit" funeral home organizations (public stock corporations). |
| 16.08 | Describe the structure and function of the Commission of Schools of the American Board of Funeral Service Education. |
| 16.09 | Describe the structure and function of the American Board of Funeral Service Education. |
| 16.10 | Describe the membership structure of the National Funeral Directors Association and other professional associations in the industry. |
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| 17.0 | <u>RECOGNIZE THE PROCEDURES FOR BECOMING AN ACTIVE MEMBER OF THE COMMUNITY AND PARTICIPATING IN COMMUNITY AFFAIRS</u> --The student will be able to: |
| 17.01 | Identify the necessary items to be considered in establishing a funeral home-public relations program. |
| 17.02 | Distinguish between institutional and funeral home advertising and state the primary purpose of each. |
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| 19.0 | <u>DEMONSTRATE AND UNDERSTANDING OF ENTREPRENEURSHIP</u> --The student will be able to: |
| 19.01 | Define entrepreneurship. |
| 19.02 | Describe the importance of entrepreneurship to the American economy. |
| 19.03 | List the advantages and disadvantages of business ownership. |
| 19.04 | Identify the risks involved in ownership of a business. |
| 19.05 | Identify the necessary personal characteristics of a successful entrepreneur. |
| 19.06 | Identify the business skills needed to operate a business efficiently and effectively. |

LIST PERFORMANCE STANDARD ADDRESSED: (CONTINUED)

NUMBER(S): TITLES(S):

26.0 APPLY BUSINESS PRINCIPLES AND PRACTICES TO FUNERAL SERVICE--The student will be able to:

- 26.05 Apply basic accounting principles in keeping mortuary records.
- 26.06 Identify the major items of income and expenses which should be included in the budget of a funeral home.
- 26.07 Define basic accounting terms.
- 26.08 Analyze financial data, make financial decisions, and recognize the effects of economies on existing funeral services.
- 26.09 Identify the dual role of the funeral director, and list the major responsibilities of each role.
- 26.11 Identify the insurance needs of a funeral director, and funeral service practice.
- 26.13 Identify the importance of purchase disclosures.

29.0 DEMONSTRATE AND UNDERSTANDING OF ENTREPRENEURSHIP--The student will be able to:

- 29.01 Define entrepreneurship.
- 29.02 Describe the importance of entrepreneurship to the American economy.
- 29.03 List the advantages and disadvantages of business ownership.
- 29.04 Identify the risks involved in ownership of a business.
- 29.05 Identify the necessary personal characteristics of a successful entrepreneur.
- 29.06 Identify the business skills needed to operate a business efficiently and effectively.

