



Course Description

FSE2203C | Funeral Home Applications | 4.00 credits

Funeral Home Applications class reinforces the academic and theory of prior classes with hands on practical exercises. Students will learn procedures for taking the first call, removal, buying and selling merchandise, funeral arranging, conducting the funerals, and finalizing contracts. Must complete this course with a grade of "C" or better.

Prerequisites: FSE2060, FSE2201

Course Competencies:

Competency 1: The student will demonstrate a high proficiency in using the phone by:

1. Simulating first calls through telephone role-playing
2. Arranging a transfer of the deceased with a removal service

Competency 2: The student will demonstrate their ability to remove remains by:

1. Utilizing a school gurney and removing a body from the prep room table
2. Utilizing proper protocol when removing remains as if in a home environment

Competency 3: The student will demonstrate their ability to display and present funeral merchandise by:

1. Presenting funeral merchandise to another individual as if giving a sales presentation to inform the consumer and allow them to make an informed decision regarding their purchase

Competency 4: The student will demonstrate their ability to meet with families by:

1. Playing a role as an arrangement conference with mock bereaved family members
2. Gathering vital statistics and other information required to facilitate the disposition of human remains
3. Completing all necessary documentation required to formalize the mock arrangement conference in compliance with state and federal regulations

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Use quantitative analytical skills to evaluate and process numerical data
- Formulate strategies to locate, evaluate, and apply information
- Use computer and emerging technologies effectively