

	<b>POLICY/PROCEDURE</b>		No.	0001
	<b>Exam Policy</b>		Effective Date	02/07/2024
			Revision Letter	A
			Status	<b>Approved</b>

## 1.0 Purpose

This policy establishes requirements for administering examinations in a way that enshrines high standards of AFSRB and funeral professionals in Alberta.

## 2.0 Persons Affected

AFSRB staff  
Candidate  
Examiner

## 3.0 Definitions

“AFSRB staff” is any employee of the AFSRB.

“Candidate” means an individual who is eligible to take specific Alberta licensing examination(s).

“Examiner” means a member of the AFSRB staff who is administering an examination for the purposes of licensing a funeral professional in Alberta.

## 4.0 Policy

### 4.1 Exam Eligibility Requirements

#### 4.1.1 Funeral Director

- Registered as a student under the AFSRB.

OR

- Letter in good standing from another Canadian jurisdiction.
- Equivalency granted by the AFSRB for a training program completed outside of Canada.

#### 4.1.2 Pre-need Salesperson

- Completion of an approved pre-need sales training program.
- Be sponsored by an Alberta licensed funeral services business that enters into pre-need contracts.

OR

- Letter in good standing from another Canadian jurisdiction.

### 4.2 Examination Accommodation

- AFSRB endeavors to administer examinations in a way that does not discriminate against eligible candidates.
- AFSRB will take reasonable steps to accommodate on medically protected grounds if all required documents are received at least 30 calendar days prior to the exam. Required documents are:
  - Completed application.
  - Note from a licensed healthcare professional trained to test for and diagnose the condition. The note must outline the accommodation measures the candidate requires.

- Non-medical grounds will be considered on a case-by-case basis.
- All exams are in English and the AFSRB is unable to accommodate any other language for exams.
- Decisions will be made on a case by case basis and will consider the following:
  - Reduction of the barrier through accommodation.
  - Influence on safety of the candidate, other individuals and examiners.
  - Prohibitive costs to the candidate or AFSRB.
  - Impact on examination standards.

### **4.3 Integrity**

- The candidates are expected to conduct themselves in a way that upholds the core values of the AFSRB:
  - Act with impartiality, integrity and objectivity.
  - Demonstrate respect, fairness and accountability.
  - Demonstrate duty and responsibility for decisions, actions and behaviours.
  - Ensure that confidentiality of information or documents is maintained.
  - Exercise use of continuous improvement to achieve excellence.
  - Ensure they are not in conflict between their private interests and duty to the public.
- Candidates are not to cheat on an exam. Cheating is defined as:
  - The unauthorized use of materials, information, or devices.
  - Assisting others in non-integrity activities including sharing the questions from an exam, or talking to others during the exam.
  - Try to obtain an unfair advantage over other exam candidates.
- All candidates will be required to sign a declaration/non-disclosure agreement prior to writing the exam.

### **4.4 Fees**

- The fee to write and/or rewrite an AFSRB Board exam is \$300 (before April 1, 2024).
- The fee to write and/or rewrite an AFSRB Board exam is \$350 (as of April 1, 2024).

### **4.5 Penalties and Sanctions**

- Any candidate that is caught by an examiner cheating in any manner will be subject to the following:
  - An immediate failure in the exam.
  - Requirement to leave the examination location.
  - Forfeiture of the current examination fees.
  - Communication with the manager of the funeral business outlining the behaviour and associated penalty.
- A candidate caught cheating on an exam will be required to make a formal request to AFSRB to be allowed to retake the exam.
- Cheating multiple times will result in a 1 year prohibition on writing the exam. The individual will be required to make a formal request to AFSRB to retake the exam.

### **4.6 Conflict of Interest**

- An assigned examiner must declare any conflict of interest once the exam candidate list for a given session is available.
  - Another examiner will be assigned where there is a conflict of interest to uphold the integrity, perceived or real, of the examination process.

## **4.7 Electronic Devices**

- All equipment that is required to take the exam will be supplied including calculators and a computer.
- No electronic devices will be allowed during the examination unless required for an accommodation. This includes but is not limited to devices such as ipods, cell phones, computers, smart phones, head phones/ear buds, smart watches, recording or camera devices.
- Medically required devices are allowed with notification to the AFSRB staff.

## **4.8 Rescheduling an Examination**

- Candidates must notify AFSRB as soon as possible to reschedule an exam for any reason.

## **4.9 Retaking an Exam**

- Candidates must wait at least three weeks after receiving a failing score to retake an exam.
- Exam fees must be paid for each sitting of the exam.

## **5.0 Responsibilities**

### AFSRB staff

- Reviews the applications for exam accommodations and approve or reject these applications based on the policy.
- Ensures the provision of approved accommodations.
- Sets the examination.
- Communicates with the candidate.
- Marks the examination.
- Emails the candidate with their informal results.
- Sends the formal exam results notification.

### Exam candidate

- Provide the AFSRB with an application for accommodation including an assessment document from a medical professional who has assessed their needs. This request must be provided to the AFSRB at least 30 days prior to the date of the exam.
- Signs the exam declaration and abides by all examination rules and the AFSRB Code of Conduct.

### Examiner

- Declares any conflict of interest regarding oversight of the exam.
- Monitors the examination to ensure adherence to rules.

## **6.0 Procedures**

- Exams will be written during AFSRB office hours (weekdays from 8:00 a.m. to 4:00 p.m. excluding statutory holidays or office closure).

The following procedures apply for a first-time exam or subsequent retakes.

- A week prior to the scheduled test (where possible) the AFSRB will send an email to confirm the date, time, place of the exam and the extenuating circumstances policy. A copy of the exam declaration will be attached should the candidate choose to pre-read the document.
- Prior to the scheduled time, the examiner will test the equipment to minimize any technical issues with the exam.
- On the day of the exam at the scheduled time, the candidate will check in at the assigned location (exams are usually held at the AFSRB Office) with the examiner or AFSRB staff.

- The examiner will provide a general introduction to the examination space making note of the washroom, emergency exit, and water dispenser.
- The examiner will escort the candidate to the examination room and allow them to get settled and orient themselves.
- The candidate will provide photo identification or other identification as approved by the AFSRB staff.
- If the exam fee has not been pre-paid, the candidate will be asked to make payment for the examination.
- The candidate will place their personal items in a designated location that will be in the same room as the candidate while within the sight line of the AFSRB examiner or AFSRB staff.
  - Any exceptions to this rule must be pre-approved by the examiner.
- The examiner will go over the declaration with the candidate and after the candidate has asked any questions they will sign the declaration.
- All of the necessary equipment for the test will be provided to the candidate.
- A Funeral Director candidate will have 2.5 hours to complete the AFSRB exam once the examiner starts the countdown.
  - Once the 2.5 hours is elapsed, the examiner will call time and the candidate must immediately stop all activity.
- A Pre-Need Sales candidate will have 2.0 hours to complete the Pre-need exam.
  - Once the 2.0 hours is elapsed, the examiner will call time and the candidate must immediately stop all activity.
- The exam will be marked by the examiner using the test key.
- Informal test results will be provided to the candidate once the exam has been marked.
- Results of the exam will not be released until payment has been processed.
- The results of the exam will be emailed to the candidate within 2 weeks of completion of the exam or when payment for the exam has been made.
- Returned cheques will result in delayed license processing or suspension of issued license until payment is made.
- The results will be available immediately upon submission of the exam.

## 7.0 Related Documents

Exam Accommodation Application  
Exam Declaration

## 8.0 Document Approvals

Position	Name	Date Approved
AFSRB Board	All	February 7, 2024

## 9.0 Review By Date

February 7, 2027

## 10.0 Revision History

Effective Date	Rev Letter	Description of Change
February 7, 2024	A	Initial Release