
Model Internship Program

Presented By:

The Conference
THE INTERNATIONAL CONFERENCE OF
FUNERAL SERVICE EXAMINING BOARDS

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Model Internship Program

Introduction

The International Conference of Funeral Service Examining Boards (The Conference or ICFSEB) is pleased to introduce its Model Internship Program. Much like *The Conference Model Practice Act* and *The Conference Model Application*, The Conference Model Internship Program will promote standardization of terminology and requirements which will better facilitate public understanding of the profession. This Program is designed to assist and provide guidance to both regulators and professionals in the development of an internship program. The primary mission of the Model Internship Program is to provide a foundation of best practices to train interns to become funeral service professionals. The Program offers information and templates intended to help create internships that meet the needs of the regulatory board, association, and/or funeral establishment. The Program is designed to facilitate training by providing guidelines on program outcomes, content, objectives, administrative procedures, training, and evaluation. The goal of The Conference Model Internship Committee was to develop a set of guidelines that were both rigorous enough to promote adequate supervision and yet flexible enough to accommodate the variety of requirements, training models and settings involved in providing internships. The Program includes guidelines for an Approved Supervisor Training Program, embalming tasks, funeral directing tasks and related reporting forms. The Program was approved by the Board of Directors on December 20, 2018 and will be presented for adoption at the 115th Annual Meeting on February 27, 2019.

Approved Supervisor Training Program

An internship is designed to train students or recent graduates for competent and responsible work in the funeral service profession. It is the expectation that interns will utilize their internship to broaden and extend their knowledge and practice of funeral service. The foundation of an internship is supervised training which acts as a bridge between education and entry into the profession of funeral service. The Approved Supervisor Training Program guidelines set forth a framework for a training course to prepare supervisors to translate their experience and knowledge into an organized and comprehensive learning experience for the intern. The Conference Model Internship Committee recommends that any individual supervising a funeral service intern complete a training program which meets specified standards.

Task Lists: Embalmer & Funeral Director Intern

The Conference Model Internship Program Task List for embalming and funeral directing interns includes core tasks that are to be performed during the internship. The objectives, tasks and associated competencies were selected to provide a comprehensive and structured plan for both an intern and supervisor to follow. The Conference Model Internship Committee recommends that every intern receive training and complete the tasks identified on the approved task forms.

Intern Training Reports: Embalmer & Funeral Director

Both the embalming and funeral director intern training reports provide structure to ensure the intern is meeting the expectations of the internship. The reports are designed to be used throughout the internship to track progress and as a final evaluation of the competencies of the intern. The Conference Model Internship Committee recommends that the intern completes the training reports with their supervisor.

The Conference Model Internship Committee recommends the documents to be used together to provide structure for an internship program. The forms are customizable and easily adapted to meet the requirements of the regulatory board or funeral establishment.



APPROVED SUPERVISOR TRAINING PROGRAM GUIDELINES

The Conference Model Internship Committee recommends that any individual supervising funeral service interns complete an Approved Supervisor Training Program which meets all standards identified within this document.

Delivery: *On-line or In-person*

Frequency: *Every five (5) years*

Course provided by: *regulatory boards, state or national associations, accredited mortuary schools*

Learning outcomes for the supervisor at completion of Approved Supervisor Training Program:
--

Understand and communicate applicable local and state rules and regulations

Understand and communicate applicable federal rules and regulations

Understand and communicate funeral service ethics and confidentiality standards

Provide and communicate intern competency requirements
--

Understand appropriate supervisor relationships/human resource implications

Provide and communicate expectations of intern and supervisor

Provide and communicate funeral home practices and procedures

Recommended content for the Approved Supervisor Training Program:
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Laws, Rules, and Safety Compliance

- | |
|--|
| <ul style="list-style-type: none"> ● Local and state rules and regulations <ul style="list-style-type: none"> - License limitations/restrictions - Vital statistics/vital records ● Federal rules and regulations <ul style="list-style-type: none"> - Federal Trade Commission Funeral Rule - Occupational Safety & Health Administration - Social Security Administration Benefits - Veterans Administration Benefits - American with Disabilities Act - Environmental Protection Agency |
|--|

Supervision Principles

- | |
|---|
| <ul style="list-style-type: none"> ● Funeral Service Ethics and Confidentiality Standards ● Oversight of Intern Competency Requirements <ul style="list-style-type: none"> - Arranging and directing - Embalming and restorative art - Cremation ● Appropriate supervisor relationships/human resource implications <ul style="list-style-type: none"> - Dual relationships - Sexual harassment - Undue influence - Employment law (<i>Equal Employment Opportunity Commission, Wage and Hour, Americans with Disabilities Act</i>) ● Expectations of intern and supervisor <ul style="list-style-type: none"> - Reporting forms and submission deadlines - Overview of internship training timeline - Communication ● Funeral home practices and procedures <ul style="list-style-type: none"> - New employee orientation <ul style="list-style-type: none"> - Review of company policies and handbook - Operation specific practices and procedures |
|---|



INTERNSHIP TASKS

Objectives for Approved Supervisor to review with Intern:	
	Understand and review intern expectations and reporting forms
	Understand and adhere to ethical and confidentiality standards
	Understand and apply local, state, and federal rules and regulations
	Understand and apply workplace safety standards
	Understand and review company policies and handbook e.g. proper communication and dress code

Demonstrated knowledge of the following:	
	1. Federal Trade Commission Funeral Rule
	2. Proper use of prep room equipment, fluids, formaldehyde monitoring test, ventilation system
	3. Personal protective equipment, eye wash and body wash stations
	4. Operation of a body lift and transfer to prep table/refrigeration
	5. Embalming procedures
	6. Required authorizations and verifications
	7. Requirements for transfer or shipping

Tasks to be completed by intern during internship:

A. Observe and assist licensed embalmer in the following:	
	1. Transfer of remains from place of death
	2. Pre-embalming procedures
	3. Embalming procedures
	4. Post-embalming care
	5. Restorative art, cosmetizing, dressing, and casketing

B. Transfer of remains from place of death:	
	1. Receive notification of death (first call) and obtain all necessary information
	2. Ensure personal protective clothing and equipment are being used as appropriate
	3. Verify identity of deceased and complete documentation
	4. Perform transfer from place of death
	5. Document personal effects
	6. Obtain embalming authorization (if authorizing agent is present and allowed by law)

C. Pre-embalming procedures:	
	1. Verify identity of deceased
	2. Place and position deceased on embalming table
	3. Inventory, document, clean, and safeguard personal effects
	4. Perform pre-embalming case analysis including: - notation of unique marks/tattoos, scars, etc. - notation of pre-embalming condition (edema, dehydration, prolonged refrigeration, decomposition, etc.)
	5. Assess whether restoration is necessary/possible, obtain authorization and discuss with responsible party
	6. Bathe and disinfect deceased
	7. Relieve rigor mortis

	8. Shave deceased
	9. Set facial features
	10. Select and mix embalming fluids based on case analysis

D. Embalming procedures:	
	1. Locate/raise vessels for injection/drainage (including: carotid, axillary, radial, ulnar, femoral, iliac)
	2. Inject embalming fluid into vessels
	3. Adjust and monitor the rate of flow and pressure of embalming machine
	4. Establish and monitor drainage
	5. Treat discolorations, bruises, and lacerations
	6. Perform proper treatment for special cases (e.g. infants, autopsies, trauma, burns, donations)
	7. Evaluate fluid distribution and take corrective measures, if necessary
	8. Close/suture embalming incision(s)/use of trocar button
	9. Perform autopsy repair if needed
	10. Aspirate, inject, and/or treat cavities as necessary

E. Post embalming care:	
	1. Perform hypodermic treatment as necessary
	2. Treat orifices
	3. Remove medical devices
	4. Bathe and sanitize
	5. Clean and disinfect the preparation/embalming room and instruments
	6. Dispose of bio-hazardous materials in compliance with Occupational Safety & Health Administration standards
	7. Complete embalming intern report

F. Restorative art, cosmetizing, dressing, and casketing:	
	1. Perform restoration procedures as necessary
	2. Cosmetize
	3. Dress deceased to ensure proper placement of clothes
	4. Place and position deceased in casket/container
	5. Ensure proper appearance
	6. Adjust cosmetics or lighting if needed for viewing

Objectives for Approved Supervisor to review with Intern:	
	Understand and review intern expectations and reporting forms
	Understand and adhere to ethical and confidentiality standards
	Understand and apply local, state, and federal rules and regulations
	Understand and apply workplace safety standards
	Understand and review company policies and handbook e.g. proper communication and dress code
	Understand resources available for grief counseling
	Understand expectations of public speaking skills e.g. making announcements, leading services
	Understand basic merchandising and marketing
	Understand and apply laws, policies, and procedures pertaining to cremation

Demonstrated knowledge of the following:	
	1. Federal Trade Commission Funeral Rule
	2. Social Security Benefits (form SSA-721)
	3. Veterans Benefits (and forms)
	4. Military Honors (and forms)

Tasks to be completed by intern during internship:

A. Observe and assist licensed funeral director in the following:	
	1. Transfer of remains from place of death
	2. Arrangement conference
	3. Post arrangement activities
	4. Visitation and funeral/memorial service
	5. Post service follow-up

B. Transfer of remains from place of death:	
	1. Receive notification of death (first call) and obtain all necessary information
	2. Ensure personal protective clothing and equipment are being used as appropriate
	3. Verify identity of deceased and complete documentation
	4. Perform transfer from place of death
	5. Document personal effects
	6. Obtain embalming authorization (if authorizing agent is present and allowed by law)

C. Arrangement conference:	
	1. Schedule and conduct arrangement conference
	2. Comply with Federal Trade Commission Funeral Rule
	3. Determine responsible party and financial responsibility
	4. Determine if pre-arrangement contract exists
	5. Inform responsible party of available benefits
	6. Collect vital record information for death certificate and review with responsible party
	7. Compose obituary/notice and review with responsible party

	8. Present all service and merchandise options
	9. Contact cemetery, vault provider, crematory, officiant, church or service location, florist, musicians/vocalists, escorts, A/V personnel, etc.
	10. Verify all service arrangements with responsible party
	11. Coordinate with responsible party clothing, jewelry, photograph, and personal items
	12. Obtain authorizations for embalming, cremation, disposition, release, etc.
	13. Complete and present itemized statement of funeral goods and services to responsible party
	14. Discuss all payment options (including insurance) with responsible party

D. Post arrangement activities:	
	1. Complete and file death certificate
	2. Complete and file burial transit permit
	3. Submit and distribute obituary/notice to appropriate media
	4. Prepare and coordinate for visitation/service:
	a. Order merchandise (casket, vault, urn, etc.)
	b. Create memorial folders/pamphlets, registry books, acknowledgement cards, etc.
	c. Determine and arrange audio/visual needs
	d. Prepare site for service
	5. Prepare deceased for visitation/services including dressing, cosmetizing, casketing, etc.
	6. Coordinate religious funeral customs, fraternal and military funeral honors, etc.
	7. Prepare deceased for cremation including proper identification and removal of medical devices
	8. Arrange for shipping of remains
	9. Prepare honorariums/gratuities

E. Visitation and funeral/memorial service:	
	1. Direct services up to final disposition
	2. Instruct participants e.g. speakers, pallbearers, musicians, police escorts
	3. Prepare and direct funeral procession e.g. placement of vehicles, operate hearse in procession
	4. Present honorariums/gratuities

F. Post service follow-up:	
	1. Arrange for disposition and release of cremated remains to responsible party
	2. After service follow-up with responsible party
	3. Ensure final payment
	4. Complete funeral directing intern report



INTERNSHIP TRAINING REPORTS

Embalmer Intern Information (Please Print or Type)

Name of Intern (Full Legal Name):	Identification/Registration No:
Mailing Address:	City, State, Zip
Email Address:	Phone No:

Approved Supervisor and Establishment Information (Please Print or Type)

Name of Approved Supervisor:	License No:
Email Address of Approved Supervisor:	Phone No:
Name of Establishment where employed (include license #):	
Address of Establishment:	City, State, Zip

Reporting Period and Hours

Start Date (mm/dd/yy)	End Date (mm/dd/yy)
Average No. of Hours Per Week:	Total Hours Worked:
Please indicate if this is your first or final report:	

Demonstrated Knowledge

Each intern must receive training and demonstrate knowledge in the following areas during the course of their internship.

**Not all items will be completed by first six months of internship.*

The intern has successfully demonstrated knowledge of the following:			
1. Federal Trade Commission Funeral Rule	YES		NO
2. Proper use of prep room equipment, fluids, formaldehyde monitoring test, ventilation system	YES		NO
3. Personal protective equipment, eye wash and body wash stations	YES		NO
4. Operation of a body lift and transfer to prep table/refrigeration	YES		NO
5. Embalming procedures	YES		NO
6. Required authorizations and verifications	YES		NO
7. Requirements for transfer or shipping	YES		NO

Areas of Training

Each intern must receive training and observe and assist in the following areas during the course of their internship. Has the intern observed and assisted the licensed embalmer in the following?

**Not all tasks will be completed by first six months of internship.*

A. Observe and assist licensed embalmer in the following:	OBSERVE/ASSIST		
1. Transfer of remains from place of death	YES		NO
2. Pre-embalming procedures	YES		NO
3. Embalming procedures	YES		NO
4. Post-embalming care	YES		NO
5. Restorative art, cosmetizing, dressing, and casketing	YES		NO

B. Transfer of remains from place of death:	TRAINING		
1. Receive notification of death (first call) and obtain all necessary information	YES		NO
2. Ensure personal protective clothing and equipment are being used as appropriate	YES		NO
3. Verify identity of deceased and complete documentation	YES		NO
4. Perform transfer from place of death	YES		NO
5. Document personal effects	YES		NO
6. Obtain embalming authorization (if authorizing agent is present and allowed by law)	YES		NO

C. Pre-embalming procedures:	TRAINING		
1. Verify identity of deceased	YES		NO
2. Place and position deceased on embalming table	YES		NO
3. Inventory, document, clean, and safeguard personal effects	YES		NO
4. Perform pre-embalming case analysis including: - notation of unique marks/tattoos, scars, etc. - notation of pre-embalming condition (edema, dehydration, prolonged refrigeration, decomposition, etc)	YES		NO
5. Assess whether restoration is necessary/possible, obtain authorization and discuss with responsible party	YES		NO
6. Bathe and disinfect deceased	YES		NO
7. Relieve rigor mortis	YES		NO
8. Shave deceased	YES		NO
9. Set facial features	YES		NO
10. Select and mix embalming fluids based on case analysis	YES		NO

D. Embalming procedures:	TRAINING		
1. Locate/raise vessels for injection/drainage (incl.: carotid, axillary, radial, ulnar, femoral, iliac)	YES		NO
2. Inject embalming fluid into vessels	YES		NO
3. Adjust and monitor the rate of flow and pressure of embalming machine	YES		NO
4. Establish and monitor drainage	YES		NO
5. Treat discolorations, bruises, and lacerations	YES		NO
6. Perform proper treatment for special cases (e.g. infants, autopsies, trauma, burns, donations)	YES		NO
7. Evaluate fluid distribution and take corrective measures, if necessary	YES		NO
8. Close/suture embalming incision(s)/use of trocar button	YES		NO
9. Perform autopsy repair if needed	YES		NO
10. Aspirate, inject, and/or treat cavities as necessary	YES		NO

E. Post embalming care:	TRAINING		
1. Perform hypodermic treatment as necessary	YES		NO
2. Treat orifices	YES		NO
3. Remove medical devices	YES		NO
4. Bathe and sanitize	YES		NO

5. Clean and disinfect the preparation/embalming room and instruments	YES	NO
6. Dispose of bio-hazardous materials in compliance with OSHA standards	YES	NO
7. Complete embalming intern report	YES	NO

F. Restorative art, cosmetizing, dressing, and casketing:	TRAINING	
	YES	NO
1. Perform restoration procedures as necessary	YES	NO
2. Cosmetize	YES	NO
3. Dress deceased to ensure proper placement of clothes	YES	NO
4. Place and position deceased in casket/container	YES	NO
5. Ensure proper appearance	YES	NO
6. Adjust cosmetics or lighting if needed for viewing	YES	NO

Case Information

Please provide the following information regarding cases the intern completed during this reporting period.

Name or Identification Number of Deceased	Completed	
	Embalming	Date

*The (insert name of licensing authority) reserves the right to request verification of hours worked and/or cases reported.

Approved Supervisor Recommendation

Do you recommend this intern move to licensure status at this time? YES NO

Attestations (Must be signed by both Intern and Approved Supervisor)

Embalmer Intern

I, the embalmer intern named herein, hereby certify that the information provided in this report is true and accurate. I further attest to the fact that I have complied with all applicable laws and regulations governing the practice of funeral services. I understand that any false statements, material omissions, and/or misleading information provided herein shall constitute grounds for the adverse action against my internship license/credential and/or any subsequent license issued by any state/jurisdictional licensing authority regardless of when such false statements, material omissions, and/or misleading information are discovered.

_____ Date _____
Signature of Intern

Approved Supervisor

I, the Approved Supervisor named herein, hereby certify that the information provided in this report is true and accurate. I further attest to the fact that I have complied with all applicable laws and regulations governing the practice of funeral services. I understand that any false statements, material omissions, and/or misleading information provided herein shall constitute grounds for the adverse action against my Approved Supervisor license/credential and/or any subsequent license issued by any state/jurisdictional licensing authority regardless of when such false statements, material omissions, and/or misleading information are discovered.

_____ Date _____
Signature of Approved Supervisor

For Board use only:

Report reviewed by: _____ Date: _____

All internship tasks completed? YES NO

Recommendations:



FUNERAL DIRECTOR INTERN TRAINING REPORT

Funeral Director Intern Information (Please Print or Type)

Name of Intern (Full Legal Name):	Identification/Registration No:
Mailing Address:	City, State, Zip
Email Address:	Phone No:

Approved Supervisor and Establishment Information (Please Print or Type)

Name of Approved Supervisor:	License No:
Email Address of Approved Supervisor:	Phone No:
Name of Establishment where employed (include license #):	
Address of Establishment:	City, State, Zip

Reporting Period and Hours

Start Date (mm/dd/yy)	End Date (mm/dd/yy)
Average No. of Hours Per Week:	Total Hours Worked:
Please indicate if this is your first or final report:	

Demonstrated Knowledge

Each intern must receive training and demonstrate knowledge in the following areas during the course of their internship.

**Not all items will be completed by first six months of internship.*

The intern has successfully demonstrated knowledge of the following:			
1. Federal Trade Commission Funeral Rule		YES	NO
2. Social Security Benefits (form SSA-721)		YES	NO
3. Veterans Benefits (and forms)		YES	NO
4. Military Honors (and forms)		YES	NO

Areas of Training

Each intern must receive training and observe and assist in the following areas during the course of their internship. Has the intern observed and assisted the licensed funeral director in the following?

**Not all tasks will be completed by first six months of internship.*

A. Observe and assist licensed funeral director in the following:	OBSERVE/ASSIST	
1. Transfer of remains from place of death	YES	NO
2. Arrangement conference	YES	NO
3. Post arrangement activities	YES	NO
4. Visitation and funeral/memorial service	YES	NO
5. Post service follow-up	YES	NO

B. Transfer of remains from place of death:	TRAINING	
1. Receive notification of death (first call) and obtain all necessary information	YES	NO
2. Ensure personal protective clothing and equipment are being used as appropriate	YES	NO
3. Verify identity of deceased and complete documentation	YES	NO
4. Perform transfer from place of death	YES	NO
5. Document personal effects	YES	NO
6. Obtain embalming authorization (if authorizing agent is present and allowed by law)	YES	NO

C. Arrangement conference:	TRAINING	
1. Schedule and conduct arrangement conference	YES	NO
2. Comply with Federal Trade Commission Funeral Rule	YES	NO
3. Determine responsible party and financial responsibility	YES	NO
4. Determine if pre-arrangement contract exists	YES	NO
5. Inform responsible party of available benefits	YES	NO
6. Collect vital record information for death certificate and review with responsible party	YES	NO
7. Compose obituary/notice and review with responsible party	YES	NO
8. Present all service and merchandise options	YES	NO
9. Contact cemetery, vault provider, crematory, officiant, church or service location, florist, musicians/vocalists, escorts, A/V personnel	YES	NO
10. Verify all service arrangements with responsible party	YES	NO
11. Coordinate with responsible party clothing, jewelry, photograph, and personal items	YES	NO
12. Obtain authorizations for embalming, cremation, disposition, release, etc.	YES	NO
13. Complete and present itemized statement of funeral goods and services to responsible party	YES	NO
14. Discuss all payment options (including insurance) with responsible party	YES	NO

D. Post arrangement activities:	TRAINING	
1. Complete and file death certificate	YES	NO
2. Complete and file burial transit permit	YES	NO
3. Submit and distribute obituary/notice to appropriate media	YES	NO
4. Prepare and coordinate for visitation/service:	YES	NO
a. Order merchandise (casket, vault, urn, etc.)	YES	NO
b. Create memorial folders/pamphlets, registry books, acknowledgement cards, etc.	YES	NO
c. Determine and arrange audio/visual needs	YES	NO
d. Prepare site for service	YES	NO
5. Prepare deceased for visitation/services including dressing, cosmetizing, casketing, etc.	YES	NO
6. Coordinate religious funeral customs, fraternal and military funeral honors, etc.	YES	NO
7. Prepare deceased for cremation including proper identification and removal of medical devices	YES	NO
8. Arrange for shipping of remains	YES	NO
9. Prepare honorariums/gratuities	YES	NO

E. Visitation and funeral/memorial service:	TRAINING	
1. Direct services up to final disposition	YES	NO
2. Instruct participants e.g. speakers, pallbearers, musicians, police escorts	YES	NO
3. Prepare and direct funeral procession e.g. placement of vehicles, operate hearse in procession	YES	NO
4. Present honorariums/gratuities	YES	NO

F. Post service follow-up:	TRAINING	
1. Arrange for disposition and release of cremated remains to responsible party	YES	NO
2. After service follow-up with responsible party	YES	NO
3. Ensure final payment	YES	NO
4. Complete funeral directing intern report	YES	NO

Case Information

Please provide the following information regarding cases the intern completed during this reporting period.

Name or Identification Number of Deceased	Completed	
	Arranging/Directing	Date

The **(insert name of licensing authority) reserves the right to request verification of hours worked and/or cases reported.*

Approved Supervisor Recommendation

Do you recommend this intern move to licensure status at this time? YES NO

Attestations (Must be signed by both Intern and Approved Supervisor)

Funeral Director Intern

I, the funeral director intern named herein, hereby certify that the information provided in this report is true and accurate. I further attest to the fact that I have complied with all applicable laws and regulations governing the practice of funeral services. I understand that any false statements, material omissions, and/or misleading information provided herein shall constitute grounds for the adverse action against my internship license/credential and/or any subsequent license issued by any state/jurisdictional licensing authority regardless of when such false statements, material omissions, and/or misleading information are discovered.

_____ Date _____
Signature of Intern

Approved Supervisor

I, the Approved Supervisor named herein, hereby certify that the information provided in this report is true and accurate. I further attest to the fact that I have complied with all applicable laws and regulations governing the practice of funeral services. I understand that any false statements, material omissions, and/or misleading information provided herein shall constitute grounds for the adverse action against my Approved Supervisor license/credential and/or any subsequent license issued by any state/jurisdictional licensing authority regardless of when such false statements, material omissions, and/or misleading information are discovered.

_____ Date _____
Signature of Approved Supervisor

<p><u>For Board use only:</u></p> <p>Report reviewed by: _____ Date: _____</p> <p>All internship tasks completed? <input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>Recommendations:</p> <p>_____</p> <p>_____</p>
