

**Miami-Dade College**  
**FSE 2201 Funeral Home Operations**

Course Description: This course is the study of the operation of the funeral home including making funeral arrangements, merchandising and first call.

*3 Credits*

Prerequisites and Corequisites: None

Course Competencies:

- Competency 1:** The student will demonstrate their knowledge in filing out a death certificate by:
- a. describing the purpose of the death certificate.
  - b. stating the time lines when the certificate must be completed and turned into the bureau of vital statistics.
  - c. filling out the death certificate with no errors.
- Competency 2:** The student will demonstrate their knowledge in taking first call by:
- a. discussing the importance of a first call.
  - b. role playing first calls with other students.
- Competency 3:** The student will demonstrate their knowledge in making funeral arrangements by:
- a. developing an arrangement sheet that contains the information needed in order to make an arrangement.
  - b. role playing an arrangement session with fellow classmates.
- Competency 4:** The student will discuss the ramifications of merchandising by:
- a. identifying the various types of caskets and vaults.
  - b. identifying the types of urns.
  - c. role playing product knowledge information with other students that pertains to funeral merchandise.