

# Course Competency

## FSE 2202 FUNERAL SERVICE BUSINESS MANAGEMENT

### Course Description

This course explores the study of the role and function of an effective manager. Emphasis is placed on the management functions of planning, organizing, motivating, directing and controlling. Daily operational tasks of the funeral home are also discussed such as Veterans and Social Security benefits and other funeral service related forms and tasks.

Course Competency	Learning Outcomes
<p><b>Competency 1:</b>The student will be able to describe the role of a funeral home as a small business by:</p>	<ol style="list-style-type: none"> <li>1. Critical thinking</li> <li>2. Information Literacy</li> <li>3. Cultural / Global Perspective</li> <li>4. Ethical Issues</li> <li>5. Social Responsibility</li> </ol>
<ol style="list-style-type: none"> <li>1. Identifying the criteria of a small business.</li> <li>2. Differentiate between small business and corporate business.</li> <li>3. Compare the advantages/disadvantages of small business ownership.</li> </ol>	
<p><b>Competency 2:</b>The student will be able to describe mangement functions as they relate to funeral service.</p>	<ol style="list-style-type: none"> <li>1. Critical thinking</li> <li>2. Information Literacy</li> <li>3. Social Responsibility</li> <li>4. Cultural / Global Perspective</li> </ol>
<ol style="list-style-type: none"> <li>1. Define the four processes of management.</li> <li>2. Indentify the common types of management styles.</li> <li>3. Indentify the common types of management styles.</li> </ol>	
<p><b>Competency 3:</b>The student will be able to identify operational policies and procedures specific to funeral service.</p>	<ol style="list-style-type: none"> <li>1. Numbers / Data</li> <li>2. Critical thinking</li> <li>3. Information Literacy</li> </ol>

	<ol style="list-style-type: none"> <li>4. Social Responsibility</li> <li>5. Ethical Issues</li> </ol>
<ol style="list-style-type: none"> <li>1. Identify common forms by name &amp; number used by the Dept. of Veterans Affairs.</li> <li>2. Identify common forms by name and number used by the Social Security Administration.</li> <li>3. Identify common forms used among all jurisdictions specific to funeral service.</li> <li>4. Differentiate between common funeral home policies and procedures and community specific needs.</li> </ol>	
<p><b>Competency 4:</b> The student will be able to organize tasks related to disaster management by:</p>	<ol style="list-style-type: none"> <li>1. Numbers / Data</li> <li>2. Critical thinking</li> <li>3. Social Responsibility</li> <li>4. Cultural / Global Perspective</li> <li>5. Ethical Issues</li> <li>6. Information Literacy</li> </ol>
<ol style="list-style-type: none"> <li>1. Identify the types of disasters funeral service personnel respond to.</li> <li>2. Describe the role of DMORT in disaster management and preparedness.</li> <li>3. Prioritize tasks during a disaster response according to immediate needs and long term goals.</li> <li>4. Define the common techniques used in disaster management for safe storage, identification, and processing of human remains and evidence.</li> </ol>	

Updated: FALL TERM 2022