

Before scheduling  
your examination,  
be sure you understand  
the contents of this bulletin.  
Please retain and use it as a  
reference when contacting PSI.



**Cemetery & Funeral Bureau**  
**1625 North Market Boulevard, Suite S-208**  
**Sacramento, CA 95834**  
**[www.cfb.ca.gov](http://www.cfb.ca.gov)**

## **Cemetery Manager Written Examination**

### **CANDIDATE HANDBOOK**



**PSI licensure:certification**

3210 E Tropicana  
Las Vegas, NV 89121  
[www.psiexams.com](http://www.psiexams.com)

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## FOR MORE INFORMATION

All questions about examination scheduling should be directed to:

**PSI licensure:certification**  
3210 E Tropicana  
Las Vegas, NV 89121  
(877) 392-6422 • TTY (800) 735-2929  
[www.psiexams.com](http://www.psiexams.com)

Questions about examination content or licensing should be directed to:

**Cemetery & Funeral Bureau**  
1625 North Market Blvd., Suite S-208  
Sacramento, CA 95834  
(916) 574-7870  
[www.cfb.ca.gov](http://www.cfb.ca.gov)

## SCHEDULING INFORMATION

Date Scheduled: \_\_\_\_\_

Name of Scheduler: \_\_\_\_\_

Date of Exam: \_\_\_\_\_

Time of Exam: \_\_\_\_\_

Test Site Location: \_\_\_\_\_



## PURPOSE

This handbook serves as your notice of eligibility and is designed to provide you with general information regarding the Cemetery Manager examination processes and content.

## EXAMINATIONS BY PSI

The State has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer examination centers in California.

All questions regarding the scheduling and administration of examinations should be directed to PSI.

**PSI licensure:certification**  
3210 E Tropicana  
Las Vegas, NV 89121  
(877) 392-6422 • Fax (702) 932-2666  
[www.psiexams.com](http://www.psiexams.com)

All other questions about examinations should be directed to the Cemetery & Funeral Bureau (CFB).

**Cemetery & Funeral Bureau**  
1625 North Market Blvd., Suite S-208,  
Sacramento, CA 95834  
(916) 574-7870 FAX (916) 928-7988  
[www.cfb.ca.gov](http://www.cfb.ca.gov)

## APPLICATION PROCESS

### APPLICATION AND ELIGIBILITY

Within 7 days of receipt, the CFB will notify the applicant in writing regarding the status of his or her application. If the application is incomplete, the letter will specify what additional information the applicant must provide. Once the application is deemed complete, the CFB will notify PSI that the applicant meets the requirements for candidacy and is eligible to sit for the examination.

### ABANDONMENT OF APPLICATION

In accordance with Title 16, California Code of Regulations Section 1254, the CFB considers an application abandoned if a candidate fails to take the examination within 1 year after being notified of eligibility. Failure to appear at a scheduled examination without prior notice is also considered abandonment. In the event of abandonment, a candidate must submit a new application with the required fee and meet all requirements at the time of filing. Application fees are not reimbursed when an application is abandoned.

## EXAMINATION SCHEDULING PROCEDURES

Once you have been approved by CFB, you are responsible for contacting PSI to schedule an appointment to take the examination. You may do so via the Internet at

[www.psiexams.com](http://www.psiexams.com), or schedule over the telephone at (877) 392-6422.

- **FIRST TIME EXAMINEES:** Examination eligibility expires, and an application is deemed abandoned, if the applicant fails to sit for examination within one year after being notified of eligibility.

In most California testing centers, testing does not take place on the following major holidays:

Thanksgiving	Closed November 24-27, 2016
Christmas	Closed December 25, 2016
New Years	Closed January 1, 2017
Martin Luther King Jr.	Closed January 16, 2017
Memorial Day	Closed May 27-29, 2017
Independence Day	Closed July 4, 2017
Labor Day	Closed September 2-4, 2017

### INTERNET SCHEDULING

You may schedule for your examination by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, [www.psiexams.com](http://www.psiexams.com). You may schedule for an examination via the Internet 24 hours a day.

1. Complete the registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available dates for scheduling your examination.
3. You will need to choose a date to complete your registration.
4. Upon successful registration, you will receive a traceable confirmation number.

### TELEPHONE SCHEDULING

PSI has two scheduling methods available if you wish to schedule by telephone. First, call PSI at (877) 392-6422, 24 hours a day and schedule using the Automated Registration System. Second, if you wish to contact a live operator, use this same telephone number to contact PSI registrars Monday through Friday between 4:30 am and 7:00 pm, and Saturday-Sunday between 6:00 a.m. and 2:30 p.m., Pacific Time, to schedule your appointment for the examination.

### CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee **if your cancellation notice is received two (2) days prior to the scheduled examination date**. For example, for a 9:00 a.m. Monday appointment, the cancellation notice would need to be received **before 9:00 a.m.** on the previous Saturday. You may call PSI at (877) 392-6422. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

**Note:** A voice mail message is not an acceptable form of cancellation. Please use the PSI Website, automated telephone system, or call PSI and speak to a Customer Service Representative.



## MISSED APPOINTMENT OR LATE CANCELLATION

If you miss your appointment, you will not be able to take the examination as scheduled, further you will forfeit your examination fee, if:

- You do not cancel your appointment 2 days before the scheduled examination date;
- You do not appear for your examination appointment;
- You arrive after examination start time;
- You do not present proper identification when you arrive for the examination.

## RE-EXAMINATION

Candidates who fail are eligible to re-take this examination. A new application will be provided with the score report at the test center, or may be obtained by contacting the CFB.

To apply for re-examination, candidates must complete a new application and submit it to the CFB with the correct fee. A notice confirming your eligibility for re-examination will be sent approximately 90 days from the date of the last examination. Candidates are permitted to take the examination four times in a 12-month period.

Sample Scenario:

- Danny received notice of eligibility to take the written examination on 1/18/07. He must take the written examination no later than 1/18/08.

## EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be re-scheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (877) 392-6422. Every effort will be made to re-schedule your examination at a convenient time as soon as possible. You will not be penalized. You will be re-scheduled at no additional charge.

## **EXAMINATION SITE LOCATIONS**

The California examinations are administered at the PSI examination centers in California as listed below:

### **ANAHEIM**

2301 W. LINCOLN AVE, SUITE 252  
ANAHEIM, CA 92801  
(714) 254-1453

*DIRECTIONS FROM LA: TAKE 5 SOUTH EXIT BROOKHURST AND TURN RIGHT. TURN RIGHT ON LINCOLN (PASS A SMALL STREET NAMED MONTEREY), AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.*

*(ORANGE COUNTY) DIRECTIONS FROM SAN DIEGO, IRVINE, MISSION VIEJO, ETC: TAKE 5N EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ONTO LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.*

*IF BROOKHURST EXIT IS CLOSED: TAKE 5 N EXIT EUCLID AND TURN LEFT. TURN RIGHT ON LINCOLN (PASS BROOKHURST AND SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.*

*\*\*\*\*KEEP IN MIND THAT THE EUCLID EXIT COMES FIRST AND THEN BROOKHURST. \*\*\*\**

*OR 91 FREEWAY: TAKE 91 W EXIT BROOKHURST AND TURN LEFT. TURN RIGHT ONTO LINCOLN (PASS A SMALL STREET NAMED MONTEREY) AND GO TO THE FIRST OPEN DRIVEWAY ON THE RIGHT.*

### **ATASCADERO**

7305 MORRO RD, SUITE 201A  
ATASCADERO, CA 93422  
(805) 462-8983

*FROM US-101 N, TAKE THE CA-41 EXIT- EXIT 219-TOWARD MORRO RD. TURN LEFT ONTO EL CAMINO REAL. Turn LEFT onto CA-41/MORRO RD.*

*FROM US-101 S, TAKE THE MORRO RD/CA-41 EXIT- EXIT 219, TURN RIGHT ONTO CA-41/MORRO RD.*

### **BURBANK**

2950 N. HOLLYWOOD WAY, STE 150  
BURBANK, CA 91505

*FROM I-5, TAKE THE HOLLYWOOD WAY EXIT. HEAD TOWARDS THE AIRPORT. BUILDING WILL BE ON YOUR LEFT HAND SIDE APPROXIMATELY 0.7 MILES FROM FREEWAY EXIT.*

*IF TRAVELING WEST ON I-134, EXIT HOLLYWOOD WAY AND HEAD NORTH TOWARDS THE AIRPORT. BUILDING WILL BE ON YOUR RIGHT SIDE IN APPROXIMATELY 4 MILES.*

*IF TRAVELING EAST ON I-134, EXIT PASS AVENUE. TURN RIGHT ON PASS AVE. TURN LEFT ON WEST ALAMEDA. TURN LEFT ON HOLLYWOOD WAY. YOU WILL BE HEADING NORTH TOWARDS THE AIRPORT. BUILDING WILL BE ON YOUR RIGHT SIDE IN APPROXIMATELY 4 MILES.*

### **CARSON**

17420 S. AVALON BLVD, SUITE 205  
CARSON, CA 90746  
(310) 217-1066

*FROM CA-91 E/GARDENA FWY TAKE THE AVALON EXIT. OFF RAMP WILL LEAD YOU ONTO ALBERTONI ST. MAKE A RIGHT ONTO AVALON BLVD AND WE ARE LOCATED ON THE RIGHT HANDSIDE (SAME PARKING LOT AS CARL'S JR).*

*FROM CA-91 W TAKE THE AVALON EXIT. MAKE A LEFT ONTO AVALON BLVD. MAKE A U-TURN ON AVALON BLVD AND ALBERTONI ST. WE ARE LOCATED ON THE RIGHT HAND SIDE. (SAME PARKING LOT AS CARL'S JR).*

### **EL MONTE - SANTA FE SPRINGS**

10330 PIONEER BOULEVARD, SUITE 285  
SANTA FE SPRINGS, CA 90670  
(626) 279-2705

*FROM THE I-5 NORTH TAKE NORWALK BLVD EXIT #121, TURN RIGHT ONTO NORWALK BLVD. TURN LEFT ONTO IMPERIAL HWY/CA-90. TURN RIGHT ONTO PIONEER BLVD, TESTING CENTER WILL BE ON YOUR RIGHT.*

### **FRESNO**

351 E. BARSTOW, SUITE 101  
FRESNO, CA 93710  
(559) 221-9006

*FROM CA-41 S, TAKE THE BULLARD AVE EXIT. TURN LEFT ONTO E BULLARD AVE. TURN RIGHT ONTO N FRESNO ST. PASS THROUGH THE INTERSECTION OF FRESNO AND BASTOW AVE. TAKE THE FIRST DRIVEWAY ON THE RIGHT HAND SIDE.*

*FROM CA-41 N, TAKE THE SHAW AVE EXIT TOWARD CLOVIS. TURN RIGHT ONTO E SHAW AVE. TURN LEFT ONTO N FRESNO ST. TURN LEFT INTO THE LAST DRIVEWAY BEFORE BARSTOW AVE.*

*TESTING CENTER IS IN THE OFFICE COMPLEX ON THE SW CORNER OF BARSTOW AND FRESNO ST.*



**HAYWARD**

24301 SOUTHLAND DRIVE, SUITE B-1  
 HAYWARD, CA 94545  
 (510) 784-1114

FROM I-880 N TOWARD OAKLAND, TAKE THE WINTON AVENUE EXIT. MERGE ONTO W WINTON AVE TOWARD HEALD COLLEGE. TURN LEFT ONTO SOUTHLAND DR.

FROM I-880 S TOWARD SAN JOSE/SAN MATEO BR, TAKE THE WINTON AVE WEST EXIT TOWARD HEALD COLLEGE. MERGE ONTO W WINTON AVE. TURN LEFT ONTO SOUTHLAND DR.

**REDDING**

2861 CHURN CREEK, UNIT C  
 REDDING, CA 96002  
 (530) 221-0945

ON 299 FROM EAST TAKE RAMP ONTO I-5 S. TAKE EXIT #677/REDDING/CYPRESS AVE. TURN LEFT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

ON 299 FROM WEST TURN RIGHT ON MARKET ST (CA-273 S). TURN LEFT ON TEHEMA ST (CA-299 E). CONTINUE TO FOLLOW CA-299 E. TAKE EXIT #2A/RED BLUFF/SACRAMENTO ONTO I-5 S. TAKE EXIT #677/REDDING/CYPRESS AVE. TURN LEFT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

ON I-5 FROM NORTH TAKE EXIT #677/ REDDING/CYPRESS AVE. TURN LEFT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD  
 ON I-5 FROM SOUTH TAKE EXIT #677/ REDDING/CYPRESS AVE. TURN RIGHT ON E CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD

ON HWY 44 FROM EAST TAKE RAMP TOWARD VICTOR AVE. TURN LEFT ON VICTOR AVE. TURN RIGHT ON E CYPRESS AVE. TURN LEFT ON CHURN CREEK RD.

FROM ALL DIRECTIONS, FRONT BUILDING IS 2881 CHURN CREEK, DRIVEWAY INTO COMPLEX IS DIRECTLY ACROSS FROM MAJOR MUFFLER ON EAST SIDE OF CHURN CREEK. 2861 IS FIRST BUILDING ON THE LEFT.

**RIVERSIDE**

7888 MISSION GROVE PARKWAY S., SUITE 130  
 RIVERSIDE, CA 92508  
 (951) 789-0358

FROM THE CA-91W TOWARD RIVERSIDE/BEACH CITIES, TAKE THE CENTRAL AVENUE EXIT TOWARD MAGNOLIA CENTER. TURN LEFT ONTO CENTRAL AVE. CENTRAL AVE BECOMES ALESSANDRO BLVD. VEER TO THE RIGHT, THEN STAY STRAIGHT TO GO ONTO TRAUTWEIN RD (YOU WILL PASS COMMUNICATIONS CENTER DR). TURN LEFT ONTO MISSION GROVE PKY W.

FROM THE HIGH DESERT/SAN BERNARDINO AREA 215 S, WHERE THE 60 FWY, 91 FWY AND THE 215 FWY SPLIT, TAKE 215S (SIGNS FOR THE 60 EAST INDIO). TAKE EXIT 27C FOR ALESSANDRO BLVD, TURN RIGHT ONTO E ALESSANDRO BLVD, TURN LEFT ONTO MISSION GROVE PKWY S.

**SACRAMENTO**

9719 LINCOLN VILLAGE DR.  
 BUILDING 100, SUITE 100  
 SACRAMENTO, CA 95827  
 (916) 363-6455

FROM SAN FRANCISCO/VALLEJO ON I-80 E, TAKE US-50 E TOWARD SACRAMENTO/SOUTH LAKE TAHOE. TAKE BRADSHAW ROAD, EXIT 13, TURN RIGHT ONTO BRADSHAW ROAD. TURN IMMEDIATE LEFT ONTO LINCOLN VILLAGE DR.

**SAN DIEGO**

5440 MOREHOUSE DRIVE, SUITE 2300  
 SAN DIEGO, CA 92121  
 (858) 550-5940

FROM I-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.

FROM I-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.

ADDITIONAL PARKING CAN BE FOUND (on top of the AT&T building) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL

**SAN FRANCISCO**

150 EXECUTIVE PARK BLVD., STE 1100  
 SAN FRANCISCO, CA 94134  
 (415) 330-9700

I-80 W BECOMES US-101 S. TAKE EXIT 429 A TOWARD MONSTER PARK/TUNNEL AVE. TAKE THE RAMP TOWARD 3COM PARK. TURN RIGHT ONTO ALANNA RD. TURN LEFT ONTO EXECUTIVE PARK BLVD.

**SANTA CLARA**

2936 SCOTT BLVD  
 SANTA CLARA, CA 95054  
 (408) 844-0008

FROM US-101 N, TAKE THE SAN TOMAS EXPWY/MONTAGUE EXPWY EXIT- EXIT 392. TAKE THE SAN TOMAS EXPWY RAMP. MERGE ONTO SAN TOMAS EXPY/CR-G4. TURN LEFT ONTO SCOTT BLVD.

FROM I-880 S TOWARD SAN JOSE, TAKE THE MONTAGUE EXPWY EXIT (7). TAKE THE MONTAGUE EXPWY WEST RAMP. MERGE ONTO MONTAGUE EXPY/CR-G4 E. TURN LEFT ONTO E TRIMBLE RD. E TRIMBLE RD BECOMES DE LA CRUZ BLVD. TURN SLIGHT RIGHT ONTO CENTRAL EXPY/CR-G6 W. TURN SLIGHT RIGHT ONTO SCOTT BLVD.

**SANTA ROSA**

160 WIKIUP DRIVE, SUITE 105  
 SANTA ROSA, CA 95403  
 (707) 544-6723

FROM US-101 N, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN RIGHT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

FROM US-101 S, TAKE MARK WEST SPRINGS/RIVER ROAD EXIT. TURN LEFT ON MARK WEST SPRINGS. TURN LEFT AT OLD REDWOOD HIGHWAY. TURN RIGHT ON WIKIUP DRIVE. FIRST DRIVEWAY ON RIGHT.

**VENTURA**

4245 MARKET ST, SUITE 208  
 VENTURA, CA 93003  
 (805) 650-5220

FROM US-101N, TAKE THE TELEPHONE ROAD EXIT 65. TURN LEFT ONTO TELEPHONE ROAD. TURN RIGHT ONTO MARKET STREET.

**VISALIA**

3400 W MINERAL KING AVE, SUITE D  
 VISALIA, CA 93291

FROM CA-99N, MERGE ONTO CA-198E VIA EXIT 96 TOWARD VISALIA/SEQUOIA NAT'L PARK. TAKE THE EXIT TOWARD DEMAREE STREET. MERGE ONTO W NOBLE AVENUE. TURN LEFT ONTO S COUNTY CENTER DRIVE. TAKE THE 1<sup>ST</sup> LEFT ONTO W MINERAL KING AVENUE.

**WALNUT CREEK**

175 LENNON LANE, SUITE 203  
 WALNUT CREEK, CA 94598  
 (925) 906-9165

FROM I-5N, KEEP LEFT TO TAKE I-580W TOWARD TRACY/SAN FRANCISCO. MERGE ONTO I-680N VIA EXIT 44B TOWARD SACRAMENTO/WALNUT CREEK/CONCORD. TAKE THE YGNACIO VALLEY ROAD EXIT AND TURN RIGHT. TURN LEFT ONTO LENNON LANE.



## SPECIAL ACCOMMODATIONS AVAILABLE

All examination sites are physically accessible to individuals with disabilities. Scheduling services are also available via our Telecommunications Device for the Deaf (TDD) by calling 800-735-2929.

The CFB and PSI recognize their responsibilities under the Federal Americans with Disabilities Act and the California Fair Employment and Housing Act by providing testing accommodations or auxiliary aids or services for candidates who substantiate the need due to a physical or mental disability or qualified medical condition.

Candidates whose primary language is not English may also qualify for accommodations.

Requests for accommodation must be received with your completed examination application. Accommodations that fundamentally alter the measurement of the skills or knowledge the examinations are intended to test will not be granted.

Accommodations will not be provided at the examination site unless prior approval by the CFB has been granted. Reasonable, appropriate, and effective accommodations may be requested by submitting a "Request for Accommodation" package. This package is available by contacting the CFB or online at [www.cfb.ca.gov/formspubs/exam\\_accommodations.pdf](http://www.cfb.ca.gov/formspubs/exam_accommodations.pdf). Do not call PSI to schedule your examination until you have received written notification from the CFB regarding your request for accommodations.

## REPORTING TO THE EXAMINATION SITE

On the day of the examination, you must arrive at least 30 minutes prior to your scheduled appointment time. This allows time for check-in and identification verification and provides time to familiarize yourself with the examination process. If you arrive late, you may not be admitted to the examination site and you may forfeit your examination registration fee. Even though candidates will be thumb printed, you are still required to comply with any identification requirements established by the appropriate regulatory entity.

### REQUIRED IDENTIFICATION AT EXAMINATION SITE

You must provide one of the following valid forms of government-issued identification before you may examine:

- A photographic Driver's License (any state)
- State identification card (any state)
- U.S. military identification
- Valid passport - any country (valid foreign passport with valid record of arrival/departure - Form I-94 or processed form I-551 stamped in a valid foreign passport)

*All photographs must be recognizable as the person to whom the identification card was issued. The name on the application must match the photographic I.D. card. If you*

*have recently changed your name with the CFB, you may want to contact PSI to verify that they have the correct same name on file.*

If you cannot provide the required identification, you must call (877) 392-6422 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *Failure to provide all of the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination and you will forfeit your examination registration fee.*

### CALIFORNIA LAW SECURITY PROCEDURES

Section 123 of the California Business and Professions Code states: It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:

- Conduct which violates the security of the examination materials;
- Removing from the examination room any examination materials without authorization;
- The unauthorized reproduction by any means of any portion of the actual licensing examination;
- Aiding by any means the unauthorized reproduction of any portion of the licensing examination;
- Paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination;
- Obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or
- Selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.
- Communicating with any other examinee during the administration of a licensing examination.
- Copying answers from another examinee or permitting one's answers to be copied by another examinee.
- Having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination.
- Impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under authority provided for in any other provision of law. In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars (\$10,000) and the costs of litigation. (For the full text of Section 123, please see Appendix A).

### IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in and re-entry into the testing room after an approved absence. If a candidate passes the examination, the thumbprint record will be destroyed. If a



candidate abandons his or her application for licensure, as determined by the appropriate regulatory authority, the thumbprint will also be destroyed. If a candidate is unsuccessful, the thumbprint record will be retained by PSI to ensure proper identification on any subsequent examination attempts. If the thumbprint doesn't match upon exit and re-entry, the candidate shall be disqualified from the examination, his or her test results invalidated, and the appropriate regulatory entity will be notified of the occurrence. The taking of the thumbprint is an additional measure to enhance examination security. The Department of Consumer Affairs,' Office of Professional Examination Services shall ensure that the appropriate safeguards for the storage and destruction of the thumbprint records are in place.

2. The temperature in the testing room is maintained at a moderate level. Candidates are advised to layer clothing. Acceptable layered clothing includes lightweight shirts, sweaters, and pullovers without pockets. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination.
3. There are timing mechanisms available at the test site and on the computer console to help candidates keep track of time during the test administration. Watches or other timekeeping devices are not permitted in the examination rooms.
4. Only one candidate will be allowed to take a restroom break at a time. Candidates are required to sign out when you leave the room and when you return. If a candidate's restroom break takes longer than 5 (five) minutes, a proctor will check on the candidate and will notify the applicable regulatory entity of the occurrence, which will take appropriate action.
5. The following items are not permitted in the examination rooms:

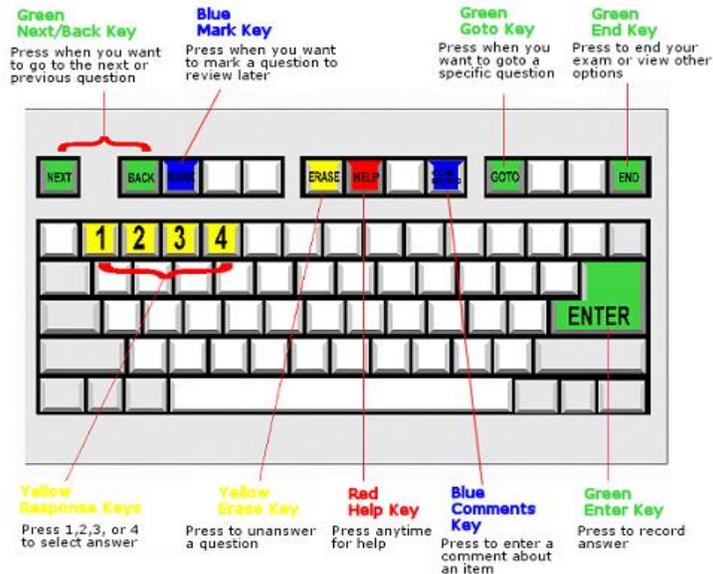
- Cellular telephones, personal digital assistants (PDAs), recording devices, cameras, pagers, purses, notebooks, notebook computers, reference or readings material, music players, radios, electronic games, calculators, or briefcases.
- Personal items including watches, backpacks, wallets, pens, pencils, or other writing devices, food, drinks (unless prior approval is obtained by your regulatory entity) and good-luck items.
- Hats, baseball caps, or visors (with the exception of religious apparel), coats, shawls, hooded clothing, heavy jackets or overcoats.

During the check-in process, all candidates will be asked if they possess any of the prohibited items and all candidates will be asked to empty their pockets. If prohibited items are found during check-in, candidates shall return these items to their vehicle or other place of safekeeping. Neither PSI, nor the Department of Consumer Affairs, shall be responsible for the items. Any candidate possessing the prohibited items in the examination room shall have his or her test results invalidated, and PSI shall notify the appropriate regulatory entity of the occurrence.

6. Copying or communicating examination content is a violation of PSI security policy and existing law. Either one shall result in the disqualification or invalidation of examination results, the denial of your license, and may subject the candidate to criminal prosecution.

## TAKING THE EXAMINATION BY COMPUTER

Taking the PSI examination by computer is simple. You do not need any computer experience or typing skills. You will use fewer keys than you use on a touch-tone telephone. All response keys are colored and have prominent characters. An illustration of the special keyboard is shown here.



### IDENTIFICATION SCREEN

You will be directed to a semiprivate testing station to take the examination. When you are seated at the testing station, you will be prompted to confirm your name, identification number, and the examination for which you are registered.

### TUTORIAL

Before you start your examination, an introductory tutorial to the computer and keyboard is provided on the computer screen. The time you spend on this tutorial, up to 15 minutes, DOES NOT count as part of your examination time. Sample questions are included as part of the tutorial so that you may practice using the keys, answering questions, and reviewing your answers.

One question appears on the screen at a time. During the examination, questions answered and minutes remaining will be displayed at the top of the screen and updated as you record your answers.

### EXAMINATION QUESTION EXAMPLE

During the examination, you should press 1, 2, 3, or 4 to select your answer. You should then press "ENTER" to record your answer and move on to the next question. A sample question display follows:

Mark Comments Goto Help End  
 Question: 3 of 40    Answered: 2    Unanswered: 1    Marked: 0    View: All    Time Left(Min): 359

3. What do the stars on the United States of America's flag represent?

(Choose from the following options)

1. Presidents  
 2. Colonies  
 3. States  
 4. Wars

## EXAMINATION RESULTS

At the end of your examination, a pass or fail result will be shown on the screen and you will receive a printed score report. Numerical (raw) scores are provided to all candidates. Your examination results are confidential and are released only to you and your state-licensing agency. To protect your privacy and to maintain the confidentiality of examination results, score information is not given over the telephone.

### PASSING SCORE

Examinations often vary in difficulty depending on the form of the examination administered. For this reason, the passing score is determined using a criterion-referenced method rather than a set score or percentage. Applying the criterion-referenced method, the difficulty of each item on the examination is evaluated relative to the minimum competence standard for safe practice. As a result, the passing score is lower for difficult examinations, and is higher for easier examinations, providing a safeguard to both the candidate and the public.

### FAILING SCORE REPORTS

The score report will indicate the candidate's overall score and grade, including the number of items answered correctly.

### RE-APPLICATION PROCESS

Candidates who fail the examination must submit a new application to the CFB with the required fee.

### CHANGE OF ADDRESS

Applicants and candidates must notify the CFB in writing of any change of address. Allow 30 days for the change of address to be processed.

## EXAMINATION INTRODUCTION

### PURPOSE OF THE EXAMINATION

Prior to receiving a cemetery manager license or assuming the responsibility of a qualified cemetery manager of a licensed cemetery in California, each applicant must successfully complete a written examination. The primary purpose of the examination is to help ensure public health and safety by assessing the candidate's ability to apply California health and safety laws, as well as other relevant laws and regulations, to the major duty areas of cemetery manager practice.

### DESCRIPTION OF PRACTICE

California Business and Professions Code Section 9605.1 describes the practice of a cemetery manager as follows:

*A cemetery manager is a person engaged in or conducting, or holding himself or herself out as engaged in those activities involved in, or incidental to, the maintaining, operating, or improving a cemetery licensed under this chapter, the interring of human remains, and the care, preservation, and embellishment of cemetery property.*

Provisions of the California Health and Safety Code and Business and Professions Code pertain to all aspects of a cemetery, interment, disinterment, and removal of human remains.

### EXAMINATION DEVELOPMENT

The examination for cemetery manager is developed and maintained by the Department of Consumer Affairs, Office of Examination Resources. Previously qualified cemetery managers provide technical expertise in the development of the examination.

# PREPARATION FOR THE EXAMINATION

## OVERVIEW

The cemetery manager examination is based upon a test plan developed by licensed cemetery managers. The plan identifies aspects of practice related to the tasks that a cemetery manager must be able to perform at licensure. The examination contains 100 multiple-choice items from major job duty areas, and it has a time limit of 2 hours.

## DESCRIPTION OF MAJOR DUTY AREAS

The cemetery manager examination covers seven major duty areas that define the scope of knowledge necessary for safe and effective practice. Each of the major duty areas, weighted on the examination in terms of its importance in practice, is described below.

### *I. Contracts (9%)*

This area assesses the candidate's knowledge of terms, conditions, legal requirements, and charges itemized in cemetery contracts.

### *II. Interment Rights (9%)*

This area assesses the candidate's knowledge of legal requirements regarding cemetery interment rights, sales, and transfers.

### *III. Care Funds (9%)*

This area assesses the candidate's knowledge of the establishment, administration, and use of endowment and special care funds.

### *IV. Disposition and Interment (28%)*

This area assesses the candidate's knowledge of legal requirements regarding disposition and interment of human remains.

### *V. Disinterment (9%)*

This area assesses the candidate's knowledge of legal requirements regarding disinterment of human remains.

### *VI. Cemetery Operations (11%)*

This area assesses the candidate's knowledge of legal requirements pertaining to cemetery maintenance, signage, and printed materials.

### *VII. Recordkeeping and Reporting (25%)*

This area assesses the candidate's knowledge of legal requirements regarding State reporting, mapping, property ownership documents, and interment records.

## EXAMINATION OUTLINE

The examination outline identifies the knowledge required to demonstrate acceptable competence in each of the major content areas. Content areas specify practical knowledge, with references to statutes and provisions of Title 16 of the California Code of Regulations, the California Health and Safety Code, and the Business and Professions Code. Candidates should acquire the knowledge that the outline describes before attempting the examination.

<b>I. Contracts (9%)</b>	
<i>DESCRIPTION: This area assesses the candidate's knowledge of terms, conditions, legal requirements, and charges itemized in cemetery contracts.</i>	
<ul style="list-style-type: none"> <li>Establish content of cemetery contracts in accordance with legal requirements.</li> <li>Review terms and conditions of cemetery contract with consumer to facilitate contract implementation.</li> <li>Review itemization of charges listed on the cemetery contract to consumer.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of charges for foundations, setting, and endowment care of grave markers or monuments in cemetery contracts.</li> <li>Knowledge of charges that must be itemized in a cemetery contract.</li> <li>Knowledge of legal requirements pertaining to cancellation of a cemetery contract by consumer.</li> <li>Knowledge of legal requirements pertaining to terms and conditions of cemetery contracts.</li> <li>Knowledge of legal requirements pertaining to consumer disclosures in cemetery contracts.</li> </ul>
<b>II. Interment Rights (9%)</b>	
<i>DESCRIPTION: This area assesses the candidate's knowledge of legal requirements regarding cemetery interment rights, sales, and transfers.</i>	
<ul style="list-style-type: none"> <li>Determine vested rights of interment.</li> <li>Determine cemetery and legal requirements pertaining to private party sale of cemetery property.</li> <li>Determine the eligibility to transfer or sell interment rights in accordance with legal requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of legal requirements pertaining to third party sale/transfer of cemetery property.</li> <li>Knowledge of legal requirements pertaining to sale/transfer of cemetery property by cemetery authority.</li> <li>Knowledge of legal requirements pertaining to vested rights of interment.</li> </ul>
<b>III. Care Funds (9%)</b>	
<i>DESCRIPTION: This area assesses the candidate's knowledge of the establishment, administration, and use of endowment and special care funds.</i>	
<ul style="list-style-type: none"> <li>Administer endowment care funds in accordance with legal requirements.</li> <li>Utilize the endowment care fund income in accordance with legal requirements.</li> <li>Administer special care funds in accordance with legal requirements.</li> <li>Utilize special care funds in accordance with legal requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of laws pertaining to commingling of endowment care and special care funds.</li> <li>Knowledge of legal requirements pertaining to use of income from endowment care funds.</li> <li>Knowledge of legal requirements pertaining to administration of the endowment care fund by a trustee or a board of trustees.</li> <li>Knowledge of laws pertaining to minimum fees and deposits for endowment care funds.</li> <li>Knowledge of laws pertaining to investment of endowment care funds.</li> <li>Knowledge of legal sanctions for violations of laws related to collection, investment, or use of endowment care funds.</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge of laws pertaining to investment of special care funds.</li> <li>• Knowledge of laws pertaining to use of special care funds.</li> <li>• Knowledge of laws pertaining to administration of special care monies and trust fund.</li> <li>• Knowledge of types of contributions that can be made to the special care funds.</li> <li>• Knowledge of legal sanctions for violations of laws related to collection, investment, or use of special care funds.</li> </ul>
<b>IV. Disposition and Interment (28%)</b>	
<i>DESCRIPTION: This area assesses the candidate's knowledge of legal requirements regarding disposition and interment of human remains.</i>	
<ul style="list-style-type: none"> <li>• Implement State rules and regulations regarding disposition/interment of human remains.</li> <li>• Implement legal requirements regarding multiple disposition/interment.</li> <li>• Identify the owner(s) of cemetery property by consulting with consumer and cemetery records..</li> <li>• Identify person(s) who have the right to control disposition of human remains..</li> <li>• Obtain interment authorization from property owner(s) and person(s) with control of disposition in accordance with legal requirements.</li> <li>• Obtain permit(s) for disposition prior to disposition/interment in accordance with legal requirements.</li> <li>• Inter non-cremated human remains in accordance with cemetery and legal requirements.</li> <li>• Inter cremated human remains in accordance with cemetery and legal requirements.</li> <li>• Submit signed permit for disposition to county in accordance with legal requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of legal requirements pertaining to disposition/interment of cremated human remains.</li> <li>• Knowledge of legal requirements pertaining to disposition/interment of non-cremated human remains.</li> <li>• Knowledge of state laws regarding multiple disposition/interment in a single space.</li> <li>• Knowledge of legal requirements pertaining to interment authorization.</li> <li>• Knowledge of laws governing the right to control disposition of human remains.</li> <li>• Knowledge of legal requirements pertaining to issuance and use of a permit for disposition.</li> </ul>
<b>V. Disinterment (9%)</b>	
<i>DESCRIPTION: This area assesses the candidate's knowledge of legal requirements regarding disinterment of human remains.</i>	
<ul style="list-style-type: none"> <li>• Identify person(s) who have the right to control disinterment of human remains in order to obtain authorization to disinter.</li> <li>• Obtain permit for disinterment in accordance with legal requirements.</li> <li>• Disinter human remains in accordance with cemetery and legal requirements.</li> <li>• Submit signed permit for disposition to county for disinterment purposes in accordance with legal requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of laws regarding person(s) with the right to control disinterment of human remains.</li> <li>• Knowledge of legal requirements that must be met for disinterment/removal of human remains.</li> <li>• Knowledge of laws regarding consent of cemetery authority to disinter/remove human remains.</li> <li>• Knowledge of legal requirements pertaining to issuance and use of a permit for disposition in relation to disinterment of human remains.</li> </ul>

<b>VI. Cemetery Operations (11%)</b>	
<i>DESCRIPTION: This area assesses the candidate's knowledge of legal requirements pertaining to cemetery maintenance, signage, and printed materials.</i>	
<ul style="list-style-type: none"> <li>• Maintain cemetery in accordance with cemetery authority rules and regulations.</li> <li>• Display required signage and printed materials in accordance with the law.</li> <li>• Provide printed materials to the consumer in accordance with the law.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of required signage within a cemetery.</li> <li>• Knowledge of legal requirements pertaining to display and availability of consumer guide for cemetery and funeral purchases.</li> <li>• Knowledge of legal requirements pertaining to maintenance and availability of cemetery authority's rules and regulations.</li> <li>• Knowledge of cemetery authority's power to regulate operations and activities within the cemetery grounds.</li> </ul>
<b>VII. Recordkeeping and Reporting (25%)</b>	
<i>DESCRIPTION: This area assesses the candidate's knowledge of legal requirements regarding State reporting, mapping, property ownership documents, and interment records.</i>	
<ul style="list-style-type: none"> <li>• Submit required notifications to the Cemetery and Funeral Bureau in accordance with legal requirements.</li> <li>• Submit mandated reports to the Cemetery and Funeral Bureau in accordance with legal requirements.</li> <li>• Maintain endowment care fund records in accordance with legal requirements.</li> <li>• Maintain general and special care fund records in accordance with legal requirements.</li> <li>• Maintain interment records in accordance with legal requirements.</li> <li>• File maps of cemetery property with the county in accordance with legal requirements.</li> <li>• Maintain maps of cemetery property in accordance with legal requirements.</li> <li>• Establish and maintain records of property ownership in accordance with legal requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of legal requirements pertaining to filing of annual audit reports with the Cemetery and Funeral Bureau.</li> <li>• Knowledge of legal requirements pertaining to filing of quarterly reports and fees with the Cemetery and Funeral Bureau.</li> <li>• Knowledge of required notifications to the Cemetery and Funeral Bureau.</li> <li>• Knowledge of records to be filed with the cemetery during a private party sale of cemetery property.</li> <li>• Knowledge of legal requirements pertaining to contents of interment files.</li> <li>• Knowledge of legal requirements pertaining to examination of endowment care funds and records by the Cemetery and Funeral Bureau.</li> <li>• Knowledge of legal requirements regarding maintenance of general and special care fund records.</li> <li>• Knowledge of legal requirements pertaining to filing of cemetery property maps with the county.</li> <li>• Knowledge of legal requirements pertaining to cemetery maps.</li> </ul>

## **APPENDIX A – BUSINESS AND PROFESSIONS CODE**

### **SECTIONS 123 AND 496**

§ 123. It is a misdemeanor for any person to engage in any conduct which subverts or attempts to subvert any licensing examination or the administration of an examination, including, but not limited to:

(a) Conduct which violates the security of the examination materials; removing from the examination room any examination materials without authorization; the unauthorized reproduction by any means of any portion of the actual licensing examination; aiding by any means the unauthorized reproduction of any portion of the actual licensing examination; paying or using professional or paid examination-takers for the purpose of reconstructing any portion of the licensing examination; obtaining examination questions or other examination material, except by specific authorization either before, during, or after an examination; or using or purporting to use any examination questions or materials which were improperly removed or taken from any examination for the purpose of instructing or preparing any applicant for examination; or selling, distributing, buying, receiving, or having unauthorized possession of any portion of a future, current, or previously administered licensing examination.

(b) Communicating with any other examinee during the administration of a licensing examination; copying answers from another examinee or permitting one's answers to be copied by another examinee; having in one's possession during the administration of the licensing examination any books, equipment, notes, written or printed materials, or data of any kind, other than the examination materials distributed, or otherwise authorized to be in one's possession during the examination; or impersonating any examinee or having an impersonator take the licensing examination on one's behalf.

Nothing in this section shall preclude prosecution under the authority provided for in any other provision of law.

In addition to any other penalties, a person found guilty of violating this section, shall be liable for the actual damages sustained by the agency administering the examination not to exceed ten thousand dollars (\$10,000) and the costs of litigation.

(c) If any provision of this section or the application thereof to any person or circumstances is held invalid, that invalidity shall not affect other provisions or applications of the section that can be given effect without the invalid provision or application, and to this end the provisions of this section are severable.

§ 496. A board may deny, suspend, revoke, or otherwise restrict a license on the ground that an applicant or licensee has violated Section 123 pertaining to subversion of licensing examinations.

## **Cemetery & Funeral Bureau**

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Sacramento, CA 95834

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### **STATE OF CALIFORNIA NOTICE OF ELIGIBILITY**

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You are eligible to participate in the written examination for licensure as a Cemetery Manager. This is the **ONLY** notice of eligibility you will receive from the Cemetery & Funeral Bureau for this examination. Your address label contains important date information. In the upper left corner of the address label (above your name) is the date your application for examination was approved; following that is the date by which you must take your examination. You must take the written examination by the date specified on the label, or you will be required to re-apply.

This handbook provides important information regarding written examination procedures and content. To schedule your examination, please refer to the instructions in this handbook.

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