



Cemetery & Funeral Bureau
1625 North Market Boulevard, Suite S-208
Sacramento, CA 95834
www.cfb.ca.gov

Cemetery Broker Written Examination

CANDIDATE HANDBOOK



PSI licensure:certification

3210 E Tropicana
Las Vegas, NV 89121
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

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

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 Broker 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

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

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1625 North Market Blvd., Suite S-208,
Sacramento, CA 95834
(916) 574-7870 FAX (916) 928-7988
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 to the CFB 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, 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 an 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, 2011
Christmas	Closed December 24-26, 2011
New Years	Closed December 31-January 2, 2012
Memorial Day	Closed May 26-28, 2012
Independence Day	Closed July 4, 2012
Labor Day	Closed September 1-3, 2012
Thanksgiving	Closed November 22-25, 2012
Christmas	Closed December 25, 2012
New Years	Closed January 1, 2013

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. 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 a.m. and 7:00 p.m. and Saturday, between 8:00 a.m. and 2:00 p.m., Pacific Time, to schedule your appointment for the examination.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and re-schedule an examination appointment without forfeiting your fee *if your cancellation notice is received 2 days prior to the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received 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 re-schedule your appointment.

Note: A voice mail message is not an acceptable form of cancellation. Please use the internet, 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 rescheduled. 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 reschedule 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.

BAKERSFIELD

5405 STOCKDALE HIGHWAY, SUITE 206

BAKERSFIELD, CA 93309

(661) 398-9354

FROM I-5 S, TAKE THE STOCKDALE HWY EXIT (253). TURN LEFT ONTO STOCKDALE HWY.

FROM I-5 N TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CA-99 N VIA EXIT (221) TOWARD BAKERSFIELD/FRESNO. TAKE THE CA-58 E EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CAL STATE UNIV/STOCKDALE HWY/BRUNDAGE LANE. TURN LEFT ONTO WIBLE RD. TURN SLIGHT LEFT ONTO STOCKDALE HWY.

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

9420 TELSTAR, SUITE 138

EL MONTE, CA 91731

(626) 442-4112

FROM I-10 E TOWARD SAN BERNARDINO, MERGE ONTO ROSEMEAD/CA 19 S TOWARD LONG BEACH. TURN LEFT ONTO E. TELSTAR AVE.

FROM I-10 W TOWARD LOS ANGELES, TAKE THE ROSEMEAD BLVD/CA-19 EXIT TOWARD PASADENA. TAKE THE ROSEMEAD BLVD RAMP TOWARD LONG BEACH. MERGE ONTO ROSEMEAD BLVD/CA-19 S. TAKE A LEFT ONTO E. TELSTAR AVE.

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/REDDINGCYPRESS 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

RIVERSIDE TECHNOLOGY BUSINESS PARK
 1660 CHICAGO AVE, SUITE M-15
 RIVERSIDE, CA 92507
 (951) 680-9720

FROM 15 SOUTH TO 215 SOUTH, EXIT COLUMBIA AND GO STRAIGHT. AT THE DEAD END TURN LEFT.

AT THE LIGHT (WHICH IS COLUMBIA) TURN LEFT. TURN RIGHT ON CHICAGO AVE.

FROM 91 EAST, EXIT SPRUCE AND TURN RIGHT. TURN LEFT ON CHICAGO AVE (SITE WILL BE ON RIGHT HAND SIDE).

FROM 60 WEST, EXIT 3RD/BLAINE AND TURN LEFT. TURN RIGHT ON CHICAGO AVE, PAST SPRUCE (SITE WILL BE ON RIGHT HAND SIDE).

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 3300
 SAN DIEGO, CA 92121
 (858) 658-0786

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

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.

SANTA CLARA

2936 SCOTT BLVD
 SANTA CLARA, CA 95054
 (408) 844-0004

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.

SPECIAL ACCOMMODATIONS AVAILABLE
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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 800-790-3926.

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. 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 Consumers 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.

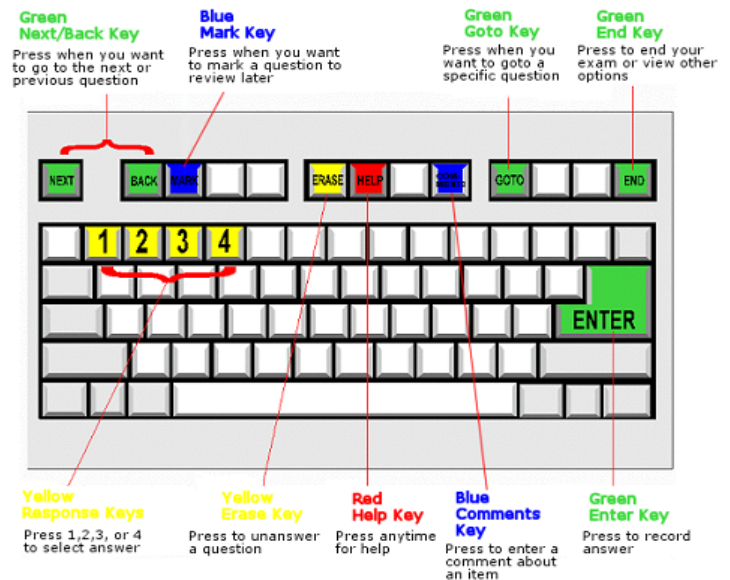
5. The following items are not permitted in the examination rooms:

- 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.

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:



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.

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

The primary purpose of the examination is to assess the candidate's ability to apply California's health and safety laws to cemetery brokerage practice. Candidates should know these laws as well as other laws and regulations related to cemetery brokerage.

DESCRIPTION OF PRACTICE

California Business and Professions Code Section 9604 describes the practice of a cemetery broker as follows:

A cemetery broker is a person who, other than in reference to an occasional sales, sells or offers for sale, buy, or offers to buy, lists, leases, or offers to lease, or solicits, or negotiates the purchase or sale, lease or exchange of cemetery property or interment services, or interest therein, for his own account or for another.

Individuals, corporations, associations, or co-partnerships must be licensed to practice cemetery brokerage. Licensed corporations are permitted to act as cemetery brokers by the

articles of incorporation. Individuals who engage in cemetery brokerage practice within the corporation must be licensed. Licensed associations or co-partnerships are permitted to act as cemetery brokers as authorized by the articles of incorporation or agreement of partnership. Individuals who engage in cemetery brokerage practice within the association of co-partnerships must be licensed.

EXAMINATION DEVELOPMENT

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

PREPARATION FOR THE EXAMINATION

OVERVIEW

The cemetery broker examination is based upon a test plan developed by licensed cemetery brokers. The plan identifies aspects of practice related to the tasks that a cemetery broker 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 broker examination covers four 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. SALES (25%)

This area assesses the candidate's ability to inform the consumers regarding cemetery and legal requirements, assist with the selection of service and merchandise items, and oversee the execution of cemetery contracts.

II. FUNDS (15%)

This area assesses the candidate's ability to explain to the consumer how funds itemized on the cemetery contract are applied.

III. TRANSFERS (6%)

This area assesses the candidate's ability to assist consumers with the cemetery property transfers.

IV. ADMINISTRATION (24%)

This area assesses the candidate's ability to oversee sales staff, maintain cemetery records, and promote compliance with the law.

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.

I. SALES (55%)		
<i>DESCRIPTION: This area assesses the candidate's ability to inform the consumers regarding cemetery and legal requirements, assist with the selection of service and merchandise items, and oversee the execution of cemetery contracts.</i>		
Disposition Needs (15%)	Determine person who has the right to control disposition of human remains prior to disposition/interment.	<ul style="list-style-type: none"> • Knowledge of laws pertaining to person(s) having the right to control disposition of human remains. • Knowledge of legal requirements to obtain authorization from cemetery property owner(s) prior to disposition/interment.
	Consult with consumer to determine disposition/interment needs.	<ul style="list-style-type: none"> • Knowledge of cemetery requirements for disposition of cremated remains. • Knowledge of cemetery requirements regarding multiple dispositions/interments in a single space. • Knowledge of cemetery requirements regarding burial of cremated remains with existing interred human remains. • Knowledge of laws regarding multiple disposition/interment in a single space. • Knowledge of cemetery requirements for interment of noncremated human remains. • Knowledge of types of cemetery services that can be provided. • Knowledge of types of memorialization (e.g., crypt plate, marker). • Knowledge of methods used to assess client's needs for cemetery property, goods, and services. • Knowledge of types of urns. • Knowledge of effects of religious or cultural customs on cemetery disposition/interment services.
	Explain options for cemetery property, goods, and services (e.g., vault, witness) available to consumer.	<ul style="list-style-type: none"> • Knowledge of cemetery requirements for disposition of cremated remains. • Knowledge of cemetery requirements regarding multiple Disposition/interment in a single space. • Knowledge of cemetery requirements regarding burial of cremated remains with existing interred human remains. • Knowledge of cemetery requirements for interment of noncremated human remains. • Knowledge of laws regarding multiple disposition/interment in a single space. • Knowledge of types of cemetery services that can be provided. • Knowledge of outer burial containers. • Knowledge of types of memorialization (e.g., crypt plate, marker). • Knowledge of methods used to assess client's needs for cemetery property, goods, and services. • Knowledge of types of urns. • Knowledge of effects of religious or cultural customs on cemetery disposition/interment services.

I. SALES (55%) (Continued)		
	Disclose prices of cemetery property, goods, and services while consulting with consumer to determine disposition/interment needs.	<ul style="list-style-type: none"> • Knowledge of cemetery requirements for disposition of cremated remains. • Knowledge of cemetery requirements regarding multiple Disposition/interment in a single space. • Knowledge of cemetery requirements regarding burial of cremated remains with existing interred human remains. • Knowledge of cemetery requirements for interment of non-cremated human remains. • Knowledge of types of cemetery services that can be provided. • Knowledge of outer burial containers. • Knowledge of types of memorialization (e.g., crypt plate, marker). • Knowledge of methods used to assess client's needs for cemetery property, goods, and services. • Knowledge of types of urns. • Knowledge of effects of religious or cultural customs on cemetery disposition/interment services.
	Assist consumer with the selection of disposition/interment location (e.g., grave, scattering area) by verifying availability of location.	<ul style="list-style-type: none"> • Knowledge of methods used to verify availability of cemetery property. • Knowledge of systems used to track available and unavailable property.
Legal Requirements (16%)	Explain legal requirements pertaining to the "Consumer Guide to Cemetery and Funeral Purchases" in accordance with the law.	<ul style="list-style-type: none"> • Knowledge of required consumer disclosures that must be Acknowledged to the consumer. • Knowledge of laws related to required consumer disclosures.
	Explain legal requirements for disposition of cremated human remains to consumer.	<ul style="list-style-type: none"> • Knowledge of laws regarding disposition of cremated remains. • Knowledge of laws regarding interment of cremated remains with existing interred human remains. • Knowledge of laws regarding multiple disposition/interment in a single space.
	Explain legal requirements for interment of non-cremated human remains to consumer.	<ul style="list-style-type: none"> • Knowledge of laws regarding interment of non-cremated human remains. • Knowledge of laws pertaining to person(s) having the right to control disposition of human remains. • Knowledge of legal requirements to obtain authorization from cemetery property owner(s) prior to disposition/interment.
	Explain legal requirements for disinterment of human remains to consumer.	<ul style="list-style-type: none"> • Knowledge of laws pertaining to person(s) having the right to control disinterment of human remains. • Knowledge of types of cemetery services that can be provided.
	Explain laws related to predeveloped property sales to consumer.	<ul style="list-style-type: none"> • Knowledge of laws related to required consumer disclosures. • Knowledge of purchaser's right of rescission law as related to cemetery sales contracts. • Knowledge of laws related to the sale of predeveloped property.

I. SALES (55%) (Continued)		
	Review laws to verify eligibility for right of interment in cemetery property.	<ul style="list-style-type: none"> • Knowledge of legal requirements to obtain authorization from cemetery property owner(s) prior to disposition/interment. • Knowledge of cemetery requirements regarding multiple Disposition/interment in a single space. • Knowledge of methods used to identify cemetery property owner(s).
	Advertise cemetery property in accordance with the law.	<ul style="list-style-type: none"> • Knowledge of laws pertaining to advertising of cemetery property.
Cemetery Requirements (8%)	Explain cemetery requirements for disposition/interment of cremated human remains to consumer.	<ul style="list-style-type: none"> • Knowledge of cemetery requirements for disposition of cremated remains. • Knowledge of cemetery requirements regarding multiple disposition/interment in a single space. • Knowledge of cemetery requirements regarding burial of cremated remains with existing interred human remains. • Knowledge of types of urns.
	Explain cemetery requirements for interment of noncremated human remains to consumer.	<ul style="list-style-type: none"> • Knowledge of cemetery requirements for interment of noncremated human remains. • Knowledge of outer burial containers. • Knowledge of effects of religious or cultural customs on cemetery disposition/interment services. • Knowledge of cemetery requirements regarding multiple disposition/interment in a single space. • Knowledge of cemetery requirements regarding burial of cremated remains with existing interred human remains.
	Explain cemetery requirements regarding multiple disposition/interment to consumer.	<ul style="list-style-type: none"> • Knowledge of cemetery requirements regarding multiple disposition/interment in a single space. • Knowledge of cemetery requirements regarding burial of cremated remains with existing interred human remains.
Contracts (6%)	Explain legal terms of cemetery contract by reviewing with consumer.	<ul style="list-style-type: none"> • Knowledge of fees collected by the Cemetery and Funeral Bureau for interments made by the cemetery. • Knowledge of purchaser's right of rescission law as related to cemetery sales contracts. • Knowledge of procedures for reviewing cemetery contracts with consumers. • Knowledge of laws related to required consumer disclosures. • Knowledge of required consumer disclosures that must be acknowledged to the consumer.
	Explain itemization of charges listed on the cemetery contract by reviewing with consumer.	<ul style="list-style-type: none"> • Knowledge of procedures for reviewing cemetery contracts with consumers. • Knowledge of fees collected by the Cemetery and Funeral Bureau for interments made by the cemetery.
Verification and Authorization (10%)	Verify availability of selected location by checking maps and records and performing physical inspection.	<ul style="list-style-type: none"> • Knowledge of methods used to verify availability of cemetery property. • Knowledge of systems used to track available and unavailable property. • Knowledge of systems used to track interments.

I. SALES (55%) (Continued)		
	Verify the owner(s) of cemetery property purchased by consulting with consumer and records.	<ul style="list-style-type: none"> • Knowledge of legal requirements to obtain authorization from cemetery property owner(s) prior to disposition/interment. • Knowledge of methods used to identify cemetery property owner(s). • Knowledge of methods used to verify availability of cemetery property.
	Obtain interment authorization from property owner(s) as required by law.	<ul style="list-style-type: none"> • Knowledge of methods used to identify cemetery property owner(s). • Knowledge of legal requirements to obtain authorization from cemetery property owner(s) prior to disposition/interment.
II. FUNDS (15%)		
<i>DESCRIPTION: This area assesses the candidate's ability to explain to the consumer how funds itemized on the cemetery contract are applied.</i>		
	Explain the endowment care fund to consumer.	<ul style="list-style-type: none"> • Knowledge of laws pertaining to use of endowment care funds for cemetery upkeep. • Knowledge of laws pertaining to how proceeds of endowment care funds can be used.
	Explain how endowment care funds received from consumer are used to facilitate consumer understanding.	<ul style="list-style-type: none"> • Knowledge of laws pertaining to use of endowment care funds for cemetery upkeep. • Knowledge of laws pertaining to how proceeds of endowment care funds can be used. • Knowledge of laws pertaining to the investment of endowment care funds.
	Explain how preneed funds received from consumer are held to facilitate consumer understanding.	<ul style="list-style-type: none"> • Knowledge of methods used to establish preneed trust funds. • Knowledge of elements of self-funded preneed arrangements. • Knowledge of legal requirements for funding preneed trust accounts. • Knowledge of terms and conditions of preneed contracts.
	Explain difference between guaranteed and nonguaranteed preneed arrangements to consumer.	<ul style="list-style-type: none"> • Knowledge of conditions included in nonguaranteed preneed arrangements. • Knowledge of conditions included in guaranteed preneed arrangements.
	Review legal terms of preneed cemetery trust contract with consumer.	<ul style="list-style-type: none"> • Knowledge of terms and conditions of preneed contracts. • Knowledge of terms associated with financing cemetery contracts. • Knowledge of legal requirements for funding preneed trust accounts. • Knowledge of methods used to establish preneed trust funds.
	Explain difference between funded and unfunded preneed arrangements to consumer.	<ul style="list-style-type: none"> • Knowledge of terms associated with financing cemetery contracts. • Knowledge of contractual obligations of a funded preneed arrangement. • Knowledge of legal requirements for funding preneed trust accounts. • Knowledge of conditions included in nonguaranteed preneed arrangements. • Knowledge of conditions included in guaranteed preneed arrangements.
	Explain difference between revocable and irrevocable preneed arrangements to consumer.	<ul style="list-style-type: none"> • Knowledge of legal requirements for irrevocable preneed arrangements. • Knowledge of terms associated with financing cemetery contracts.
	Explain self-funded preneed arrangements to consumer.	<ul style="list-style-type: none"> • Knowledge of elements of self-funded preneed arrangements. • Knowledge of methods used to establish preneed trust funds.

	Transfer preneed funds to trustee to execute cemetery services contract within legal timelines.	<ul style="list-style-type: none"> • Knowledge of legal requirements for funding preneed trust accounts. • Knowledge of methods used to establish preneed trust funds.
III. TRANSFER(6%)		
<i>DESCRIPTION: This area assesses the candidate's ability to assist consumers with the cemetery property transfers.</i>		
	Explain private party property transfer requirements to consumer in accordance with cemetery requirements and the law.	<ul style="list-style-type: none"> • Knowledge of records to be filed with the cemetery during a private party sale of cemetery property. • Knowledge of laws regarding private party sale of cemetery property. • Knowledge of laws pertaining to private party transfer of cemetery property.
	Assist consumer with transfer of ownership between private parties of interment rights by law.	<ul style="list-style-type: none"> • Knowledge of records to be filed with the cemetery during a private party sale of cemetery property. • Knowledge of laws regarding private party sale of cemetery property. • Knowledge of laws pertaining to private party transfer of cemetery property. • Knowledge of laws regarding transfers of family plot property.
	Explain laws to consumer about eligibility for transfer of family plot property.	<ul style="list-style-type: none"> • Knowledge of laws regarding transfers of family plot property. • Knowledge of laws regarding disposition/interment rights in a family plot.
IV. ADMINISTRATION (24%)		
<i>DESCRIPTION: This area assesses the candidate's ability to oversee sales staff, maintain cemetery records, and promote compliance with the law.</i>		
Personnel (14%)	Verify that work performed by cemetery salespersons complies with cemetery rules and regulations, procedures, and the law.	<ul style="list-style-type: none"> • Knowledge of policies and procedures for performing cemetery operations. • Knowledge of required contents of a cemetery contract. • Knowledge of required contents of cemetery contract files as mandated by law. • Knowledge of cemetery broker bond requirements.
	Approve cemetery sales person's license application by reviewing for completeness prior to submitting to Cemetery and Funeral Bureau.	<ul style="list-style-type: none"> • Knowledge of methods used to obtain cemetery salesperson's license. • Knowledge of legal requirements to obtain cemetery salesperson's license. • Knowledge of licensing requirements for cemetery salespersons.
	Verify that cemetery salespersons are in compliance with Cemetery and Funeral Bureau licensing requirements.	<ul style="list-style-type: none"> • Knowledge of methods used to obtain cemetery salesperson's license. • Knowledge of legal requirements to obtain cemetery salesperson's license. • Knowledge of licensing requirements for cemetery salespersons. • Knowledge of methods used to verify validity of cemetery salesperson's license.
	Maintain physical location(s) for the purpose of cemetery broker transactions and business.	<ul style="list-style-type: none"> • Knowledge of laws pertaining to multiple business locations of cemetery brokers. • Knowledge of laws pertaining to posting of signs and licenses related to the cemetery broker of record. • Knowledge of cemetery broker bond requirements.
Record Keeping (10%)	Maintain records of purchase agreements in accordance with the law.	<ul style="list-style-type: none"> • Knowledge of methods used to maintain historical records of interments.

IV. ADMINISTRATION (24%)		
	Maintain interment/ownership records in accordance with the law.	<ul style="list-style-type: none"> • Knowledge of required contents of interment files as mandated by law. • Knowledge of methods used to maintain historical records of interments. • Knowledge of required contents of a cemetery contract. • Knowledge of systems used to track interments.
	Establish legal terms and content of cemetery contract in accordance with the law.	<ul style="list-style-type: none"> • Knowledge of required contents of a cemetery contract. • Knowledge of methods used to calculate minimum charges for endowment care fund. • Knowledge of required contents of cemetery contract files as mandated by law.

APPENDIX A – BUSINESS AND PROFESSIONS CODE

SECTIONS 123 AND 496

§ 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.

§ 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.



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STATE OF CALIFORNIA NOTICE OF ELIGIBILITY

You are eligible to participate in the written examination for licensure as a Cemetery Broker. 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.
