



PSI Services LLC
<https://test-takers.psiexams.com/cacefu>

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

Crematory Manager Written Examination



CANDIDATE INFORMATION BULLETIN

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Please refer to our website to check for the most updated information at <https://test-takers.psiexams.com/cacefu>

EXAMINATION REGISTRATION AND SCHEDULING

REGISTRATION

Once the Cemetery and Funeral Bureau approves your completed Crematory Manager Application, you are responsible for contacting PSI to schedule an appointment to take the examination. You may register online at <https://test-takers.psiexams.com/cacefu>, or schedule over the telephone at (877) 392-6422.

Your examination eligibility expires and your application is considered abandoned if you fail to take the examination within one (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, you must submit a new application to the Cemetery and Funeral Bureau with the required fee and meet all requirements at the time of filing. Application fees are not reimbursed when an application is abandoned.

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

New Year's Day
Martin Luther King, Jr. Day
Presidents Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Thanksgiving Day
Day After Thanksgiving
Christmas Day
Day After Christmas

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, <https://test-takers.psiexams.com/cacefu>. You may schedule for an examination via the internet 24 hours a day.

Log onto PSI's website and select Sign in / Create Account. Select Create Account. You are now ready to pay and schedule for the exam. Enter your zip code and a list of the test centers closest to you will appear. Once you select the desired test center, available dates will appear.

TELEPHONE SCHEDULING

Call PSI at (877) 392-6422, Monday through Friday between 4:30 am. and 7:00 pm, and Saturday-Sunday between 6:00 am and 2:30 pm, Pacific Time, to schedule your appointment for the examination. Scheduling services are also available via our Telecommunications Device for the Deaf (TDD) by calling 800-735-2929.

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.

Note: A voicemail or email message is not an acceptable form of cancellation. Please use the PSI Website or call PSI and speak directly to a Customer Service Representative.

MISSED APPOINTMENT OR LATE CANCELATION

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

REEXAMINATION

Candidates who fail are eligible to retake this examination. A new application will be provided with the score report at the test center, or may be obtained by contacting the Cemetery and Funeral Bureau.

To apply for reexamination, candidates must complete a new application and submit it to the Cemetery and Funeral Bureau with the correct fee. A notice confirming your eligibility for reexamination will be sent approximately 90 days from the date of the last examination. Candidates are permitted to take the examination four (4) times in a 12-month period.

Sample Scenario:

Danny received notice of eligibility to take the written examination on 1/18/22. He must take the written examination no later than 1/18/23.

TEST CENTER CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of a test center 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 rescheduled at no additional charge.

TESTING ACCOMMODATIONS AVAILABLE

All examination sites are physically accessible to individuals with disabilities.

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

REQUESTING TESTING ACCOMMODATIONS

Accommodations will not be provided at the test center unless prior approval by the Cemetery and Funeral Bureau has been granted. Reasonable, appropriate, and effective accommodations may be requested by submitting a Request for Accommodation package. This package is available online at www.cfb.ca.gov/licensee/exam_accommodations.pdf. Do not call PSI to schedule your examination until you have received written notification from the Cemetery and Funeral Bureau regarding your request for accommodations.

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

TEST CENTER LOCATIONS

[CLICK HERE FOR THE TEST SITE PHONE NUMBERS](#)

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

AGOURA HILLS

30851 AGOURA RD SUITE 302
AGOURA HILLS, CA 91301

FROM THE EAST: TAKE US-101 N/VENTURA FWY WEST TO REYES ADOBE RD (EXIT 38). TURN LEFT ONTO REYES ADOBE RD. TURN RIGHT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE RIGHT.

FROM THE WEST: TAKE US-101 S TO LINDERO CYN RD (EXIT 39). TURN RIGHT ONTO LINDERO CANYON RD. TURN LEFT ONTO AGOURA RD. 30851 AGOURA RD IS ON THE LEFT.

ATASCADERO

7305 MORRO RD, SUITE 201A
ATASCADERO, CA 93422

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 103
BAKERSFIELD, CA 93309

FROM INTERSTATE 5-SOUTH, TAKE THE STOCKDALE HIGHWAY EXIT (EXIT 253). TURN RIGHT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.

FROM INTERSTATE 5-NORTH TOWARD BAKERSFIELD, KEEP LEFT TO TAKE CALIFORNIA 99 NORTH VIA EXIT 221 TOWARD BAKERSFIELD/FRESNO. TAKE THE CALIFORNIA 58 EAST EXIT TOWARD TEHACHAPI/MOJAVE. TAKE THE EXIT ON THE LEFT TOWARD CALIFORNIA STATE UNIVERSITY/STOCKDALE HIGHWAY/BRUNDALE

LANE. TURN LEFT ONTO WIBLE ROAD, TURN SLIGHT LEFT ONTO STOCKDALE HIGHWAY. END AT 5405 STOCKDALE HIGHWAY.

CARSON

17420 S. AVALON BLVD, SUITE 205
CARSON, CA 90746

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).

DIAMOND BAR

21660 EAST COPLEY DR SUITE 215
DIAMOND BAR, CA 91765

FROM I-10 E, TAKE THE GRAND AVE EXIT (EXIT 38A). TURN RIGHT ONTO S GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR.

FROM 60 WEST, TAKE GRAND AVE EXIT (EXIT 24B).

TURN LEFT ONTO GRAND AVE. TURN RIGHT ONTO GOLDEN SPRINGS DR. TURN LEFT ONTO COPLEY DR. 21660 COPLEY DR, STE 260 IS ON THE LEFT.

EL MONTE - SANTA FE SPRINGS

10330 PIONEER BOULEVARD, SUITE 285
SANTA FE SPRINGS, CA 90670

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 AVE, SUITE 101
FRESNO, CA 93710

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.

IRVINE

8 CORPORATE PARK, SUITE 200
IRVINE, CA 92606

FROM I-405 S - USE THE 2ND LANE FROM RIGHT TO TAKE EXIT 7 FOR JAMBOREE RD, THEN USE THE LEFT 2 LANES TO TURN LEFT ONTO JAMBOREE RD. GO ABOUT 1.5 MILES THEN TURN RIGHT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.

FROM I-5 S - TAKE EXIT 100 FOR JAMBOREE RD. USE THE 2ND FROM RIGHT LANE TO TURN RIGHT ONTO JAMBOREE RD. TAKE THE RAMP TO JAMBOREE RD THEN KEEP LEFT AT THE FORK TO CONTINUE ONTO JAMBOREE RD. GO ABOUT 2.2 MILES THEN TURN LEFT ONTO BECKMAN AVE. TAKE THE FIRST RIGHT ONTO CORPORATE PARK. 8 CORPORATE PARK IS THE SECOND BUILDING ON THE RIGHT.

ONCE PARKED, PROCEED THROUGH THE FRONT ENTRANCE AND TAKE THE ELEVATOR TO THE SECOND FLOOR. THE TEST CENTER IS IN SUITE 200.

LAWNDALE

THE BAYTOWER CORPORATE CENTER
15901 HAWTHORNE BLVD, SUITE 330
LAWNDALE, CA 90260

FROM I-5S, MERGE ONTO CA-110S, WHICH BECOMES I-110S. MERGE ONTO I-105W. TAKE THE I-405S/I-405N EXIT AND MERGE ONTO I-405S. TURN RIGHT ONTO INGLEWOOD AVE. TURN LEFT ONTO MANHATTAN BEACH BLVD. TURN RIGHT ONTO HAWTHORNE BLVD.

REDDING

2861 CHURN CREEK, UNIT C
REDDING, CA 96002

FROM I-5 S, TAKE THE CYPRESS AVENUE EXIT (677). TURN RIGHT ONTO E. CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

FROM I-5 N TOWARDS SACRAMENTO, TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 E TOWARDS REDDING, START GOING WEST ON CA-299. MERGE ONTO 1-5 S RAMP ON THE LEFT TOWARDS SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

FROM 299 W TOWARDS REDDING. START GOING EAST ON CA-299 TOWARDS WEAVERVILLE/REDDING. FROM 299 EAST TURN RIGHT ONTO CA-273/CA-299 E/MARKET STREET. TURN LEFT ONTO CA-299-E. MERGE ONTO 1-5 S VIA EXIT 2A TOWARDS RED BLUFF/SACRAMENTO. TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

RIVERSIDE

7888 MISSION GROVE PARKWAY S., SUITE 130
RIVERSIDE, CA 92508

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

8950 CAL CENTER DR, SUITE 158
BUILDING TWO
SACRAMENTO, CA 95826

FROM US-50 E: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE RIGHT 2 LANES TO TURN RIGHT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

FROM US-50 W: USE THE RIGHT TWO LANES TO TAKE EXIT 11 FOR WATT AVE. USE THE LEFT 2 LANES TO TURN LEFT ONTO WATT AVE. USE THE LEFT LANE TO TURN LEFT AT THE FIRST CROSS STREET ONTO FOLSOM BLVD. USE THE LEFT TWO LANES TO TURN LEFT ONTO MANLOVE RD. TURN LEFT ONTO CAL CENTER DR. BUILDING 8950 WILL BE ON THE LEFT.

SAN DIEGO

5440 MOREHOUSE DRIVE, SUITE 3100
SAN DIEGO, CA 92121

FROM 1-805 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 1-805 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 2400
SAN FRANCISCO, CA 94134

I-80 W BECOMES US-101 S. TAKE EXIT 429A 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

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

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.

UNION CITY

32960 ALVARADO-NILES RD, SUITE 650
UNION CITY, CA 94587

FROM I-880 N - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN RIGHT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT. FROM I880 S - AT EXIT 23, TAKE RAMP RIGHT AND FOLLOW SIGNS FOR ALVARADO NILES RD. TURN LEFT ONTO ALVARADO NILES RD. AFTER ABOUT A MILE, MAKE A U-TURN AT DOWE AVE. TAKE THE FIRST RIGHT INTO THE OFFICE PARK AND THEN TAKE THE FIRST LEFT ONCE ON THE PROPERTY. SUITE 650 WILL BE IN THE FIRST BUILDING ON YOUR RIGHT.

VENTURA

4245 MARKET ST, SUITE 208
VENTURA, CA 93003

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 1ST LEFT ONTO W MINERAL KING AVENUE.

WALNUT CREEK

175 LENNON LANE, SUITE 203
WALNUT CREEK, CA 94598

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 L O LENNON LANE.

REPORTING TO THE TEST CENTER

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 test center and you may forfeit your examination registration fee. Even

though candidates will be thumbprinted, you are still required to comply with any identification requirements established by the appropriate regulatory entity.

REQUIRED IDENTIFICATION AT THE TEST CENTER

You must provide one form of identification, either:

- Non-expired government issued driver's license
- Non-expired government issued identification card (state, military)
- Non-expired U.S. passport
- Non-expired passport (any country) with valid record of arrival/departure - Form I-94 or stamped I-551
- U.S. government-issued passport card

If you cannot provide the required identification, you must call (877) 392-6422 at least three (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.

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; or
- 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.

IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in. The thumbprint must be matched after candidates return from a restroom break and any time the candidate leaves and returns to the testing room after check-in.
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 or hoods. These items must be worn upon check-in, while you wait to enter the testing room, and during your initial seating for the examination. If the layered item is removed during the examination, you will be required to store it in the lobby while time continues to count down on your examination. Outerwear (coats, heavy jackets, vests, shawls, scarves, etc.) is not allowed in the testing rooms.
3. There are timing mechanisms available in the testing room and on the computer console to help candidates keep track of time during the test administration. Candidates are not permitted to bring watches or other timekeeping devices into the testing rooms.
4. Only one candidate will be allowed to take a restroom break at a time. Candidates are required to sign out when leaving and returning to the testing room. If a candidate's restroom break takes longer than five (5) minutes, a proctor will check on the candidate and will notify the applicable regulatory entity of the occurrence. The regulatory entity will investigate and take appropriate action.
5. The following is a non-exhaustive list of personal items that are not permitted in the testing rooms:

Purses	Briefcases/daypacks/luggage
Cellular phones	Pagers
Drinks (including water)	Food/candy/snacks/gum
Good luck items	Luggage
Calculators	Reading materials
Textbooks	Notes
Any recording device	Smart devices
Electronic devices	Headphones or earphones/earbuds
Personal pens or pencils	Therapeutic items
Cameras	Over-the-counter medication
Weapons	Fashion scarves
Hats/baseball caps/visors*	Sunglasses**
Bulky, large or noisy jewelry***	Prescription drugs****

**Headwear worn for religious purposes is subject to inspection.*

***Prescription and non-prescription eyeglasses may not be worn for the photo. Eyeglasses subject to inspection.*

****Jewelry that is allowed into the examination room is subject to inspection.*

*****Drugs that are medically necessary during the pendency of the examination may be brought into the examination site, in a container bearing a proper prescription label with the name of the candidate and of the drug; any such medication is subject to examination by a proctor upon check-in.*

Examination proctors will have considerable discretion to refuse permission of clothing and/or items that compromise the integrity or security of the examination.

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 must return these items to their vehicle or other place of safekeeping. Neither PSI nor the Department of Consumer Affairs will be responsible for the items. Any candidate possessing prohibited items in the testing room will have their examination results invalidated, and PSI will notify the appropriate regulatory entity of the occurrence.

6. Shoes must be worn at all times and feet are not permitted on the chairs. Feet must remain on the floor during examinations.
7. Copying any portion of the examination content by any means, or communicating examination content for the purpose of aiding its unauthorized reproduction, whether before, during, or after the examination, is a violation of PSI security policy and existing law. Either one may result in the disqualification or invalidation of examination results, the denial of your license, and may result in criminal prosecution.
8. If a candidate is asked by a proctor to step into the lobby during their examination, the proctor will suspend the candidate's examination, so all remaining test time will be retained.

Only candidates, and those individuals with prior regulatory entity approval, are allowed to be present in the testing sites.

If candidates require that an exception be made to ANY of the abovementioned security procedures, candidates must contact their regulatory entity PRIOR to the date of their examination. The regulatory entity must provide the exception to PSI. NO EXCEPTIONS WILL BE MADE ON THE DAY OF THE EXAMINATION.

TAKING THE EXAMINATION BY COMPUTER

The examination will be administered via computer. You will be using a mouse and computer keyboard.

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 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 following the tutorial so that you may practice answering questions and reviewing your answers.

TEST QUESTION SCREEN

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

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, including the number of items answered correctly.

REAPPLICATION PROCESS

Candidates who fail the examination must submit a new application to the Cemetery and Funeral Bureau with the required fee.

CHANGE OF ADDRESS

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

THE LICENSURE EXAMINATION

PURPOSE OF THE EXAMINATION

Prior to receiving a Crematory Manager license or assuming the responsibility of a qualified crematory manager of a licensed crematory 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 content areas of crematory manager practice.

DESCRIPTION OF PRACTICE

California Business and Professions Code Section 7611.5 describes the practice of a crematory manager as follows:

A "crematory 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, or operating of a crematory licensed under this chapter, and the cremation of human remains.

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

Crematories may be operated by a corporation, partnership, or person, provided that a valid crematory license has been issued.

EXAMINATION DEVELOPMENT

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

PREPARATION FOR THE EXAMINATION

OVERVIEW

The crematory manager examination is based upon an examination outline developed by licensed crematory managers. The outline identifies aspects of practice related to the tasks that a crematory manager must be able to perform at licensure. The examination contains 75 multiple-choice items from four content areas, and it has a time limit of 1.5 hours.

DESCRIPTION OF CONTENT AREAS

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

1. PRE-CREMATION AND PRE-HYDROLYSIS PROCEDURES (33%)

This content area assesses the candidate's knowledge of receiving decedents and preparing for cremation or hydrolysis.

2. CREMATION AND HYDROLYSIS PROCESS (12%)

This content area assesses the candidate's knowledge of performing cremations and hydrolyses.

3. POST-CREMATION AND POST-HYDROLYSIS PROCEDURES (22%)

This content area assesses the candidate's knowledge of processing, packaging, and releasing cremated and hydrolyzed remains.

4. MANAGERIAL DUTIES (33%)

This content area assesses the candidate's knowledge of performing administrative, operational, and supervisory duties.

1. PRE-CREMATATION AND PRE-HYDROLYSIS PROCEDURES (33%) - This content area assesses the candidate's knowledge of receiving decedents and preparing for cremation or hydrolysis.

Tasks		Associated Knowledge Statements	
Subarea 1.1: Intake (13%)			
T1.	Coordinate with funeral establishments to facilitate cremation or hydrolysis services.	K1.	Knowledge of methods for coordinating cremation and hydrolysis services with funeral establishments.
T2.	Provide or arrange for transportation of decedents in accordance with laws and regulations.	K2.	Knowledge of methods for providing or arranging for transportation of decedents.
		K3.	Knowledge of laws and regulations related to transportation of decedents.
T3.	Receive decedents for cremation or hydrolysis in accordance with laws and regulations.	K4.	Knowledge of laws and regulations related to cremation containers.
		K5.	Knowledge of laws and regulations related to hydrolysis containers.
		K6.	Knowledge of methods for evaluating the suitability of cremation containers for cremation.
		K7.	Knowledge of methods for evaluating the suitability of hydrolysis containers for hydrolysis.
		K8.	Knowledge of information necessary to verify that cremation and hydrolysis containers match provided case documentation.
T4.	Review provided case documentation for accuracy before performing cremation or hydrolysis.	K9.	Knowledge of case documentation required for cremation or hydrolysis.
		K10.	Knowledge of methods for assessing accuracy of case documentation before performing cremation or hydrolysis.
		K11.	Knowledge of inaccuracies in case documentation that would necessitate postponement of cremation or hydrolysis.
		K12.	Knowledge of laws and regulations related to persons with legal right to control disposition of decedents.
T5.	Refrigerate decedents in accordance with laws and regulations.	K13.	Knowledge of laws and regulations related to refrigeration of decedents.
T6.	Review case documentation about personal effects to determine disposition of personal effects.	K14.	Knowledge of laws and regulations related to disposition of personal effects.

1. PRE-CREMATATION AND PRE-HYDROLYSIS PROCEDURES (33%), continued - This content area assesses the candidate's knowledge of receiving decedents and preparing for cremation or hydrolysis.

Tasks		Associated Knowledge Statements	
Subarea 1.1: Intake (13%), continued			
T7.	Coordinate witnessed cremations or hydrolyses as requested by authorized representatives.	K15.	Knowledge of methods for coordinating witnessed cremations or hydrolyses.
		K16.	Knowledge of industry standards for respecting dignity of decedents during witnessed cremations or hydrolyses.
		K17.	Knowledge of laws related to disclosure of crematory policies for witnessed cremations within cremation contracts.
		K18.	Knowledge of laws related to prohibiting viewing hydrolysis process.
Subarea 1.2: Identification (12%)			
T8.	Assign decedents permanent, unique identification numbers to maintain identification throughout cremation or hydrolysis process.	K19.	Knowledge of methods for assigning decedents permanent, unique identification numbers to maintain identification throughout cremation or hydrolysis process.
T9.	Confirm identification of decedents by verifying consistency of information on identification tag, cremation or hydrolysis container, and provided case documentation.	K20.	Knowledge of information required on identification tags, cremation and hydrolysis containers, and provided case documentation.
		K21.	Knowledge of methods for verifying identity of decedents based on identification tag, cremation or hydrolysis container, and provided case documentation.

1. PRE-CREMATATION AND PRE-HYDROLYSIS PROCEDURES (33%), continued - This content area assesses the candidate's knowledge of receiving decedents and preparing for cremation or hydrolysis.

Tasks		Associated Knowledge Statements	
Subarea 1.3: Preparation (8%)			
T10.	Assess cremation or hydrolysis container construction for impact on cremation or hydrolysis chamber operation.	K22.	Knowledge of cremation container materials that are acceptable for cremation.
		K23.	Knowledge of hydrolysis container materials that are acceptable for hydrolysis.
		K24.	Knowledge of impact of cremation container materials on cremation chamber operation.
		K25.	Knowledge of impact of hydrolysis container materials on hydrolysis chamber operation.
T11.	Determine special handling, cremation or hydrolysis chamber parameters, and cremation or hydrolysis scheduling based on decedent size.	K26.	Knowledge of methods for assessing decedent size.
		K27.	Knowledge of evaluating impact of decedent size on choice of cremation and hydrolysis containers.
		K28.	Knowledge of evaluating impact of decedent size on cremation and hydrolysis chamber performance.
		K29.	Knowledge of evaluating impact of decedent size on cremation and hydrolysis scheduling.
T12.	Remove personal effects from decedents before cremation or hydrolysis if directed by authorized representatives.	K30.	Knowledge of methods for removing personal effects from decedents.

1. PRE-CREMATATION AND PRE-HYDROLYSIS PROCEDURES (33%), continued - This content area assesses the candidate's knowledge of receiving decedents and preparing for cremation or hydrolysis.

Tasks		Associated Knowledge Statements	
Subarea 1.3: Preparation (8%), continued			
T13.	Evaluate provided case documentation and decedents for evidence of implanted battery-operated devices	K31.	Knowledge of methods for evaluating provided case documentation and decedents for evidence of implanted battery-operated devices.
		K32.	Knowledge of impact of cremating implanted battery-operated devices on cremation chamber.
		K33.	Knowledge of impact of hydrolyzing implanted battery-operated devices on hydrolysis chamber.
T14.	Remove or arrange for removal of implanted battery-operated devices if discovered.	K34.	Knowledge of methods for removing implanted battery-operated devices.
		K35.	Knowledge of methods for arranging for removal of implanted battery-operated devices.
T15.	Preheat cremation after-chamber to minimize emissions from cremation.	K36.	Knowledge of process of preheating cremation after-chamber.

2. CREMATION AND HYDROLYSIS PROCESS (12%) - This content area assesses the candidate's knowledge of performing cremations and hydrolyses.

Tasks		Associated Knowledge Statements	
Subarea 2.1: Operation (4%)			
T16.	Accommodate requests related to religious or commemorative practices for cremation or hydrolysis in accordance with laws and regulations.	K37.	Knowledge of methods for accommodating requests related to religious practices for cremation or hydrolysis.
		K38.	Knowledge of methods for accommodating requests related to commemorative practices for cremation or hydrolysis.
T17.	Place decedents into cremation or hydrolysis chamber in accordance with laws and regulations.	K39.	Knowledge of methods for placing decedents into cremation or hydrolysis chamber.
		K40.	Knowledge of laws and regulations related to cremating or hydrolyzing more than one decedent in the same chamber simultaneously.
T18.	Cremate or hydrolyze personal effects with decedents if directed by authorized representatives.	K41.	Knowledge of laws and regulations related to cremating or hydrolyzing personal effects.
Subarea 2.2: Monitoring (4%)			
T19.	Monitor cremation or hydrolysis chamber and adjust chamber settings throughout cremation or hydrolysis process.	K42.	Knowledge of methods for monitoring cremation chamber settings.
		K43.	Knowledge of methods for monitoring hydrolysis chamber settings.
		K44.	Knowledge of techniques for adjusting settings on cremation chambers.
		K45.	Knowledge of techniques for adjusting settings on hydrolysis chambers.

2. CREMATION AND HYDROLYSIS PROCESS (12%), continued - This content area assesses the candidate's knowledge of performing cremations and hydrolyses.

Tasks		Associated Knowledge Statements	
Subarea 2.2: Monitoring (4%), continued			
T20.	Monitor cremation emissions in accordance with local air quality laws and regulations.	K46.	Knowledge of methods for monitoring cremation emissions.
		K47.	Knowledge of local air quality laws and regulations related to cremation emissions.
T21.	Monitor hydrolysis effluent discharge in accordance with local water quality laws and regulations.	K48.	Knowledge of methods for monitoring hydrolysis effluent discharge.
		K49.	Knowledge of local water quality laws and regulations related to hydrolysis effluent discharge.
T22.	Reposition decedents during cremation to ensure complete cremation.	K50.	Knowledge of techniques for repositioning decedents during cremation process.
		K51.	Knowledge of methods for determining when decedents should be repositioned during cremation process.
Subarea 2.3: Documentation (4%)			
T23.	Enter required information into cremation or hydrolysis log according to laws and regulations.	K52.	Knowledge of information legally required to be in cremation and hydrolysis logs.
T24.	Label durable containers for identification of cremated or hydrolyzed remains.	K53.	Knowledge of methods for labeling durable containers for cremated or hydrolyzed remains.

3. POST-CREMATATION AND POST-HYDROLYSIS PROCEDURES (22%) - This content area assesses the candidate's knowledge of processing, packaging, and releasing cremated and hydrolyzed remains.

Tasks		Associated Knowledge Statements	
Subarea 3.1: Removal (7%)			
T25.	Remove cremated or hydrolyzed remains from cremation or hydrolysis chamber.	K54.	Knowledge of methods for removing cremated remains from cremation chamber.
		K55.	Knowledge of methods for removing hydrolyzed remains from hydrolysis chamber.
T26.	Allow cremated or hydrolyzed remains to cool in preparation for processing.	K56.	Knowledge of methods for cooling cremated and hydrolyzed remains before processing.
T27.	Dry hydrolyzed remains in preparation for processing.	K57.	Knowledge of methods for drying hydrolyzed remains in preparation for processing.
T28.	Remove metals and other foreign materials from cremated or hydrolyzed remains to facilitate processing of remains.	K58.	Knowledge of metals and other foreign materials to remove from cremated and hydrolyzed remains before processing.
Subarea 3.2: Processing (7%)			
T29.	Process cremated or hydrolyzed remains to facilitate packaging, inurnment, and scattering.	K59.	Knowledge of methods for processing cremated or hydrolyzed remains.

3. POST-CREMATATION AND POST-HYDROLYSIS PROCEDURES (22%), continued - This content area assesses the candidate's knowledge of processing, packaging, and releasing cremated and hydrolyzed remains.

Tasks		Associated Knowledge Statements	
Subarea 3.2: Processing (7%), continued			
T30.	Place cremated or hydrolyzed remains into labeled, durable containers in accordance with laws and regulations.	K60.	Knowledge of methods for identifying cremated or hydrolyzed remains.
		K61.	Knowledge of laws and regulations related to definition of durable containers for cremated or hydrolyzed remains.
		K62.	Knowledge of methods for transferring cremated or hydrolyzed remains into durable containers.
		K63.	Knowledge of laws and regulations related to commingling of cremated remains.
		K64.	Knowledge of laws and regulations related to commingling of hydrolyzed remains.
		K65.	Knowledge of laws and regulations related to providing additional containers for cremated or hydrolyzed remains that do not fit into selected durable containers.
		K66.	Knowledge of laws and regulations related to dividing cremated or hydrolyzed remains into multiple durable containers.
Subarea 3.3: Release (8%)			
T31.	Release cremated or hydrolyzed remains to authorized representatives in accordance with laws and regulations.	K67.	Knowledge of laws and regulations related to releasing cremated or hydrolyzed remains to authorized representatives.
		K68.	Knowledge of procedures for completing and distributing disposition permits for cremated or hydrolyzed remains.

3. POST-CREMATION AND POST-HYDROLYSIS PROCEDURES (22%), continued - This content area assesses the candidate's knowledge of processing, packaging, and releasing cremated and hydrolyzed remains.

Tasks		Associated Knowledge Statements	
Subarea 3.3: Release (8%), continued			
T32.	Return personal effects after cremation or hydrolysis as directed by authorized representatives in accordance with laws and regulations.	K69.	Knowledge of laws and regulations related to returning personal effects after cremation or hydrolysis.
		K70.	Knowledge of the process for returning personal effects to authorized representatives after cremation or hydrolysis.
T33.	Mail cremated or hydrolyzed remains in accordance with laws and regulations.	K71.	Knowledge of laws and regulations related to mailing cremated or hydrolyzed remains.
T34.	Transport or arrange for transportation of cremated or hydrolyzed remains according to industry best practices.	K72.	Knowledge of methods for transporting cremated or hydrolyzed remains according to industry best practices.

4. MANAGERIAL DUTIES (33%) - This content area assesses the candidate's knowledge of performing administrative, operational, and supervisory duties.

Tasks		Associated Knowledge Statements	
Subarea 4.1: Maintenance (8%)			
T35.	Return or dispose of metals, foreign materials, and battery-powered devices after cremation or hydrolysis as directed by authorized representatives in accordance with laws and regulations.	K73.	Knowledge of procedures for returning or disposing of metals, foreign materials, and battery-powered devices after cremation or hydrolysis.
T36.	Dispose of collected cremation or hydrolysis residue in legally designated areas in accordance with laws and regulations.	K74.	Knowledge of legal requirements for disposing of collected cremation or hydrolysis residue.
		K75.	Knowledge of methods for disposing of collected cremation or hydrolysis residue.
T37.	Document the disposition of collected cremation or hydrolysis residue in accordance with laws and regulations.	K76.	Knowledge of methods for documenting the disposition of collected cremation or hydrolysis residue.
T38.	Follow manufacturer guidelines for maintaining cremation and hydrolysis equipment.	K77.	Knowledge of methods for following manufacturer guidelines for maintaining cremation and hydrolysis equipment.
T39.	Maintain cremation or hydrolysis facility in accordance with industry standards.	K78.	Knowledge of procedures for maintaining cremation and hydrolysis facilities.
		K79.	Knowledge of industry standards for maintaining cremation and hydrolysis facilities.
T40.	Arrange for the disposal of biohazardous waste in accordance with laws and regulations.	K80.	Knowledge of laws and regulations related to the disposal of biohazardous waste.
Subarea 4.2: Administration (10%)			
T41.	Schedule cremations and hydrolyses according to case characteristics.	K81.	Knowledge of the impact of case characteristics on scheduling of cremations and hydrolyses.

4. MANAGERIAL DUTIES (33%), continued - This content area assesses the candidate's knowledge of performing administrative, operational, and supervisory duties.

Tasks		Associated Knowledge Statements	
Subarea 4.2: Administration (10%), continued			
T42.	Maintain cremation and hydrolysis case records and cremation and hydrolysis logs in accordance with laws and regulations.	K82.	Knowledge of legal requirements for maintaining cremation and hydrolysis case records and cremation and hydrolysis logs.
T43.	Maintain air quality records related to cremation in accordance with local air quality regulations.	K83.	Knowledge of procedures for maintaining air quality records related to cremation.
T44.	Report the number of cremations and hydrolyses performed to the Cemetery and Funeral Bureau in accordance with laws and regulations.	K84.	Knowledge of procedures for reporting the number of cremations and hydrolyses performed to the Cemetery and Funeral Bureau.
		K85.	Knowledge of the fees associated with reporting the number of cremations and hydrolyses performed to the Cemetery and Funeral Bureau.
T45.	Notify the Cemetery and Funeral Bureau of changes in ownership or management of a crematory or hydrolysis facility.	K86.	Knowledge of legal requirement to notify the Cemetery and Funeral Bureau of changes in ownership or management of a crematory or hydrolysis facility.
Subarea 4.3: Training and Supervision (15%)			
T46.	Train crematory and hydrolysis operators to perform cremations and hydrolyses in accordance with laws and regulations.	K87.	Knowledge of legal requirements for training crematory and hydrolysis operators.
		K88.	Knowledge of methods for training crematory and hydrolysis operators to operate cremation and hydrolysis equipment.
		K89.	Knowledge of methods for evaluating crematory and hydrolysis operator competence in performing cremations and hydrolyses.
T47.	Supervise crematory and hydrolysis operators to ensure the completion of job tasks.	K90.	Knowledge of methods for supervising crematory and hydrolysis operators.

4. MANAGERIAL DUTIES (33%), continued - This content area assesses the candidate's knowledge of performing administrative, operational, and supervisory duties.

Tasks	Associated Knowledge Statements
Subarea 4.3: Training and Supervision (15%), continued	
T48. Confirm the use of personal protective equipment by crematory and hydrolysis operators during cremation and hydrolysis.	K91. Knowledge of personal protective equipment used by crematory and hydrolysis operators during cremation and hydrolysis.
	K92. Knowledge of procedures for using personal protective equipment during cremation and hydrolysis.

SAMPLE QUESTIONS

1. What legal liability could apply to the owner of a crematory if the crematory is found to have been operating without a valid crematory license?
 - A. Written reprimand and payment of the licensing fee
 - B. Felony charge for each cremation performed while unlicensed
 - C. ✓Misdemeanor charge for each cremation performed while unlicensed
 - D. Reimbursement to each family for the total amount paid for cremation

2. Under what condition may two decedents be cremated at the same time in the same cremation chamber?
 - A. The parents of one of the decedents authorizes the cremation
 - B. The decedents are husband and wife, parent and child, or sibling
 - C. The cremated remains will be commingled and inurned following cremation
 - D. ✓The person entitled to control the disposition of the remains has given specific written permission

3. A container that a family member brings to the crematory is too small to hold all the cremated remains of their loved one. Which of the following actions should the crematory manager take in this situation?
 - A. Require the family to bring in a secondary container
 - B. Provide the family a price list for additional containers
 - C. ✓Place the excess cremated remains in a separate container
 - D. Obtain authorization to inter the excess cremated remains

Cemetery and Funeral Bureau

1625 North Market Boulevard, Suite S-208

Sacramento, CA 95834

www.cfb.ca.gov



STATE OF CALIFORNIA NOTICE OF ELIGIBILITY

You are eligible to participate in the written examination for licensure as a Crematory Manager. This is the **ONLY** notice of eligibility you will receive from the Cemetery and 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.
