



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

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

Funeral Director Written Examination

CANDIDATE HANDBOOK



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

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FOR MORE INFORMATION

All questions about examination scheduling
should be directed to:

PSI Services LLC
(877) 392-6422 • TTY (800) 735-2929
<https://test-takers.psiexams.com/cacefu>

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 Funeral Director 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 Services LLC
(877) 392-6422 • Fax (702) 932-2666
<https://test-takers.psiexams.com/cacefu>

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

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

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 [https://test-](https://test-takers.psiexams.com/cacefu)

test-takers.psiexams.com/cacefu, or schedule over the telephone at (877) 392-6422.

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

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

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 testing sites closest to you will appear. Once you select the desired test site, available dates will appear.

TELEPHONE SCHEDULING

You may 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.

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 am** 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 CANCELLATION

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

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

RE-EXAMINATION

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

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

Sample Scenario:

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

EXAMINATION SITE CLOSING FOR AN EMERGENCY

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

EXAMINATION SITE LOCATIONS

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

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

BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.

ADDITIONAL PARKING CAN BE FOUND (ON TOP OF THE AT&T BUILDING) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL.

SAN FRANCISCO

150 EXECUTIVE PARK BLVD., STE 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 I-880 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

SPECIAL ACCOMMODATIONS AVAILABLE

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

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

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

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

Accommodations will not be provided at the examination site unless prior approval by the CFB has been granted. Reasonable, appropriate, and effective accommodations may be requested by submitting a "Request for Accommodation" package. This package is available by contacting the CFB or online at www.cfb.ca.gov/formspubs/exam_accommodations.pdf. 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)
- U.S. government-issued passport card

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 a 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. The thumb print must be matched after candidates return from a restroom break and any time the candidate leaves and returns to the test site 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 5 (five) 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 his or her 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 your 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

he 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

The “function bar” at the top of the test question screen provides mouse-click access to the features available while taking the examination.

One question appears on the screen at a time. During the examination, minutes remaining will be displayed at the top of the screen and will update 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 and grade, including the number of items answered correctly.

RE-APPLICATION PROCESS

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

CHANGE OF ADDRESS

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

EXAMINATION INTRODUCTION

PURPOSE OF THE EXAMINATION

Prior to receiving a funeral director license or assuming the duties of funeral establishment manager in the State of California, candidates are required to successfully pass a written examination. The primary purpose of the examination

is to help ensure public health and safety by assessing the candidate’s ability to apply California health and safety laws, as well as other relevant laws and regulations, to the major duty areas of funeral director practice.

DESCRIPTION OF PRACTICE

California Business and Professions Code Section 7615 describes the practice of a funeral director as follows:

A funeral director is a person engaged in or conducting, or holding himself or herself out as engaged in any of the following:

- (a) Preparing for the transportation or burial or disposal, or directing and supervising for transportation or burial or disposal of human remains.*
- (b) Maintaining an establishment for the preparation for the transportation or disposition or for the care of human remains.*
- (c) Using, in connection with his or her name, the words "funeral director," or "undertaker," or "mortician," or any other title implying that he or she is engaged as a funeral director.*

EXAMINATION DEVELOPMENT

The examination is developed and maintained by the Department of Consumer Affairs, Office of Professional Examination Services (OPES). The individual test items are written by licensed funeral directors under the guidance of OPES analysts.

PREPARATION FOR THE EXAMINATION

OVERVIEW

The funeral director examination is based upon a test plan developed by licensed funeral directors. The plan identifies aspects of practice related to the tasks that a funeral director 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 funeral director examination covers three 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.

1. **DISPOSITION ADMINISTRATION (60%)**
This content area assesses the candidate’s knowledge of methods to collect pertinent information for use in the processes of identifying persons with the right to control disposition, planning and completing disposition, and providing consumers with required documents.

2. FACILITY MAINTENANCE AND DECEDENT CARE AND PREPARATION (12%)

This content area assesses the candidate's knowledge of facility maintenance standards, and privacy and care of decedent during preparation.

3. CONSUMER COUNSELING AND DISPOSITION COORDINATION (28%)

This content area assesses the candidate's knowledge of methods to manage consumer care, and to educate consumers on disposition process and timeline, resources, and options.

1. DISPOSITION ADMINISTRATION (60%) – This content area assesses the candidate’s knowledge of methods to collect pertinent information for use in the processes of identifying persons with the right to control disposition, planning and completing disposition, and providing consumers with required documents.

Subarea	Tasks	Associated Knowledge Statements
1.1 Disposition Authorizations (13%)	T1. Identify the persons with the right to control disposition by gathering information from consumers, health officials, and other parties.	K1. Knowledge of methods to obtain information from consumers and health officials to aid in the disposition process. K2. Knowledge of regulations pertaining to the right to control disposition and degree of kinship. K3. Knowledge of methods to obtain information from consumers to aid in determining the person with the right to control disposition.
	T2. Obtain authorization for release of human remains from the persons with the right to control disposition to assume care of decedent.	K4. Knowledge of methods to complete authorization documents on paper or electronically.
	T3. Obtain vital statistics information about decedent from persons with the right to control disposition to complete documents and aid in the disposition process.	K5. Knowledge of procedures for preparing and filing death certificates. K6. Knowledge of information required to complete death certificates.
	T4. Coordinate with health officials and third parties on behalf of consumers to facilitate the completion of documents and disposition services.	K4. Knowledge of methods to complete authorization documents on paper or electronically. K7. Knowledge of required coroner approvals and authorizations for processes. K8. Knowledge of processes to obtain information, documents, signatures, and other approvals from health officials. K9. Knowledge of requirement and process to submit disposition documents to the Cemetery and Funeral Bureau.

1. DISPOSITION ADMINISTRATION (60%), continued – This content area assesses the candidate’s knowledge of methods to collect pertinent information for use in the processes of identifying persons with the right to control disposition, planning and completing disposition, and providing consumers with required documents.

Subarea	Tasks	Associated Knowledge Statements
1.2 Disposition Documents (10%)	T5. Coordinate the completion of required forms with consumers to document decedent information and include in decedent file.	<p>K10. Knowledge of methods to obtain required signatures from consumers to aid in the process of disposition of human remains.</p> <p>K11. Knowledge of methods to obtain completed Authorization to Accept or Decline Embalming form from the persons with the right to control disposition of human remains.</p> <p>K12. Knowledge of methods to obtain cremation authorization form from persons with the right to control disposition.</p>
	T6. Complete documents (e.g., cremation authorization, accept/decline embalming form, pre-need disclosure) on paper or electronically to maintain records of consumer preferences and authorizations.	<p>K13. Knowledge of regulations and process of cremation.</p> <p>K14. Knowledge of methods to complete statement of services and merchandise by inputting the consumer's requested services and merchandise into a contract form.</p> <p>K15. Knowledge of methods to develop contracts for funeral goods and services.</p>
	T7. Obtain disposition permit from the registrar to perform disposition in accordance with legal requirements.	<p>K16. Knowledge of methods to obtain permits for disposition.</p> <p>K17. Knowledge of funeral customs that require an expedited disposition permit.</p>

1. DISPOSITION ADMINISTRATION (60%), continued – This content area assesses the candidate’s knowledge of methods to collect pertinent information for use in the processes of identifying persons with the right to control disposition, planning and completing disposition, and providing consumers with required documents.

Subarea	Tasks	Associated Knowledge Statements
1.3 Disposition Planning and Compliance (37%)	T8. Obtain payments from consumers to cover the costs of goods and services.	K18. Knowledge of how pre-need funds are applied at need. K19. Knowledge of financial resources available for at-need funeral arrangements. K20. Knowledge of regulations pertaining to consumer cemetery and funeral public assistance funding eligibility. K21. Knowledge of funding options for goods and services.
	T9. Provide consumers with the Consumer Guide to Funeral and Cemetery Purchases to inform consumers of their rights.	K22. Knowledge of requirement to provide consumers with the Consumer Guide to Funeral and Cemetery Purchases.
	T10. Discuss whether pre-need arrangements exist before drafting a contract for funeral goods and services to assist consumers with carrying out decedent’s disposition wishes.	K23. Knowledge of methods to obtain pre-need arrangement information. K24. Knowledge of methods to adhere to pre-need arrangements. K25. Knowledge of revocable and irrevocable pre-need agreements. K26. Knowledge of pre-need arrangements, and the differences between guaranteed (e.g., goods and services) and non-guaranteed (e.g., cash advances) line items. K27. Knowledge of methods to disclose pre-need trust arrangements in accordance with legal requirements.
	T11. Provide consumers with price lists for goods and services.	K28. Knowledge of requirements to provide consumers with a General Price List. K29. Knowledge of requirements to provide consumers with a Casket Price List. K30. Knowledge of requirements to provide consumers with an Outer Burial Container price list.

1. DISPOSITION ADMINISTRATION (60%), continued – This content area assesses the candidate’s knowledge of methods to collect pertinent information for use in the processes of identifying persons with the right to control disposition, planning and completing disposition, and providing consumers with required documents.

Subarea	Tasks	Associated Knowledge Statements
1.3 Disposition Planning and Compliance (37%) (continued)	T12. Explain funding options for pre-need agreements.	K23. Knowledge of methods to obtain pre-need arrangement information. K24. Knowledge of methods to adhere to pre-need arrangements. K25. Knowledge of revocable and irrevocable pre-need agreements. K26. Knowledge of pre-need arrangements, and the differences between guaranteed (e.g., goods and services) and non-guaranteed (e.g., cash advances) line items. K27. Knowledge of methods to disclose pre-need trust arrangements in accordance with legal requirements.
	T13. Explain types of pre-need agreements.	K23. Knowledge of methods to obtain pre-need arrangement information. K24. Knowledge of methods to adhere to pre-need arrangements. K25. Knowledge of revocable and irrevocable pre-need agreements. K26. Knowledge of pre-need arrangements, and the differences between guaranteed (e.g., goods and services) and non-guaranteed (e.g., cash advances) line items. K27. Knowledge of methods to disclose pre-need trust arrangements in accordance with legal requirements.
	T14. Give consumers an itemized statement of goods and services, including possible additional cost estimates for goods and services.	K31. Knowledge of legal requirements surrounding price transparency for funeral goods and services.

1. DISPOSITION ADMINISTRATION (60%), continued – This content area assesses the candidate’s knowledge of methods to collect pertinent information for use in the processes of identifying persons with the right to control disposition, planning and completing disposition, and providing consumers with required documents.

Subarea	Tasks	Associated Knowledge Statements
1.3. Disposition Planning and Compliance (37%), (continued)	T15. Notify coroner, health officials, or public administrator of all reportable information.	K32. Knowledge of diseases that must be reported to health officials. K33. Knowledge of death injuries and circumstances that must be reported to the coroner.
	T16. Submit signed documents as required to maintain compliance with cemetery and funeral statutes (e.g., death certificate, embalming authorization, cremation authorization).	K34. Knowledge of methods to submit documentation to facilitate services and disposition. K35. Knowledge of EDRS system function and process of approval.
	T17. Maintain case records, registers, or files in accordance with legal requirements.	K36. Knowledge of methods to maintain funeral and disposition documentation in accordance with legal requirements.
	T18. Maintain up-to-date documents, forms, and other records for reference in accordance with legal requirements.	K37. Knowledge of methods to display prices for consumers. K38. Knowledge of requirements to maintain records of price lists.
	T19. Manage pre-need trust funds in accordance with legal requirements.	K39. Knowledge of methods to manage pre-need trust funds in accordance with legal requirements. K40. Knowledge of escheat regulations for returning pre-need funds to beneficiaries or trustors if a funeral establishment closes.

2. FACILITY MAINTENANCE AND DECEDENT CARE AND PREPARATION (12%) – This content area assesses the candidate’s knowledge of facility maintenance standards, and privacy and care of decedent during preparation.

Tasks	Associated Knowledge Statements
T20. Assist in the care and process of preparing human remains for services, including dressing and casketing as needed.	<p>K41. Knowledge of requirements related to care and preparation of human remains.</p> <p>K42. Knowledge of exceptions to preparation room access for third-party personnel (e.g., hairdressers, maintenance workers).</p> <p>K43. Knowledge of legal requirements pertaining to the refrigeration of human remains.</p> <p>K44. Knowledge of legal requirements to maintain decedent privacy in preparation and embalming areas.</p> <p>K45. Knowledge of standards of cleanliness and sanitation for preparation and embalming facilities.</p> <p>K46. Knowledge of requirements to maintain preparation equipment and storage facilities.</p>
T21. Refrigerate human remains in accordance with legal requirements.	K43. Knowledge of legal requirements pertaining to the refrigeration of human remains.
T22. Maintain privacy and security in areas of preparation and embalming by adhering to cemetery and funeral regulations.	<p>K44. Knowledge of legal requirements to maintain decedent privacy in preparation and embalming areas.</p> <p>K42. Knowledge of exceptions to preparation room access for third-party personnel (e.g., hairdressers, maintenance workers).</p>
T23. Maintain sanitary conditions of funeral establishment rooms in accordance with legal requirements.	K45. Knowledge of standards of cleanliness and sanitation for preparation and embalming facilities.
T24. Manage upkeep of equipment and storage of supplies for use during preparation in accordance with legal requirements.	K46. Knowledge of requirements to maintain preparation equipment and storage facilities.

3. CONSUMER COUNSELING AND DISPOSITION COORDINATION (28%) – This content area assesses the candidate’s knowledge of methods to manage consumer care, and to educate consumers on disposition process and timeline, resources, and options.

Subarea	Tasks	Associated Knowledge Statements
3.1. Consumer Counseling (22%)	T25. Take first call to obtain information about decedent to aid in the removal process.	<p>K47. Knowledge of vital information that is required to perform a removal (e.g., location, weight, communicable diseases, obstacles).</p> <p>K48. Knowledge of parties who must be notified of death before a funeral home takes human remains into their care (e.g., coroner, hospice).</p> <p>K49. Knowledge of equipment and number of personnel needed to perform removal of human remains.</p>
	T26. Discuss goods and services options with consumer to determine desired type of disposition.	<p>K50. Knowledge of regulations and process of embalming.</p> <p>K51. Knowledge of regulations pertaining to the sale of funeral goods and services.</p> <p>K52. Knowledge of regulations pertaining to using, renting, and selling caskets.</p> <p>K53. Knowledge of religious and cultural customs related to funeral and memorial services.</p> <p>K54. Knowledge of cremation regulations and process.</p> <p>K55. Knowledge of third-party provided services and equipment for funerals (e.g., dove release, gun salute).</p> <p>K56. Knowledge of types of funeral and memorial services.</p> <p>K57. Knowledge of funeral goods and services.</p> <p>K58. Knowledge of types of interments.</p> <p>K59. Knowledge of methods to coordinate cemetery and funeral events with services from multiple contributors and vendors.</p> <p>K60. Knowledge of veteran-related funeral and memorial benefits and services.</p>
	T27. Explain embalming to consumers in accordance with legal requirements.	K61. Knowledge of methods to discuss the process and definition of embalming with consumers.

3. CONSUMER COUNSELING AND DISPOSITION COORDINATION (28%), continued – This content area assesses the candidate’s knowledge of methods to manage consumer care, and to educate consumers on disposition process and timeline, resources, and options.

Subarea	Tasks	Associated Knowledge Statements
3.1. Consumer Counseling (22%) (continued)	T28. Explain to consumers options and requirements for interment of human remains.	K62. Knowledge of legal requirements to disclose known document fees (e.g., death certificate fees). K63. Knowledge of information required to complete disposition permits.
	T29. Explain to consumers the requirements for disinterment of human remains.	K64. Knowledge of legal requirements pertaining to issuance and use of permits for disinterment. K65. Knowledge of regulations regarding disinterment and removal of human remains from locations of interment.
	T30. Explain public assistance funds available for at-need funeral arrangement purposes (e.g., FEMA, funds for veterans, indigent people, and victims of crime).	K66. Knowledge of financial resources available for services and interment.
	T31. Coordinate funeral or memorial services and disposition with cemetery staff, consumers, and third parties.	K55. Knowledge of third-party provided services and equipment for funerals (e.g., dove release, gun salute). K67. Knowledge of health care systems’ functioning and processes related to the death of decedent to aid in the process of funeral arranging.

3. CONSUMER COUNSELING AND DISPOSITION COORDINATION (28%), continued – This content area assesses the candidate’s knowledge of methods to manage consumer care, and to educate consumers on disposition process and timeline, resources, and options.

Subarea	Tasks	Associated Knowledge Statements
3.2. Disposition Coordination (6%)	T32. Schedule funeral services in accordance with consumer requests to meet their disposition preferences and customs.	K68. Knowledge of methods to describe disposition services to consumers.
	T33. Transfer human remains between locations by providing or coordinating the provision of transportation.	K69. Knowledge of legal requirements regarding transportation of human remains. K70. Knowledge of methods to transport human remains between locations. K71. Knowledge of legal requirements regarding forwarding and receiving human remains (e.g., transit permit, container specs, disposition permits). K72. Knowledge of standards of cleanliness and sanitation for vehicles used to transport human remains.

APPENDIX A – BUSINESS AND PROFESSIONS CODE

SECTIONS 123 AND 496

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

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

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

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

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

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

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

Cemetery & Funeral Bureau
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**STATE OF CALIFORNIA
NOTICE OF ELIGIBILITY**

You are eligible to participate in the written examination for licensure as a Funeral Director. 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.
