



MASSACHUSETTS BOARD OF EMBALMING AND FUNERAL DIRECTING

CANDIDATE INFORMATION BULLETIN (CIB)

INTRODUCTION

This Candidate Information Bulletin (CIB) provides you with information about the examination and application process for obtaining a license issued by the Board of Embalming and Funeral Directing in the Commonwealth of Massachusetts.

THE LICENSURE PROCESS

Licensure is the process by which an agency of state government or other jurisdiction grants permission to individuals to engage in the practice of, and prohibits all others from legally practicing, a particular profession, vocation or occupation. By ensuring a minimum level of competence, the licensure process protects the general public. The Massachusetts Board of Embalming and Funeral Directing is responsible for establishing the acceptable level of safe practice and for determining whether an individual meets that standard.

The Commonwealth of Massachusetts has retained the services of PSI Services LLC (PSI) to develop and administer its Embalming and Funeral Directing program. PSI is a leading provider of test services to regulatory agencies as well as national associations.

All questions and requests for information about licensure and maintaining a license after the examination has been passed and the license issued should be directed to the Massachusetts Board of Embalming and Funeral Directing. All other questions regarding your exam should be directed to PSI.

Type 3 and Type 6 Exams: Eligible candidates who pass the exam, the license will be available in the MA Division of Occupational Licensure eLIPSE profile after completing applicable swearing in ceremonies and paying the licensing fee. PSI does not print licenses on sites.

Massachusetts Division of Occupational Licensure
Board of Embalming and Funeral Directing
One Federal Street Suite 600
Boston, MA 02110-2012
Phone: (617) 701-8600

Email: embalming.funeral@mass.gov

<https://www.mass.gov/orgs/board-of-registration-in-embalming-and-funeral-directing>

EXAMINATION ELIGIBILITY REQUIREMENTS

License Types

- **Type A: Apprentice** (intern embalmer)
- **Type 6: Registered Embalmer & Funeral Director** (can perform embalming, and licensed Funeral Director activities, but cannot advertise name; can sign death certificate only in the Funeral Director's absence)
- **Type 3: Registered Embalmer and Licensed Funeral Director** (can embalm and also owns at least 10% of a funeral home business)
- **Type 6: Downgrade** (Applies to candidate who previously has a Type 3 License and needs to downgrade to Type 6 Registered Embalmer & Funeral Director)
- **Type FA: Funeral Assistant** (can make removals, but cannot embalm)

Application Process

All applicants must apply online through the Division of Occupational Licensure's (DOL) eLIPSE system to be approved to take the test.

To apply for a license or review requirements from the Board, visit: <https://www.mass.gov/embalming-and-funeral-directors-licensing>.

EXAMINATION PAYMENT AND SCHEDULING PROCEDURES

Once you are approved by the Division, you will receive an email confirmation from PSI. It is your responsibility to contact PSI to pay and schedule for the examination.

ON-LINE [HTTPS://TEST-TAKERS.PSIEXAMS.COM/MAEFD](https://test-takers.psiexams.com/maefd)

For the fastest and most convenient examination scheduling process, PSI recommends that you register for your examinations using the Internet. You register online by accessing PSI's registration website at <https://test-takers.psiexams.com/maefd>. Internet registration is available 24 hours a day.

- Log onto PSI's website and create an account. You will be asked to put in your email address and the spelling of your name exactly as it is shown on your identification that will be presented at the examination site.
- You will be asked to select the examination. You will then enter your personal and contact information. You will then be ready to pay and schedule for the examination. Enter your zip code and a list of the examination sites closest to you will appear. Once you select the desired examination site, available dates will appear.

TELEPHONE (855-746-8173)

For telephone registration, you will need a valid credit card (VISA, MasterCard, American Express or Discover). PSI registrars are available Monday through Friday between 7:30 am and 10:00 pm, and Saturday-Sunday between 9:00 am and 5:30 pm, Eastern Time. If you have questions, you can email PSI at MAFuneral.ApplicationProcessor@psionline.com.

RESCHEDULING/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 before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at 855-746-8173.

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

RETAKING A FAILED EXAMINATION

It is not possible to make a new examination appointment on the same day you have taken an examination due to processing and reporting results. Depending upon space availability, unsuccessful candidates may be able to retest within two business days. You may access a registration form at <https://test-takers.psiexams.com/maefd>. You may also call PSI at 855-746-8173.

MISSED APPOINTMENT OR LATE CANCELLATION

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

- Do not cancel your appointment two (2) days before the scheduled examination date;
- Do not appear for your examination appointment;
- Are not checked in by your scheduled start time;
- Do not present proper identification when you arrive for the examination.

EXAM ACCOMMODATIONS (ADA)

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination should request for alternative arrangements by [Clicking Here](#).

Candidates granted accommodation in accordance with the ADA, **MUST** schedule their examination by telephone and speak directly with a PSI registrar.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your scheduled examination by calling 855-746-8173. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at <https://test-takers.psiexams.com/maefd>.

EXAMINATION SITE LOCATIONS

Auburn
48 Sword St, Unit 204
Auburn, MA 01501

Boston
56 Roland St., Suite 305
Washington Crossing
Charlestown, MA 02129

Fall River
1 Father Devalles Blvd
Ground Level 1 (GR1)
Fall River, MA 02723

Lawrence
1 Ballard Way, Suite 104
Lawrence, MA 01843

West Springfield
1111 Elm Street, Suite 32A
West Springfield, MA 01089

Additionally, PSI has examination centers in many other regions across the United States. You may take this examination at any of these locations. Enter your zip code and a list of the testing sites closest to you will appear.

REPORTING TO THE EXAMINATION SITE

On the day of the examination, you should arrive at least 30 minutes before your appointment. This extra time is for sign-in, identification, and familiarizing you with the examination process. *If you arrive late, you may not be admitted to the examination site and you will forfeit your examination registration fee.*

REQUIRED IDENTIFICATION AT EXAMINATION SITE

Candidates must register for the exam with their LEGAL first and last name as it appears on their government issued identification. The required identification below must match the first and last name under which the candidate is registered. Candidates are required to bring one (1) form of a valid (non-expired) signature bearing identification to the test site.

PRIMARY IDENTIFICATION - Choose One

NOTE: ID must contain candidate's signature, photo, be valid and unexpired.

- State issued driver's license
- State issued identification card
- US Government Issued Passport
- US Government Issued Military Identification Card
- US Government Issued Alien Registration Card
- Canadian Government Issued ID

SECURITY PROCEDURES

The following security procedures apply during examinations:

- You will be given a piece of scratch paper and a pencil. You will return the scratch paper and pencil during check-out.
- You will have access to an online calculator. This is the only calculator you can use.
- All personal belongings of candidates should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings **include, but are not limited to**, the following items:
 - **Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.**
 - **Bulky or loose clothing or coats** that could be used to conceal recording devices or notes. For security purposes outerwear is not permitted in the testing room. Examples of outerwear include: open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats. **In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse, should be worn underneath.**
 - **Hats or headgear not worn for religious reasons** or as religious apparel, including hats, baseball caps, or visors.
 - **Other personal items**, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Although secure storage for personal items is provided at the examination site for your convenience, PSI is not responsible for any damage, loss, or theft of any personal belongings or prohibited items brought to, stored at, or left behind at the examination site. PSI assumes no duty of care with respect to such items and makes no representation that the secure storage provided will be effective in protecting such items. If you leave any items at the examination site after your examination and do not claim them within 30 days, they will be disposed of or donated, at PSI's sole discretion.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to all guests, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.
- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the Department of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the Department.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

TAKING THE EXAMINATION BY COMPUTER

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

TUTORIAL

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

IMPORTANT: After you have entered your responses, you will later be able to return to any question(s) and change your response, provided the examination time has not run out.

EXAMINATION REVIEW

In the event you fail the examination you will be given 30 minutes at the end of the examination to review the items you missed at no charge. The items will not be in any particular order.

PSI, in cooperation with the Board, will be consistently evaluating the examinations being administered to ensure that the examinations accurately measure competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions, by using the comments key on the keyboard. These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, and all substantive comments are reviewed.

EXAMINATION APPEAL

If you get a failing score and you disagree, you may file an appeal before the Board. The appeal shall be made in writing to the Board within 30-days of the date on your rejection notice from PSI. In your appeal you must state the items/questions that are to be reviewed. Failure to make such a request within the time allotted may jeopardize your right to an appeal. Mail to:

Commonwealth of Massachusetts
Division of Occupational Licensure
Board of Registration in Embalming and Funeral Directing
One Federal Street, Suite 600
Boston, MA 02110

SCORE REPORTING

Your score will be given to you immediately following completion of the examination. Candidate must achieve a scale score of 75 or above to pass the examination. Scaling the scores permits the different forms of an examination to be reported on a common, consistent scale and is not necessarily equivalent to the scores based on a percentage.

Candidates must pass the required examination(s) to meet the licensure requirements. If a candidate passes one examination portion but failed the other, the candidate must retake only the examination portion that was failed.

Your results will be given to you immediately following completion of the examination.

- If you **pass**, you will receive an examination result report which will indicate "PASS".
- If you **do not pass**, you will receive a diagnostic report indicating your strengths and weaknesses.

You may print the score report from your online account.

If you have passed the required exams, your license will be available in the MA Division of Occupational Licensure eLIPSE profile after completing applicable swearing in ceremonies and paying the licensing fee. PSI does not print licenses on sites.

DESCRIPTION OF EXAMINATIONS

Candidates applying to take both parts of the examination MUST schedule the Practical written examination first followed by the Jurisprudence written examination.

The Jurisprudence Written examination contains 85 multiple-choice/true-false questions. Fifty questions are based on the reference materials listed below and 35 questions are based on Death Certificate Vital Statistics. If all of the Death Certificate multiple-choice questions are answered correctly, a candidate will receive an additional 10 points towards their overall Jurisprudence score; no partial credit is awarded. The Written Practical examination will contain 50 multiple-choice questions in the following content areas.

Exams	Items	Time Allowed	Application Fee	Examination Fee	Scaled Passing Score
Written Practical	50	90	\$275	\$50	75
Jurisprudence Written	85	180	\$275	\$50	75

NOTE: EXAMINATION FEES ARE NOT REFUNDABLE OR TRANSFERABLE. THE EXAMINATION FEE IS VALID FOR ONE YEAR FROM THE DATE OF PAYMENT.

CONTENT OUTLINE

Subject Area	# of Items
Restorative Arts	9
Body Preparation and Mortuary Science	32
Disease Control and Safety Precaution	9

REFERENCE MATERIALS

NOTE: All examinations are closed book. Reference materials are not allowed at the test site.

The Jurisprudence written Examination is based on the following reference materials:

- MA Embalming & Funeral Director Rules and Regulations, please visit the MA website at <https://www.mass.gov/lists/statutes-and-regulations-for-embalming-and-funeral-directing> or call the MA Bookstore at 617-727-2834.
- FTC Funeral Rule 16 CFR 453 (which it can be found at <https://www.ftc.gov/legal-library/browse/rules/funeral-industry-practices-rule>)

The Practical written examination is based on the following suggested reference materials:

- Embalming: History, Theory and Practice. Robert G. Mayer, Fourth edition, 2006. McGraw-Hill, ISBN: 0-07-143950-1.
- Federal Occupational Safety and Health Administration Laws: (1) General Rule; (2) Formaldehyde Standard; (3) Bloodborne Pathogen Rule; (4) Hazard Communication Standard.

APPLYING FOR CERTIFICATION

Please contact the Board with questions regarding certification:

Division of Occupational Licensure
One Federal Street, Ste 600
Boston, MA 02110
(617) 701-8628
Email: embalming.funeral@mass.gov
<https://www.mass.gov/orgs/board-of-registration-in-embalming-and-funeral-directing>

When applying for certification, you will be required to pay the state fee of \$66.