



PSI Services, LLC  
 3210 E Tropicana  
 Las Vegas, NV 89121  
 www.psiexams.com



**PROFESSIONAL LICENSING BOARDS DIVISION  
 GEORGIA FUNERAL SERVICE LAWS AND RULES EXAMINATION  
 CANDIDATE INFORMATION BULLETIN**



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Please refer to our website to check for the most updated information at [www.psiexams.com](http://www.psiexams.com)

## EXAMINATIONS BY PSI

This Candidate Information Bulletin provides you with information about the examination and application process for becoming licensed in the State of Georgia.

Georgia State law requires funeral service directors to be licensed and regulated by the Professional Licensing Board. Eligibility for examination is determined by the Board.

The Board has contracted with PSI Services, LLC (PSI) to conduct its examination program. PSI provides examinations through a network of computer examination centers in Georgia. PSI works closely with the State to be certain that examinations meet local as well as national requirements in basic principles and examination development standards.

### HOW TO OBTAIN A LICENSE

1. Please request the appropriate application by accessing the Board. All questions about applications for licensure should be directed here.

Professional Licensing Boards Division  
The Georgia State Board of Funeral Services  
237 Coliseum Drive  
Testing Center, Building B  
Macon, GA 31217-3858  
(478) 207-1460.  
[www.sos.state.ga.us/plb/funeral](http://www.sos.state.ga.us/plb/funeral)

2. Board staff will process your licensure application. Once you have been approved by the Board, you will be notified how to contact PSI for registration.

All questions and requests for information about examinations should be directed to PSI.

PSI Services, LLC  
3210 E Tropicana  
Las Vegas, NV 89121  
(800) 733-9267 • Fax (702) 932-2666  
[www.psiexams.com](http://www.psiexams.com)

## EXAMINATION REGISTRATION AND SCHEDULING PROCEDURES

Once the Board notifies PSI that you are eligible to take the examination.

- o If you are an apprentice, you may schedule and take your examination during your apprenticeship.
- o If you applied for the Funeral Director License by reinstatement or reciprocity, you may schedule and take the examination, but your examination eligibility will expire in one year. After that your eligibility expires you must submit another application form before being able to take the examination.

### INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. In order to register over the Internet, candidates will need to have a valid MasterCard or Visa. Candidates register online by accessing PSI's registration website at [www.psiexams.com](http://www.psiexams.com). Internet registration is available 24 hours a day. In order to register by Internet, complete the steps below. For internet registration, you will need a valid VISA or MasterCard.

1. Log onto PSI's website and complete the associated registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available exam dates and locations for scheduling your examination. Select your desired testing date

### TELEPHONE REGISTRATION

The second fastest method of scheduling is via the telephone with PSI's Interactive Voice Response system (IVR) during non-business hours or through live registrars during business hours. For telephone registration, you will need a valid VISA or MasterCard.

Complete the Examination Registration Form, including your credit card number and expiration date, so that you will be prepared with all of the information needed to register by telephone.

Call (800) 733-9267, 24 hours a day and register using the Automated Registration System. Otherwise, PSI registrars are available Monday through Friday, between 7:30 am and 8:00 pm and Saturday, between 11:00 am and 5:00 pm, Eastern Time, to receive the information listed on your Examination Registration Form and schedule your appointment for the examination.

### FAX REGISTRATION

For Fax registration, you will need a valid VISA or MasterCard.

Complete the Examination Registration Form, including your credit card number and expiration date.

1. Fax the completed form to PSI (702) 932-2666. Fax registrations are accepted 24 hours a day.
2. If your information is incomplete or incorrect, it will be returned for correction.

Please allow 4 business days to process your Registration. After 4 business days, you may call PSI to schedule the examination, (800) 733-9267.

### STANDARD MAIL REGISTRATION

For those desiring to make payment for their examination using cashiers checks or money orders, or for those that simply do not wish to provide credit card information over the phone or Internet, you must use the Standard Mail Registration. In order to register, please follow the steps below.



## SPECIAL EXAMINATION ARRANGEMENTS

1. Complete the PSI registration Form, and pay the appropriate examination fee to PSI. Payment of fees can be made by money order or cashier's check. Money orders or cashier's checks should be made payable to PSI. Print your ID number on your cashier's check or money order to ensure that your fees are properly assigned. **CASH, COMPANY CHECKS, PERSONAL CHECKS ARE NOT ACCEPTED.**

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BE SURE TO READ ALL DIRECTIONS CAREFULLY BEFORE COMPLETING THE EXAMINATION REGISTRATION FORMS. IMPROPERLY COMPLETED FORMS WILL BE RETURNED TO YOU UNPROCESSED.

2. If your application or fees are not correct, we will return them to you immediately with instructions on correct application procedures.
3. Please allow 2 weeks to process your Registration. After 2 weeks, you may call PSI to schedule the examination after 7:30 a.m., Eastern Time, (800) 733-9267.

### CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 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 (800) 733-9267. Please note that you may also use the automated system, using a touch-tone phone, 24 hours a day in order to cancel and reschedule your appointment.

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

### SCHEDULING A RE-EXAMINATION

In order to retest, you must re-register following the steps for registration and scheduling as outlined earlier. You may re-register over the Internet, telephone or by mail. Once registered, you can reschedule for your re-examination.

### MISSED APPOINTMENT OR LATE CANCELLATION

Your registration will be invalid, you will not be able to take the examination as scheduled, and you will forfeit your examination fee, if you:

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

All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and every reasonable accommodation will be made in meeting a candidate's needs. Qualified candidates with sensory, mental or physical disabilities that would prevent them from taking the examination under standard conditions may request special accommodations. Candidates should check the appropriate space on the "Examination Scheduling Form," and contact the Board office at the address below, to obtain the "Request for Disability Accommodation Guidelines." Application materials, including information requested in the "Guidelines," must be received by the Board by the application deadline and are available from:

Professional Licensing Boards Division  
The Georgia State Board of Funeral Services  
237 Coliseum Drive  
Macon, GA 31217-3858  
(478) 207-1460.  
[www.sos.state.ga.us/plb/funeral](http://www.sos.state.ga.us/plb/funeral)

### EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (800) 733-9267. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at [www.psiexams.com](http://www.psiexams.com).

## **EXAMINATION SITE LOCATIONS**

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

### **PSI Atlanta**

Circle 75 Office Park  
1000 Circle 75 Parkway, Suite 720  
Atlanta, GA 30339

*From I-285 Bypass N, take exit- Exit 51B- toward Chattanooga/Greenville. Merge onto I-285 N. Take the Cobb Pkwy / US-41 exit- Exit 19- toward Dobbins ARB. Turn Left onto Cobb Pkwy SE / US-41 N / GA-3 N. Turn slight right onto Circle 75 Pkwy SE.*

*From the North of Atlanta (I-75 Southbound) exit onto Cobb Parkway and then turn right onto Circle 75 Parkway.*

*From I-285 Southbound take exit 20 and stay right to exit onto Cobb Parkway and then go right onto Circle 75 Parkway.*

*From the Atlanta and South of Atlanta (I-75 N), take exit 259B (this exit is a 270 degree turn). Stay right to exit onto Cobb Parkway.*

*From 285 Northbound, take exit directly onto Cobb Parkway but at Exit 19 and go left toward Circle 75 and turn right. You must park on Level P-2 in the parking deck.*

### **PSI Macon**

3902 Northside Dr, Suite C5  
Macon, GA 31210  
From the North



Take I-75 South to exit 169. Turn left onto Arkwright Road. Turn right at the second traffic light. Turn left at Ashley Park Office Building (where 2 American Flags hang). You must enter and park from the rear of building.  
 From the South  
 Take I-75 North to exit 169. Turn onto missing Arkwright Road. Turn right at the second traffic light. Turn left at Ashley Park Office Building (where 2 American Flags hang). You must enter and park from the rear of building.

PSI Tifton  
 251 Southwell Blvd. Suite A  
 Tifton, GA 31794  
 I-75 S / GA-401 S. Take the Southwell Blvd exit- Exit 59. Turn Left onto CR-204 / Southwell Blvd. Continue to follow Southwell Blvd.

- No smoking, eating, or drinking will be allowed at the examination site.
- You may not exit the building during the examination.
- Copying or communicating examination content is a violation of PSI security policy and the State Law. Either one may result in the disqualification of examination results and may lead to legal action.

## TAKING THE EXAMINATION BY COMPUTER

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

## 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 and identification. *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

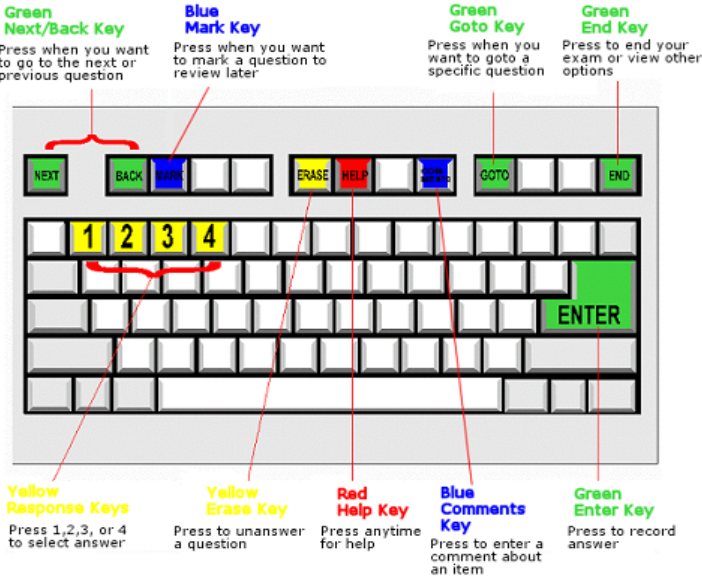
You must provide 2 forms of identification. One must be a VALID form of government issued identification (driver's license, state ID, passport), which bears your signature and has your photograph. The second ID must have your signature and preprinted legal name. All identification provided must match the name on the Examination Registration Form and your Registration Confirmation Notice.

If you cannot provide the required identification, you must call (800) 733-9267 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.*

### SECURITY PROCEDURES

The following security procedures will apply during the examination:

- NO conversing or any other form of communication among candidates is permitted once you enter the examination area.
- Please be advised that children, cell phones, pagers, cameras, programmable electronic devices and recording devices of any kind are NOT allowed to enter PSI testing centers. Additionally, **NO personal items are to enter the testing centers.** PSI will not be responsible for any personal items, and suggests that you leave such items in another safe place, of your choosing.
- Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site.



### IDENTIFICATION SCREEN

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

### TUTORIAL

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

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



## EXAMINATION QUESTION EXAMPLE

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



**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.

### PRETEST ITEMS

In addition to the number of questions per examination, a small number of five to ten "pretest" questions may be administered to candidates during the examinations. These questions will not be scored and the time taken to answer them will not count against examination time. The administration of such non-scored experimental questions is an essential step in developing future licensing examinations.

### EXAMINATION REVIEW

PSI, in cooperation with the Georgia Professional Licensing Board, will be consistently evaluating the examination being administered to ensure that the examination accurately measures 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, all substantive comments are reviewed. This is the only review of examination materials available to candidates.

## **SCORE REPORTING**

Your score will be given to you immediately following completion of the examination. The following summary describes the score reporting process:

- **On screen** - your score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination; if you are using review features, you will be able to obtain your score immediately when you indicate that you have

finished and would like to see your results.

- If you **pass**, you will immediately receive a successful notification.
  - If you **do not pass**, you will immediately receive an unsuccessful notification on the screen along with a diagnostic report indicating your strengths and weaknesses by examination type. Registration forms for submittal to PSI to retake the examination will be available at the examination site.
- **On paper** - an official score report will be printed at the examination site. Candidates who have been granted Veteran Preference Points will receive a score report from the Board which reflects the addition of those points.

### DUPLICATE SCORE REPORTS

You may request a duplicate score report at [www.psiexams.com](http://www.psiexams.com) or you can mail a request to PSI.

## **TIPS FOR PREPARING FOR YOUR LICENSE EXAMINATION**

The following suggestions will help you prepare for your examination.

- Planned preparation increases your likelihood of passing.
- Start with a current copy of this Candidate Information Bulletin and use the examination content outline as the basis of your study.
- Read study materials that cover all the topics in the content outline.
- Take notes on what you study. Putting information in writing helps you commit it to memory and it is also an excellent business practice. Underline or highlight key ideas that will help with a later review.
- Discuss new terms or concepts as frequently as you can with colleagues. This will test your understanding and reinforce ideas.
- Your studies will be most effective if you study frequently, for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.

## **EXAMINATION CONTENT OUTLINE**

# of Questions	Time Allowed
50	90 Minutes

### CONTENT OUTLINE

- I. Funeral Services Board Laws and Rules (15-20 questions)
  - A. Law
    - Board composition and powers
    - Funeral Director in full and continuous charge
    - Pre-need
    - Handling of funds
    - Reports to Insurance Commissioner
    - Revocability
    - Replacement of merchandise
    - Keeping of records



Owner of contract  
Taxes on pre-need trusts

**B. Rules**

Apprenticeship  
Registration  
Service  
Embalmer licensure  
Establishment licensure and regulations  
Crematory licensure and regulations  
Disciplinary procedures

**II. Vital Records (7-10 questions)**

**A. Filing death certificates**

Ordinary filing  
Fetal death  
Infant less than one year old  
Coroner cases  
Amending death certificates

**B. Funeral director's records**

Keeping records  
Disclosing records  
Obtaining copies of records  
Permits for disinterment/reinterment  
**Permits for transporting remains**  
Transporting across state lines  
Transporting to offsite crematorium

**III. Dead Bodies (7-10 questions)**

Pronouncement of death  
Coroner cases  
Hospice cases  
Military cases  
Unclaimed bodies  
Liability for personal effects  
Permission to embalm  
Trafficking in bodies illegal  
HIV tests  
Communicable Diseases

**IV. Insurance (4-5 questions)**

Assignment of benefits  
Insurable interest  
Funeral homes prohibited  
Legality of insurance contracts with funeral directors

**V. Other (7-10 questions)**

Funeral processions  
Next of kin's right to make arrangements  
Cemeteries may have requirements  
Private plots  
Social Security burial benefits  
Veteran's Administration burial benefits  
Claiming burial funds from depositories

*The following reference material is not allowed in the examination center:*

The Georgia Funeral Service Laws and Rules Exam is based on the Official Code of Georgia, Annotated (OCGA) and the Georgia Board of Funeral Service's Rules. You can find the links to both the "Georgia Code" and the "Georgia Rules and Regulations" in lower right hand corner of the Secretary of State's home page, [www.sos.ga.gov](http://www.sos.ga.gov)

Topic	Reference
Eye Banks	OCGA 31-23-5 and 6
Eye Banks: Rules of the Department of Human Resources,	Chapter 290-5-7
Georgia Cemetery and Funeral Service Act of 2000	OCGA 10-14
Cemeteries, Preneed Dealers and Merchandise Dealers: Rules of Cemeteries, Preneed Dealers and Merchandise Dealers,	Chapter 590-3
Vital Records	OCGA 31-10
Vital Records: Rules of the Department of Human Resources,	Chapter 290-1-3
Insurance	OCGA 33-1-10 through 13
Uniform Rules of the Road, Funeral Processions	OCGA 40-6-76
Coroners	OCGA 45-16
Descent and Distribution	OCGA 53-4
Year's Support	OCGA 53-5
Uniform Simultaneous Death Act	OCGA 53-10
Deposits of Deceased Depositors	OCGA 7-1-239
Funeral Directors and Embalmers	OCGA 43-18
Georgia Board of Funeral Directors: Rules of Funeral Directors and Embalmers,	Chapter 250
Anatomical Gift Act	OCGA 44-5-6
Dead Bodies	OCGA 31-21
Clinical Laboratories	OCGA 31-22-9.1 and 9.2
Veterans Administration Benefits	<a href="http://WWW.CEM.VA.GOV">WWW.CEM.VA.GOV</a>

Social Security Benefits:

[www.socialsecurity.gov/pubs/10084.pdf](http://www.socialsecurity.gov/pubs/10084.pdf)

**REFERENCE LIST**

The reference material listed below was used to prepare the questions for this examination. The examination may also contain questions based on trade knowledge or general industry practices

Candidates may use a silent, nonprinting, non-programmable calculator in the examination center.

This examination is CLOSED BOOK.





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FIRST CLASS MAIL

