

*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](http://www.cfb.ca.gov)**

## **Cemetery Manager Written Examination**

### **CANDIDATE HANDBOOK**



**PSI licensure:certification**  
3210 E Tropicana  
Las Vegas, NV 89121  
[www.psiexams.com](http://www.psiexams.com)

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## FOR MORE INFORMATION

All questions about examination scheduling should be directed to:

**PSI licensure:certification**  
3210 E Tropicana  
Las Vegas, NV 89121  
(877) 392-6422 • TTY (800) 735-2929  
[www.psiexams.com](http://www.psiexams.com)

Questions about examination content or licensing should be directed to:

**Cemetery & Funeral Bureau**  
1625 North Market Blvd., Suite S-208  
Sacramento, CA 95834  
(916) 574-7870  
[www.cfb.ca.gov](http://www.cfb.ca.gov)

## SCHEDULING INFORMATION

Date Scheduled: \_\_\_\_\_

Name of Scheduler: \_\_\_\_\_

Date of Exam: \_\_\_\_\_

Time of Exam: \_\_\_\_\_

Test Site Location: \_\_\_\_\_



## PURPOSE

This handbook serves as your notice of eligibility and is designed to provide you with general information regarding the Cemetery Manager examination processes and content.

## EXAMINATIONS BY PSI

The State has contracted with PSI to conduct its examination program. PSI provides examinations through a network of computer examination centers in California.

All questions regarding the scheduling and administration of examinations should be directed to PSI.

**PSI licensure:certification**  
3210 E Tropicana  
Las Vegas, NV 89121  
(877) 392-6422 • Fax (702) 932-2666  
[www.psiexams.com](http://www.psiexams.com)

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](http://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 with the required fee and meet all requirements at the time of filing. Application fees are not reimbursed when an application is abandoned.

## EXAMINATION SCHEDULING PROCEDURES

Once you have been approved by CFB, you are responsible for contacting PSI to schedule an appointment to take the examination. You may do so via the Internet at

[www.psiexams.com](http://www.psiexams.com), or schedule over the telephone at (877) 392-6422.

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

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

Independence Day	Closed July 4, 2020
Labor Day	Closed September 7, 2020
Thanksgiving Day	Closed November 26-27, 2020
Christmas Day	Closed December 24-25, 2020
New Years Day	Closed January 1, 2021
Martin Luther King Jr.	Closed January 18, 2021
Memorial Day	Closed May 31, 2021

### INTERNET SCHEDULING

You may schedule for your examination by completing the online Test Registration Form. The Test Registration Form is available at PSI's website, [www.psiexams.com](http://www.psiexams.com). You may schedule for an examination via the Internet 24 hours a day.

1. Complete the registration form online and submit your information to PSI via the Internet.
2. Upon completion of the online registration form, you will be given the available dates for scheduling your examination.
3. You will need to choose a date to complete your registration.
4. Upon successful registration, you will receive a traceable confirmation number.

### TELEPHONE SCHEDULING

Call PSI at (877) 392-6422, Monday through Friday between 4:30 am and 7:00 pm, and Saturday-Sunday between 6:00 a.m. and 2:30 p.m., 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 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 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**

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  
(818) 851-9266

*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  
(805) 538-5053

*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  
(661) 735-5351

*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 AVALON BLVD, SUITE 205  
CARSON, CA 90746  
(310) 400-7393

*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 260  
DIAMOND BAR, CA 91765  
(909) 860-8158

*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  
(562) 325-8113

*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, SUITE 101  
FRESNO, CA 93710  
(559) 538-3975

*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  
(949) 418-9653

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 SUITE 330  
15901 HAWTHORNE BLVD  
LAWNDALE, CA 90260  
310-504-0004

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  
(530) 319-3615

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  
(951) 565-8037

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  
SACRAMENTO, CA 95826  
(916) 476-5926

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 2300  
SAN DIEGO, CA 92121  
(858) 550-5940

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  
(415) 494-5773

I-80 W BECOMES US-101 S. TAKE EXIT 429 A 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  
(408) 844-0008

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  
(707) 791-3113

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  
(510) 400-3343

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  
(805) 650-5223

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  
(559) 740-7781

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 1<sup>ST</sup> LEFT ONTO W MINERAL KING AVENUE.

#### WALNUT CREEK

175 LENNON LANE, SUITE 203  
WALNUT CREEK, CA 94598  
(925) 448-2179

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 LANE.

## 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](http://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 the full text of Section 123, please see Appendix A).

### IMPORTANT INFORMATION ABOUT TAKING AN EXAMINATION

1. All candidates will have their thumbprint taken during examination check-in. 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

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.

### TUTORIAL

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

The screenshot shows a computer interface for an examination. At the top, there is a navigation bar with icons for Mark, Comments, Goto, Help, and End. Below this, a status bar displays: Question: 3 of 40, Answered: 2, Unanswered: 1, Marked: 0, View: All, Time Left (Min): 359. The main question area contains the text: "3. What do the stars on the United States of America's flag represent?" Below the question, it says "(Choose from the following options)" and lists four options: "1. Presidents", "2. Colonies", "3. States", and "4. Wars", each with an unchecked checkbox. At the bottom of the question area, there are two buttons: "<< Back" and "Next >>".

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 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 cemetery manager license or assuming the responsibility of a qualified cemetery manager of a licensed cemetery 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 major duty areas of cemetery manager practice.

### DESCRIPTION OF PRACTICE

California Business and Professions Code Section 9605.1 describes the practice of a cemetery manager as follows:

*A cemetery 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, operating, or improving a cemetery licensed under this chapter, the interring of human remains, and the care, preservation, and embellishment of cemetery property.*

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

### EXAMINATION DEVELOPMENT

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





# PREPARATION FOR THE EXAMINATION

## OVERVIEW

The cemetery manager examination is based upon a test plan developed by licensed cemetery managers. The plan identifies aspects of practice related to the tasks that a cemetery manager must be able to perform at licensure. The examination contains 100 multiple-choice items from major job duty areas, and it has a time limit of 2 hours.

## DESCRIPTION OF MAJOR DUTY AREAS

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

### *I. Contracts (9%)*

This area assesses the candidate's knowledge of terms, conditions, legal requirements, and charges itemized in cemetery contracts.

### *II. Interment Rights (9%)*

This area assesses the candidate's knowledge of legal requirements regarding cemetery interment rights, sales, and transfers.

### *III. Care Funds (9%)*

This area assesses the candidate's knowledge of the establishment, administration, and use of endowment and special care funds.

### *IV. Disposition and Interment (28%)*

This area assesses the candidate's knowledge of legal requirements regarding disposition and interment of human remains.

### *V. Disinterment (9%)*

This area assesses the candidate's knowledge of legal requirements regarding disinterment of human remains.

### *VI. Cemetery Operations (11%)*

This area assesses the candidate's knowledge of legal requirements pertaining to cemetery maintenance, signage, and printed materials.

### *VII. Recordkeeping and Reporting (25%)*

This area assesses the candidate's knowledge of legal requirements regarding State reporting, mapping, property ownership documents, and interment records.

## EXAMINATION OUTLINE

The examination outline identifies the knowledge required to demonstrate acceptable competence in each of the major content areas. Content areas specify practical knowledge, with references to statutes and provisions of Title 16 of the California Code of Regulations, the California Health and Safety Code, and the Business and Professions Code. Candidates should acquire the knowledge that the outline describes before attempting the examination.

<b>I. Contracts (11%):</b>	
DESCRIPTION: This content area assesses the candidate’s knowledge of cemetery contract legal obligations, requirements, preparation, and completion.	
<ul style="list-style-type: none"> <li>• Establish format of cemetery contracts for future cemetery and consumer contracts.</li> <li>• Prepare and provide a copy of itemized cemetery contracts to consumers.</li> <li>• Explain content of cemetery contracts to consumers to ensure that consumer needs are met.</li> <li>• Review cemetery contracts for completion and accuracy prior to acceptance by cemetery authority.</li> <li>• Disclose refund process to consumers prior to rendering services.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of laws and regulations pertaining to content of cemetery contracts.</li> <li>• Knowledge of laws pertaining to providing consumer with completed cemetery contracts.</li> <li>• Knowledge of legal terms and stipulations included on cemetery contract.</li> <li>• Knowledge of legal requirements pertaining to consumer disclosures in cemetery contracts.</li> <li>• Knowledge of charges that must be itemized on cemetery contracts.</li> <li>• Knowledge of personal information that must be included on cemetery contracts.</li> <li>• Knowledge of financing options and disclosures necessary on cemetery contracts.</li> <li>• Knowledge of consumer disclosures required on cemetery contracts.</li> <li>• Knowledge of legal requirements pertaining to cancellation of a cemetery contract by consumers.</li> </ul>
<b>II. Interment Rights (15%):</b>	
DESCRIPTION: This content area assesses the candidate’s knowledge of interment rights, vested rights, multiple dispositions, control of disposition, and sales and transfers.	
<ul style="list-style-type: none"> <li>• Determine who has vested rights of interment in cemetery property.</li> <li>• Establish with consumers who has interment rights in cemetery property at time of purchase.</li> <li>• Determine and communicate to consumer eligibility to transfer or sell interment rights.</li> <li>• Counsel consumers on multiple disposition and interment options.</li> <li>• Identify person(s) who have the right to control disposition of human remains.</li> <li>• Determine individual eligibility for interment in family plots.</li> <li>• Determine individual eligibility for transfer of family plot to another individual who was not originally given interment rights.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of legal requirements pertaining to vested rights of interment.</li> <li>• Knowledge of vesting options of cemetery property.</li> <li>• Knowledge of laws pertaining to cemetery interment rights ownership.</li> <li>• Knowledge of methods used to identify owner(s) of cemetery interment rights.</li> <li>• Knowledge of laws regarding private party transfer or sale of cemetery interment rights.</li> <li>• Knowledge of legal requirements pertaining to sale or transfer of cemetery interment rights by cemetery authority.</li> <li>• Knowledge of legal requirements regarding multiple disposition.</li> <li>• Knowledge of laws governing the right to control disposition of human remains.</li> <li>• Knowledge of laws regarding disposition and interment rights in a family plot.</li> <li>• Knowledge of laws regarding transfers of inalienable family estates.</li> <li>• Knowledge of methods used to identify cemetery interment rights owners of family plots.</li> </ul>

III. Care Funds (12%):

DESCRIPTION: This content area assesses the candidate's knowledge of administration of endowment care funds, special care funds, fund recordkeeping, and annual reports.

- Oversee and communicate to consumers the administration of endowment care funds.
- Oversee and communicate to consumers the administration of special care funds.
- Utilize special care funds as directed by contract.
- Utilize endowment care fund income as directed by contract.
- Maintain endowment care fund records.
- Maintain general and special care fund records.
- Prepare annual audit reports for the Cemetery and Funeral Bureau.

- Knowledge of laws and regulations pertaining to investment of endowment care funds.
- Knowledge of laws and regulations pertaining to minimum fees and deposits for endowment care funds.
- Knowledge of laws and regulations pertaining to non-endowment care fund sections within a cemetery.
- Knowledge of legal requirements pertaining to administration of the endowment care fund by a board of trustees.
- Knowledge of legal sanctions for violations of laws related to collection, investment, and use of endowment care funds.
- Knowledge of laws pertaining to administration of special care monies and trust fund.
- Knowledge of legal sanctions for violations of laws related to collection, investment, or use of special care funds.
- Knowledge of laws pertaining to investment of special care funds.
- Knowledge of laws pertaining to use of special care funds.
- Knowledge of types of contributions that can be made to the special care funds.
- Knowledge of laws and legal requirements pertaining to use of endowment care fund income.
- Knowledge of methods used to calculate charges for endowment care fund deposit.
- Knowledge of legal requirements regarding maintenance of endowment care fund records.
- Knowledge of legal requirements regarding maintenance of general and special care fund records.
- Knowledge of legal requirements pertaining to examination of endowment care funds and records by the Cemetery and Funeral Bureau.
- Knowledge of legal requirements pertaining to filing of annual audit reports with the Cemetery and Funeral Bureau.

**IV. Cemetery Operations (14%):**

DESCRIPTION: This content area assesses the candidate's knowledge of legal and regulatory requirements for cemetery facility maintenance and operations.

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| <ul style="list-style-type: none"><li>• Display required signage and printed materials to ensure consumers are informed of cemetery laws and regulations.</li><li>• Identify growth opportunities to allow for expansion of cemetery.</li><li>• Maintain a safe and clean cemetery environment.</li><li>• Verify that work performed by cemetery personnel is compliant with cemetery and legal requirements.</li><li>• Prepare and maintain updated maps of cemetery property</li><li>• Ensure compliance with cemetery and legal requirements for sharing facilities and management.</li><li>• Ensure cemetery and employees are in compliance with cemetery authority licensing requirements.</li><li>• Provide consumer with a copy of consumer guide to cemetery purchases.</li></ul> | <ul style="list-style-type: none"><li>• Knowledge of required signage within a cemetery.</li><li>• Knowledge of requirement to display consumer disclosures within the cemetery.</li><li>• Knowledge of legal requirements for planning future use of cemetery property.</li><li>• Knowledge of methods to comply with cemetery maintenance standards.</li><li>• Knowledge of necessary compliance with cemetery authority and legal requirements.</li><li>• Knowledge of information required on cemetery maps.</li><li>• Knowledge of legal requirements pertaining to cemetery establishments that share facilities and management.</li><li>• Knowledge of licensing requirements for cemetery facility and staff.</li><li>• Knowledge of consumer rights regarding cemetery purchases.</li></ul> |
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**V. Recordkeeping and Recording (11%):**

DESCRIPTION: This content area assesses the candidate's knowledge of legal and regulatory requirements for compliance with cemetery authority recordkeeping and notification standards.

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| <ul style="list-style-type: none"><li>• Document and maintain records of interment rights for all cemetery purchases.</li><li>• File maps of cemetery property with the county.</li><li>• File permits for disposition and disinterment with the local health department.</li><li>• Notify coroner when the statutory limit has concluded for maintaining unidentified human remains.</li><li>• Submit required notifications and reports to the Cemetery and Funeral Bureau.</li><li>• Submit signed permit for disposition to the local health department.</li></ul> | <ul style="list-style-type: none"><li>• Knowledge of methods used to track interments.</li><li>• Knowledge of methods used to track available interment rights.</li><li>• Knowledge of legal requirements pertaining to contents of interment files.</li><li>• Knowledge of methods used to maintain records of interments.</li><li>• Knowledge of contents of interment files that are subject to review during a state inspection.</li><li>• Knowledge of legal requirements pertaining to filing cemetery property maps with the county recorder.</li><li>• Knowledge of requirements for submitting disposition permits to the local health department.</li><li>• Knowledge of reporting requirements regarding unidentified human remains.</li><li>• Knowledge of legal requirements pertaining to filing of quarterly reports and fees with the Cemetery and Funeral Bureau.</li><li>• Knowledge of required notifications to the Cemetery and Funeral Bureau.</li><li>• Knowledge of permit requirements for disposition.</li></ul> |
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**VI. Disposition and Interment (25%):**

DESCRIPTION: This content area assesses the candidate's knowledge of laws, regulations, options, and procedures pertaining to disposition and interment of human remains.

- Assist consumers with the selection of interment locations.
- Inform consumers of the cemetery and legal requirements for disposition of human remains.
- Disclose prices of cemetery goods and services.
- Discuss options for disposition with consumers prior to creating contracts.
- Obtain interment authorization from property owners and persons with right to control disposition.
- Prepare or oversee preparation of interment site for disposition of human remains.
- Inter human remains in accordance with legal requirements.
- Identify individuals who have the right to control disposition of human remains.
- Review permits for accuracy prior to disposition or disinterment.
- Verify interment site prior to interment.

- Knowledge of methods used to verify availability of cemetery property.
- Knowledge of legal requirements pertaining to disposition of human remains.
- Knowledge of required public price disclosures for cemetery goods and services.
- Knowledge of types of cemetery services that can be provided.
- Knowledge of legal requirements pertaining to interment authorizations.
- Knowledge of health and safety codes related to interment process.
- Knowledge of methods to prepare interment site for disposition of human remains.
- Knowledge of various interment site options.
- Knowledge of legal requirements regarding multiple disposition in a single space.
- Knowledge of methods to inter human remains in different types of interment sites.
- Knowledge of legal requirements pertaining to handling of human remains.
- Knowledge of laws pertaining to the interment of human remains.
- Knowledge of laws related to interment of unclaimed cremated remains.
- Knowledge of legal requirements pertaining to persons who have the right to control disposition.
- Knowledge of legal requirements pertaining to issuance and use of a permit for disposition.
- Knowledge of information required on disposition permit.
- Knowledge of verification processes to determine correct interment site.

**VII. Disinterment (12%):**

DESCRIPTION: This content area assesses the candidate's knowledge of laws, regulations, and procedures pertaining to the disinterment of human remains.

- Disinter human remains.
- Review permit for disinterment.
- Submit signed permit for disposition to health department.
- Identify persons with the right to authorize disinterment of human remains.
- Prepare or oversee preparation of site for disinterment.
- Identify and verify site prior to disinterment.
- Identify and verify human remains to be disinterred.

- Knowledge of legal requirements pertaining to disinterment of human remains.
- Knowledge of information required on a disposition permit for disinterment.
- Knowledge of the legal requirements of permit of right of disinterment
- Knowledge of legal requirements of a permit for disposition for disinterment of human remains.
- Knowledge of legal requirements pertaining to person(s) with the right to authorize disinterment of human remains.
- Knowledge of health and safety codes for disinterment process.
- Knowledge of verification processes to determine correct disinterment site.
- Knowledge of methods to verify the identification of human remains to be disinterred.



## **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**

1625 North Market Boulevard, Suite S-208

Sacramento, CA 95834

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### **STATE OF CALIFORNIA NOTICE OF ELIGIBILITY**

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

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