



*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)**

## **Crematory 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 Crematory 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 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 [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:

New Year's Day	Closed January 1, 2020
Martin Luther King Jr.	Closed January 20, 2020
Memorial Day	Closed May 25, 2020
Independence Day	Closed July 4, 2020
Labor Day	Closed September 7, 2020
Thanksgiving	Closed November 26-27, 2020
Christmas	Closed December 24-25-2019

### 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 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 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:

### **ATASCADERO**

7305 MORRO RD, SUITE 201A

ATASCADERO, CA 93422

(805) 462-8983

*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.*

### **BURBANK**

2835 N. NAOMI STREET, SUITE 110

BURBANK CA 91504

(818) 566-9882

*FROM I-5 SOUTH: TAKE HOLLYWOOD WAY EXIT 149. KEEP LEFT TO TAKE THE RAMP TOWARD WOODBURY UNIVERSITY. TURN LEFT ONTO*

*N. HOLLYWOOD WAY. TURN RIGHT ONTO N. GLENOAKS BLVD. TURN RIGHT ONTO N. NAOMI ST. 2835 N NAOMI ST IS ON THE RIGHT.*

*FROM I-5 NORTH: TAKE BUENA VISTA STREET EXIT 148. TURN LEFT ONTO N. BUENA VISTA. TURN LEFT ONTO N. GLENOAKS BLVD. TURN LEFT ONTO N. NAOMI ST. 2835 N. NAOMI ST IS ON THE RIGHT.*

### **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).*

### **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.*

### **HAYWARD**

24301 SOUTHLAND DRIVE, SUITE B-1

HAYWARD, CA 94545

(510) 901-7992

*FROM I-880 N TOWARD OAKLAND, TAKE THE WINTON AVENUE EXIT. MERGE ONTO W WINTON AVE TOWARD HEALD COLLEGE. TURN LEFT ONTO SOUTHLAND DR.*

*FROM I-880 S TOWARD SAN JOSE/SAN MATEO BR, TAKE THE WINTON AVE WEST EXIT TOWARD HEALD COLLEGE. MERGE ONTO W WINTON AVE. TURN LEFT ONTO SOUTHLAND DR.*

### **IRVINE**

8 Corporate Park, Suite 200

2301 W. LINCOLN AVE, SUITE 252

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.

#### **REDDING**

2861 CHURN CREEK, UNIT C  
REDDING, CA 96002

(530) 221-0945

FROM 1-5 S, TAKE THE CYPRESS AVENUE EXIT (677). TURN RIGHT ONTO E. CYPRESS AVE. TURN RIGHT ON CHURN CREEK RD.

FROM 1-5 N TOWARDS SACRAMENTO, TAKE THE CYPRESS AVE EXIT (677). TURN LEFT ONTO E. CYPRESS AVE. TURN RIGHT ONTO CHURN CREEK RD.

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

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

#### **RIVERSIDE**

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

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 1-805 S, TAKE THE SORRENTO VALLEY RD/MIRA MESA BLVD EXIT. TURN LEFT ONTO MIRA MESA BLVD, TURN LEFT ONTO SCRANTON ROAD. TURN RIGHT ONTO MOREHOUSE DRIVE.

FROM 1-805 N TOWARD LOS ANGELES, TAKE THE MIRA MESA BLVD/VISTA SORRENTO PKWY EXIT. TURN RIGHT ONTO MIRA MESA BLVD. TURN LEFT ONTO SCRANTON RD. TURN RIGHT ONTO MOREHOUSE DR.

ADDITIONAL PARKING CAN BE FOUND (on top of the AT&T building) BY CONTINUING ON MOREHOUSE PAST OUR BUILDING AND TURNING LEFT AT THE NEXT DRIVEWAY UP THE HILL

#### **SAN FRANCISCO**

150 EXECUTIVE PARK BLVD., STE 2400  
SAN FRANCISCO, CA 94134

(415) 844-0008

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 950547

(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.

#### **VENTURA**

4245 MARKET ST, SUITE 208  
VENTURA, CA 93003

(805) 650-5220

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) 627-6700

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) 906-9165

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.

### 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 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 crematory manager license or assuming the responsibility of a qualified crematory manager of a licensed crematory in California, each applicant must successfully complete a written examination. The primary purpose of the examination is to help ensure public health and safety by assessing the candidate's ability to apply California health and safety laws, as well as other relevant laws and regulations, to the major duty areas of crematory manager practice.

### DESCRIPTION OF PRACTICE

California Business and Professions Code Section 9605.2 describes the practice of a crematory manager as follows:

*A crematory manager is a person engaged in or conducting, or holding himself or herself out as engaged in those activities involved in, or incidental to, the maintaining, or operating a crematory licensed under this chapter, and the cremation of human remains.*

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

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

### EXAMINATION DEVELOPMENT

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

## PREPARATION FOR THE EXAMINATION

### OVERVIEW

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

### DESCRIPTION OF MAJOR DUTY AREAS

The crematory manager examination covers four 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. PRE-CREMIATION PROCEDURES (26%)**

*This area assesses the candidate's ability to receive human remains and prepare for cremation.*





**II. CREMATION PROCESS (37%)**

*This area assesses the candidate's ability to perform the cremation process.*

**III. RELEASE AND DISPOSITION (9%)**

*This area assesses the candidate's ability to release and dispose of cremated remains, residue, devices, and non-combustible materials.*

**IV. MANAGERIAL DUTIES (28%)**

*This area assesses the candidate's ability to perform required administrative, operational, and supervisory duties.*

## EXAMINATION OUTLINE

**Content Area 1: Pre-Cremation Procedures (26%):** This area assesses the candidate's ability to receive human remains and prepare for cremation.

Sub Area	Task #	Task	K #	Knowledge
I. Intake (18%)	1	Coordinate with care facilities and other contributors (e.g., funeral homes) to facilitate cremations.	1	Knowledge of contracting with mortuaries, transport companies, and other care contributors.
	2	Provide or arrange transportation between sites for the human remains according to laws and regulations.	2	Knowledge of methods and requirements for transporting human remains.
			3	Knowledge of crematory policies and best practices for transporting cremated remains.
	3	Receive human remains in accordance with laws and regulations.	4	Knowledge of legal requirements regarding cremation containers.
			5	Knowledge of methods used to determine if the decedent is in the correct container.
			6	Knowledge of information necessary to verify that the cremation container matches the documentation.
	4	Review required case documentation (e.g., authorization for cremation, permit, and declaration for disposition of cremated remains) for accuracy prior to performing cremation.	7	Knowledge of legal requirements to perform cremation.
			8	Knowledge of paperwork required for cremation (e.g., disposition permit, declaration for disposition, and cremation authorization).
			9	Knowledge of methods used to assess paperwork (e.g., disposition permit, declaration for disposition, and cremation authorization) for accuracy prior to performing cremation.
			10	Knowledge of circumstances that require the postponement or cancellation of a cremation.
			11	Knowledge of laws pertaining to the person with the legal right to control the disposition of remains.
	12			Knowledge of methods to determine who is the person with the right to control disposition.
	5	Refrigerate decedents in accordance with laws and regulations.	13	Knowledge of requirements for refrigeration of deceased prior to cremation.
	6	Review personal effects inventory for items to be cremated and placed in urn.	14	Knowledge of items/materials prohibited from cremation.
	7	Assign decedent a permanent, unique number (e.g., disc) to maintain an identification system throughout cremation process.	15	Knowledge of permanent identification system (e.g., disk) used throughout cremation process to track identity of deceased.
	8	Coordinate witnessed cremations with families and staff in accordance with laws and regulations.	16	Knowledge of privacy requirement for human remains.
17			Knowledge of policy regarding witnessed cremation to authorized representatives.	

			18	Knowledge of methods to prepare the facility.
			19	Knowledge of Cemetery and Funeral Bureau regulations regarding witnessed cremations.
	9	Provide cremation services in accordance with decedent's religious preferences.	20	Knowledge of religious practices that affect cremation.
II. Identification (8%)	10	Confirm identification of decedent by verifying that the information on the cremation container and the documentation match prior to performing cremation.	21	Knowledge of information required on both cremation container label and documentation.
	11	Verify that forms of identification attached to the decedent match documentation prior to performing cremation.	22	Knowledge of methods used to verify identity of deceased prior to cremation.
	12	Complete cremation log with required information for decedent case files within requirements of the law.	23	Knowledge of information required in cremation log.
			24	Knowledge of recordkeeping within the requirements of the law.

**Content Area 2: Cremation Process (37%):** This area assesses the candidate's ability to perform the cremation process.

Sub Area	Task #	Task	K #	Knowledge
I. Preparation (13%)	13	Wear personal protective equipment (e.g., mask, gloves) to reduce likelihood of injury.	25	Knowledge of types of equipment (e.g., mask, gloves) used to protect crematory operators during cremation process.
	14	Assess cases for necessity of special treatment (e.g., oversize cases, cases with implants).	26	Knowledge of case characteristics that could affect cremation process.
			27	Knowledge of types of cremation containers (e.g., hardwood casket) that affect the cremation process.
			28	Knowledge of methods used to assess body size of decedent that affects cremation process.
			29	Knowledge of implants and mementos (e.g., pacemaker, personal items) that must be removed from decedent prior to cremation.
			30	Knowledge of methods to determine if there are items that must be removed from decedent prior to cremation.
	15	Remove items (e.g., mechanical devices, non-combustibles, personal effects) from decedent prior to cremation.	31	Knowledge of items that could be damaging to the cremation chamber or crematory operator.
			32	Knowledge of items that may be returned to family upon request.
	16	Preheat after-chamber to minimize emissions from cremation.	33	Knowledge of process to preheat after-chamber prior to performing cremation to minimize emissions from cremation.
	17	Evaluate cremation cases to confirm that devices that may explode have been removed from decedents and/or crematory.	34	Knowledge of methods used to assess the cremation case for implants and mementos (e.g., pacemaker, non-combustible items) that should not be included in the cremation process.
	18	Facilitate religious or otherwise special cremation ceremonies.	35	Knowledge of religious exceptions applicable to crematory laws and requirements.
			36	Knowledge of methods to facilitate religious cremation ceremonies.
	II. Cremation/ Incineration (12%)	19	Place decedent into cremation chamber to cremate in accordance with laws and regulations.	37
38				Knowledge of legal requirements regarding the cremation process.
39				Knowledge of legal requirements for cremating more than one case in the same chamber simultaneously.
20		Monitor chamber (e.g., temperature, airflow, level of flame) and adjust throughout cremation process.	40	Knowledge of appropriate temperatures for cremation process.
			41	Knowledge of techniques to maintain the proper temperature in the cremation chamber.

			42	Knowledge of methods used to cool cremated remains prior to transferring to processor.
			43	Knowledge of procedures used to operate and regulate cremation chamber.
	21	Reposition decedent during cremation process to facilitate cremation.	44	Knowledge of methods used to reposition deceased during the cremation process.
			45	Knowledge of methods used to assess when decedent should be repositioned during cremation process.
	22	Monitor cremation process (e.g., stages of combustion, emissions production and ventilation) to ensure that cremation is safe and efficient.	46	Knowledge of methods used to monitor cremation chamber during use.
			47	Knowledge of methods used to monitor stages of combustion during cremation process.
			48	Knowledge of methods used to monitor emissions produced during cremation.
			49	Knowledge of air quality emissions regulations.
	23	Document required information regarding case process during cremation to comply with recordkeeping requirements.	50	Knowledge of legal requirements regarding the documentation of the cremation process.
51			Knowledge of methods used to monitor cremation process to report pertinent information.	
24		Incinerate special items in accordance with laws and local regulations.	52	Knowledge of regulations pertaining to crematory incineration of special items (e.g., retired American flags, decedent's personal effects).
III. Processing and Packaging (12%)	25	Label durable containers for identification of cremated remains.	53	Knowledge of legal requirements for labeled durable containers.
			54	Knowledge of methods to label durable containers.
	26	Transfer cremated remains from cremation chamber to cooling area to prepare for processing.	55	Knowledge of methods to cool cremated remains prior to processing.
			56	Knowledge of requirements to safely process cremated remains.
			57	Knowledge of methods used to transfer cremated remains from cremation chamber to the processor.



	27	Remove foreign objects (e.g., hip replacement, mementos) from cremated remains to facilitate processing of cremated remains.	58	Knowledge of foreign objects (e.g., hip replacement, dental bridges) that should not be put into processor.
	28	Process cremated remains prior to placing the remains into durable containers.	59	Knowledge of methods to process cremated remains.
	29	Package cremated remains by placing into a labeled, durable container for disposition in accordance with laws and regulations.	60	Knowledge of methods used to identify cremated remains when transferring into a durable container.
			61	Knowledge of acceptable containers for cremated remains (e.g., family-provided containers).
			62	Knowledge of laws and regulations regarding commingling of cremated remains.
			63	Knowledge of law requirements pertaining to the handling and packaging of cremated remains.
			64	Knowledge of obligatory provision of additional containers for cremated remains that do not fit into selected urn.
			65	Knowledge of legal requirements for dividing cremated remains into multiple containers.
	30	Clean cremation chamber and equipment to remove cremated remains.	66	Knowledge of what constitutes a durable container in California.
			67	Knowledge of methods used to clean crematory chamber following a cremation.
			68	Knowledge of procedures used to clean crematory equipment (e.g., processor) following cremation.

<b>Content Area 3: Release and Disposition (9%):</b> This area assesses the candidate's ability to release and dispose of cremated remains, residue, devices, and non-combustible materials.				
Sub Area	Task #	Task	K #	Knowledge
I. Release (5%)	31	Release cremated remains to authorized individuals in accordance with laws and regulations.	69	Knowledge of release requirements for authorized representatives to receive cremated remains.
			70	Knowledge of distribution requirements of disposition permits.
	32	Release mementos or other specified items (e.g., photos, jewelry, clothing) in accordance with laws and regulations.	71	Knowledge of requirements for release/disposal of mementos following cremation process.
			72	Knowledge of process to return personal effects to the family.
	33	Mail cremated remains in accordance with laws and regulations.	73	Knowledge of postal service regulations regarding the shipment of cremated remains.
II. Disposition (4%)	34	Dispose of or return items (e.g., pacemakers, defibrillators, post-metal materials) to authorized individuals or entities after cremation in accordance with laws and regulations.	74	Knowledge of disposal techniques for different devices and materials after removal from decedents.
	35	Document and perform disposition of residue from cremation in accordance with laws and regulations.	75	Knowledge of legal requirements and methods for the disposal of cremation residue.

<b>Content Area 4: Managerial Duties (28%):</b> This area assesses the candidate's ability to perform required administrative, operational, and supervisory duties.				
Sub Area	Task #	Task	K #	Knowledge
I. Maintenance (6%)	36	Maintain cremation facility and equipment according to state and manufacturing requirements, and maintenance schedule (e.g., weekly, monthly).	76	Knowledge of cleaning procedures and maintenance.
			77	Knowledge of laws pertaining to maintenance and maintenance recordkeeping.
			78	Knowledge of cremation chamber manufacturer scheduled maintenance.
			79	Knowledge of state-required crematory equipment maintenance.
	37	Maintain crematory licenses, paperwork, and training documentation as required by laws and regulations.	80	Knowledge of legal requirements regarding licenses, display of licenses, and training documentation.

	38	Arrange for disposal of biohazardous waste.	81	Knowledge of biohazardous waste disposal laws and regulations.
II. Administration (17%)	39	Schedule cremations to fit the needs of the case characteristics (e.g., prioritizing cases when necessary).	82	Knowledge of conditions that require cremation prioritization.
			83	Knowledge of caseload characteristics (e.g., case volume) that require special handling.
	40	Assess cremation caseload to determine if refrigeration of decedent is required.	84	Knowledge of refrigeration timeframe requirements.
	41	Schedule crematory operators based upon case load.	85	Knowledge of business and management principles involved in coordination of people and resources.
	42	Maintain cremation case records as required by laws and regulations.	86	Knowledge of legal requirements for maintaining cremation case records.
	43	Maintain records for local air quality control regulators.	87	Knowledge of air quality emissions reporting.
	44	Track cremation cases for report to Cemetery and Funeral Bureau.	88	Knowledge of Cemetery and Funeral Bureau cremation report requirements.
	45	Review documentation and cremation log for accuracy.	89	Knowledge of methods used to maintain cremation case records.
			90	Knowledge of information that must be recorded in a cremation log.
	46	Notify the Cemetery and Funeral Bureau of pertinent information (e.g., licensing, compliance, and other required reports).	91	Knowledge of compliance and licensing requirements.
92			Knowledge of information that must be reported to the Cemetery and Funeral Bureau.	
III. Training and Supervision (5%)	47	Train crematory operators to utilize and maintain the crematory chamber and equipment in accordance with laws and regulations.	93	Knowledge of methods used to train crematory operators.
			94	Knowledge of training and certification requirements for crematory operators.
	48	Certify crematory operators in the use of the crematory chamber.	95	Knowledge of legal requirements regarding documentation of required training for crematory operators.
	49	Supervise crematory operator performance to ensure safe and competent completion of job tasks.	96	Knowledge of cremation practices and crematory procedures in accordance with laws and regulations.
			97	Knowledge of procedures used to determine whether crematory operator is performing cremation process correctly.

**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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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 Crematory 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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