



PSI Services LLC
3210 E Tropicana
Las Vegas, NV 89121

<https://test-takers.psiexams.com/gamb>

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



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Please refer to our website to check for the most updated information at <https://test-takers.psiexams.com/gamb>

EXAMINATIONS BY PSI

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

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

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

HOW TO OBTAIN A LICENSE

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

Professional Licensing Boards Division
The Georgia State Board of Funeral Services
237 Coliseum Drive
Testing Center, Building B
Macon, GA 31217-3858
(478) 207-2440
www.sos.ga.gov/plb/funeral

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

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

PSI Services LLC
3210 E Tropicana
Las Vegas, NV 89121
(855) 744-0314 • Fax (702) 932-2666
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EXAMINATION REGISTRATION AND SCHEDULING PROCEDURES

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

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

INTERNET REGISTRATION

For the fastest and most convenient test scheduling process, PSI recommends that candidates register for their exams using the Internet. In order to register over the Internet, candidates will need to have a valid credit card (Visa, MasterCard, American Express or Discover). Candidates register online by accessing PSI's registration website at <https://test-takers.psiexams.com/gamb>. Internet registration is available 24 hours a day.

Log onto PSI's website and select *Sign in / Create Account*. Select *Create Account*. You are now be ready to pay and schedule for the exam. Enter your zip code and a list of the testing sites closest to you will appear. Once you select the desired test site, available dates will appear. If you have problems, contact PSI at (855) 744-0314 for help.

TELEPHONE REGISTRATION

For telephone registration, you will need a valid credit card (Visa, MasterCard, American Express or Discover).

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

PSI registrars are available at (855) 744-0314 Monday through Friday between 7:30 am and 10:00 pm, or Saturday and Sunday between 9:00 am and 5:30 pm, Eastern Time, to receive the information listed on your Examination Registration Form and to schedule your appointment for the examination.

For Fax registration, you will need a valid credit card (Visa, MasterCard, American Express or Discover).

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

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

Please allow 4 business days to process your Registration. After 4 business days, you may call PSI to schedule the examination, (855) 744-0314.

STANDARD MAIL REGISTRATION

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

1. Complete the PSI registration form, and appropriate examination fee to PSI. Payment may be made by credit card (VISA, MasterCard, American Express or Discover), money order, cashier's check or company check. Personal checks and cash are NOT accepted. Money orders and checks should be made payable to PSI. Print your ID number on your cashier's check or money order to ensure



that your fees are properly assigned. **CASH AND PERSONAL CHECKS ARE NOT ACCEPTED.**

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

2. If your application or fees are not correct, we will return them to you immediately with instructions on correct application procedures.
3. Please allow 2 weeks to process your Registration. After 2 weeks, you may call PSI at (855) 744-0314, Monday-Friday between 7:30 am and 10:00 pm, or Saturday and Sunday between 9:00 am and 5:30 pm, Eastern Time, to schedule the examination.

CANCELING AN EXAMINATION APPOINTMENT

You may cancel and reschedule an examination appointment without forfeiting your fee if your *cancellation notice is received 2 days before the scheduled examination date*. For example, for a Monday appointment, the cancellation notice would need to be received on the previous Saturday. You may call PSI at (855) 744-0314 or use the PSI website.

Note: A voice mail message is NOT an acceptable form of cancellation.

SCHEDULING A RE-EXAMINATION

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

MISSED APPOINTMENT OR LATE CANCELLATION

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

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

EXAM ACCOMMODATIONS

All PSI examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990, and exam accommodations will be made in meeting a candidate's needs. A candidate with a disability or a candidate who would otherwise have difficulty taking the examination must follow the instructions on the Exam Accommodations Request Form at the end of this Candidate Information Bulletin.

EXAMINATION SITE CLOSING FOR AN EMERGENCY

In the event that severe weather or another emergency forces the closure of an examination site on a scheduled examination date, your examination will be rescheduled. PSI personnel will attempt to contact you in this situation. However, you may check the status of your examination schedule by calling (855) 744-0314. Every effort will be made to reschedule your examination at a convenient time as soon as possible. You may also check our website at <https://test-takers.psiexams.com/gamb>.

VETERAN PREFERENCE POINTS

1. Georgia law (General Provisions Volume 30, Title 43-1-9 (1)(2)(3)) provides that veterans meeting certain conditions are eligible for the addition of five or ten percentage points to their examination scores.
2. To qualify, veterans must have served for a minimum of one year in active duty status and must have served during a period of conflict or war for a minimum of 90 days. The law provides that you may also qualify for veteran's preference points if you were "discharged for injury or illness incurred in [the] line of duty...if [your] disability is rated at 10 percent or above at the time of taking the examination."

To apply for Veterans' Preference Points candidates must submit a copy of their DD-214 form and documentation of disability if applicable, to the Board office at the time of application.

If you have been approved for Veteran Preference Points, you will receive a final score report which from the Board office once your scores have been received.

EXAMINATION SITE LOCATIONS

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

PSI Atlanta (Duluth)

3505 Koger Blvd, Suite 175
Duluth, GA 30096

From I-85 N: Use the right lane to take exit 104 for Pleasant Hill Rd. Use the second to the right lane to turn right onto Pleasant Hill Road. Use the left two lanes to turn left onto Breckinridge Blvd. Turn right onto Centerview Dr. NW. Turn right onto Koger Blvd. The building is on the right.

PSI Atlanta (Marietta)

The Pavilions at East Lake Shopping Center
2100 Roswell Road NE, Suite 2128
Marietta, GA 30062



Exit I-75 at North Marietta Parkway (Loop 120/Exit 263). Drive approximately 1.5 miles to the 120 Roswell Road exit (go past Powers Ferry and Lower Roswell Roads). Exit at the 120 East Roswell Road and head east for approximately 1 mile. The Pavilions at East Lake Shopping Center is on the right side of the road.

PSI Macon

3902 Northside Dr, Suite C5
Macon, GA 31210

From the North, take I-75 South to exit 169. Turn right onto Arkwright Road. Turn right at the second traffic light. Turn left at Ashley Park Office Building. You must enter and park from rear of buildings.

From the South, take I-75 North to exit 169. Turn left onto Arkwright Road. Turn right at the third traffic light. Turn left at Ashley Park Office Building. You must enter and park from the rear of buildings.

PSI Tifton

251 Southwell Blvd. Suite A
Tifton, GA 31794

I-75 S / GA-401 S. Take the Southwell Blvd exit- Exit 59. Turn Left onto CR-204 / Southwell Blvd. Continue to follow Southwell Blvd.

Additionally, PSI has examination centers in many other regions across the United States. You may take the written examination at any of these locations by filling out and faxing the Out-of-State Request form found at the end of this bulletin.

REPORTING TO THE EXAMINATION SITE

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

REQUIRED IDENTIFICATION AT EXAMINATION SITE

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

If you cannot provide the required identification, you must call (855) 744-0314 at least 3 weeks prior to your scheduled appointment to arrange a way to meet this security requirement. *Failure to provide all of the required identification at the time of the examination without notifying PSI is considered a missed appointment, and you will not be able to take the examination.*

SECURITY PROCEDURES

The following security procedures will apply during the examination:

- Only non-programmable calculators that are silent, battery-operated, do not have paper tape printing capabilities, and do not have a keyboard containing the alphabet will be allowed in the examination site.
- Candidates may take only approved items into the examination room.
- All personal belongings of candidates should be placed in the secure storage provided at each site prior to entering the examination room. Personal belongings include, but are not limited to, the following items:
 - Electronic devices of any type, including cellular / mobile phones, recording devices, electronic watches, cameras, pagers, laptop computers, tablet computers (e.g., iPads), music players (e.g., iPods), smart watches, radios, or electronic games.
 - Bulky or loose clothing or coats that could be used to conceal recording devices or notes. For security purposes outerwear such as, but not limited to: open sweaters, cardigans, shawls, scarves, hoodies, vests, jackets and coats are not permitted in the testing room. **In the event you are asked to remove the outerwear, appropriate attire, such as a shirt or blouse should be worn underneath.**
 - Hats or headgear not worn for religious reasons or as religious apparel, including hats, baseball caps, or visors.
 - Other personal items, including purses, notebooks, reference or reading material, briefcases, backpacks, wallets, pens, pencils, other writing devices, food, drinks, and good luck items.
- Although secure storage for personal items is provided at the examination site for your convenience, PSI is not responsible for any damage, loss, or theft of any personal belongings or prohibited items brought to, stored at, or left behind at the examination site. PSI assumes no duty of care with respect to such items and makes no representation that the secure storage provided will be effective in protecting such items. If you leave any items at the examination site after your examination and do not claim them within 30 days, they will be disposed of or donated, at PSI's sole discretion.
- Person(s) accompanying an examination candidate may not wait in the examination center, inside the building or on the building's property. This applies to guests of any nature, including drivers, children, friends, family, colleagues or instructors.
- No smoking, eating, or drinking is allowed in the examination center.
- During the check in process, all candidates will be asked if they possess any prohibited items. Candidates may also be asked to empty their pockets and turn them out for the proctor to ensure they are empty. The proctor may also ask candidates to lift up the ends of their sleeves and the bottoms of their pant legs to ensure that notes or recording devices are not being hidden there.
- Proctors will also carefully inspect eyeglass frames, tie tacks, or any other apparel that could be used to harbor a recording device. Proctors will ask to inspect any such items in candidates' pockets.



- If prohibited items are found during check-in, candidates shall put them in the provided secure storage or return these items to their vehicle. PSI will not be responsible for the security of any personal belongings or prohibited items.
- Any candidate possessing prohibited items in the examination room shall immediately have his or her test results invalidated, and PSI shall notify the examination sponsor of the occurrence.
- Any candidate seen giving or receiving assistance on an examination, found with unauthorized materials, or who violates any security regulations will be asked to surrender all examination materials and to leave the examination center. All such instances will be reported to the examination sponsor.
- Copying or communicating examination content is violation of a candidate’s contract with PSI, and federal and state law. Either may result in the disqualification of examination results and may lead to legal action.
- Once candidates have been seated and the examination begins, they may leave the examination room only to use the restroom, and only after obtaining permission from the proctor. Candidate will not receive extra time to complete the examination.

TAKING THE EXAMINATION BY COMPUTER

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

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.

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

TEST QUESTION SCREEN

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

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

EXPERIMENTAL QUESTIONS

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

EXAMINATION REVIEW

PSI, in cooperation with the Georgia Professional Licensing Board, will be consistently evaluating the examination being administered to ensure that the examination accurately measures competency in the required knowledge areas. While taking the examination, examinees will have the opportunity to provide comments on any questions. Comments may be entered by clicking the Comments link on the function bar of the test question screen.

These comments will be analyzed by PSI examination development staff. PSI does not respond to individuals regarding these comments, all substantive comments are reviewed. **This is the only review of examination materials available to candidates.**

SCORE REPORTING

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

- **On screen** - your score will appear immediately on the computer screen. This will happen automatically at the end of the time allowed for the examination.
 - If you **pass**, you will immediately receive a successful notification.
 - If you **do not pass**, you will receive a diagnostic report indicating your strengths and weaknesses by examination type with the score report.

You may request a duplicate score report after your examination by emailing scorereport@psionline.com.

TIPS FOR PREPARING FOR YOUR LICENSE EXAMINATION

The following suggestions will help you prepare for your examination.

- Planned preparation increases your likelihood of passing.
- Start with a current copy of this Candidate Information Bulletin and use the examination content outline as the basis of your study.
- Read study materials that cover all the topics in the content outline.
- Take notes on what you study. Putting information in writing helps you commit it to memory and it is also an excellent business practice. Underline or highlight key ideas that will help with a later review.



- Discuss new terms or concepts as frequently as you can with colleagues. This will test your understanding and reinforce ideas.
- Your studies will be most effective if you study frequently, for periods of about 45 to 60 minutes. Concentration tends to wander when you study for longer periods of time.

EXAMINATION CONTENT OUTLINE

GA Funeral Services and Apprentice Laws and Rules Exam
 50 scored items
 Minimum Passing Score: 35/50
 90 Minutes

I. Funeral Services Board Laws and Rules (15-20 questions)

- Law**
 - Board composition and powers
 - Funeral Director in full and continuous charge
 - Pre-need
 - Handling of funds
 - Reports to Insurance Commissioner
 - Revocability
 - Replacement of merchandise
 - Keeping of records
 - Owner of contract
 - Taxes on pre-need trusts
- Rules**
 - Apprenticeship
 - Registration
 - Service
 - Embalmer licensure
 - Establishment licensure and regulations
 - Crematory licensure and regulations
 - Disciplinary procedures

II. Vital Records (7-10 questions)

- Filing death certificates**
 - Ordinary filing
 - Fetal death
 - Infant less than one year old
 - Coroner cases
 - Amending death certificates
- Funeral director's records**
 - Keeping records
 - Disclosing records
 - Obtaining copies of records
 - Permits for disinterment/reinterment
 - Permits for transporting remains
 - Transporting across state lines
 - Transporting to offsite crematorium

III. Dead Bodies (7-10 questions)

- Pronouncement of death

- Coroner cases
- Hospice cases
- Military cases
- Unclaimed bodies
- Liability for personal effects
- Permission to embalm
- Trafficking in bodies illegal
- HIV tests
- Communicable Diseases
- Cremation
- Next of kin's rights to disposition of human remains

IV. Insurance (4-5 questions)

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

V. Related Laws and Rules (7-10 questions)

- Funeral processions
- Cemeteries may have requirements
- Private plots
- Social Security burial benefits
- Veteran's Administration burial benefits
- Claiming burial funds from depositories

REFERENCE LIST

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

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

This examination is CLOSED BOOK.

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

The Georgia Funeral Service Laws and Rules Exam is based on the Official Code of Georgia, Annotated (OCGA) and the Georgia Board of Funeral Service's Rules.

The link to the "Georgia Code" is below.

<https://advance.lexis.com/container?config=00JAAzZDgzNzU2ZC05MDA0LTRmMDItYjkzMS0xOGY3MjE3OWNIODIKAFBvZENhdGFsb2FclFfJnJ2IC8XZi1AYM4Ne&crd=364c7898-b681-4d4b-910d-17ebd43a8f22>

The link to the "Georgia Rules and Regulations" is below.

<http://rules.sos.state.ga.us/GAC/>



Topic	Reference
Eye Banks	OCGA 31-23-5
GA Cemetery and Funeral Service Act of 2000	OCGA 10-14
Cemeteries, Preneed Dealers and Merchandise Dealers	Rules of Cemeteries, Preneed Dealers and Merchandise Dealers, Ch 590-3
Vital Records	OCGA 31-10
Vital Records	Rules of the Department of Public Health, Ch 511-1-3
Insurance	OCGA 33-1-10 through 13
Uniform Rules of the Road, Funeral Processions	OCGA 40-6-76
Coroners	OCGA 45-16
Descent and Distribution	OCGA 53-4
Year's Support	OCGA 53-5
Uniform Simultaneous Death Act	OCGA 53-10
Deposits of Deceased Depositors	OCGA 7-1-239
Funeral Directors and Embalmers	OCGA 43-18
GA Board of Funeral Directors	Rules of Funeral Directors and Embalmers, Ch 250
Anatomical Gift Act	OCGA 44-5-6
Dead Bodies	OCGA 31-21
Clinical Laboratories	OCGA 31-22-9.1 and 9.2
Veterans Administration Benefits	www.CEM.VA.gov
Social Security Benefits	https://www.ssa.gov/pubs/EN-05-10084.pdf



All examination centers are equipped to provide access in accordance with the Americans with Disabilities Act (ADA) of 1990.

Applicants with disabilities or those who would otherwise have difficulty taking the examination should request for alternative arrangements by [Clicking Here](#).

Requirements for exam accommodation requests:

You are required to submit documentation from the medical authority or learning institution that rendered a diagnosis. Verification must be uploaded to PSI on the letterhead stationery of the authority or specialist and include the following:

- Description of the disability and limitations related to testing
- Recommended accommodation/modification
- Name, title and telephone number of the medical authority or specialist
- Original signature of the medical authority or specialist

**MAKE SURE YOU ARE REGISTERED FOR THE EXAMINATION BEFORE
REQUESTING EXAMINATION ACCOMMODATIONS**

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