



CANDIDATE INFORMATION BULLETIN

Massachusetts Board of Embalming & Funeral Director

INTRODUCTION

The Massachusetts State Board of Embalming & Funeral Director has engaged Professional Credential Services (PCS), for application processing, examination administration and score reporting for the required examinations. The Candidate Information Bulletin (CIB) is intended for your use in the preparation for and understanding of the process and procedure pursuant to your licensing.

LICENSE TYPES:

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

CERTIFICATION PROCESS

Apprentice

- Candidate submits completed application and fee to PCS.
- PCS sends completed applications to the MA State Board for final approval and notify candidate to contact the Board for an affirmation meeting.
- Candidate must be accompanied with the sponsor, who has a Funeral Establishment Certificate number, to the Board affirmation meeting.

Application fee: \$70 (includes Board fee)

EXAMINATION PROCESS

License Type 6

Note: Candidate must have successfully passed the National Exam, have completed at least two years of apprenticeship and have embalmed at least 50 bodies to be eligible for examination.

- Candidate submits completed application and application fee to PCS.
- The candidate will be sent a discrepancy letter if the application is incomplete.
- Completed application and supportive documents are forwarded to the MA State Board for a final approval.
- Board reviews and notifies PCS of approved candidates.
- Board notifies unapproved candidates.
- PCS sends approval letter to candidates along with a PCS scheduling form.
- Candidate submits scheduling form and examination fee to PCS. Note: Candidate must pass both the Written Practical and Jurisprudence examination to be licensed.
- PCS sends Authorization Letter to candidates.
- Candidates schedule and test at a PSI Test Center.
- PCS will notify candidates of the pass/fail status within 10 business days after the examination. Candidates must pass both exams in order to be licensed.
- Unsuccessful candidates will receive score notices and rescheduling information (telephone registration).
- Candidates have until the expiration date indicated on the Authorization letter to take and pass both examinations at an authorized testing center. If you do not take and pass the examination within this period, you will forfeit all

funds paid and be required to re-apply with PCS as a first time candidate.

- Candidates that take the examination and fail within your allotted time you will be required to re-apply with PCS and pay the applicable re-exam fees.
- Passed candidates will be provided with instructions on the swearing-in ceremony before the Board. Sworn-in candidates will contact PCS to pay for the license.
- Certification number is posted on Board's website within 10 business days of license payment. Board will mail wallet certificate to candidate within 4 to 6 weeks.

Application fee: \$248 (includes Board fee)

Examination fee: \$110 (\$55 for each part)

License fee: \$66

Reciprocity Candidates

Candidate must complete and submit an "Out of State Application" with supporting documentation to PCS. Reciprocity candidates are those who: Hold a valid and current license in another state or jurisdiction.

- Candidate submits completed application and application fee to PCS.
- The candidate will be sent a discrepancy letter if the application is incomplete.
- Completed application and supportive documents are forwarded to the MA State Board for a final approval.
- Board reviews and notifies PCS of approved candidates along with which exam(s) are required. Depending on the experience documentation candidates submit with their application the Board determines if both the Written Practical and Jurisprudence is required or only the Jurisprudence.
- Board notifies unapproved candidates.
- PCS sends approval letter indicating which exam(s) are required to candidates along with a PCS scheduling form
- Candidates submit scheduling form and examination fee to PCS.
- PCS sends Authorization Letter to candidates.
- Candidates schedule and test at a PSI Test Center.
- PCS will notify candidates of the pass/fail status within 10 business days after the examination. Candidates must pass the required exams in order to be licensed.

- Unsuccessful candidates will receive score notices and rescheduling information (telephone registration).
- Passed candidates will be provided with instructions on the swearing-in ceremony before the Board. Sworn-in candidates will contact PCS to pay for the license.
- Certification number is posted on Board's website within 10 business days of license payment. Board will mail wallet certificate to candidate within 4 to 6 weeks.

Application fee: \$248 (includes one time Board fee)

Examination fee: \$110 (\$55 for each part)

License fee: \$66

Payment must be either a Visa/MasterCard or a certified check/money order/company check made payable to PCS. The applicant's Social Security number must be posted on the check or money order. Fees are non-refundable and non-transferable.

EXAMINATION DEADLINE DATES, SCHEDULE & SITES

Board Deadline

With computer-based testing, there is no deadline date as the Board will process your documentation and notify PCS once you have been approved to test. PCS will then mail you a scheduling form.

PCS Deadline

PCS Scheduling Forms should be submitted at least 30 days prior to desired test date. Once PCS receives your scheduling form, it will be processed within seven business days. Your eligibility file will be forwarded to PSI, the computer-based test center, and you will receive an Authorization Letter with instructions on how to schedule your examination appointment.

Schedule

The Funeral Director Examination is offered on a daily basis on a computer-based testing platform utilizing the PSI test centers. Your Authorization Letter will provide you with information on how to contact PSI to schedule your examination time.

PSI is also the computer-based testing platform for other National and State certification and licensure programs. Thus you should permit sufficient time between the time you call to schedule your examination and the time you wish to sit for your examination. This is because a "seat" may not be readily available at the time you wish to test if there

is not sufficient lead-time in placing your scheduling call.

PCS will mail an authorization Letter to eligible candidates who have submitted a complete Examination Scheduling Form along with the examination fee. Candidates have six (6) months from the issuance of their authorization letter to take the examination

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

Site Locations

You may access site information by visiting www.PSI.com. Click on "Test Taker/Candidates" and choose "Find A Testing Center." Testing will be available at site locations listed within and outside Massachusetts. You may download site directions and site hours from this web site.

Site Environmental Distractions

Although every attempt is made to provide a quiet and comfortable test environment, noise and room temperatures may be an unforeseen distraction. It is suggested that you bring earplugs and wear clothing that can help you to adapt to a cooler or warmer climate in the examination room.

AUTHORIZATION LETTER

Candidates must allow seven business days for processing of their scheduling form. Candidates will receive an Authorization Letter outlining the steps to be taken to schedule your examination(s).

If Authorization Letters have not been received after two-weeks, please contact PCS.

ADMISSION REQUIREMENTS

1. You must present your specific Authorization Letter and one form of identification with a photograph and your signature (i.e. driver's license, government-issued identification card, or passport) in order to be admitted to the examination room. The name submitted on your scheduling form must be an exact duplication of the name on your identification.
2. The identification must be current, clearly recognizable or you will not be admitted to test. If your photo does not have a signature, you must bring a second form of signature identification. If you do not have proper identification, you will not be admitted to test.

3. It is your responsibility to be at the examination center on time. Candidates will not be permitted into the examination room after your scheduled testing time. It is strongly suggested that you visit the Test Center before the day of the exam so you are familiar with the route and the needed time.

COMPUTER TESTING

The Funeral Director Examination is in a multiple-choice format. A Site Administrator will be available to assist you to become familiar with the testing process prior to your actual testing time. Please become familiar with the process prior to beginning your actual test.

If you experience difficulties with your computer, please notify the Site Administrator.

SECURITY GUIDELINES

The Commonwealth of Massachusetts copyrights all test questions. Copying, reproducing or taking any action to reveal the contents of an examination in whole or in part is unlawful.

Any irregularity such as an act of impersonation, creating a disturbance, giving or receiving unauthorized information or aid to other candidates, attempting to remove test information by any means, possession of unauthorized notes or equipment may be sufficient cause for you to leave the examination room. All such irregularities will generate a report to the Board and PCS.

No visitors, guests or children are permitted in the examination room.

No food, beverages, notebooks, magazines, reference materials, backpacks, briefcases, hats, caps or electric devices such as cameras, walkmans, radios, tape players, portable fax machines, cellular telephones, calculator watches, reproduction equipment, beepers or pagers are permitted in the examination room. If any of the aforementioned items are found on a candidate, the Site Administrator will collect it until the end of the examination and provide a written report of the incident to the Board and PCS.

No smoking or the use of tobacco is permitted in the examination room.

RESCHEDULE, REFUND AND EMERGENCY POLICY

Reschedule Policy

Candidates who wish to reschedule an examination MUST notify PSI at least three working days prior to the scheduled test date. If you scheduled your test date within this three-day window, you will not have the opportunity to reschedule.

You will forfeit all examination fees if you do not appear for your scheduled examination or are not admitted due to lack of proper photo/signature identification.

Refund Policy

Fees are non-refundable and non-transferable. Postponements are not allowed. Failure to take the examination for which you are scheduled for will result in a forfeiture of fees. To schedule for a future examination you will be required to submit a new PCS examination fee.

Emergency Policy

In the event of inclement weather or similar emergency, you should contact PSI to ascertain the status of the test site. If PSI must cancel or delay an examination, you will be notified and rescheduled at no additional cost.

However, given the difficulties in canceling a test center, this decision is rarely made. If the test center is open and you choose not to appear for testing, your examination fee will be forfeited.

SPECIAL ACCOMODATIONS

In accordance with the provisions of the Americans with Disabilities Act (ADA), examination administration modifications are available for candidates who qualify. PCS must receive a completed ADA Accommodation Request Form along with written qualifying documentation, from a proper health care professional, verifying the need for the special accommodation requested. The ADA Accommodation Request Form is available upon request from PCS.

NAME OR ADDRESS CHANGE

Any name or address change must be reported in writing to PCS. Be sure to include your name, as it appears on your application, Social Security number and signature along with the information to be changed. For a name change, you must submit a photocopy of a legal document verifying the name change (e.g. marriage certificate, divorce decree or legal document indicating any name change).

EXAMINATION CONTENT

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

The Written Practical examination will contain 50 multiple-choice questions in the following content areas:

1. Restorative Arts	9 questions
2. Body Preparation and Mortuary Science	32 questions
3. Disease Control and Safety Precaution	9 questions

There is no penalty for guessing so it is to your advantage to answer every test question. This is a closed book examination. You will have 2 hours for the Jurisprudence Portion and 1.5 hours for the Practical Portion.

REFERENCE MATERIALS

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

- MA Embalming & Funeral Director Rules and Regulations, please visit the MA website at http://www.mass.gov/dpl/boards/em/rule_reg.htm or call the MA Bookstore at 617-727-2834.
- FTC Funeral Rule 16 CFR 453 (which it can be found at www.ftc.gov/bcp/rulemaking/funeral

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

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

EXAMINATION RESULTS

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

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

Results will be mailed within 10 business days after the examination. NO results will be given over the telephone. Please do not call the MA Board or PCS for test results.

CANDIDATE APPEAL PROCESS

Please contact PCS in writing if you wish to make a comment concerning the test administration process or on a particular test question. You should provide your name, address, Social Security Number and the test date with your particular comment. Your letter will be researched and acted upon accordingly.

CORRESPONDENCE

Please contact the Board with questions regarding certification:

Massachusetts Board of Funeral Services
Division of Professional Licensure
1000 Washington St -- 7th Floor
Boston, MA 02118
Phone: 617-727-1718
<http://www.mass.gov/dpl/boards>

Please contact PCS with questions regarding the examination administration and score reporting:

PCS
MA Funeral Director Coordinator
P.O. Box 198689
Nashville, TN 37219-8689
Phone: (toll-free) 877-U-TRY-PCS (877-887-9727)
Fax: 615-846-0153
www.pcshq.com