



CANDIDATE INFORMATION BULLETIN

COMMONWEALTH OF PENNSYLVANIA FUNERAL DIRECTORS JURISPRUDENCE AND PRACTICAL EXAMINATION

The Pennsylvania State Board of Funeral Directors has engaged Professional Credential Services (PCS), for scheduling, examination development, administration and score reporting. Please read the following information carefully before completing the enclosed application form. All inquiries regarding the examination administration must be directed to the Pennsylvania Funeral Director Coordinator at PCS.

FILING APPLICATIONS**Board Documentation**

(First-time Candidates only)

Must submit the Board resident internship application and supporting documentation to the Pennsylvania State Board of Funeral Directors. This must be completed prior to receiving a Scheduling Form to take the examination.

For information regarding qualifications for taking the licensing examination, please refer to The Pennsylvania Code, Title 49, Chapter 13, Section 13.61 and the State Board of Funeral Directors Act, Section 3, 4 and 5.

PCS Documentation

The Board will notify PCS once you are approved to test. PCS will mail a scheduling form to all approved candidates.

A completed scheduling form and examination fee must be mailed to PCS.

The name on your scheduling form must be an exact duplicate of the name on your photo and signature identification. If the information is not an exact duplicate, you may encounter a problem when you appear at the test site.

SPECIAL ACCOMMODATIONS

In accordance with the provisions of the Americans with Disabilities Act, examination administration modifications are available for candidates who qualify. Such candidates must obtain an official form from PCS on which to request special modifications. The completed form must be returned to PCS with all required documentation 60 days prior to the month in which you wish to schedule your examination.

The Special Accommodation Form can be found on the PCS web site.

EXAMINATION FEES

First-Time: \$190

Re-Exam: \$170*

Out-of-State: \$190

*The Re-Exam fee is for all repeat candidates regardless if the candidate is scheduling for one or both examination(s). It is also for a non passing score.

The fee should be made payable to the PCS/PAFD. The fee payment may be made by a certified check/U.S. money order or a Visa or MasterCard. The candidate's Social Security Number must be posted on the certified check or money order. For those who wish to pay with a Visa or MasterCard, the scheduling form will include information on the utilization of the credit card, if you prefer this option.

You must test within 90 days of issuance of your Authorization Letter. Failure to test within the 90-day window will result in the forfeiture of your examination fees. You must then call PCS to submit the examination fee to re-instate your test eligibility status.

See rescheduling and refund policy.

EXAMINATION DEADLINE DATES, SCHEDULE & SITES**Deadline Dates****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

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 two weeks. 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 locations. 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.

Site Locations

You may access site information by visiting www.psiexams.com. Click on "Test Taker/Candidates" and choose "Find A Testing Center." Testing will be available at site locations listed within and outside Pennsylvania. 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 if you are sensitive to noise or temperature variations, you may want to bring earplugs and types of dress that can help you to adapt to a cooler or warmer climate in the examination room. PSI will work with the test site staff to anticipate potential problems.

AUTHORIZATION LETTER

Candidates must allow two weeks for processing of their scheduling form. Candidates will receive an Authorization Letter outlining the steps to be taken to schedule your examination. You will receive an Authorization Letter for each separate examination. Thus, if you are a first-time candidate, you will receive a Jurisprudence Authorization and a Practical Authorization Letter.

If Authorization Letters have not been received after the two-week submission period, 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. drivers license, school or work 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 site 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 Pennsylvania 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.

NAME OR ADDRESS CHANGE

Any name or address change must be reported in writing to the Pennsylvania State Board and 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 (i.e. marriage certificate, divorce decree or legal document indicating a name change).

Candidates should notify PCS no later than 5 days after your test date to prevent any delay in the score reporting process.

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

Candidates who wish to cancel from the examination process and receive a partial refund must notify PCS prior to scheduling an examination test date. A written request must be received within 30 days of the submission of your scheduling form to PCS. A \$65 PCS processing fee will apply to all candidates. All refunds will be issued 30 days after receipt of the request.

Refunds are not granted to candidates who scheduled an examination and then wished to withdraw from the examination process, who failed to test within the 90-day window, who failed to reschedule their examination within the appropriate timeframe or who failed to appear or were not admitted for testing.

All Board fees are non-refundable.

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.

EXAMINATION CONTENT

The jurisprudence portion of the examination contains 45 multiple-choice test questions.

The practical portion of the examination contains 35 multiple-choice test questions. The Examination contains three content areas:

- (1) Restorative Arts with 6 questions,
- (2) Body Preparation and Mortuary Science with 23 questions and
- (3) Disease Control and Safety Precautions with 6 questions.

In addition to these 45/35 questions, there may be a maximum of 5 pre-test questions. Pre-test questions are randomly placed within a test form to gain additional statistical information and are not computed in your score results.

There is no penalty for guessing, so it is to your advantage to answer every test question.

The Funeral Director Examinations is a closed book examination. You will have one hour of testing time for the Jurisprudence and one hour of testing time for the Written Practical.

REFERENCES

The Jurisprudence Examination is based on the following reference material:

State Board of Funeral Directors Act.

Pennsylvania Code, Title 49. Professional & Vocational Standards. Department of State. Chapter 13. State Board of Funeral Directors.

You may obtain these study materials from the State Board web site or by contacting the State Board.

Pardons Pennsylvania Annotated Statutes. Westlaw Electronic Research or the Library.

Vital Statistics Law of 1953. Division of Vital Records, New Castle, PA, 800-842-5040.

Federal Trade Commission Funeral Rule Compliance Summary. National Funeral Directors Association, 800-228-6332.

The Practical Examination is based on the following reference material:

Federal Occupational Safety and Health Administration Laws

1. General Rule
2. Hazard Communication Standard
3. Formaldehyde Standard
4. Bloodborne Pathogen Rule

Embalming: History, Theory, and Practice. Robert G. Mayer, Fourth edition, 2006. McGraw-Hill, ISBN: 0-07-143950-1.

EXAMINATION RESULTS

Candidates must achieve a scaled score of 75 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 both parts of the examination to meet the licensure requirements. If a candidate passes on examination and fails the other, the candidate must retake only the examination that was failed.

Score results will be transmitted from PSI to PCS on a weekly basis. Results will be mailed approximately 2 weeks after the examination. NO results will be given over the phone. Please do not call the PA Board, PSI 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.

SAMPLE QUESTIONS

The current OSHA short-term exposure limit is:

- (A) One part per minute (ppm) for 3 minutes
- (B) One part per minute (ppm) for 15 minutes
- (C) Two parts per minute (ppm) for 15 minutes
- (D) Five parts per minute (ppm) for 15 minutes

Correct response is C.

Which of the following is NOT a requirement for a new funeral establishment?

- (A) A separate office to conduct business activities
- (B) A preparation room to prepare human remains
- (C) A proper area or room for the reposing of human remains
- (D) Restroom facilities

Correct response is A.

LICENSURE

Upon meeting all Board requirements, passing the examination, completing the internship, and submitting the Case History Record and Preceptor's Affidavit (NOTE: Preceptor's Affidavit should be submitted to PCS with the Case History Record, signed and notarized on or after the internship expiration date), a Funeral Director's Licensure Application will be forwarded to the candidate by PCS. The Funeral Director Licensure Application should be completed in a timely manner and forwarded, by the candidate, to the Board office listed on the application.

All correspondence and questions related to examination eligibility and the resident internship application should be directed to:

State Board of Funeral Directors
P.O. Box 2649
Harrisburg, PA 17105-2649

Or

One Penn Center
2601 North Third Street
Harrisburg, PA 17110

Phone: 717-783-3397
Fax: 717-705-5540
Email: st-funeral@state.pa.us
Web site: www.dos.state.pa.us/funeral

All correspondence and questions related to examination scheduling forms, test development, administration, scoring and reporting should be directed to:

Professional Credential Services
PA Funeral Director Coordinator
P.O. Box 198689
Nashville, TN 37219-8689

Or

150 Fourth Ave N, Ste. 800
Nashville, TN 37219
Toll-free: 1-877-U-TRY-PCS
Fax: 615-846-0153
E-mail: pafdcord@pcshq.com
Web site: www.pcshq.com

Professional Credential Services staff is available by telephone Monday through Friday between 8:00 am and 4:30 pm, Central time.