



CANDIDATE INFORMATION BULLETIN

Commonwealth of Virginia Board of Funeral Directors and Embalmers

INTRODUCTION

The Candidate Information Bulletin (CIB) is intended for your use in the preparation for and understanding of the process and procedure pursuant to your license. This CIB pertains to the Board of Funeral Directors and Embalmers license process.

The Virginia Department of Health Professions (DHP) is responsible for licensing and regulating the profession. The Virginia Board of Funeral Directors and Embalmers, through DHP, requires an application for licensure. This is required to determine your eligibility for testing. For questions regarding your licensure application or eligibility, please contact the Board.

The Board, through DHP, has contracted with Professional Credential Services, Inc. (PCS) to provide various examination administrative services. For questions concerning the examination scheduling forms, test development, and examination administration, please contact PCS. All other calls can be directed to the Board.

EXAMINATION PROCESS

Steps to Testing

1. Obtain Information Sheet and Application Form from DHP's web site, http://www.dhp.state.va.us/funeral/fun_forms.htm. Please follow the procedures as outlined. Contact the Board office to request the forms to be mailed to you, answer questions concerning the application or your eligibility.

Board of Funeral Directors and Embalmers
Perimeter Center
9960 Mayland Drive, Suite 300
Richmond, VA 23233-1463
(804) 367-4479
fanbd@dhp.virginia.gov

2. Complete Application Form with other requirements as noted on the Information Sheet and forward to the Board office.
3. If approved for the examination, you will receive an Approval Letter with the Examination Scheduling Form that must be completed and returned with the examination fee of **\$150** to PCS.

PCS

P. O. Box 198689
Nashville, TN 37219-8689
(toll-free) 877.887.9727

Fax: 615.846.0153

E-mail: vafdcord@pcshq.com

Web site: www.pcshq.com

4. PCS will mail an Authorization Letter to eligible candidates who have submitted a complete Examination Scheduling Form along with the examination fee. **You must test within 6 months of your Board approval.** If you fail the exam, you must submit a new application to the Board and meet all current requirements.
5. Candidates with an Authorization Letter will call PSI to schedule the computer-based examination.
6. Candidates will test at a PSI test center. Candidates will not receive the results of the examination at the test center. NOTE: The Board receives the examination scores after each test period. No licenses will be issued until the Board has received and confirmed scores. The Board will issue the scores and the licenses.

Special Accommodations

Once you have been approved to test by the Board, contact PCS to request an ADA Accommodation Request Form or visit the VA Funeral Director page on the PCS web site at www.pcshq.com. Complete the form and return it to PCS with written documentation from a proper authority as proof of the disability and verifying the need for the special accommodation requested. The proper documentation required will be explained in the ADA Accommodation Request Form. Please allow two weeks for processing of a special accommodation request with proper supporting documentation. PCS will notify you when your special accommodations are processed and when you can schedule your examination.

Examination Schedule

Examinations are offered for one week each month using a computer-based testing platform at PSI test centers. The Authorization Letter will provide eligible candidates with information on how to schedule the examination.

2011 Examination Dates

- January 09 - 15
- February 13 - 19
- March 13 - 19
- April 10 - 16
- May 08- 14
- June 12 - 18
- July 10 - 16
- August 14 - 20
- September 11 - 17
- October 09 - 15
- November 13 - 19
- December 11 - 17

In order for PCS to best fulfill your request, please submit your completed Scheduling Form to PCS as early as possible in order to improve your chances to obtain the best date, best time, and most convenient testing location. 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 due to the fact that 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. *PSI can only schedule for the most current examination window. If you wish to schedule for future examination windows, you must wait until it becomes current.*

Please allow approximately five business days for PCS to process the Scheduling Form and transfer the information to PSI.

COMPUTER TESTING

The Funeral Service License Examination will be a multiple-choice format. You may access test center information at www.psiexams.com. Select "TEST TAKER/ CANDIDATES", then enter your zip code under "Find a Testing Center" to find the nearest test center to you. Maps and test center hours are available from the PSI web site as well. PSI can also be reached toll-free at 1-800-211-2754.

A Site Administrator will also 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. PSI provides a tutorial at the test site. The tutorial does not count against your allocated testing time.

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

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 the type of dress that would allow you to adapt to a cooler or warmer climate in the test center.

Rescheduling Policy

Candidates who wish to reschedule an examination without forfeiting the examination fee must notify PSI at least three business days prior to the scheduled test date.

You will forfeit your examination fee if you do not appear for your scheduled examination or are not admitted due to lack of proper photo/signature identification. **There will be no refunds and you must re-apply through the Board.**

Admission Requirements

1. You must present your Authorization Letter and one form of **identification with a photograph and your signature** (i.e. driver's license, school or work identification card, or passport) in order to be admitted to the examination room.
2. The identification must be **current, clearly recognizable** or you may 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 test 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 examination so you are familiar with the route and the travel time.

Items for Use in Examination

Calculators will be available on the computer. No other calculators are allowed.

Security Guidelines

The Commonwealth of Virginia 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 your removal from the examination room. All such irregularities will generate a report to the Board and will be considered prior to license approval.

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

No food, beverages, notebooks, magazines, backpacks, briefcases, hats, caps, reference books, or electronic 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 Test Center Administrator will collect it until the end of

the examination and provide a written report of the incident to the Board and PCS.

Smoking or the use of tobacco is prohibited in the examination room.

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.

NAME OR ADDRESS CHANGE

Any name or address change must be reported in writing to the Virginia Board of Funeral Directors and Embalmers. 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). You should notify the Board no later than 5 days after your test date to prevent any delay in the score reporting process.

EXAMINATION CONTENT

The examination will consist of 50 four-choice multiple-choice questions covering the following topics:

- 01 Regulations and Requirements
20 Questions
- 02 Pre-need Planning and Contracts
15 Questions
- 03 Funeral Service Internship
5 Questions
- 04 Department of Health: Vital Records
5 Questions
- 05 Preparation, Embalming, Handling and
Disposition of Dead Human Bodies
5 Questions

You will have 1.5 hours of testing time.

Suggested References

Code of Federal Regulations, Federal Trade Commission, Title 16, Part 453 - Funeral Industry Practices Revised Rule, 2004

This reference is available at www.ftc.gov

Code of Virginia, Title 54.1 as it relates to Regulatory Boards: Chapter 1 (§54.1-100 to §54.1-117), Chapter 24 (§54.1-2400 to §54.1-2409.3), Chapter 24.1 (§54.1-2410 to §54.1-2414), Chapter 25 (§54.1-2500 to §54.1-2507),

This reference is available at www.dhp.virginia.gov

Code of Virginia, Title 54.1 Funeral Service: Chapter 28 (§54.1-2800 to §54.1-2825)

This reference is available at www.dhp.virginia.gov

Code of Virginia: Vital Records, Section 32.1 (§32.1-272 to §32.1-286)

This reference is available at <http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC3201000>

Department of Health: Vital Records Regulations, 12 VAC 5-550

This reference is available at

www.vdh.state.va.us/vitalrec/index.asp

Department of Health: Code of Virginia: Postmortem Examinations and Services, Section 32.1 (§32.1-249 to §32.1-271)

This reference is available at <http://leg1.state.va.us/cgi-bin/legp504.exe?000+cod+TOC3201000>

The following three references are available at

www.dhp.virginia.gov:

Regulations of the Virginia Board of Funeral Directors and Embalmers: 18 VAC 65-20-10 et seq., Revised Date: September 8, 2008

Regulations of the Virginia Board of Funeral Directors and Embalmers: Regulations for Pre-need Funeral Planning, 18 VAC 65-3010 et seq., Revised Date: July 28, 2004

Regulations of the Virginia Board of Funeral Directors and Embalmers: Regulations for Funeral Service Internship Program, 18 VAC 65-40-10 et seq. Revised Date: March 21, 2007

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.

On the Monday following the conclusion of the previous testing window, score results from PSI will be electronically transmitted to PCS. PCS will review the results and electronically transmit the results to the Board office no later than Wednesday of that week. The Board will release the score notices to the Candidate once the scores are received.

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.