



Pearson  
VUE

**Florida**

**Funeral and  
Cemetery**

**Candidate Handbook**

**2018**

Stock #3510-00

# QUICK REFERENCE

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## APPLICATIONS AND APPROVAL

For information regarding how to apply for your license, please visit the Florida Division of Funeral, Cemetery and Consumer Services Web site at <http://www.myfloridacfo.com/Division/funeralcemetery/>.

## EXAM RESERVATIONS

### Before making an exam reservation

Candidates should thoroughly review this candidate handbook, which contains examination content outlines and important information regarding eligibility and the examination and licensing application process. Special Exam Accommodations and (ESL) English, as a Second Language must be approved prior to making an exam reservation (detailed on page 3).

### Making an exam reservation

Candidates may make a reservation by visiting <http://www.pearsonvue.com/fl/funeral/>.

Candidates should make a reservation at least one (1) business day before the desired examination date.

If you have problems making your reservation online, you may call (888) 274-2020 for assistance. NOTE: You are required by state and federal law to disclose your social security number on the license application. Section 666(a)(13) of Title 42, United States Code, requires each state to obtain the social security number of each applicant for a professional or occupational license on the application for the license. Section 626.171(6), Florida Statutes, implements this federal law. The purpose of collecting social security numbers is for administration of the child support enforcement provisions of Title IV-D of the Social Security Act. The Florida Funeral, Cemetery & Consumer Services also uses social security numbers for identity verification purposes in conjunction with background checks of applicants and for identity verification purposes in the Department's electronic database for licensees and applicants.

### Canceling or Re-scheduling a Reservation

For more information, please see the *Change/Cancel Policy* (page 3).

## EXAM DAY

### What to bring to the exam

Candidates should bring to the examination proper identification and other materials as dictated by the state licensing agency. A complete list appears in *What to Bring* (page 4).

### Exam procedures

Candidates should report to the test center at least thirty (30) minutes before the examination begins. The time allotted for the examination is detailed on the back cover of this candidate handbook.

## STATE LICENSING INFORMATION

Candidates may contact the Florida Funeral, Cemetery & Consumer Services with questions about obtaining or maintaining a license after the examination has been passed.

### Florida Division of Funeral, Cemetery and Consumer Services

200 East Gaines Street  
Tallahassee, FL 32399-0361

#### Statewide toll-free Phone

(800) 323-2627 (available from 8 a.m. - 5 p.m.)

#### Website

<http://www.myfloridacfo.com/Division/funeralcemetery/>

## EXAMINATION INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or about an upcoming examination.

### Pearson VUE Florida Funeral, Cemetery & Consumer Services

Attn: Regulatory Program  
5601 Green Valley Dr.  
Bloomington, MN 55437

#### Phone

(888) 274-2020

#### Email

[pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)

#### Website

[www.pearsonvue.com](http://www.pearsonvue.com)

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# OVERVIEW

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## **The candidate handbook is a useful tool in preparing for an examination.**

It is highly recommended that the Florida Funeral, Cemetery & Consumer Services Candidate Handbook be reviewed, with special attention given to the content outlines, before taking the examination. (*content outlines can be found on <http://www.pearsonvue.com/fl/funeral/>*)

## **Individuals who wish to obtain a license in the state of Florida must:**

### **1. Read this handbook.**

This handbook contains important information regarding licensing and examination reservations as well as examination content outlines.

### **2. Submit a license application.**

For information regarding how to apply for your license, please visit the Florida Division of Funeral, Cemetery and Consumer Services Web site at <http://www.myfloridacfo.com/Division/funeralcemetery/>. You will be required to pay the examination fee to the Division prior to making a reservation. *Effective October 1, 2018, the examination fee will increase from \$42 to \$44.*

### **3. Make an examination reservation.**

For all license types, go online to <http://www.pearsonvue.com/fl/funeral/> to make a reservation.

### **4. Go to the test center.**

Go to the test center on the reserved day to take the examination, bringing along proper identification. If the scheduled examination is not taken, the examination fee will be forfeited. An additional examination fee must be paid once another examination is scheduled.

## **NOTICE TO CANDIDATES**

Both Pearson VUE and the Florida Funeral, Cemetery & Consumer Services will use candidates' Social Security numbers only for identification purposes and for reporting examination results. The confidentiality of this information will be maintained.

# INTRODUCTION

## NOTICE TO CANDIDATES

Effective October 1, 2018, the examination fee will increase from \$42 to \$44.

## CONTACT INFORMATION

Candidates may contact Pearson VUE with questions about this handbook or an examination, or may contact the Florida Funeral, Cemetery & Consumer Services with questions about obtaining or maintaining a license.

### FOR STATE LICENSING

#### Florida Funeral, Cemetery & Consumer Services

200 East Gaines Street  
Tallahassee, FL 32399-0361

#### Statewide Toll-free Phone

(800) 323-2627 (available from 8 a.m. - 5 p.m.)

#### Website

<http://www.myfloridacfo.com/Division/funeralcemetery/>

### FOR EXAMINATIONS

#### Pearson VUE/Florida Funeral, Cemetery & Consumer Services

Attn: Regulatory Program  
5601 Green Valley Dr.  
Bloomington, MN 55437

#### Phone

(888) 274-2020

#### Website

[www.pearsonvue.com](http://www.pearsonvue.com)

#### Email

[pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com)

## THE LICENSING PROCESS

For information regarding how to apply for your license, please visit the Florida Funeral, Cemetery & Consumer Services Web site at <http://www.myfloridacfo.com/division/sfm/bfst/>.

## FINGERPRINT RESERVATION

To schedule a fingerprint reservation, please contact Pearson's third party vendor, IdentoGO By MorphoTrust USA (formerly known as L1 Enrollment).

Schedule your exam reservation first, then contact IdentoGO and schedule your fingerprint reservation as close to the start time of your examination as possible. It does not need to be the exact same time. As long as you make your fingerprint reservation, the testing center will be able to process your prints when you arrive for your exam.

Schedule your fingerprint reservation online at [www.pearson.ibtfingerprint.com](http://www.pearson.ibtfingerprint.com) or by phone at (877) 238-8232.

# EXAM RESERVATIONS

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## EXAM AUTHORIZATION

For information regarding how to apply for your license, please visit the Florida Division of Funeral, Cemetery and Consumer Services Web site at <http://www.myfloridacfo.com/Division/funeralcemetery/>.

## ONLINE RESERVATIONS

Candidates are required to make an examination reservation online by visiting <http://www.pearsonvue.com/fl/funeral/>. The site will prompt candidates to create a log-in and password before being able to make an examination reservation.

For assistance with online reservations call (888) 274-2020. **NOTICE regarding social security number:** You are required by state and federal law to disclose your social security number on the license application. Section 666(a)(13) of Title 42, United States Code, requires each state to obtain the social security number of each applicant for a professional or occupational license on the application for the license. Section 626.171(6), Florida Statutes, implements this federal law. The purpose of collecting social security numbers is for administration of the child support enforcement provisions of Title IV-D of the Social Security Act. The Florida Funeral, Cemetery & Consumer Services also uses social security numbers for identity verification purposes in conjunction with background checks of applicants and for identity verification purposes in the Department's electronic database for licensees and applicants.

Call center assistance can be accessed Monday through Friday from 8 am to 11 pm , Saturday 8 am to 5 pm and on Sunday 10 am to 4 pm *Eastern Standard Time* (EST).

## ACCOMMODATIONS

Pearson VUE complies with the provisions of the Americans with Disabilities Act as amended. The purpose of accommodations is to provide candidates with full access to the test. Accommodations are not a guarantee of improved performance or test completion. Pearson VUE provides reasonable and appropriate accommodations to individuals with documented disabilities who demonstrate a need for accommodations.

Test accommodations may include things such as:

- A separate testing room
- Extra testing time
- A Reader or Recorder, for individuals with mobility or vision impairments and cannot read or write on their own

Test accommodations are individualized and considered on a case-by-case basis. All candidates who are requesting accommodations because of a disability must provide appropriate documentation of their condition and how it is expected to affect their ability to take the test under standard conditions. This may include:

- Supporting documentation from the professional who diagnosed the condition, including the credentials that qualify the professional to make this diagnosis
- A description of past accommodations the candidate has received

The steps to follow when requesting test accommodations vary, depending on your test program sponsor. To begin, go to <http://pearsonvue.com/accommodations>, and then select your test program sponsor from the alphabetized list. Candidates who have additional questions concerning test accommodations may contact the ADA Coordinator at [accommodationspearsonvue@pearson.com](mailto:accommodationspearsonvue@pearson.com).

## ENGLISH AS A SECOND LANGUAGE (ESL)

Candidates for whom English is a second language may request additional time for the examination by sending the *English as a Second Language (ESL) Request Form* (found in the back of this handbook). Candidates should include with this form a letter from his/her English instructor or sponsoring company (on official letterhead, if from a company) stating that English is not a primary language for the candidate. Candidates should not attempt to make a reservation until after they have been notified by Pearson VUE that their request for additional time has been approved. Candidates who have additional questions about ESL examinations should contact the Special Examination Coordinator at (800) 466-0450.

Candidates who need to reschedule or need to retest should notify Pearson VUE Accommodations that special arrangements were used for the prior examination.

## CHANGE/CANCEL POLICY

Candidates should go online at least forty-eight (48) hours before the examination to change or cancel a reservation. **Candidates who change or cancel a reservation without proper notice will forfeit the examination fee.** Candidates are individually liable for the examination fee once a reservation has been made, whether individually or by a third party.

## ABSENCE/LATENESS POLICY

Candidates who are absent from or late to an examination may be excused for the following reasons:

- Illness of the candidate or that of the candidate's immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty
- Weather emergency

**Candidates who are absent from or late to an examination and have not changed or canceled the reservation according to the *Change/Cancel Policy* will not be admitted to the examination and will forfeit the examination fee.** Written verification and supporting documentation for excused absences must be submitted to Pearson VUE within fourteen (14) days of the original examination date.

## WEATHER DELAYS AND CANCELLATIONS

If severe weather or a natural disaster makes the Pearson VUE test center inaccessible or unsafe, the examination may be delayed or canceled. Pearson VUE will notify and reschedule candidates in the case of severe weather.

# EXAM DAY

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## REQUIRED MATERIALS

Candidates who do not present the required items will be denied admission to the examination, will be considered absent, and will forfeit the examination fee.

## WHAT TO BRING

### Required Materials

All candidates are required to bring identification that is deemed acceptable, listed under *Acceptable Forms of Candidate Identification*, to the test center on the day of examination.

### Suggested Materials

It is suggested but not required that the following materials be brought to the test center on the day of examination.

- Approved translation dictionary (*see paragraph below*)

To better serve our “English as a second language” candidates, the use of foreign language translation dictionaries during the examination will be permitted. Translation dictionaries shall contain word-for-word or phrase translations **ONLY**. Dictionaries that contain definitions of words, explanations of words, or handwritten notes may not be used. Testing center staff will inspect and approve each dictionary before it can be used during the examination. In order to maintain security and to ensure fairness to all candidates, candidates are limited to the use of a single dictionary.

### Acceptable Forms of Candidate Identification

Candidate must present **one (1) form** of current unexpired signature identification. The name on the identification must exactly match the name on the registration. The identification must be in English, government issued, photo-bearing with a valid signature.

#### Primary ID (photograph and signature, not expired)

- Government-issued Driver’s License
- U.S. Dept. of State Driver’s License
- U.S. Learner’s Permit (plastic card only with photo and signature)
- National/State/Country Identification Card
- Passport
- Passport cards
- Military ID
- Military ID for spouses and dependents
- Alien Registration Card (Green Card, Permanent Resident Visa)

If the ID presented has an embedded signature that is not visible (microchip), or is difficult or impossible to read, the candidate must present another form of identification from the Primary ID list that contains a visible signature.

Pearson VUE does not recognize grace periods. For example, if a candidate’s driver’s license expired yesterday and the state allows a 30-day grace period for renewing the ID, the ID is considered to be expired.

## EXAM PROCEDURES

Candidates should report to the test center thirty (30) minutes before the examination and check in with the test center administrator. The candidate’s identification and other documentation will be reviewed and they will be photographed for the score report.

Candidates are required to review and sign a **Candidate Rules Agreement** form. If the **Candidate Rules Agreement** is not followed and/or cheating or tampering with the examination is suspected, the incident will be reported as such and the appropriate action will be taken. The examination fee will not be refunded, the exam may be determined invalid, and/or the state may take further action such as prohibiting candidates from retaking the examination and/or denying a license.

Candidates will have an opportunity to take a tutorial on the PC on which the examination will be administered. The time spent on this tutorial will not reduce the examination time. The examination administrators will answer questions, but candidates should



be aware that the administrators are not familiar with the content of the examinations or with the state's licensing requirements. Examination administrators have been instructed not to advise candidates on requirements for licensure. Candidates are responsible for determining which examinations they need to take.

Once candidates are familiar with the examination unit, they may begin the examination. The examination begins the moment a candidate looks at the first question. Candidates will have sufficient time to complete the examination. Please refer to the back cover for the specific time allowed for your examination. After the examination time has expired, the examination unit will automatically turn off. Candidates will leave the test center with their official scores in hand.

## TEST CENTER POLICIES

The following policies are observed at each test center. **Candidates who violate any of these policies will not be permitted to finish the examination and will be dismissed from the test center, forfeiting the examination fee.**

- **No personal items are allowed in the testing room.** Personal items include but are not limited to: cellular phones, hand-held computers or other electronic devices, pagers, watches, wallets, purses, firearms or other weapons, hats, bags, coats, books, and/or notes, pens or pencils.
- Candidates must store all personal items in a secure area as indicated by the administrator, or return items to their vehicle. All electronic devices must be turned off before storing them in a locker. **The test center is not responsible for lost, stolen, or misplaced personal items.**
- The exams do not require a calculator, but candidates may request a calculator from the test center staff if they wish. Personal calculators will **not** be permitted in the test center.
- Studying **is not** allowed in the test center.
- Visitors, children, family or friends **are not** allowed in the test center.
- Dictionaries, books, papers (including scratch paper), and reference materials are not permitted in the examination room (unless permitted by the exam sponsor), and candidates are strongly urged not to bring such materials to the test center. Upon entering and being seated in the testing room, the test administrator will provide the candidate with materials to make notes or calculations and any other items specified by the exam sponsor. **The candidate may not write on these items before the exam begins or remove these items from the testing room.**
- Eating, drinking, chewing gum, smoking, and/or making noise that creates a disturbance for other candidates is prohibited during the exam.
- Break policies are established by the exam sponsor. Most sponsors allow unscheduled breaks. To request an unscheduled break, the candidate **must** raise their hand to get the administrator's attention. **The exam clock will not stop while the candidate is taking a break.**
- Candidates must leave the testing room for all breaks. However, candidates **are not permitted to leave the floor or building for any reason during this time, unless specified by the administrator and the exam sponsor.** If a candidate is discovered to have left the floor or building they will not be permitted to proceed with the examination and may forfeit the exam fees.
- While taking a break, candidates are permitted to access personal items that are being stored during the exam only if necessary—for example, personal medication that must be taken at a specific time. **However, a candidate must receive permission from the administrator prior to accessing personal items that have been stored.** Candidates are **not** allowed access to other items, including but not limited to, cellular phones, exam notes, and study guides, unless the exam sponsor specifically permits this.
- Any candidate discovered causing a disturbance of any kind or engaging in any kind of misconduct—giving or receiving help; using notes, books, or other aids; taking part in an act of impersonation; or removing examination materials or notes from the examination room—will be summarily dismissed from the examination and will be reported to the state licensing agency. Decisions regarding disciplinary measures are the responsibility of the state licensing agency.

## ABOUT THE EXAM

All examination questions are the property of the Florida Board of Funeral, Cemetery, and Consumer Services, and candidates are forbidden under federal copyright law to copy, reproduce, record, distribute or display these questions by any means, in whole or in part, without written permission. Candidates who violate this copyright may be subject to severe civil and criminal penalties, including up to five (5) years in prison and/or a \$250,000 fine.

The examinations contain *pretest questions*, on which statistical information is being collected for use in constructing future examinations. Pretest questions are distributed throughout the examination, and responses to them do not affect candidates' scores.

## PRETEST QUESTIONS

The examination will contain pretest questions. Pretest questions are questions on which statistical information is being collected for use in constructing future examinations. Responses to pretest questions do not affect the score. Pretest questions are mixed in with the scored questions and are not identified.

## SCORE REPORTING

When candidates complete the examination, they will receive a photo-bearing score report marked “pass” or “fail”. Candidates who pass the examination will receive a score report that includes a numeric score and diagnostic information relating to the examination. Candidates who fail the examination will receive a score report that includes a numeric score and diagnostic information relating to the examination, as well as information about reexamination.

The passing score for all examinations is 75%. This score is computed by dividing the number of questions answered correctly by the total number of examination questions.

Score reports are confidential and will be revealed only to the candidates and to the Department.

## RETAKING AN EXAM

Candidates who fail the examination and wish to retake it must reapply by visiting <http://www.pearsonvue.com/fl/funeral/> and must pay another fee. **Fees for re-examination are non-refundable and non-transferable.**

## REVIEW OF EXAMS

Candidates who wish to review an examination they failed should contact Pearson VUE at (888) 274-2020. There are no fees for this review, although candidates must request and complete examination reviews within ninety (90) days of the original examination date. Only the last examination the candidate took, along with the answers he/she gave, is available for review. Pearson VUE will not provide the answer key nor the pretest questions. Candidates may spend half the time allotted for the examination on this review. The rules outlined in the *Test Center Policies* will be enforced during this review.

**Candidates may not review an examination more than once.**

## DUPLICATE SCORE REPORTS

Candidates may request a duplicate score report from Pearson VUE by completing the form in the back of this handbook and submitting it.

## QUESTIONS OR COMMENTS ABOUT THE EXAM

Candidates who have questions, comments, or concerns about the examinations, or who wish to verify any data held in Pearson VUE files, should direct written inquiries to Pearson VUE at the address listed on the inside front cover of this handbook.

In all correspondence, candidates should provide their name and address. If questions or comments concern an examination already taken, they should also include:

- the name of the examination
- the date the examination was taken
- the location of the test center

# PREPARING FOR THE EXAM

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It is highly recommended that the Florida Funeral, Cemetery & Consumer Services Candidate Handbook be reviewed, with special attention given to the content outlines, before taking the examination. (*content outlines can be found on <http://www.pearsonvue.com/fl/funeral/>*).

It is also suggested to review the Florida Statutes and Rules. They can be found at <http://www.myfloridacfo.com/Division/FuneralCemetery/StatutesandRules.htm>.

# DUPLICATE SCORE REQUEST FORM

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Use this form to request that Pearson VUE send a duplicate copy of your score report to you.

**You may request one free duplicate score report.**

Please print or type all information on this form and either email or mail your request to Pearson VUE. It is strongly suggested that you email your request to [pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com); however if you are unable to email, please mail your request to:

Pearson VUE  
**FLORIDA FUNERAL, CEMETERY & CONSUMER SERVICES**  
DUPLICATE SCORE Request  
5601 Green Valley Drive  
Bloomington, MN 55437

I hereby authorize Pearson VUE to send me at the email address below a duplicate of my score report from the examination.

Signature	Date
Name	
Email Address	

If you do not have a valid email address please include your physical mailing address below.

Address		
City	State	ZIP

If the above information was different at the time you tested, please indicate original information below.

Name		
Address		
City	State	ZIP

Exam Taken	Date Taken
Date of Birth	
Licensing Jurisdiction	

# ENGLISH AS A SECOND LANGUAGE (ESL) REQUEST FORM

**Note: Only candidates who require additional examination time for ESL should use this form.**

Candidates for whom English is a second language (ESL) may request additional examination time. Candidates who wish to request additional time for ESL should fax this form to Pearson VUE at (610) 617-9397. Certain documentation must be faxed along with this form, as detailed on page 3 of the candidate handbook.

**All requests must first be approved by Pearson VUE. Candidates must wait for confirmation of the approval before scheduling an examination.**

**PLEASE PRINT CLEARLY**

Date:			
Last Name:			
First Name:		M.I.:	
Address:			
City:		State:	Zip:
Daytime Telephone:			
Email address:			
Examination Name:			
<input type="checkbox"/> English as a second language		<input type="checkbox"/> Additional time	
<p><b>Candidates should contact Pearson VUE with questions about additional time.</b></p> <p><b>PEARSON VUE SPECIAL ACCOMMODATIONS/ESL</b> 5715 West Old Shakopee Road • Bloomington, MN 55437 Phone (800) 466-0450 • Fax (610) 617-9397</p>			

# GENERAL INFORMATION

**CANDIDATES SHOULD GO ONLINE AT [WWW.PEARSON.COM](http://WWW.PEARSON.COM) TO MAKE AN EXAM RESERVATION.**

<b>FUNERAL AND CEMETERY SERVICES</b>					
<b>Exam Level</b>	<b>Scored Items</b>	<b>Pretest Items</b>	<b>Timing Allotted</b>	<b>Current Exam Fees</b>	<b>Exam Fees Effective 10/01/18</b>
FL Funeral Professions - Laws and Rules	50	05	90 minutes	\$42	\$44

## **PEARSON VUE HOLIDAY SCHEDULE**

No exams on the following holidays:

New Year's Day

Martin Luther King, Jr. Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

Christmas Day