

# ILLINOIS CEMETERY & FUNERAL HOME ASSOCIATION

**14608 John Humphrey Dr., Orland Park, Illinois 60430**

**Phone: 866-758-7731**

**Fax: 866-758-7732**



## Cemetery Manager or Customer Service Employee CERTIFICATION PROGRAM APPLICATION

<b>Program Date:</b> Please indicate date & location attending.		Place	
		Phone	
		Address	
		City	
		State - Zip	

<b>Certification</b>	<b>Fees</b>	<b>All applications must be in 10 business days before course.</b>
Cemetery Manager	\$100.00	<b>Refund Policy:</b> <b>No refunds available.</b> <b>No class transfers.</b>
Cemetery Customer Service Employee	\$80.00	

Please check one: Cemetery Manager \_\_\_\_\_ Customer Service Employee \_\_\_\_\_

Cemetery Manager	Cemetery Customer Service Employee
Sign In – 9:00 a.m. – 9:15 a.m.	Sign In – 9:45 a.m. – 10:00 a.m.
Course Materials Provided at Sign In	Course Materials Provided at Sign In
Course Start – 9:15 a.m.	Course Start – 10:05 a.m.
Lunch Break – 11:55 a.m. – 12:25 p.m.	Lunch Break – 11:55 a.m. – 12:25 p.m.
Testing Begins – 2:15 p.m.	Testing Begins – 2:15 p.m.
Course Completion – 4:15 p.m.	Course Completion – 3:15 p.m.

**Photo ID required. No CELL PHONES during class. Bring a black ink pen.**

Participants must sign in and out. Passing Grade is 70%.

*Please use your legal address. All information required.*

<b>Name of Applicant</b>			
<b>Address</b>			
<b>City</b>			
<b>State &amp; Zip</b>		&	
<b>Phone number &amp; E-mail</b>		&	
<b>Place of Employment</b>			

**Courses that you will be tested on are listed below. You can download all the law courses to study before certification date. Go to: [ICFHA.org](http://ICFHA.org) – Law Page**

Course	Cemetery Protection Act (Cemetery Managers Only)
Course	Cemetery Care Act
Course	Cemetery Oversight Act (COA) - Disposition of Remains Act (DORA)
Course	"Practical Application of Ethics in Death Care Services"
Course	"Cemetery Practices Guide"