

ILLINOIS CEMETERY & FUNERAL HOME ASSOCIATION

14608 John Humphrey Dr., Orland Park, Illinois 60462

Phone: 866-758-7731

Fax: 866-758-7732



Cemetery Manager or Customer Service Employee CERTIFICATION PROGRAM APPLICATION

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|--|--|-------------|--|
| Program Date: Please indicate date & location attending. | | Place | |
| | | Phone | |
| | | Address | |
| | | City | |
| | | State - Zip | |

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|------------------------------------|-------------|---|
| Certification | Fees | All applications must be in 10 business days before course. |
| Cemetery Manager | \$100.00 | Refund Policy: No refunds available. No class transfers. |
| 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.

| | | | |
|----------------------------------|--|---|--|
| Name of Applicant | | | |
| Address | | | |
| City | | | |
| State & Zip | | & | |
| Phone number & E-mail | | & | |
| Place of Employment | | | |

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 – Law Page

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| 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" |