



Illinois Cemetery and Funeral Home Association

Cemetery Manager & Customer Service Employee

Certification Course Registration Form

14608 John Humphrey Dr., Orland Park, IL 60462

Ph: 866-758-7731 ♦ Fax: 866-758-7732 ♦ Email: ICFHA@hotmail.com

The Illinois Cemetery Oversight Act – Article 10 - Licensing and Registration Provisions states:

“Any applicant for licensure as a cemetery manager or a cemetery authority that is already licensed under COA or has a pending application for licensure under COA must submit his or her application to the IDFPR on or before his or her first day of work. The application for customer service employee must be submitted within 10 days from first day of work for Cemetery Authority.

PLEASE NOTE: YOUR CERTIFICATION AND YOUR LICENSE ARE TWO DIFFERENT THINGS. If you have NOT applied for your LICENSE, you must submit your application for licensure to the Illinois Department of Financial and Professional Regulations Cemetery Oversight Department immediately.

Desired Course Date: _____ **Office Phone:** 866-758-7731

Course Location: ICFHA Office, 14608 John Humphrey Dr., Orland Park, IL 60462

Courses will be held at the ICFHA Office unless otherwise specified

Indicate Course with an X

Cemetery Manager _____

Customer Service Employee _____

Fees:

\$150.00

\$115.00

Registrant's Information

Use your Legal Address. All information is required and necessary. Print legibly.

Place of Employment: _____

Cemetery Authority License Number: _____

Legal Name: _____

First Name

Last Name

Address: _____

Address

City/State/Zip

Phone: (____) _____ **Email:** _____

Photo ID Required. NO CELL PHONES during class. Bring a black pen. Participants must sign in and out. Passing grade is a 70%. The ICFHA offers participants a course to obtain their CERTIFICATION, this is NOT your license. The license should be applied for with the Illinois Department of Financial and Professional Regulations Cemetery Oversight Department prior to applying for the Certification course. CLASSES ARE SUBJECT TO CHANGE WITHOUT NOTICE. Applicant's e-mail is necessary. Forms and payment must be received 10 business days before class. NO REFUNDS. IF YOU MISSED YOUR SCHEDULED CLASS, YOU WILL HAVE TO PAY ANOTHER CLASS FEE TO RESCHEDULE.

Certification Course Schedule

**Class will start
at 8:30 AM**

- | | |
|---|---|
| Course | "Cemetery Protection Act" - Jason Moran (MANAGERS ONLY) |
| | Objective- An overview of the Cemetery Protection Act for Cemetery Managers only |
| SIGN IN FOR CUSTOMER SERVICE EMPLOYEES | |
| Course | "Cemetery Care Act & Disposition of Remains Act" - Stephen Morrill |
| | Objective- An overview of the Care Act and Dora for CMs and CSEs |
| Course. | "Cemetery Oversight Act" -Stephen Morrill |
| | Objective- An overview of the Cemetery Oversight Act for CMs and CSEs |
| Course | "Practical Applications of Ethics in the Death Care Services" - John Renfro |
| | Objective- A review of Ethics and how to handle hypothetical situations for CMs and CSEs |
| Lunch Break | Bring a lunch or plan to go out to lunch on your own. |
| Course | "Cemetery Practices" – Bryan Crain |
| | Objective- An overview of the best Practices to use while working in the Death Care Industry |
| Test | Cemetery Managers will have 100 question multiple choice test and 2 hours to complete. Customer Service Employees
Will have 50 question multiple choice test and 1 hour to complete. |

Class Concludes

TIMES MAY VARY. You can download all the laws to study before certification date. Go to: www.ICFHA.org – Law

-Effective: Nov. 2023