
LAWS EXAMINATION

(LAWS, RULES, & REGULATIONS,
LRR, LR, LAW)

CANDIDATE HANDBOOK
2024





Table of Contents

2	<u>Introduction</u>
7	<u>Application Process</u>
12	<u>Scheduling Exam Date and Location</u>
14	<u>Exam Day</u>
23	<u>Exam Appointment Issues</u>
25	<u>Exam Results</u>
26	<u>Retaking an Exam</u>
26	<u>Achieving Licensure</u>
27	<u>Testing Accommodations</u>
28	<u>Additional Exam Information</u>
30	<u>Summary of Policies & Procedures</u>

Updated for use May 20, 2024

Introduction

About The Candidate Handbook

This Handbook serves as the primary source of information for those applying to take the Laws Exam (Laws, Rules & Regulations; LRR; LR) for funeral service. Since every situation and every circumstance cannot be cited in a document like this, other International Conference of Funeral Service Examining Boards (The Conference) policies, procedures, and instructions may also apply.

This Handbook provides the information you will need regarding exam policies, eligibility requirements, application process and fees, exam scheduling, and scoring, as well as your obligation to exam security. You are advised to periodically check our website (theconferenceonline.org) for any changes that may be made after this Handbook is published. Although The Conference gives candidates as much advance notice as possible when policies and procedures change, it is always your responsibility to make sure you are fully informed about the current requirements and policies.

The policies and procedures in this Handbook may be modified, amended, or canceled by The Conference or your state at any time, with or without notice. This edition of the Handbook supersedes all prior policies or procedures as to the subjects addressed in it and all representations, oral or written. It is recommended that candidates utilize the web version of this Handbook on The Conference's website in order to access the hyperlinks and ensure they are reviewing the most up-to-date version.

The Conference recommends carefully reading and thoroughly understanding every topic in this Handbook, as candidates agree to the terms of this Handbook at time of application.

This Candidate Handbook applies to the following Laws Exams:

Arkansas – AR LRR	Nevada – NV LRR	Tennessee – TN LRR
Delaware – DE LRR	North Carolina – NC LAW	Vermont – VT LRR
Louisiana – LA LRR	Ohio – OH LR	Virginia – VA LRR
Maine – ME LRR	Oregon – OR LRR	Washington – WA LRR
Missouri – MO LRR	South Carolina – SC LRR	West Virginia – WV LRR

About The Conference

The Conference is a not-for-profit voluntary association providing examination services, information, and regulatory support to funeral service licensing boards and educators, governmental bodies and other regulatory agencies.

Vision Statement

To be the collective voice of the funeral service regulatory community and promote excellence in regulation through the sharing of best practices and the facilitation of open dialogues across all jurisdictions.

Mission Statement

To be the premier source for examination services, information and regulatory support for the death care profession by continually monitoring the regulatory environment and providing services to meet the needs of our membership.

Goals

1. Define and enhance the identity and the role of The Conference to increase stakeholder understanding.
2. Increase the effectiveness of The Conference through the development of the Board and staff.
3. Enhance and expand communication to member boards, associate members, and exam candidates for understanding the purpose of The Conference.
4. Expand and enhance The Conference member services to support the regulatory community.

Contacting Us

If you have questions about a policy or procedure, please visit our website at theconferenceonline.org, email us at info@theconferenceonline.org, or call us at (479) 442-7076. The Conference office is open Monday through Friday, 8:00 a.m. – 4:30 p.m. CT. Any office closures will be posted on our website.



Contacting You

The Conference's primary form of communication with you will be via email. It is your responsibility to keep The Conference apprised of your current contact information. If you do not have an email address, please contact The Conference office for updates.

Privacy

For security reasons, before any information is released over the phone, the caller may be asked for identifying information. This security measure helps The Conference protect your information from being inappropriately released. Exam results are never released over the phone.

About The Laws Exam

Purpose

The purpose of the Laws Exam is to provide official licensing agencies with an evaluation of an applicant for licensure in the diverse areas of competency regarding the state's laws, rules, and/or regulations relating to funeral service within their jurisdiction. The Conference administers and provides score reporting services to the licensing board as part of the licensure process.

Exam Structure & Content

The Laws Exam is administered as a timed exam with a preset number of items.

The Laws Exam is developed by the state licensing board to reflect current laws, rules, and regulations relating to the funeral service profession.

Each question on the Laws Exam is tied to a state law, rule, statute, and/or regulation.

State Laws Exam	Items on Exam	Time	Pass Score
Arkansas	50	1 hour	75
Delaware	50	1 hour	70
Louisiana	50	1 hour	75
Maine	50	1 hour	75
Missouri	50 – scored 10 – pretest	1 hour	75
Nevada	50	1 hour	70
North Carolina	50	1 hour	75
Ohio	50	1 hour	75
Oregon	60	1 hour	75
South Carolina	50 – scored 5 – pretest	1 hour	75
Tennessee	50 – scored 10 – pretest	1 hour	75
Vermont	100	2 Hours	75
Virginia	50	1 hour	75
Washington	50	1 hour	75
West Virginia	100	1 hour 40 minutes	75

Administration

The Laws Exam is a computer-based exam administered by Pearson VUE, the global leader in electronic testing services, at authorized high-security test centers located throughout all 50 states and the District of Columbia.

The testing program will allow you to move freely through the exam, change answers, flag questions for later attention, skip questions, add notes, and review questions prior to ending your exam. Taking the exam requires little or no computer experience, and you will receive a brief tutorial to help you become comfortable with the program.

Candidate Portal

As of July 25, 2023, candidates will register for a candidate portal account through <http://apply.theconferenceonline.org/request-account>. Once approved, candidates will be able to apply for their exams, track their application status, view exam history and request the release of exam results for licensing. Once an account has been requested, access is usually granted within one business day, however the process can take up to 2-3 business days.

Application Process

1. Portal & Application

Candidate reviews Handbook, ensures they meet all exam eligibility requirements, & signs up for portal access. Once approved, candidate submits exam application and payment.

2. Processing

The Conference receives application and verifies eligibility. The application is processed within approximately 3 business days.

3. Authorization to Test

The Conference/Pearson VUE sends Authorization to Test (ATT) via email. Candidate must test within one year of application date.

4. Schedule Exam

Candidate may schedule [online](#) or call toll-free (1-800-709-0180), selecting date, time, and location.

5. Confirmation

Appointment confirmation is sent to the candidate via email. If needed, candidate must reschedule or cancel appointments at least 24 hours in advance (a fee \$25 is required if canceling/rescheduling within 30 days of your appointment).

6. Take Exam

Candidate will receive results at the test center and The Conference sends official results to the designated licensing board within 3 business days.

Application & Eligibility Requirements

Before you submit an application to take the Laws Exam, make sure you will meet the eligibility requirements with enough time to schedule and take your exam before your eligibility or the one-year timeframe (whichever comes first) expires. Otherwise, you will forfeit your exam fee, as all applications and payments expire one year from the application date.

Eligibility Requirements

To take the Laws Exam, you must complete all of the following requirements:

- Thoroughly review the Laws Exam Candidate Handbook;
- Create an account for Candidate Portal access;
- Take Exam Security Quiz;
- Submit a complete [Laws Exam Application](#);
(WV candidates will apply through state)
- Pay the Exam Fees;
- Acknowledge and agree to The Conference's policies at time of application;
- Meet state eligibility requirements;
 - Most Laws Exam eligibilities are released from your state board. Tennessee does not require state-released eligibility.
 - Arkansas and Missouri set eligibility expiration dates. If the exam is not taken by the provided date on which the eligibility expires, the candidate will need to contact the state to seek information on becoming eligible again. The Conference keeps eligibility records on file for five years.

How to Apply for the Laws Exam

Candidates can apply for the Laws Exam online via the candidate portal (recommended) or by postal mail. To complete the online application, select the Laws Exam tab on theconferenceonline.org and click [apply for the Laws Exam](#). Online applications must be submitted with a credit card payment. Printable applications can be accessed on theconferenceonline.org and mailed with a money order or cashier's check. (*West Virginia*

candidates will apply through the West Virginia Board of Funeral Examiners, and they will submit the application to The Conference).

Exam Application Approval

Submission of an exam application does not guarantee your eligibility to take the Laws Exam. Once your application is received and all eligibility requirements are completed, there is typically a 2-3 business day processing period. Please note, candidates cannot have duplicate applications open for an exam.

Authorization to Test

After your eligibility is verified and your exam application is processed, The Conference will release an Authorization to Test (ATT) to its testing provider, Pearson VUE. You will receive an email confirmation of the ATT, which will include scheduling instructions and important reminders. If you do not receive an email, you may contact Pearson VUE or The Conference. Once you have an ATT in the Pearson VUE system, you will be able to schedule your exam, using your Social Security Number as your ICFSEB Candidate ID. Authorizations that are not utilized within one year from the original application date will automatically expire and the exam fee will be forfeited.

If you do not receive an ATT, it is likely that The Conference has not received your verification of eligibility from the licensing board. *It is the candidate's responsibility to ensure and verify they meet the eligibility requirements with the licensing board.

**Not required in Tennessee.*

Application/Authorization Expiration

The Conference retains all applications and payments on file for one year from the original application date. After that time, the application, exam authorization, and exam fee will automatically expire. In some instances, your eligibility may expire before your one-year period. If an expiration occurs due to a lapse in the one-year period, another application, along with the appropriate exam fee, will be required for a new exam authorization. Refunds and/or extensions will not be given for unused exam applications/authorizations.

Signature and Acknowledgment

Your signature on the Laws Exam application or submission of your Laws Exam application electronically means that you understand and agree to the conditions of the Candidate Handbook as part of your application. Specifically:

1. You acknowledge and agree to abide by all Conference policies and procedures.
2. You attest that you personally completed the application and the information contained in the application or in connection with your application is true and accurate. If it is determined by The Conference that any information provided to The Conference is not true, falsified, or inaccurate, your application may be denied and/or your exam results may be invalidated. Member boards, including where you are seeking licensure, may also be notified.
3. You authorize The Conference to obtain additional information about your qualifications and application for testing.
4. You acknowledge and agree that sharing information about exam questions or content to others by any means (oral, written, electronic or otherwise) in whole or in part, can result in a denial to release exam results, invalidations of exam results, notification to member board(s), suspension from access to the Laws Exam and other Conference exams and services, as well as legal action against you.

Exam Fees

State/Agency	Exam Fee
Arkansas	\$100
Delaware	\$140
Louisiana	\$140
Maine	\$140
Missouri	\$140
Nevada	\$140
North Carolina	\$140
Ohio	\$140

State/Agency	Exam Fee
Oregon	\$140
South Carolina	\$140
Tennessee	\$155
Vermont	\$140
Virginia	\$170
Washington	\$140
West Virginia	Contact WV Board

The current exam fee for the Laws Exam may vary depending on your state. All fees must be paid in U.S. (\$) funds by credit/debit card (online only) or cashier's check/money order (postal mail only). Fees are due at the time of application.

Exam results will be released to the relevant licensing board, which is included in your application fee.

Exam fees are subject to change, so please check The Conference's website for the most up-to-date information.

Exam Retake Fees

Candidates who apply to retake the Laws Exam are required to pay the exam fee, along with submission of a new exam application. If directed by a licensing board to retake the Laws Exam after previously passing it, the same application process and exam fee applies. In addition, the candidate must be approved to retest in writing by the requiring licensing board before an ATT will be issued.

Payments and Refunds

The Conference does not issue refunds; do not pay for an exam unless you intend to take the exam within the one-year timeframe. Chargebacks on payments will result in a hold on all Conference services.

Scheduling Exam Date and Location

All scheduling is arranged through Pearson VUE:

Online:

pearsonvue.com/theconference

(available 24/7)

Call Center:

1-800-709-0180

(available M - F, 7 a.m. – 7 p.m. CT)

Your ICFSEB Candidate ID will be your Social Security Number

The Conference exams are administered on a daily basis, year-round at Pearson Professional Centers (PPC) test sites across the United States. Once you are approved to test, you will receive an email from The Conference and an Authorization to Test (ATT) email from Pearson VUE, which will include information on how to register for the exam date and test site of your choice.

Review the spelling of your name on the ATT email (first and last name only). If it does not match the two forms of identification you will take to the testing site, be sure to contact The Conference immediately. Pearson VUE does not utilize middle names at the testing sites. If you have a middle name or initial on your ID and not on your ATT email, or vice versa, it will not prevent you from testing.

The ATT includes the beginning and end dates of the time period in which you are eligible to schedule and take your exam. Note that your exam fee will be forfeited for failure to appear for a scheduled appointment or upon expiration of the ATT. We recommend that you schedule your exam as far in advance as possible to have the best opportunity to reserve the date and location that you prefer. Same day appointments and walk-ins are not permitted.

To schedule your exam appointment, you may use the online scheduler at pearsonvue.com/theconference, or call the Customer Service Call Center at 1-800-709-0180. Monday through Friday, 7:00 a.m. to 7:00 p.m. US CT. Make sure to complete the entire scheduling process to confirm your exam appointment. Candidates will receive an emailed appointment confirmation once scheduling is successfully completed.

Appointment Confirmation Notice

After scheduling your exam, you will receive an appointment confirmation notice with specific information from Pearson VUE via email confirming the date, time, and location of the exam. The information will also include directions to the test center and reporting time; however, it is the candidate's responsibility to locate the test site. It may be helpful, although

it is not required, to bring your registration confirmation notice with you to the test center. If you do not receive a confirmation email, contact Pearson VUE immediately to confirm the details of your scheduled exam.

Changing Your Exam Appointment

Within your authorization window, you may cancel or reschedule your appointment up to 30 days in advance of the scheduled exam free of charge. You may cancel or reschedule less than 30 days prior to your appointment for a \$25 fee. In all cases, appointment changes are NOT permitted within 24 hours of a scheduled exam. Failure to appear for your scheduled exam will result in forfeiture of your exam authorization and exam fee.

Changes or cancellations cannot be made by leaving a phone message; you must speak with a Pearson VUE scheduling representative or reschedule online at [PearsonVUE.com/theconference](https://pearsonvue.com/theconference). If you cancel/reschedule your appointment online, be sure to complete the entire process and confirm that it has successfully been updated. You will receive an email with your cancellation confirmation when you complete the cancellation/rescheduling process (by phone or online). If you do not receive a rescheduling/cancellation confirmation email, contact Pearson VUE immediately to confirm that your exam has been canceled/rescheduled to avoid forfeiture of your exam authorization and fee. It is the candidate's responsibility to keep record of all exam scheduling confirmations.

Test Center Locations

The Laws Exam is administered at approximately 290 Pearson Professional Centers (PPC) throughout all 50 states and the District of Columbia. Please check the website pearsonvue.com/theconference for current test center information.

Exam Day

Confidentiality and Exam Security

The Conference requires you to maintain the confidentiality and security of the test questions on the exam. By applying for and/or taking the Laws Exam, you are agreeing to maintain the confidentiality and security of the test questions, answer choices and content of the exam. All those who take the Laws Exam are required to acknowledge that they understand and agree to the following:

- The examinations and the questions contained therein are protected by United States copyright law.
- Copying, reproducing, memorizing or otherwise transmitting by any means (oral, written, electronic or otherwise) any exam content in whole or in part, is forbidden.
- The theft or attempted theft of an exam, in part or in whole, is punishable as a felony.

Your participation in any irregularity occurring before, during, or after the exam, such as giving or obtaining unauthorized information or aid, as evidenced by observation or subsequent statistical analysis, or any other exam irregularity, including but not limited to the failure to report any information about any irregularity or any suspected irregularity, may be sufficient cause for The Conference, at its sole discretion, to terminate your participation, invalidate the results of your exam, seek monetary compensation, notify member boards, or take other appropriate action.

Arrival and Check-In

Pearson VUE has provided a video about what to expect at the testing center which can be viewed at theconferenceonline.org/examinations/exam-integrity. We strongly advise all candidates to view the video prior to the exam.

- Arrive at the test center at least 30 minutes before your appointment to allow sufficient time to complete the check-in process.
- Give yourself sufficient time to find the test site, allowing for any unexpected delays, as candidates are solely responsible for locating and arriving to their appointment on time. Transportation issues and problems locating the test center will not be considered for excused absence requests. You will be considered absent if you arrive late.
- All candidates must present two valid identifications, as outlined in this handbook under “Required Identification” (page 17).
- All candidates are required to sign the [Candidate Rules Agreement](#) during the check-in process before being admitted into the testing room.
- A digital photograph will be taken and biometric security procedures, such as palm vein recognition, will be employed as part of the check-in procedures. Failure to complete the check-in procedure (including refusal of being photographed or submitting a palm vein scan) will result in being refused access to the exam and forfeiture of your exam authorization and fee.
- Candidates are directed to their computer station by the Testing Administrator and logged into the exam, beginning the appointment. The timed Non-Disclosure Agreement (NDA) will appear immediately.
- Candidates will be provided an erasable note board and marker, however you are prohibited from writing on the board until the NDA is accepted and the exam has begun. Candidates may also request noise-canceling headphones for use during their exam.
- Calculators are not permitted for use during any Laws Exams.

Non-Disclosure Agreement

Once the Pearson VUE Testing Administrator logs you into your exam, you will have three minutes to agree to the Non-Disclosure Agreement (NDA). All Laws Exam candidates are required to agree to the terms of the NDA in order to have access to the exam. Failure to agree to the NDA in the time allotted will result in forfeiture of the exam authorization and a loss of funds. This includes declining the NDA terms and/or letting the three-minutes expire.

For reference, the NDA is as follows:



NON-DISCLOSURE AGREEMENT AND GENERAL TERMS OF USE

****If the three minute timeframe to accept these terms and conditions expires, your session will end and you will forfeit your exam fees.****

This exam and all content is proprietary, confidential and protected by copyright, trade secret and other intellectual property rights owned by The International Conference of Funeral Service Examining Boards (The Conference). It is made available to you, the examinee, solely for the purpose of obtaining licensure in the funeral service profession. **You are expressly prohibited from disclosing, publishing, reproducing, or transmitting this exam, in whole or in part, in any form or by any means whatsoever, verbal, written, electronic, mechanical, or otherwise, for any purpose, without the prior express written permission of The Conference.**

By selecting the **“YES, I AGREE”** button, you signify that you have read, understand and agree to the terms of this agreement and all Conference policies and procedures.

By selecting the **“NO, I DO NOT AGREE”** button, your session will end and you will forfeit your exam fee. Please see the test administrator.

YOU AGREE THAT YOU HAVE READ, UNDERSTOOD AND ACCEPT THESE TERMS.

☐ Agree Y. YES, I AGREE.

☐ Disagree N. NO, I DO NOT AGREE.

Required Identification


You must bring TWO forms of identification (ID) to the test site: one ID from the primary list and one ID from the secondary list; or two IDs from the primary list. Accepted IDs are provided in the chart below:

Primary ID as defined by Pearson VUE <i>Must contain your name, a permanently affixed photo, signature, and cannot be expired.</i>	Secondary ID <i>Must contain your name, signature and cannot be expired.</i>
<ul style="list-style-type: none">• Driver's license or government issued identification equivalent• Passport• Military ID• Permanent Resident Visa/Green Card	<ul style="list-style-type: none">• Any Primary ID• Credit or debit card• Social Security card• Professional License ID card• Work ID• Student ID
<i>Please note: You will not be allowed to test and will forfeit your exam fee without proper identification. For name changes, please see the name change section of this Candidate Handbook (page 30).</i>	

IDs cannot be expired and the same version of your name must appear on your application, the Authorization to Test, and on the identifications you present at the testing center. The accuracy of your first and last names on your ID is critical and must match your name as submitted on your Laws Exam application.

Your middle name or initial is not used at the Pearson VUE testing center and is not a required field on the Laws Exam application. If you have a middle name or initial on your ID and not on your Laws Exam application, or vice versa, it will not prevent you from testing.

You will not be admitted to the exam without proper identification. If the test center staff question the identification presented, you may be asked for additional proof of identity. You will be refused access to the exam if you have not proven your identity using the identifications as stated and your exam authorization and fee will be forfeited.



Admission to the test center and access to the exam does not imply that your identification is authentic and does not preclude subsequent invalidation of your Laws Exam results due to misrepresentation, impersonation, forgery, or fraud.

Testing Administrators

Testing Administrators will assist you with the check-in process at the test center and will observe exams in progress. If you need technical assistance, have an issue, or need to take a restroom break during your exam, raise your hand and wait for assistance from the Testing Administrator, keeping in mind that your exam time does not stop.

Testing Administrators can review test center protocol and procedures, but are prohibited from answering questions about exam content or from providing support for any computer screen prompts. Testing Administrators monitor breaks and require you to provide biometric verification if you need to leave and reenter the testing room during the exam.

Pearson VUE facilities, including the lobby and testing room, are audio and video recorded for security purposes.

Prohibited Items

Cell phone access is prohibited at any time while at the test center. Lockers are provided to store a small number of personal belongings. It is the candidate's responsibility to surrender all items voluntarily, prior to testing. The Conference and/or Pearson VUE is not responsible for any items that are lost or stolen at the test center. Any person accessing or possessing prohibited items or accessing lockers during the exam, whether inside or outside of the testing room, will have their exam terminated and an incident Report will be filed with The Conference. The Conference and/or Pearson VUE reserves the right to confiscate any prohibited items.

Items that can NOT be taken into the testing room include (but are not limited to):

Backpack or bag	Computers of any kind	Large jewelry of any kind	Radio transmitter or receiver
Beverage of any kind	Cup or container of any kind	Magazine	Recording device or player
Bluetooth devices of any kind	Digital scanning or imaging device of any kind	Notebook	Ruler or slide rule
Books or textbooks	Earplugs	Notes of any form	Study material of any kind
Briefcase or other luggage	E-cigarettes or gum	Outline	Sunglasses
Calculator	Electronic device of any kind	Pager or beeper	Umbrella
Calendar, day planner, or other organizer	Electronic, printed or live translators	Paper of any kind	USB storage device
Camera of any kind	Eyeglasses case	Paper or electronic dictionary	Wallet or clutch
Car or house keys	Food or snacks of any kind	Pens, pencils, erasers	Watch of any kind
Cellphone or smart phone	Good luck charms	Pencil sharpener	Weapon of any kind, including pocket knife
Cigarettes or tobacco products	Hat, cap, visor, etc.	Plastic bag	
Coat, jacket, gloves	Headphones or earphones	Purse or handbag	

Translators

Translators or interpreters are not permitted at any test center, including print, electronic, or in person. Test center proctors and staff are prohibited from acting as translators at any point in the check-in and testing experience.

Candidates are prohibited from bringing a translator to translate for them during any part of the exam appointment, including check-in.

Clothing

Candidates are advised to wear clothing that will be comfortable for various temperature conditions at the test center. Note that eye glasses, layered clothing, accessories, etc. will be inspected prior to granting access to the testing room and exam.

For the latest information on face mask requirements, please see “Weather and Emergencies” on page 24.

Exam Time

You will have three minutes to agree to a Non-Disclosure Agreement (NDA), seven minutes for a tutorial, and one hour to complete your exam (one hour and 40 minutes for the West Virginia-LRR, two hours for Vermont-LRR).

Be aware that you have limited time to read and respond to the introductory screens. While there is adequate time to read and respond, there is not enough time to leave the testing room or do anything other than proceed to the exam. Failure to agree to the NDA will result in forfeiture of the exam authorization resulting in a loss of funds.

EXAM	NUMBER OF ITEMS	TIME ALLOWED
Non-Disclosure Agreement (NDA)	N/A	3 minutes
Exam Tutorial	N/A	7 minutes
Arkansas	50	1 hour
Delaware	50	1 hour
Louisiana	50	1 hour
Maine	50	1 hour
Missouri	50 – scored 10 – pretest	1 hour
Nevada	50	1 hour
North Carolina	50	1 hour
Ohio	50	1 hour
Oregon	60	1 hour
South Carolina	50 – scored 5 – pretest	1 hour
Tennessee	50 – scored 10 – pretest	1 hour
Vermont	100	2 hours
Virginia	50	1 hour
Washington	50	1 hour
West Virginia	100	1 hour 40 minutes

Exam Breaks

You are prohibited from leaving the testing room, except to use the restroom facilities that are closest to the testing room. If you need to take a restroom break during your exam, raise your hand and wait for assistance from the Testing Administrator. The clock does not stop if you take a break during the exam, so plan your exam time carefully. Security protocols will be in effect as you exit and reenter the testing room; there is no time adjustment for security checks.

Unless authorized by The Conference in advance, based upon identifiable needs (such as access to essential medications), you are prohibited from accessing any personal items during your exam, including during breaks. If you have received such authorization, you must notify the Testing Administrator prior to the start of the exam administration of your approval to access approved personal items.

Candidates are not permitted to leave the building or test center during the exam.

If any of these policies are violated, the administration of your exam will be terminated and an Incident Report will be filed with The Conference. The Conference has the authority to invalidate your test score, prohibit you from reexamination, notify The Conference membership, including the state(s) in which licensure is sought, as well as any other remedy determined by The Conference necessary to protect the integrity of the exam and licensure process.

Exam Administration Concerns

Should you experience any concerns, challenges or difficulties during the administration of the exam (temperature, noise, technology issues, etc.), it is your responsibility to notify a Testing Administrator immediately and before you leave the test center.

If the test center experiences a power outage or a situation in which the testing room needs to be evacuated, such as in a fire drill, candidates should resume testing if the event lasts fewer than 30 minutes. If the event is longer than 30 minutes, Pearson VUE will give the candidate an opportunity to either reschedule the exam or resume testing after the event has passed. Candidates who resume testing waive their right to reschedule the exam.

Candidates should also notify The Conference in writing, within two business days after the exam administration, about concerns reported at the test center so appropriate action can be taken. Notice may be submitted to theconferenceonline.org/comments. The Conference, in consultation with the Testing Administrator, will investigate and verify the incident.

Exam Appointment Issues

Late Arrival

You must arrive to your exam appointment by the report time on your registration confirmation notice or you will not be admitted to the test center. You will be considered absent if you arrive late.

Absences on the Day of the Exam

The Conference is liable for all associated test delivery costs for a candidate, whether the candidate tests or not. If you do not appear for the exam for which you have registered, your Authorization to Test (ATT) will no longer be valid and you will forfeit your application and exam fee. If you choose to reapply to take the Laws Exam, you will be subject to application and fee requirements at that time.

Excused Absences

In rare circumstances, The Conference may excuse an absence. This can be due to a severe illness of the candidate, a death in the immediate family, or other disabling emergency situations.

Requests for an excused absence must be submitted in writing, accompanied by supporting documentation, and sent to The Conference within 30 days from the missed exam. Where applicable, excused absence requests must contain the original signature of the qualified health care practitioner and be on official letterhead, with a clear and unavoidable reason for missing the exam. If you think your absence may qualify as an excused absence, contact The Conference immediately following the missed exam appointment.

Documentation will be reviewed and The Conference reserves the right to request additional information as needed.

If your absence is excused by The Conference, you may reschedule your exam once a new Authorization to Test has been issued, which will still expire one year from your original application and payment date. If your absence is not excused by The Conference, you will be subject to application and fee requirements at that time.

Weather and Emergencies

In the event of inclement weather or unforeseen emergencies, Pearson VUE will determine whether circumstances warrant the closure of a particular test center.

The exam will not be rescheduled if the test center location is open. You may contact the Pearson VUE Customer Service Call Center at 1-800-709-0180 to determine if your test center is closed.

If an exam is canceled by Pearson VUE, candidates scheduled for that center will be contacted by Pearson VUE to reschedule another exam date. You will not incur any additional exam fees if your test is canceled by Pearson VUE or The Conference for any reason.

The Conference is not responsible for any personal expenses (e.g., travel, food, and lodging) incurred for an exam administration that is canceled for any reason, including inclement weather or unforeseen emergencies.

Please note, it is the candidate's responsibility to determine if a face mask policy is in effect at their scheduled test center. Candidates can [check the face mask requirements by test center on Pearson VUE's website](#). If required, face masks must be worn in accordance with Pearson VUE's policies. Candidates who do not comply may forfeit their ability to take current and future exams. Refunds will not be issued to candidates who do not comply. If a candidate is unable to wear a mask due to a documented disability, the candidate should apply for ADA accommodations (see page 28).

Please note, in addition to Pearson VUE's facemask policy, candidates are expected to adhere to any other local policies and/or mandates that may be in place. Please visit [Pearson VUE's COVID-19 update page](#) for the latest policies and updates.

Exam Results

Completing Your Exam

At the completion of the Laws Exam, your score and pass/fail status will appear on the computer screen.

You will also receive an unofficial printout of these exam results for your personal records which will include additional information regarding next steps and a reminder about your obligation to exam security. Altering these printouts in any way is violation of Conference policy. The official exam scores will be sent directly from The Conference to the state licensing board for which you are testing.

Scoring

State/Agency	Pass Score
Arkansas	75
Delaware	70
Louisiana	75
Maine	75
Missouri	75
Nevada	70
North Carolina	75
Ohio	75

State/Agency	Pass Score
Oregon	75
South Carolina	75
Tennessee	75
Vermont	75
Virginia	75
Washington	75
West Virginia	75

Once you pass your exam, you will receive a wall certificate mailed to the address provided on your application within two to three weeks. Wall certificates are for decorative use only, not for licensure purposes.

Retaking an Exam

A new application and payment must be submitted each time you take an exam. *Eligible candidates must wait 30 days before retaking a failed Laws Exam. If you pass the Laws Exam, you may not take it again unless The Conference receives written notification that the retake is required for licensure purposes from a licensing board.

**The wait time for Arkansas Laws Exam is 15 days. There is not a wait time in between Vermont Laws Exam attempts. Keep in mind candidates may only have one exam authorization open at a time.*

Achieving Licensure

The Laws Exam is used by state licensing boards and agencies as part of their licensing requirements. The Conference provides the exam results, which is only one component of the licensure process, directly to the board. We recommend following up with the state in which you are seeking licensure for any additional requirements.

Reporting Laws Exam Results to Licensing Boards

All passing and failing Laws Exam results, including any previous attempts and other Conference administered exams, will be released to the state licensing board for which you are testing.

When The Conference reports your official Laws Exam results to the designated licensing board, it may be reported along with the identification and educational information that you provided to The Conference on your application. This ensures your exam score is matched correctly to the licensing application you submit to the licensing board.

In the event of a discrepancy or inaccuracy that questions your eligibility to sit for the Laws Exam, The Conference may request documentation to verify or otherwise substantiate the information provided on your Laws Exam application. If any of the information on your Laws Exam application is determined to be inaccurate, misrepresented or falsified, The Conference reserves the right to invalidate your exam results, suspend future access to the Laws Exam or other Conference programs and services, or impose other conditions on access to the Laws Exam. The Conference also reserves the right to impose fees to offset any administrative or legal costs associated with the investigation and/or adjudication of the case.

Laws Exam Study Material

It is recommended that you contact the state licensing board/agency for the state in which you are taking the Laws Exam to inquire about potential study material. Some states may request that The Conference make study material available on their website.

State provided study material:

[Arkansas Laws, Rules, and Regulations Study Guide](#)

[Nevada Laws, Rules, and Regulations Study Guide](#)

Testing Accommodations

ADA Testing Accommodations


The Conference complies with the Americans with Disabilities Act of 1990 (ADA) and accepts requests from qualified candidates with a diagnosed disability for accommodations to take the Laws, Rules and Regulations Exam (LRR). Requests should be reasonable, properly documented, and not fundamentally alter the exam or jeopardize exam security.

Exam candidates who wish to request testing accommodations should refer to the [ADA Testing Accommodations Handbook](#). The Accommodations Handbook explains the process of requesting accommodations, along with the required forms and documentation. If you need assistance with the application process itself, please contact The Conference.

All exams with approved accommodations must be scheduled by following the instructions on the approval email by calling the Pearson VUE Accommodations Coordinator at 1-800-466-0450, option 3. It is important that you confirm your accommodations at time of scheduling.

Temporary Conditions

If you have a temporary condition or other condition that is not covered by the ADA (e.g., a bone fracture or pregnancy) and the condition requires only minor modifications to the general testing environment, then you do not need to complete the ADA testing accommodations request process.



Instead, candidates requesting a non-standard testing condition must submit their request in writing to exams@theconferenceonline.org for review. These are non-standard testing conditions and are granted at the sole discretion of The Conference. This request should include the candidate's full name, name of the exam they are taking, and the nature of the request.

In some cases, it may be required to submit a letter of support from your physician or qualified health professional who is administering your care. This letter should detail the nature of the condition, the dates of treatment, and the modifications to the testing environment that are being requested.

If approved, The Conference will communicate your request to the test administrator, Pearson VUE. In some instances, you will need to provide the supportive equipment such as a stool to elevate a limb or a comfort pillow. Such arrangements will be documented and communicated to you through email.

Some requests are covered in Pearson VUE's Comfort Aid List, which do not require pre-approval (e.g., eye drops, crutches, inhaler, etc.). If needed, please contact The Conference to inquire if a comfort aid is included on the list. Modifications to the testing environment cannot be considered or approved at the test center or on the day of testing.


Additional Exam Information

Fraud and Exam Irregularities

In the event of a fraudulent application, submission of fraudulent documents, inaccuracies, misrepresentations or discrepancies, the introduction of fraud at any point in the application or exam process, sharing exam content after your exam administration, advance access to exam content prior to your exam administration (exam irregularities), or violation of any Conference and test site rules, policies or procedures, The Conference reserves the right to impose fees to offset any administrative or legal costs associated with the investigation and/or adjudication of the case.

Laws Exam Result Invalidations

Violation of any Conference exam policy or Pearson VUE testing center rule may be grounds for a candidate's exam results being invalidated by The Conference. In the event of an exam policy violation or other application or exam irregularity, The Conference will request that you submit a written response to the policy violation and any documentation



supporting your position. The Conference will then review all information received and available to determine the necessary action(s), which includes, but is not limited to, the invalidation of your exams results and/or suspension of future access to the Laws Exam or other Conference programs and services. The Conference reserves the right to notify all state licensing boards and agencies of all exam results invalidations.

Exam Language

The Conference offers the Laws Exam in the English language only.

Name Changes

If your name changes during your experience with The Conference, please submit the “Request For Name Change” form found at theconferenceonline.org/name along with the appropriate supporting documentation (e.g. marriage certificate, divorce decree or court documents showing a legal name change). Please allow time for review and processing, noting this process will not extend any timeframes or application expirations.

Payments

Applications and orders must be paid for at time of submission. If paying online, The Conference accepts Visa, MasterCard, and Discover credit or debit cards, which are processed through PayPal.

If paying by mail, The Conference accepts money orders and cashier’s checks made payable to The Conference and submitted to the address on the order form. Any personal or business checks received will be returned.

- The Conference does not accept applications, orders, or payments over the phone.
- The Conference does not issue refunds.
- Chargebacks on payments will result in a hold on all Conference services.

Summary of Policies & Procedures

A high-stakes exam such as the NBE comes with many policies and procedures. To help fully understand the rules of applying and taking the exam, we've condensed the majority of those policies below for quick reference.

Top Five Exam Policies to Remember

The following policies are the most commonly asked about by exam candidates:

1. Applications and payments expire after one year.
2. All payments are non-refundable.
3. Identifications presented at the test center must match the name on application (first and last name only, as middle names are not submitted to Pearson VUE) and cannot be expired.
4. Candidates are responsible for confirming their appointment date, time, and location. Late arrivals or missed exams will be treated as “no shows” and payments will be forfeited.
5. Exam content cannot be discussed or shared with any one, in any format (written, verbal, electronic, etc.), in whole or in part.

At a Glance – Conference Exam Policies

Application and Payment

- Your first and last name on your exam application must match the two forms of identification presented at the test center (primary ID and secondary ID, as outlined in the handbook). Middle names are not submitted to Pearson VUE for scheduling.
- It is vital that your Social Security Number is entered correctly on your application. If it is entered incorrectly, you may experience a delay in processing or scheduling.
- All exam fees are non-refundable.
- Applications and payments automatically expire one year from the payment date. If you do not take the exam in that timeframe, your fees will be forfeited.

- Exam applications can be switched from one exam to a different exam by paying the difference in exam cost, plus a fee of \$25. The reprocessed exam application and payment expires one year from the original application/payment date.
- Candidates may only have one NBE-Arts or NBE-Sciences application open at one time.
- If you require accommodations, please state that at time of application and [follow the steps to request accommodations](#), which includes reviewing the ADA Testing Accommodations Handbook and submitting the required documents. All approved accommodations must be scheduled over the phone with the Pearson VUE Accommodations Coordinator.
- If you apply to take a Conference exam using a different name than you previously sat for an exam under, you must submit [name change documentation](#), which must show a legal change from your previous name to the current name (i.e., marriage license, divorce decree, etc.).
- In any instance where a chargeback is filed for an online payment, your file will be placed on hold with The Conference until full payment is verified, after which only cashier's checks or money orders may be accepted as payment options. Candidates may be responsible for any fees incurred by The Conference during the dispute process.

Scheduling:

- It is the candidate's responsibility to schedule their appointment through Pearson VUE, confirming the time, date, and location.
- Within your authorization window, you may cancel or reschedule your appointment up to 30 days in advance of the scheduled exam free of charge. You may cancel or reschedule less than 30 days prior to your appointment for a \$25 fee. In all cases, appointment changes are NOT permitted within 24 hours of a scheduled exam. Appointment changes can be made by contacting Pearson VUE directly at pearsonvue.com/theconference or by phone at 1-800-709-0180. Failure to appear for your scheduled exam will result in forfeiture of your exam authorization and exam fee.
- You will receive a confirmation email for every exam that you schedule/reschedule. It is your responsibility to keep the email you receive from Pearson VUE confirming the canceled/changed appointment. If a change is made via phone, keep a record of the date, time, and the name of the representative you spoke with. If you do not receive

an email, it is your responsibility to contact Pearson VUE to confirm your appointment details.

- In rare instances, absences may be excused due to illness (either you or an immediate family member), death in the immediate family, or in certain emergency situations. A request for an excused absence must be submitted in writing, accompanied by supporting documentation, and submitted to The Conference for review within 30 days of the missed appointment. Absences cannot be excused for traffic/transportation issues, late arrivals, or weather (unless the test center is closed). Immediate family members are defined as the candidate's spouse, domestic partner, parents, siblings, children, stepparents, stepchildren, grandparents, grandchildren, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, or daughter-in-law.
- The Conference cannot be held responsible for any travel expenses or lost wages if an exam is missed or canceled for any reason.
- In addition to the application and payment, we will need your eligibility to schedule an exam:
 - Graduate from an [ABFSE accredited/affiliated* program](#) **or** meet state eligibility requirements for exam eligibility. *An ABFSE affiliated program is operated within an ABFSE accredited program, but does not meet the full associates degree requirements (ex: funeral directing only/embalming only). These programs must be pre-approved by a member board for specific licensure purposes within their jurisdiction;
 - LRR – Eligibility varies by state and is submitted directly by the licensing board.
 - Exam eligibilities are retained for five years.

Test Center:

- The Conference uses Computer-Based Testing (CBT) for all exams. Exams are administered in English at Pearson Professional Centers (PPCs) within North America.
- It is the candidate's responsibility to locate the test center and arrive 30 minutes early for the check-in process. Late arrivals are treated as "no shows" and the application/exam fee will be forfeited.

- You must present two forms of identification at the test center (primary ID and secondary ID, as outlined in the candidate handbook). Both IDs must contain your name, signature, and cannot be expired. The primary ID must also include a photo.
- Your first and last names on your IDs must match what was submitted on your application in order to be granted access to test (middle names are not used).
- During the check-in process, each candidate is required to read and sign the [Candidate Rules Agreement](#).
- You will be required to have your photo taken and your [palm vein scanned](#) during the check-in process. If you take a break during your exam, your palm vein will be scanned again when exiting and entering the testing room.
- A basic calculator will be available for use during the NBE-Arts and NBE-Sciences only. This calculator will be built into the computer program and will not be a handheld device. Candidates are not permitted to bring in their own calculator. Calculators are not provided for any other exams.
- If you have any questions during your exam, raise your hand and wait for a proctor to assist you.

Exam Security

- Once seated at the testing center, candidates must agree to the [Non-Disclosure Agreement](#) within the three minute timeframe. Failure to agree to the Non-Disclosure Agreement within this timeframe will result in forfeiture of exam; resulting in a loss of funds. This includes declining the NDA or letting the time expire.
- You are not permitted to begin writing on the provided dry-erase board until you agree to the NDA and your exam begins.
- You are prohibited from leaving the testing room, except to use the closest restroom. The exam timer does not stop for any breaks that you take.
- Accessing personal items, including those in your locker or vehicle, is prohibited. If you are discovered to have left the testing room without authorization for any other reason or to have accessed unapproved items, the administration of your exam will be terminated, an Incident Report will be filed, and your exam fees will be forfeited.
- If any policy is violated, The Conference has the authority to invalidate your test scores, prohibit you from reexamination, notify The Conference membership, including the state in which licensure is sought, as well as any other remedy

determined by The Conference necessary to protect the integrity of the exam and licensure processes.

- As stated in the NDA, candidates are prohibited from disclosing, publishing, reproducing, or transmitting any part of an exam, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of The Conference. Discussing exam content with others, including study groups, email, internet forums, etc., violates Conference policy.
- Any violations of the policies outlined in the candidate handbook, Candidate Rules Agreement, Exam Security Quiz, or NDA, as well as other irregularities, may be reported to Pearson VUE, The Conference, and Conference membership, including the state in which licensure is sought. Candidates who violate security will have their exam scores invalidated, will be reported to their licensing board, and will be prosecuted to the fullest extent of the law. The Conference Board of Directors reserves the right to require candidates found to have violated policies and/or procedures regarding access and administration of the exam program to seek and receive permission from the relevant member board before further access to such exam program. Candidates found guilty of a violation could face a range of administrative, civil, and criminal charges.

Retake Policies

- NBE candidates must wait 30 days before retaking a failed section of the NBE-Arts and/or NBE-Sciences. If you pass an exam, you may not take that exam again unless The Conference receives written notification from a licensing board that the retake is required for licensure purposes. An application and payment must be submitted each time you retake an exam.
- LRR – Eligible candidates must refer and adhere to their jurisdiction's policies on retaking the LRR exam, as they vary by exam. If you pass a particular state's LRR, you may not take that exam again unless The Conference receives written notification from the regulatory board that it is required for licensure. An application and payment must be submitted each time you retake an exam.

Exam Results

- At the completion of your exam, you will receive an UNOFFICIAL results report. This unofficial report is for your own personal use. It cannot be used for licensure purposes and is not to be submitted to a licensing board. The Conference will transmit your OFFICIAL score report to your licensing board.

- The NBE uses scaled scoring. Candidates that pass the exam will receive a “Pass” notification at the test center immediately following the completion of their exam. Passing numerical scores are only released to regulatory boards for licensing purposes. Candidates that are unsuccessful will receive a “Fail” notification and their failing scaled score, along with a list of objective areas from the content outline where one or more questions were answered incorrectly.
- The LRR exams are scored using a percentage. Candidates will receive a “Pass” or “Fail” along with the percentage score.
- Exam results, including any previous exams given by The Conference, will be released to the licensing authority indicated on your application. If results need to be re-released to a licensing authority more than one year after the original release date, candidates must submit an order form and payment for the service. Candidates can also [place an order to release their exam score history](#) to additional licensing authorities at any time.
- The NBE and LRR exams cannot be reviewed and no score adjustments can be made.
- Candidates will receive a wall certificate when they successfully pass an exam (for personal use only). As of January 1, 2023, NBE candidates receive one wall certificate for the NBE-Arts and one certificate for the NBE-Sciences. Contact The Conference if you passed a section of the NBE both before **and** after January 1, 2023 to ensure you receive both certificates.

Study Material

- Returns and/or refunds are not available.
- Practice Exams must be utilized during the stated delivery period, otherwise the fees will be forfeited. Any technical issues should be reported within the delivery period.
- [Study material](#) is copyrighted content and cannot be shared or reproduced.



@TheConference



ICFSEB



The International Conference of
Funeral service Examining Boards

