**Section 1249.210 Certification Programs**

a) A death care trade association meeting the qualifications established in Section 10-25 of the Act and intending to offer certification programs for cemetery manager and customer service employee applicants shall first obtain the approval of the Division by making application on forms provided by the Division. The application shall include:

1) verification that the death care trade association has been in existence for more than 5 years;

2) an outline of the program, materials to be used in instruction or as study guides, a bank of test questions to be used to formulate the examination, and the fee for the program; and

3) the locations where the program will be offered and a description of each facility. A program provider shall only conduct the program in locations that are conducive to learning and that establish a controlled environment to promote the integrity of the examination. The Division may conduct an inspection of the facility during regular business hours.

b) An approved program provider shall provide notice to the Division of any change in the information reported to the Division at time of application within 30 days after the change. The Division may withdraw its approval of the program in the event that any change results in non-compliance with the requirements of the Act or this Part.

c) An approved program provider shall provide each applicant with a hard copy or digital copy of the materials to be used in instruction or as study guides, as submitted to the Division.

d) The program provider shall provide to each applicant successfully passing the examination a certificate evidencing his or her successful completion of the program.

e) The program provider shall submit a monthly report to the Division listing the names of persons certified that month and whether the certification is for cemetery manager or customer service employee.

f) The program provider shall maintain for each applicant a record of the program undertaken, dates of attendance, and whether certification was issued to the applicant and, if so, the date of issuance. All records shall be maintained by the program provider for a period of 5 years and shall be made available to the applicant or to the Division upon request during regular business hours.

g) No approved program provider shall advertise that it is endorsed, recommended or accredited by the Division. The program provider may indicate that it is approved by the Division to provide the certification program.