Missouri Laws, Rules & Regulations Examination Candidate Handbook

Contents

Introduction 2
About the Examination 2
Preparing to Take the MO-LRR 3
Eligibility 3
Register for the MO-LRR 3
Authorization to Test 4
Scheduling the MO-LRR 5
Taking the MO-LRR 7
Examination Security 11
After the MO-LRR 12
Exam Scoring 12

Updated 1/1/2014
Introduction

This handbook was designed to help you register and sit for the Missouri Laws, Rules, and Regulations Examination. This is not a complicated process, but it is important that you follow the registration steps carefully. Missing a step or making a mistake during registration can delay your examination, or prevent you from taking it entirely. Take the time to read through this handbook before you start to register—it will make the examination process easier for you along the way. You may find it useful to visit our website, www.theconferenceonline.org. If you have any additional questions, you can call The Conference at 479-442-7076. Finally, congratulations on your efforts to becoming licensed in funeral service. In the midst of the paperwork involved in applying for and receiving your license, it’s easy to forget that what you’re doing is very important—not only to you, but to the families you will be serving.

About the Examination

The Missouri Laws, Rules, and Regulations Examination (MO-LRR) is developed by the Missouri State Board of Embalmers and Funeral Directors (The Board). The MO-LRR is one of the elements used by The Board in making licensing decisions; as it provides a valid evaluation of an applicants’ level of knowledge pertaining to The Board’s governance. The examination is highly representative of the content/knowledge domain that it intends to measure. The MO-LRR is carefully developed by The Board and administered through The Conference.

The MO-LRR consists of 60 multiple choice questions; 50 scored items and 10 pretest items. The 10 pretest items are non-scored items that are being pretested for possible inclusion as a scored item on a future examination. Your performance on the pretest items will not affect your score on the examination – only the 50 remaining items will count towards your score. The pretest and scored items will be mixed together on the examination. Candidates should answer all 60 questions. You will have three minutes to agree to a Non-Disclosure Agreement, and one hour to complete the examination. Failure to agree to the Non-Disclosure Agreement will result in forfeiture of exam; resulting in a loss of funds.

The MO-LRR is administered through a program on networked personal computers; located at Pearson VUE professional testing facilities. This testing program will allow you to move freely through the exam, change answers, mark questions for later attention, skip questions, and review questions. Taking the examination requires little or no computer experience, and you will receive a brief tutorial to help you become comfortable with the testing equipment. The tutorial will not affect the amount of time you have to take the exam—your hour will begin when you actually start the MO-LRR.
Preparing to Take the MO-LRR

Arranging to take the MO-LRR will involve three general steps: (1) obtaining the approval from The Board; (2) registering to sit for the MO-LRR; and (3) choosing a time and place to take the exam. The registration form included with this handbook mirrors the online registration form.

Eligibility
All applicants must be certified as eligible by The Board to sit for the MO-LRR:

Once eligibility has been established, candidates are considered eligible from that point forward (unless The Conference is notified otherwise by The Board).

Cost of the MO-LRR
The MO-LRR fee is $140.

Register for the MO-LRR
There are two ways to register for the MO-LRR; online or by mail. The registration fee must be submitted with your application. The registration fee for the MO-LRR is non-refundable and expires one year from the date of application. The Conference accepts Discover, MasterCard, and Visa for online registrations, and money orders and cashier’s checks for mail-in registrations. Cash, personal checks, and business checks are not accepted. Please note that The Conference utilizes PayPal for on-line payment processing. However, you do not need to have a PayPal account to utilize these services. Payments can be made with your debit/credit card.

Note: If an application is received with a personal or company check, it will be returned to sender. Processing of the application will be delayed until proper payment is received.

- Online:
  Register online at www.theconferenceonline.org.
  Payment: Online payment through PayPal using one of the three accepted credit cards.

- Mail:
  Complete the MO-LRR application form included in this handbook.

Mail the application to:
The Conference
1885 Shelby Ln
Fayetteville, AR 72704
Payments can be made by money orders, or cashier’s checks.

E-mail confirmations are sent to the e-mail address provided on the application. Candidates will receive two confirmation e-mails. A confirmation e-mail will be issued upon processing of application and payment, and a second confirmation email will be issued upon release of authorizations to test to Pearson VUE.

**Note:** Please wait to receive both confirmation e-mails before contacting Pearson VUE to schedule. If a second e-mail is not received, you may need to check with The Board or The Conference to ensure that your eligibility has been released/received.

**Disability Accommodations**
If you have a disability, you may be eligible to receive testing accommodations. To arrange for special accommodations, you must receive approval of the accommodation request from The Conference. An ADA Examination Accommodation Request Form must be submitted with your application. In addition, all required documentation must be submitted before accommodations can be granted. The ADA Examination Accommodation Request Form can be obtained online at www.theconferenceonline.org. See the instructions for proper documentation needed for requests to be approved.

**Note:** You must be approved for disability accommodations by The Conference before scheduling your examination with the requested accommodation(s). If you are approved for ADA accommodations, an approval notice will be e-mailed separately, and your accommodations will be included in your authorization to test. All exams must be scheduled through The Conference’s Accommodations Coordinator at Pearson VUE. The Accommodations Coordinator can be reached at 1-800-466-0450.

**Authorization to Test**
Once your registration is complete and eligibility has been received, The Conference will release your authorization to test to Pearson VUE for the exam(s) that you registered for. A confirmation e-mail will be sent upon releasing your authorization to test. This confirmation e-mail will contain information pertaining to scheduling an examination appointment with Pearson VUE. (Note: If you choose not to provide an e-mail address you will need to contact The Conference for further examination information). As stated in the e-mail, you must wait until 5:00 pm Central Standard Time to schedule; allowing for processing time between The Conference and Pearson VUE.
Scheduling the MO-LRR
After you receive the confirmation e-mail stating that your authorization to test has been released, follow the directions to schedule an appointment for the MO-LRR. You may schedule your exam online at www.pearsonvue.com/theconference or contact Pearson VUE via phone at 1-800-709-0180.

Pearson VUE offers the MO-LRR at testing sites across the United States. Most test centers are open Monday - Friday during customary business hours, with many centers open on Saturdays as well. You can view available test centers by going online to www.pearsonvue.com/theconference.

Because of the volume of examinations administered through the test centers, it is wise to schedule your examination date as far in advance as possible. This will help to ensure that you get the location, date, and time that you want; as well as make certain that you will be able to take the exam within the time limits of your authorization. Your authorization is valid for up to one year from registration (registration fees are forfeited if you do not sit for an exam within one year of registration).

Upon scheduling an exam appointment for the MO-LRR, Pearson VUE will issue a reservation confirmation containing the test center address, test center phone number, general information about testing procedures, and cancellation policies. If you provide an email on your application you will receive an email confirmation with this information and directions to the test center. It is your responsibility to check this email confirmation. If an e-mail address is not provided, a confirmation letter will be sent via mail to the address provided. Keep in mind that if you schedule to sit for an exam within a week of registering and didn’t provide an e-mail address, you won’t receive the confirmation letter before your appointment.

Cancelling or Changing an Appointment
You may cancel or change your appointment by contacting Pearson VUE 24 hours prior to the appointment time at www.pearsonvue.com/theconference or by phone at 1-800-709-0180. It is your responsibility to cancel or change the appointment within the cancellation/change guidelines. It is also 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 name of the representative you spoke with.

Note: If you do not give Pearson VUE the required 24 hour notice, you will forfeit the registration fee. In that case, you will have to re-register for the exam and pay the appropriate fees to The Conference. THERE ARE NO EXCEPTIONS TO THIS POLICY!
Changes to Registration
Changes made to candidate information must be submitted to The Conference in writing. You can fax this information to 479-442-7090 or e-mail to services@theconferenceonline.org.

Refunds
All registration fees are non-refundable. You may reschedule your examination date within the applicable guidelines (see cancelling/changing an appointment above) without an additional charge. Cancellations will not result in a refund.

No-shows, Late Arrivals, and Late Cancellations
If you do not show up for your examination at the scheduled time and have not canceled 24 hours prior to the appointment, you will forfeit your registration fee and authorization to test. You will not be permitted to schedule another examination date until you have re-registered with The Conference and paid another registration fee. You will not be seated if you arrive late for your appointment. Late arrivals are treated as “no-shows.”

Excused Absences
It is possible to have your absence or late arrival excused by The Conference if circumstances beyond your control made it impossible for you to keep your examination appointment. The Conference may excuse absences due to illness (either you or an immediate family member), death in the immediate family, or in certain emergency situations. Please contact the Examinations Coordinator if you have any questions regarding the criteria for excused absences.

All requests for excused absences must be in writing, accompanied by supporting documentation, and submitted to The Conference within 30 days after the missed examination appointment. Where applicable, excuses must contain the original signature of the health care practitioner and be on an official letterhead. Stamped signatures will not be accepted. If you think your absence may qualify as an excused absence, you should contact The Conference at 479-442-7076 IMMEDIATELY after the missed examination appointment for further details.

If you are excused by The Conference, you may reschedule your examination at your convenience. If your absence is not excused by The Conference, you will be required to reregister and pay the full registration fee (see Cost of the MO-LRR on page 2) before you will be allowed to sit for the examination.

Inclement Weather/ Natural Disasters
Test centers may be closed or may experience delays during severe weather, natural disasters, or other emergencies. For information on test center closings, call Pearson VUE at 1-800-709-0180. Examination appointments that the test center cancels in such circumstances may be rescheduled at no cost. Contact The Conference for rescheduling information. If the test center is open and you do not arrive on time for your appointment, you will be considered a “no-show” and your registration fee will be forfeited.
Taking the MO-LRR

The Conference has contracted with Pearson VUE for test administration and delivery. Through Pearson VUE, candidates for the MO-LRR are allowed access to a network of testing centers. Most test centers are open Monday through Friday during customary business hours, with many centers open on Saturdays.

It is a good idea to locate—and, if possible, drive to—your testing center a few days before the actual examination to minimize unwelcome surprises on test day. Remember, it is YOUR responsibility to locate the test center and arrive on time—late arrivals are treated as “no-shows”, and registration fees are forfeited. One of the surest ways to locate your test center is to supply The Conference with an email address when you register for the MO-LRR. Once your exam appointment is set, you will be sent a confirmation email from Pearson VUE with your appointment information and detailed directions to the test center. It is your responsibility to verify the appointment details. If you do not receive a confirmation email from Pearson VUE, you may contact them at 1-800-709-0180 to have your confirmation resent or mailed.

Proper Identification

You must present two forms of ID to test—one from the primary list and one from the secondary list; or two from the primary list. The name on both IDs must match exactly the name on the authorization to test from The Conference, which is obtained from your MO-LRR application form. (Note: Middle names will not be released to Pearson VUE, therefore are not a determinant for identification purposes.)

<table>
<thead>
<tr>
<th>Primary ID must contain your name, a permanently affixed photo, signature, and cannot be expired.</th>
<th>Secondary ID must contain your name, signature and cannot be expired.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver’s license</td>
<td>Any form of ID on the primary list</td>
</tr>
<tr>
<td>Passport</td>
<td>Credit or debit card</td>
</tr>
<tr>
<td>Military ID</td>
<td>Social Security card (US)</td>
</tr>
<tr>
<td>Permanent Resident Visa/Green Card</td>
<td>Professional license ID card</td>
</tr>
<tr>
<td>Government issued ID</td>
<td>Work ID</td>
</tr>
<tr>
<td></td>
<td>Student ID</td>
</tr>
</tbody>
</table>

For name changes: a marriage certificate, divorce decree, or court order document must be presented with the primary ID.

Note: You will not be allowed to test and will forfeit your registration fee without proper identification.

On the day of your scheduled test, you should arrive 30 minutes early to allow yourself plenty of time to check in and become familiar with the surroundings. You must supply center personnel with the proper identification and sign in. Because you have already paid for the examination
when you registered with The Conference, no further payments will be required when you check in. Your photo will be taken, the palm of your hand(s) will be scanned and you will be required to electronically sign a Candidate Rules Agreement—Testing will be denied if this form is not signed, if you refuse to be photographed, or if you refuse to have your palm scanned. The content of this rules agreement can be found at www.theconferenceonline.org, under Exam Security. A video tour of what to expect during your testing experience at one of the Pearson Professional Centers can be viewed at www.pearsonvue.com/theconference.

After you have checked in, you will be escorted into the testing room at your reserved time. This room will contain several stations with a computer monitor, keyboard, and mouse. Testing center staff will seat you. There will probably be other people in the examination room with you, and they may enter and leave the center as you are taking your test. These people may or may not be taking The Conference examinations. If you would like ear plugs or headphones, they are available by request from test center personnel. Test center personnel may monitor the testing room by walking through the room while you are taking the exam. Testing sessions are audio and video recorded.

You will begin by receiving a brief on-screen tutorial on the operation of the testing equipment. This tutorial is not a part of your hour-testing time. The exam time will not start until the tutorial has been completed.

The sign-in and seating process may take additional time, but this will not be counted against the time allowed for taking the test. Short bathroom breaks may be taken during the exam at your discretion, but testing time does not stop for breaks. If you need to take a bathroom break, you must raise your hand for assistance from the administrator who will set your workstation to break mode. You will need to take your photo ID with you on all breaks. Your palm will be scanned each time you enter and exit the testing room. The administrator will also check your ID before the restart of your exam.

You are prohibited from leaving the testing room, except to use the restroom facilities that are closest to the testing room. If you are discovered to have left the testing room without authorization for any other reason, the administration of your exam will be terminated and an Incident Report will be filed with The Conference. If this 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 examination and licensure processes.

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 the
examination period, including a prohibition from accessing personal items during breaks. If this policy is violated, the administration of your exam will be terminated and an Incident Report will be filed with The Conference. If this policy is violated, The Conference has the authority to invalidate your test score, 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 examination and licensure processes. If you have received such authorization you must notify the test center personnel prior to the start of the examination administration of your approval to access approved personal items during the testing period.

About Computer Testing
Candidates who are completely unfamiliar with computers may also want to visit a local library or computer lab to become acquainted with computer hardware. Although taking the MO-LRR requires no previous computer experience, gaining some familiarity with computers may help relieve some pre-test anxiety.

Test-Day Tips

Arrive early. Arrive 30 minutes before your scheduled appointment time. Appointment times are scheduled for 30 minutes more than the test time, to allow check-in, tutorial, survey and check-out. If you are late, you will not be allowed to test and will forfeit the registration fee.

Bring the CORRECT IDs. You will be asked to provide a non-expired government issued photo identification (for example, a driver’s license)—but the name on the ID must match the name on the application you completed with The Conference. Bring a non-expired secondary ID that has the same name and signature as well. ID problems can result in the forfeiture of your registration fee. Please note: Pearson VUE does not verify middle names for identification purposes.

Get some rest. Cramming for a licensure examination the night before test-day probably won’t help your performance; in fact, you may be too tired to do your best. Instead, get a good night’s sleep.

Know where the test site is. You can greatly reduce your level of stress on test day by knowing exactly where your test site is located. Directions to the test center will be provided in your e-mail reservation confirmation, or you can call the test center number provided when you scheduled your appointment for directions. It is always a good idea to visit the test site before your test day to get a better idea of where the site is, as well as how long it will take you to arrive. Don’t forget that rush-hour traffic, road construction, or weather conditions can increase travel time.
Wear comfortable clothes, and dress in layers. Test site temperatures can vary, sometimes even while you are taking your test. It’s always a good idea to dress in layers so that you can keep yourself as comfortable as possible.

Watches are not permitted in the testing room. Test center staff may ask you to remove other large jewelry and have you store these items in a provided locker.

Be prepared to stay at the test site. Although you are allowed to take short bathroom breaks (remember, the clock continues to run), you will not be allowed to leave the test site. Trips to your car, another floor, or another building are not allowed. This behavior will be reported to The Conference and The Board, and could result in the shutdown of your exam or invalidation of your test score. Eating is not allowed unless you have received prior approval from The Conference.

Pay attention to the on-screen tutorial. Before you begin your test, you will receive a tutorial on the operation of the testing program. This tutorial will not affect the amount of time you have to take the actual exam. Make sure you are familiar with the computer before you begin the actual examination.

Report problems when they happen. If you experience problems with the computer hardware or software, have problems with the facility, or experience other difficulties, tell test center staff immediately. You must allow test center staff at least 30 minutes to correct any problems. If the problem continues for more than 30 minutes, you have the choice to stay until the problem is corrected or to have your appointment rescheduled. The Conference cannot help to resolve a problem that has not been reported to the test center staff at the time it occurs. Note: If you experience any problems make sure to notify an administrator and have an Incident Report issued.

REMEMBER:
• Take two IDs—primary and secondary—with you to the testing center.
• Arrive at least 30 minutes early for your appointment at the test center.
• The examination has a one hour time limit.
• The pre-examination tutorial does not count against your time limit.
• You may take short bathroom breaks without leaving the test center, but once your testing time has begun, it won’t be paused for breaks.
• Pay attention to the Candidate Rules Agreement at the test center. This document is an important security measure that helps keep The Conference’s examinations secure and reliable.
Examination Security

The Conference examinations are high-stakes licensure exams that can dramatically affect a person’s ability to practice in funeral service. Violating exam security is a serious offense and The Conference strictly enforces security measures at its examination sites. Many of the rules, ranging from the identification requirements to not being able to take personal items in and out of the testing room, exist to protect the content and administration of the MO-LRR. By enforcing these guidelines, The Conference can provide a secure testing environment and a reliable examination program.

You will not be allowed to eat, drink, chew gum, or smoke in the testing room. Short bathroom breaks are allowed, but the exam clock will not stop. You may eat in the waiting area of the testing center only if you have been approved for this accommodation.

You will not be allowed to bring material into or take materials from the testing room. Test center staff will supply you with an erasable note board booklet and marker; earplugs and headphones are available upon request. The erasable note board booklet and marker you receive from the test center staff must be returned when you complete the exam. If it is not returned, The Conference will be notified and your actions will be reported to your state licensing board. Your exam score will be invalidated.

You will have three minutes to complete the Non-Disclosure Agreement (NDA) prior to the start of your exam. Candidates who write or attempt to write on the provided note board before the exam begins shall have their note board confiscated and the proctor will immediately escort the candidate out of the testing room, forfeiting their exam administration and exam fee. Failure to agree to the Non-Disclosure Agreement within the three minute timeframe will result in forfeiture of exam; resulting in a loss of funds.

You will not be allowed to consult any study materials at any point during the test, even if these materials are outside the testing room. Surveillance cameras run continuously in the testing room, as well as other areas of the center. Test center staff monitors the test takers by walking through the testing room.

You will not be allowed to leave the test center after you begin your exam.

You will not be allowed to access your phone or other electronic devices during the administration of your exam.

Access to the testing room is restricted to test center personnel and examinees.
These rules are stated in the Candidate Rules Agreement that you will be required to sign before taking the exam. Be sure to read the Candidate Rules Agreement before signing it. You can find a link to the Candidate Rules Agreement at www.theconferenceonline.org, under Exam Security.

Test security is taken very seriously and your behavior at the test center will be monitored. If you take bathroom breaks, keep them short. Do not leave the test center. Keep restroom visits brief. Be courteous to other test-takers at the test site. Do not discuss examination questions with others, including study groups, email, internet forums, etc., as these actions violate the Candidate Rules Agreement you must sign before taking the exam.

Any violations of these rules, as well as other irregularities, are reported to Pearson VUE, The Conference, and The Board. Candidates who violate security will have their examination scores invalidated, will be reported to their licensing board, and will be prosecuted to the fullest extent of the law. Candidates found guilty of a violation could face a range of administrative, civil, and criminal charges. Candidates who suspect examination security has been violated should contact The Conference (exams@theconferenceonline.org) or Pearson VUE (www.pearsonvue.com/contact/security).

**After the MO-LRR**

When you have completed your examination and the brief exit survey that follows, your examination will be scored. Your exam results will appear on your screen and an unofficial results report will be printed for your records before you leave the testing center. This is the only document you will receive regarding your results. Your official test results will be forwarded to The Conference and an official certified copy will be sent to The Board. The Board only accepts an official certified copy of scores sent directly from The Conference. The cost of sending scores to The Board is included in your original registration fee. Allow one to two weeks for transfer of your score to The Board. Scores cannot be given out over the telephone to ANYONE.

Please keep in mind deadlines with The Board, because certified scores must be sent via mail and cannot be faxed or e-mailed under any circumstances.

**Exam Scoring**

The MO-LRR is scored as pass/fail, with the raw number of questions scored correctly and an overall percentage score. A score of 75% or higher must be obtained to be considered passing the MO-LRR. **Note:** In the unlikely event that there is any change in your initial score, you will be notified by The Conference in writing.
If a score less than 75% on the MO-LRR is obtained, you are considered to have failed and must RETAKE the MO-LRR.

Examination scores cannot be altered by The Conference, or Pearson VUE. All candidates must wait at least 30 days before retaking the MO-LRR. However, registration and payment may be submitted as soon as you’d like in order to improve chances of getting a specific date and time.

Please refer to The Board on whether or not there is a time limit to pass the MO-LRR. However, it is strongly encouraged to retake the MO-LRR as soon as possible after the 30-day waiting period.

If You Fail the Exam
Candidates who fail the MO-LRR must retake the exam until a score of 75% or higher is achieved in order to be considered passing the MO-LRR. To retake the MO-LRR, another application must be submitted along with the appropriate fees following the same procedures as outlined on page 2. In all cases, you must wait 30 days before retaking the MO-LRR.

Difficulties and Remedies
Although rare, software problems and power outages do occur. Candidates must allow test center staff at least 30 minutes to correct any test delivery, administration or environmental difficulties. If the problem continues for more than 30 minutes, you have the choice to stay until the problem is corrected or to have your appointment rescheduled. Difficulties must be reported to The Conference within TWO business days of the occurrence.

If you experience a problem with the testing software, computer equipment, test facility, or other equipment during the test, or fail to receive a printout of your unofficial score, the problem must be reported to Pearson VUE test center staff at the time it occurs. Test center staff must confirm the problem and have the opportunity to resolve it. If you do not notify the test center staff of a problem at the time it occurs, The Conference will not be able to verify the problem. In addition to reporting the problem to Pearson VUE staff, notify The Conference at 479-442-7076 within TWO business days of the occurrence. **Note:** If you experience any problems make sure to notify an administrator and have an Incident Report issued.

The Conference and Pearson VUE make every effort to ensure that all aspects of examination registration and administration are handled properly and that the results of each examination reflect the performance of the candidate. In the unlikely event that an error occurs in registration, administration (including disruptions at the test center that lead to delays), or reporting, The Conference and/or Pearson VUE will correct the error, if possible, within 30 minutes. If the problem cannot be corrected within this time period, The Conference may permit the impacted candidate to retest at no additional fee. In the event that a retest is determined to be the most appropriate remedy, the examination will be administered in its entirety and no credit will be
given for any portion of the previous examination administration. These are the exclusive remedies that will be available to candidates.

**Wall Certificate**
Once you have passed the MO-LRR, The Conference will mail a MO-LRR wall certificate with your name and date you passed to the address provided on your application. Allow three to four weeks for delivery. The wall certificate is included in your application fee. Additional wall certificates are available for purchase from The Conference. Order forms can be submitted online at [www.theconferenceonline.org](http://www.theconferenceonline.org). Wall certificates can be purchased for $30.