



Certified Crematory Operator Program™

- The NFDA Certified Crematory Operator (CCO) course is approved by the Academy of Professional Funeral Service Practice (APFSP) for 7 CE hours and by most state licensing boards for up to 7 CE hours.
- The basic state training requirements are met for cremator operators. It is the obligation of individual certification candidates to ensure they are in compliance with all state training requirements. If required by state laws and regulations, NFDA provides supplementary state-specific material. CCO course instructors: Michael Nicodemus, NFDA VP, Cremation Services, Michael Watkins, CFSP, NFDA Senior VP, Operations. *Crematory operator training, as a condition of crematory licensing, is required by law in 23 states at this time.*
- It is the obligation of the individual to obtain, reference, and follow the complete instructions published and provided by the manufacturer of the cremation equipment that is operated.
- NFDA verifies course attendance for CE purposes. CCO certification requires passing a 50-question take-home test (passing score is 70%). All tests are graded by NFDA; pass/fail results are reported to candidates.
- **For information about hosting an NFDA Certified Crematory Operator Program™, call 800-228-6332.**

NFDA CCO Course Outline

1. Introduction

Cremation Ethics
Serving Cremation Families
Cremation History, Trends, and Statistics
Cremation and Funeral Service Terminology

2. Principles of Combustion and Incineration

Principles of Combustion
Principles of Incineration
Incinerator Terminology

3. Basics of Crematory Equipment Operations

Design and Operating Requirements
Maintenance and Troubleshooting

4. Cremation and Disposition Authorization

Right of Disposition Scenarios

5. Cremation Procedures

Due Diligence
Cremation Caskets and Containers
Federal Trade Commission (FTC) Funeral Rule
Recordkeeping

6. The Cremation Process

Identification Prior to Cremation
Pre-Cremation Assessment of Human Remains
Operation Sequence under Normal Conditions
Special Cremation Procedures/Case Studies

7. Shipping Cremated Remains

8. Cremation Safety and Compliance

State Laws and Regulations
Environmental Laws and Regulations
Safe Crematory Operations: OSHA

9. Liability

Operations Liability and Risk Avoidance
Contract Liability and Risk Avoidance
Environmental Liability and Risk Avoidance
9.5 Due Diligence for Funeral Homes Using Third Party Crematories

10. Public Relations

Public Relations and Your Community
Zoning Issues