Cremation Arranger  
ICCFA Certification Program  
Tuesday, July 18th 8am – 4pm  
The ICCFA CACP one-day intensive training course is designed to give you new tools to create better cremation arrangements. Learn the history of cremation, pertinent laws and regulations, how to identify your customer base, how demographics should impact your marketing and arrangement process, and how people's perception of price affects their behavior. All of this information is presented with one singular focus—to help you create a better arrangement for each family you serve.  

Cremation Arranger training is necessary for anyone who works with families to create meaningful tributes for their loved ones. Learn from death care professionals how to stress the value of services, offer attractive options to families, increase customer satisfaction and boost revenue.  

Course Overview  
• The A to Z of Cremation Including Historical Background  
• Understanding the Dynamics of the Arrangement Process  
• The Modern Consumer  
• Understanding Price, Value and the Families You Serve  
• Intelligent Marketing  
• Reducing Your Liability  

8 CEU’S  
(excluding PA)

Register Online  
https://www.ccms.edu/event/canaiccfa-continuing-education-course/  
Cincinnati College of Mortuary Science  
645 W. North Bend Rd., Cincinnati, Ohio 45224  
Need Assistance? (513) 618-1930

Crematory Operations  
CANA Certification Program™  
Wednesday, July 19th 8am – 4pm  
COCP is designed to ensure that you and your employees have the most current crematory operations training available in the market today. Participation in CANA’s COCP assures the public that you are committed to safe cremation practices and that the utmost respect and care for their loved ones is a priority.  

This program will address major topic areas, then you’ll continue your learning online by completing a Cremation & the Environment module which addresses important environmental issues related to cremation. The final exam will be administered online. The course is taught using small group activities, case studies, videos, whole class discussions and lecture. A detailed manual is also provided for use during class and serves as an important reference tool after returning to work.  

Taught by industry experts, this program provides death care professionals a thorough knowledge of the practices and procedures that will help reduce the risk of litigation. This program meets the requirements of all states requiring crematory operator certification.  

Course Overview  
• Overview of the Cremation Process  
• Equipment and Operations  
• The Cremation Process in Detail  
• Chain of Custody  
• Reducing Legal Risk  
• Tying it all Together  
• Cremation & the Environment (online)  
• Final Exam (online)  

8 CEU’s  
& CFSP hours  
(excluding PA)