

[Home](#) > [Communication Center](#) > [Course Addition Request](#)
**USER:** TRACEY SOPINSKY, New Hampshire Board of Registration of Funeral Directors and Embalmers

**Course Addition Request**

Course Name	CANAs Online Crematory Operations Certification Program (COCP) <b>(modular)</b>
CE Broker Course Tracking #	20 - 1265363
Course Description	Renewal for 2025 The CANA COCP is designed to ensure that you and your employees have the most current crematory operations training available in the market today. Participation in CANAs 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 course follows best practices for adult workplace learning in an interactive, engaging and effective way. Content is taught through the use of interactive exercises, reading assignments, case studies, narration, video from classroom sessions, quizzing and more. Attendees of both versions of the course receive the same manual; online attendees receive a digital copy and in-person attendees receive a print copy.
Provider	<a href="#">CREMATION ASSOCIATION OF NORTH AMERICA</a>
Course Type	Anytime
Delivery Method	Computer-Based Training (ie: online courses)
Provider Type	Educational provider with courses approved by the New Hampshire Board of Registration of Funeral Directors and Embalmers

**Profession Selection + Hours**
**Renewal Hours**
**Approved Hours**
**Embalmer**

General

0

**Funeral Director and Embalmer**

General

8

**New Hampshire Board of Registration of Funeral Directors and Embalmers Questions and Responses**
**This course is approved for C.E. credit by another licensing/professional organization?**
☒ Yes Other Approval: APFSP

☐ No

**Describe the course evaluation method.**

Questions asked at the completion of the course via LMS.

**Will this program be open to all licensees?**
☒ Yes

☐ No

**Course Attachments**

File Name	File Type	Size	Attached
<a href="#">Course summary</a>	.pdf	348.5 Kb	11/06/2024

Click the "Attach" button, locate the file to upload, and select it. When you submit your request, the attached files will automatically be enclosed.




Comments

(none)

**For Board Use Only**

Status	Pending	▼	Status date: 11/06/2024	* mm/dd/yyyy
Rosters Allowed Beginning	11/06/2024		* (course completion posted prior to this date will not be allowed to post to a transcript)	
Course Approval Period	11/06/2024		* to	

Internal Board/Council Comments Only

Comments viewable by CE Provider

2025 Crematory Operator Certification Application Cremation Association of North America 499 Northgate Parkway, Wheeling, IL 60090				
<b>TYPE</b>	CANA's Crematory Operations Certification Program (COCP)			
<b>DATE(S)/ LOCATION(S)</b>	January 1- December 31, 2025 - Available online, 24/7/365 The course is offered in-person four to five times per year at locations across the country.			
<b>TITLE</b>	Crematory Operations Certification Program™			
<b>PRESENTER(S)</b>	Course developed by Jennifer Werthman, Education Director (see qualifications provided below)			
<b>CE HOURS</b>	8.0	<b>FEE</b>	<b>Member</b>	\$495.00
			<b>Non Member</b>	\$595.00

### **COURSE DESCRIPTION:**

The CANA 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 course follows best practices for adult workplace learning in an interactive, engaging and effective way. Content is taught through the use of interactive exercises, reading assignments, case studies, narration, video from classroom sessions, quizzing and more. Attendees of both versions of the course receive the same manual; online attendees receive a digital copy and in-person attendees receive a print copy.

### **COURSE OBJECTIVES:**

At the end of this course, participants should be able to:

1. Define cremation.
2. Distinguish between commonly used terms.
3. Summarize the overall process of cremation from the time a dead body is received until cremated remains are returned to the family.
4. Describe the process of combustion, including the inputs and outputs, and how to control the rate.
5. Name the common components of a cremator, and briefly explain their purpose.
6. Describe the importance of temperature control.
7. Identify the cremator components that require regular maintenance.
8. List the Personal Protective Equipment (PPE) that should be worn when operating a cremator.
9. Explain the key processes and steps in the receiving, preparing, recovering and processing of remains.
10. Identify and use the proper forms for documenting chain of custody.
11. Describe additional ways that a business can minimize legal risk.
12. Explain the suggested guidelines for recycling, including compliance, disclosure, procedure, procedure, and compensation.
13. Describe your options in the recycling marketplace.
14. Determine whether or not your business should recycle metals from cremated remains.
15. Describe the legal aspects regarding recycling.
16. Describe the key findings of the 1999 US EPA Emission Study.
17. Explain how mercury emissions from cremation impact the environment.



## **CURRICULUM**

*When participants sign up for our online class, they will complete the course within our learning management system, and they will be required to complete them in the order below, and not able to move on until they successfully complete each section. They will not be able to take the final examination until completing all seven modules. The LMS will track the completion of every screen, activity, etc.*

### **Module 1: Overview of the Cremation Process**

The training will start with an overview of the cremation process by introducing basic terminology and process flow.

### **Module 2: Equipment and Operations**

The equipment and operations module will cover the science and control of combustion, common components and features, safety and PPE, and maintenance.

### **Module 3: The Cremation Process in Detail**

A detailed discussion of the cremation process will address receiving remains, preparation for cremation, handling special cases, and the steps of the process itself.

### **Module 4: Chain of Custody**

Documentation is key and this module will cover different types of forms and documents used, address the risk of liability and common errors, and then cover the documentation related to the receiving, tracking and return of remains.

### **Module 5: Reducing Legal Risk**

Aside from chain of custody, there are other important areas to focus on to reduce legal risk. This section addresses operations, staff training, compliance, handling regulatory investigations, and third-party crematory considerations.

### **Module 6: Tying it all Together**

To wrap up the course, attendees will work through several case studies, analyzing the situations to identify the correct and incorrect actions, all based on the discussions throughout the class.

### **Module 7: Cremation & the Environment**

This module is designed to familiarize participants with the fact and fiction of cremation's effect on the environment. The three main topics covered in this module are the basics of recycling, the legal impact of recycling, and cremation emissions.

### **Final Exam\***

The final exam will consist of 50 questions covering all 7 modules. The test will be taken online after completing all seven modules, allows 3 attempts for a passing score, and is open book.

## **COURSE DEVELOPER QUALIFICATIONS**

### **Jennifer Werthman**

Education Director

Cremation Association of North America (CANA)

A former high school science teacher, Jennifer has 16 years of experience in education. She holds a bachelor's degree in science teaching from Clemson University, a master's degree in Curriculum, Instruction and Assessment from Walden University, and is a Certified Professional in Learning and Performance (CPLP). Jennifer began working for the American Foundry Society in 2005 and served as the Director of Education from 2010-2015, where she was responsible for the administration and operations of the AFS Institute's programs and facilities, and initiated a complete redesign of Institute programming, including both classroom and online courses. Jennifer joined CANA in 2015 and brings a wealth of experience in best practices for workplace learning, especially in the area of online course development.

## **FACULTY QUALIFICATIONS**

*There are recordings from an in-person course sprinkled throughout this online course. The two faculty in these videos are Tom Krowl and Wendy Russell Wiener. Their qualifications are below.*

### **Tom Krowl**

Cremation Systems (Armil/CFS)

South Holland, IL

Tom has a B.S. degree in Construction Engineering from Syracuse University and the State University of New York. He has spent 38 years working in the Building Materials, Fire Testing, and High Temperature Insulating Materials Industries. The past 10 years have been focused on new cremation equipment technology and installation techniques. His depth of knowledge of construction, environmental impact, and zoning regulations benefit crematory operators at every level.

### **Wendy Wiener**

WRW Legal, PLLC

Tallahassee, Florida

Larry is a graduate of Kent State University and is a past member of the Board of Directors of the Cremation Association of North America (CANA) and a former Supplier Liaison. As the former owner of Crematory Manufacturing & Service, Larry has seen first-hand the negative impact that poor crematory maintenance and improper operating procedures can bring about. Larry is currently Founder and President of Cremation Strategies & Consulting and has spoken at numerous industry events and has conducted crematory operator training classes across North America with a mission to advance the safety of cremation facilities and their employees and to more positively impact our community and our environment.

Considering this class is designed to teach the fundamentals of cremation and introduce you to best practices, please evaluate the course on the following items.

The content of the course met my expectations.

Strongly Disagree  Strongly Agree

The content was presented in an understandable manner.

Strongly Disagree  Strongly Agree

The instructional activities enhanced my understanding of the content.

Strongly Disagree  Strongly Agree

I was actively engaged during the entire course.

Strongly Disagree  Strongly Agree

The manual is a valuable reference tool.

Strongly Disagree  Strongly Agree

The money paid for me to take this course was well spent.

Strongly Disagree  Strongly Agree

In what ways could this course be improved?

The individual course modules were easy to navigate.

Disagree  Strongly Disagree

In what way do you think you will be more effective in your job as a result of attending this course?

Were there any topics which you feel should have been covered, but were not?

Were there any topics which you feel did not add value to the course or increase your knowledge?

Display a menu



Cremation Association of North America  
499 Northgate Parkway  
Wheeling, IL 60090 USA  
312.245.1077 Main 312.321.4098 Fax  
[www.cremationassociation.org](http://www.cremationassociation.org)

## Continuing Education Certificate of Attendance

CANA's On-line Crematory Operations Certification Program  
Date



### Academy of Professional Funeral Service Practice

Event Number: 24-7443/Category: A

Provider Number: 1090

Contact Hours: 8.0

**Name:** «First\_Name» «Last\_Name»

**Organization** (If Applicable): «Organization»

**Address:** «Address»

**City:** «CityTown»

**State/Province:** «StateProv»

**Postal Code:**  
«Postal\_Code»

**License Number:**

A handwritten signature in black ink, appearing to be 'B. H. 6'.

---

Attendee's Signature

---

Authorized CANA Signature

---

*Founded in 1913, the Cremation Association of North America is an international association of over 3,300 members comprised of funeral homes, cemeteries, crematories, consultants and suppliers.*