

The Always Food Safe Food Protection Manager Certification

Examinee Handbook

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The Always Food Safe Food Protection Manager Certification Examinee Handbook

A warm welcome from all of our team!!

This handbook has been designed to guide candidates through the steps required to take The Always Food Safe Food Protection Manager Certification examination.

It will explain how the certification is open to any applicant who meets the eligibility requirements and will also help you understand your responsibilities as a Certified Food Protection Manager candidate.

We recommend reading through this handbook before taking the examination. It provides a great and quick reference to many questions you might have.

Being a Certified Food Protection Manager

A Certified Food Protection Manager is responsible for:

- Identifying hazards in the day-to-day operation of a food establishment
- Developing or implementing specific policies, procedures, or standards aimed at preventing foodborne illness
- Coordinating training, supervising or directing food preparation activities, and taking corrective action as needed to protect the health of the consumer
- Conducting in-house self-inspection of daily operations on a periodic basis to see that policies and procedures concerning food safety are being followed.

To become a Certified Food Protection Manager, a candidate must pass a food safety certification examination from an accredited certification program recognized by the Conference for Food Protection (CFP), while being monitored by an approved Proctor.

Food Protection Manager Certification Exam

The primary purpose of the Always Food Safe Food Protection Manager Certification Exam is the evaluation of those candidates who wish to secure or maintain Food Protection Manager Certification in accordance with the criteria and standards established through the Conference for Food Protection. It is designed to test and assess food managers on competencies relevant to the prevention of food borne illness. The Always Food Safe Company also has a responsibility to ensure that the certification process is fair to our examinees and protects their inherent rights.

After successfully passing the exam, candidates may use the following terms to refer to themselves, but only while they maintain a valid certification:

- **“Certified Food Protection Manager”**
- **“Always Food Safe Certified Food Protection Manager”**
- **“Always Food Safe Certified”**

They may also use the “Always Food Safe” Certified logo on their stationery, business card, personal website, etc. to indicate their status.

The certificate shall be valid for up to **five years** from the date of the exam.

Scheduling the Examination

There are a few steps that need to be taken before scheduling the examination. These steps include the following:

- 1) Reviewing the Candidate Code of Ethics, Statement on Candidate Misconduct, state and local regulatory requirements, and rights and responsibilities as a candidate;
- 2) Reviewing proctoring methods and deciding which method to use;
- 3) Learning about testing accommodations.

Candidates who need to apply for testing accommodations are strongly encouraged to wait until they have submitted their application for accommodation and heard back from The Always Food Safe Company on a decision before scheduling the examination.

Candidate Code of Ethics

By registering and completing The Always Food Safe Company, Certified Food Protection Manager Exam, the candidate agrees to uphold and promote the integrity of the exam and the values of the certification process, specifically by doing the following:

- Promote food safety to the best of your ability.
- Treat all others with respect and courtesy, before, throughout and after the examination.
- Understand the consequences of your actions if you are caught cheating or behaving in an unethical manner.
- Report any suspected cheating to the exam proctor or to The Always Food Safe Company.
- Uphold the credibility and prestige of the Food Protection Manager Certification.

Candidate Misconduct

We take candidate misconduct very seriously. Candidate misconduct includes anything considered to be a threat to the security of the exam, copying or sharing answers during the exam as well as any attempt to copy, save, or transmit the contents of the exam. This conduct constitutes cheating.

When testing in a group, a candidate should not talk to another candidate or look at another candidate's computer screen. Candidate misconduct includes using any other computer programs or computing device, including laptops, tablets, or phones.

Please Note:

- If there is a suspected cheating incident, The Always Food Safe Company will fully and fairly investigate the incident
- This will entail holding the release of a candidates test scores
- If cheating is confirmed, the scores are destroyed, and the candidate will be restricted from re-taking the examination
- Typical restrictions range from 1 to 5 years

Regulatory Requirements

In certain states, cities, or counties it is required that candidates have completed training prior to taking the exam.

Candidates are responsible for compliance with such requirements. ***If you have moved or do not know what is required of you, we suggest checking with your local regulatory authority.***

Candidates' Rights & Responsibilities

As a candidate, you are entitled to certain rights, and in addition you will have certain responsibilities:

Rights

- Your proctor will be a trained individual who follows a professional code of ethics when administering the examination.
- Your examination score will remain confidential, to the extent of the law.
- If using a test center or company-sponsored proctor, you will be offered a comfortable, secure examination location that has adequate seating, lighting, heating/cooling/ventilation, writing surfaces that is ADA-compliant.
- You will be respectfully treated irrespective of race, age, disability, gender, sexual orientation, or religion.
- All requests for an accommodation will be evaluated fairly and reasonably.

Responsibilities

- You must know when and where your examination will take place, pay for the examination if required, appear on time, and have a photo ID.
- Follow all examination instructions as detailed by the proctor.
- Treat all others with respect and courtesy, before, throughout, and after the examination.
- Understand the consequences of your actions if you are caught cheating or behaving in an unethical manner.
- You must immediately tell your proctor if you have any difficulty in understanding the language of the examination.
- Immediately inform your proctor or The Always Food Safe Company if you believe that the examination conditions affected your score.

Please Note: Local regulatory laws may supersede these rights and responsibilities and it is your responsibility to check if you are unsure of any point.

Choosing a Proctoring Method

All examinees need to choose a proctor in order to schedule and take the exam. If your employer is providing the proctor, then you will take the exam with this proctor. If your employer is not providing proctoring, or you are taking the exam independent from an employer, you will need to choose a proctoring company. We have partnered with two companies to provide proctoring services: Prometric, for in-person test center proctoring, and ProctorU, for virtual at-home testing. Either is acceptable and neither is better than the other; your choice should depend on your preferences and requirements for testing.

Prometric – Test Center

Examinations take place at a test center. At your scheduled exam time, you will go to a Prometric test center to take the exam. Your proctor will verify your identity by checking your photo ID before allowing you into the exam room. You will be asked to leave your phone, headphones, notebooks, and any other personal items outside the testing room or in a secure location in the testing room during your exam. It is likely you will be testing with other test-takers present in the room. The proctor will stay with you throughout the duration of the exam to ensure a smooth testing experience and monitor for signs of cheating.

NOTE: Although Prometric offers remote testing, we are NOT partnering with Prometric for remote testing.

You will need to bring the following to your testing location:

- A government-issued photo ID
- All necessary computer equipment will be provided by the test center

Website: <https://www.prometric.com/>

ProctorU – Remote Proctoring

Examinations take place at a private location of your choice. At your scheduled exam time, you will log into ProctorU to connect with a proctor. Once connected, they will verify your identity by checking your photo ID, and they will make sure your computer, microphone, and webcam are ready for the examination. Your proctor will stay with you throughout the duration of the exam, monitoring exam conditions to ensure you have a smooth testing experience and to ensure no cheating occurs. You will not be allowed breaks during the exam, including going to the restroom.

You can choose to test from any place you like, as long as it meets the following guidelines: A quiet room that is free of interruptions, with no one else present, free of objects that a test-taker might use for assistance on the exam (such as phones, another computer, a second display, tablets, notebooks, pens/pencils, etc.). When you connect with the proctor, they will ask you to pan your room with your webcam to make sure all prohibited items are removed prior to starting your exam.

You will need access to the following at your testing location:

- A government-issued photo ID
- A reliable connection to the internet
- A desktop or laptop computer (Mac or PC). Chromebooks are not allowed
- A working webcam and microphone

Website: <https://www.proctoru.com/>

When you have decided which proctoring method you will use, you should go to www.alwaysfoodsafecom.com to log into your account and choose the proctoring option. You will then receive an email containing important information about scheduling the exam and what to expect on testing day.

Examination Accommodations

In all of our partnerships with our proctoring providers and corporate clients, the Always Food Safe Company is committed to ensuring that competently proctored testing sites are user-friendly and readily accessible to all candidates. Testing sites are responsible for meeting all government health and safety requirements, and for being accessible to candidates with disabilities. It is the policy of The Always Food Safe Company LLC to fully comply with all state and federal laws concerning accommodating candidates in accordance with the American's with Disabilities Act (ADA).

The Always Food Safe Company will never discriminate among candidates as to age, gender, race, religion, ethnic origin, sexual orientation, or disabilities.

Reasonable Accommodation

Reasonable accommodations create a more level playing field for candidates in the testing environment. If you are a candidate with a disability wishing to take our examination, you may request a special accommodation.

Accommodations may include:

- a reader and/or recorder for sight impaired candidates
- a sign language interpreter
- a foreign language translator
- additional testing time
- or any similar requests in accordance with the Americans with Disabilities Act (ADA).

They may also include permission to bring special items into the testing room for medical purposes (such as food, drink, medication, sound devices, etc.).

Requests for testing accommodations must be reasonable, approved, and based upon appropriate documentation, and **MUST be arranged prior to your scheduled examination.**

Candidates requiring reasonable testing accommodations must arrange this with the Always Food Safe Compliance Department by submitting the appropriate **Exam Accommodation Application** form **at least 10 business days prior to the requested accommodation** for taking the Always Food Safe Food Protection Manager Exam. Before submitting the application, it is important to have already chosen your proctoring method as the applications differ slightly depending on which method you choose.

The Always Food Safe Company will coordinate with the Prometric Exam Center, ProctorU or with an approved, Always Food Safe Proctor selected by the candidate, and respond via e-mail within **five business days** with an approval, denial, or modification request.

The Proctor must accommodate all candidates that present, in advance, documented disabilities and allow them sufficient time to become knowledgeable with the navigation and use of the online examination.

If a request is denied, you may submit an Appeal Request Form within 30 days of the denial.

An application for accommodation can be obtained by reaching out to Always Food Safe by phone (1-844-312-2011), email (exam@alwaysfoodsafecom.com), or download the application directly from our website <https://alwaysfoodsafecom.com/food-protection-manager-information>.

Examination Day

Role of the Proctor

A Proctor will be present to administer the examination and will be responsible for:

- verifying your identity
- conducting secure exam logins
- ensuring proper exam administration and security
- verifying exam completion

The Proctor cannot answer any questions or comment about any exam content during the exam. In-person proctors can provide the candidate with an *Examinee Comment Form* if required. For remote proctoring, the *Examinee Comment Form* is available on our website.

Candidates are expected to be familiar, through a combination of experience and training, with the principles and procedures for protecting consumer health from foodborne illnesses.

The Always Food Safe Company offers an optional test preparation training course that covers the relevant material. The training material is developed independently of the examination.

The Examination

The Always Food Safe, Food Protection Manager Certification Exam is an English-only, proctored, closed-book exam with 90 questions. 80 questions will be graded with an additional 10 pilot questions that are for research purposes only.

The minimum passing score is set at 70 percent, (56 correct answers). Questions are multiple choice with four options for each question with only one correct answer. This test is only available via computer, we do not offer paper copies. The examination is timed to 2 hours.

The following are the topics covered by the exam and their weighting on any given exam form are:

% of Total Exam Score	Topic
25%	Food Purchase and Delivery Storage, Preservation, Date Control Preparation Pathogens & Foodborne Illness Pathogenic Bacteria Identification Cross-Contamination Cook and Cool Hot/Cold Hold Time & Temperature Controls Service
20%	Cleaning & Sanitization Cleaning Practices Chemicals & Cleaning Equipment Sanitizing
16%	Personnel Management & Training Hand Washing Work Attire Illness Signs & Symptoms
14%	Facilities Facility Requirements Equipment Auditing & Maintenance Pests
13%	Allergens Regulatory Symptoms & Reactions Main Allergens Management & Training Cross-Contact
12%	Regulatory Legal Requirements HACCP Records and Reporting

Taking the Exam

We've gathered a few things you should know prior to taking the examination:

- Questions are multiple choice with four answer options provided, each question has only one correct answer. Be sure to answer all questions. Unanswered questions are graded as incorrect.
- There is a small open circle in front of each option. To select an option as the answer, you will use the mouse to point the cursor to the desired option and then left-click on the mouse to fill in the circle. Any selected answer can be changed simply by clicking on another answer.
- The buttons marked **Next** or **Previous** allow you to skip forwards and backwards through the test without having to answer every question. However, make sure by the end that all questions have been answered! (at the end of the test, there will be the option to review the questions that were skipped)
- In the event that the computer should freeze during the examination or there be an interruption in internet service, your test can be re-accessed. When the test is resumed, all your responses up to the question that was in progress will be restored.

Examination Procedures – Prometric Test Center ONLY

The following examination procedure is for the Prometric Test Center ONLY. If you chose the remote proctoring option, the examination procedure for ProctorU starts on page 17.

What to Bring to the Test Center

Candidates will need to bring a photo ID as well as their Always Food Safe username and password.

Photo ID

Candidates MUST bring one unexpired government-issued photo and one signature ID. The photo and signature may be on the same ID.

Acceptable forms of identification include:

- Valid state driver's license
- Current passport
- Current military identification
- Valid state identification with photo
- Valid Immigration and Naturalization Service Employment Authorization Document or Alien Registration Card

Candidates who do not produce a valid acceptable ID at the scheduled appointment will not be allowed to take the test, and the candidate will not receive a refund of the testing fee.

Always Food Safe Username and Password

Candidates will also need to bring their Always Food Safe username and password that was created when the exam was purchased. Generally, the username will be the candidate's email address. The username and password created for SCHEDULING the exam session was for a separate system run exclusively and independently by Prometric. ***DO NOT try to log into your Always Food Safe account for the exam using your Prometric details. If you lose or forget your credentials, please contact Always Food Safe Customer Support at 1-844-312-2011 for assistance. Candidates are strongly encouraged to log in to their exam prior to their testing session to make sure they are able to see the initial screens on the exam.***

Late Arrivals

If you arrive late to the test center, the testing center staff may choose not to seat the candidate if doing so disrupts the examination for other candidates. Candidates who arrive late while the instructions are being read out may be admitted into the testing room **only at the proctor's discretion**. Candidates who arrive late after the examination has begun will **NOT** be admitted directly into the testing room, as this will disturb the other examinees.

If you arrive late and are unable to start the examination, you will be allowed to re-book your session. However, you will be charged again for the examination session and will not receive a refund of the testing fee.

Cancellation, Rescheduling, No Show, or Late Arrival for Scheduled Test at a Center

For each candidate who reschedules, cancels, arrives late, or does not appear for a scheduled test, the following charges shall apply:

Cancellation/Reschedule Period	Cancellation/Rescheduling Fee
30 or more days before Test date	None
5-29 days before scheduled Test date	\$35
a) less than 5 days before the Test date b) fails to appear for a scheduled Test c) If a candidate arrives late for a scheduled examination and is refused admission	The full Test Delivery Fee for the cancelled/rescheduled Test.

Walkthrough of Test Center Protocol

Here is an overview of what will happen at the Prometric testing center:

- The proctor will welcome candidates and ask them to sign a logbook. The signature in the logbook will be checked against the signature on the candidate’s ID. The proctor will also inform candidates where to store their personal items (cell phones, data devices such as smart pads or smart watches, purses, bags, hats, briefcases, papers, books, or any other personal belongings) before taking their seats.
- The proctor will provide exam instructions. Candidates will each log into their Always Food Safe accounts, which will contain the Food Protection Manager Certification Exam. The login credentials (username and password) will have been provided upon enrollment via the e-mail provided upon registration with The Always Food Safe Company.
- The initial screens contain sample questions which the candidate can use to gain familiarity with how questions look and how they are answered. Candidates can select the answers for these **ungraded sample questions**.
- After the initial screens, there is a proctor login screen preventing access to the exam questions until a proctor uses their credentials to unlock it and start the timer. The exam itself cannot be started until a proctor unlocks access.
- Candidates will have **two hours** to complete the examination.
- There must not be any talking, moving around, smoking, eating, or drinking in the room during the exam. All cell phones, and other electronic devices must be turned off and stored with the candidates' belongings. There should not be any paper, pens, or writing utensils on the tables/desks. Candidates must strictly comply with instructions given by the proctor.

- At the end of the exam, a screen showing any questions that were skipped will be shown. At this stage the candidate may return to any unanswered question(s) and enter an answer before the exam is graded.
- When candidates have completed the test, they will click on the “**Complete**” button. The examinee will be asked, “Would you like to complete your exam for grading?” If so, the examinee will click “**Yes.**”
- After clicking “**Yes**”, there will be a further 10 questions that a candidate has to complete before the exam results are revealed. These are basic demographic questions, (age, race, gender, for research purposes only), and proctor evaluation.
- Once the proctor finalizes the examination session, the results, pass or fail will be immediately displayed on the computer screen.

Examination Procedures – ProctorU ONLY

The following examination procedure is for the ProctorU ONLY. If you chose the test center proctoring option, the examination procedure for Prometric starts on page 14.

What You Will Need for Testing

You will need to have a photo ID as well as a computer with a microphone and a webcam. More details on these requirements are provided below.

Photo ID

Candidates MUST have one unexpired government-issued photo and one signature ID. The photo and signature may be on the same ID.

Acceptable forms of identification include:

- Valid state driver's license
- Current passport
- Current military identification
- Valid state identification with photo
- Valid Immigration and Naturalization Service Employment Authorization Document or Alien Registration Card

Candidates who do not produce a valid acceptable ID at the scheduled testing time will not be allowed to take the test, and the candidate will not receive a refund of the testing fee.

Technical Requirements

Here is the complete list of technical and system requirements:

- Laptop or desktop computer, running either Windows (Vista or Windows 10 or higher), or Mac (OS 10.5 X or higher)
- Webcam with at least a 640x480 resolution (1280x720 is best)
- Microphone (some web cameras have them built in)
- Speakers
- Stable Broadband Internet Connection – Minimum .768 Mbps download and .384 Mbps upload; we recommend 1.5 Mbps or greater download and 1 Mbps upload
- A wired connection is preferred over wireless (WIFI)
- At least 1024 MB RAM
- Current version of Google Chrome (preferred) or Firefox (Edge and Internet Explorer are not acceptable browsers)
- Ability to download and install a small program (LogMeIn)
- Dual screens are **not allowed**

These devices are **not supported**:

- Chromebooks
- Tablets (Nexus, iPad, Tab, Note, etc.)
- Linux/Unix
- Virtual Machines
- Windows 10 in S mode or Surface RT

Cancellation, Rescheduling, No Show or Late Arrival for Scheduled Test

You should plan on arriving a few minutes prior to your scheduled time. ProctorU reservations remain active in your account for 15 minutes past the scheduled time. For example, if a test-taker schedules their appointment at 1 pm, they will be able to connect from 12:57 pm - 1:15 pm. While it is a good idea for test-takers to be punctual, you will not be able to connect with a proctor earlier than 3 minutes before your scheduled appointment. If you've surpassed the 15-minute window, you will need to schedule a new exam.

Please follow the steps below to reschedule:

- Log into your ProctorU account
- Select the exam you're taking
- Choose the date and time you'd like to take the exam and click Schedule

To avoid premiums, please be sure to schedule or reschedule any reservations more than 72 hours in advance. Rescheduling your exam less than 72 hours in advance will incur a \$5 - \$8 premium scheduling fee. Rescheduling your exam less than 2 hours in advance will incur a \$8 - \$12 premium scheduling fee.

For more information on rescheduling exams with ProctorU, see the Scheduling FAQs on the ProctorU website, located at: <https://support.proctoru.com/hc/en-us/sections/115003172868-Scheduling>

Note that if you fail to show up for a scheduled exam without notice, you will not be eligible for a refund. Additionally, once you have started the examination, no refunds will be granted, unless the examination was disrupted by technical issues affecting the candidate's ability to complete the exam. All refund requests must be made via phone or email to The Always Food Safe Company. All requests for refund will be at the sole discretion of The Always Food Safe Company, and if approved, will be processed and credited to the candidate through the third-party payment partner initially used.

Walkthrough of Remote Testing Protocol

Here is an overview of what will happen during remote testing:

- At the scheduled exam time, you will log into ProctorU, using the username and password you created when you scheduled the exam. Once prompted, you will be asked to connect your computer to your proctor's computer. You will click the 'Click Me!' button then run the file and open 'Support-LogMeInRescue' in the downloads folder. If you are using Mozilla Firefox, you will need to save the file and then open it.
- Once your camera and desktop are connected to your proctor's, you will be asked to show government- or school-issued identification.
- You will submit your name and physical address electronically and the site will generate 4 challenge questions based on public records. Your proctor will unlock this step for you. Please be prepared to show a second form of government or school issued photo ID if needed.
- You will be required to pan your work area with your webcam. If the testing computer has a built-in web camera and cannot be moved to scan the entire room, you must have a 5" x 5" or larger handheld mirror that the remote proctor can use to scan the testing room. A laptop can be picked up and moved to scan the room.
- If this is your first exam, your photo will be taken and saved to the ProctorU system.
- Once all of these steps have been completed, you will open a new tab or window and bring up the examination site, log in and select the exam you will be taking. Your proctor will enter in the password to unlock your exam.
- When you have completed the test, you will click on the **“Complete”** button. The examinee will be asked, “Would you like to complete your exam for grading?” If so, the examinee will click **“Yes.”**
- After clicking **“Yes”**, there will be a further 10 questions that you will complete before the exam results are revealed. These are basic demographic questions, (age, race, gender, for research purposes only), and proctor evaluation.
- Once the proctor finalizes the examination session, the results, pass or fail, will be immediately displayed on the computer screen.

*Please note:

- You need to be alone in a well-lit room. Once your exam is open, you will not be permitted to hold conversations of any kind until the exam has been submitted. Your launch button will be enabled when your exam is fully prepared for delivery.
- You may not exit the camera view (such as to use the bathroom) or use a cell phone or other electronic devices during the examination.
- Your hands must be visible to the camera at all times. Talking or mouthing words while testing is prohibited.

After the Examination

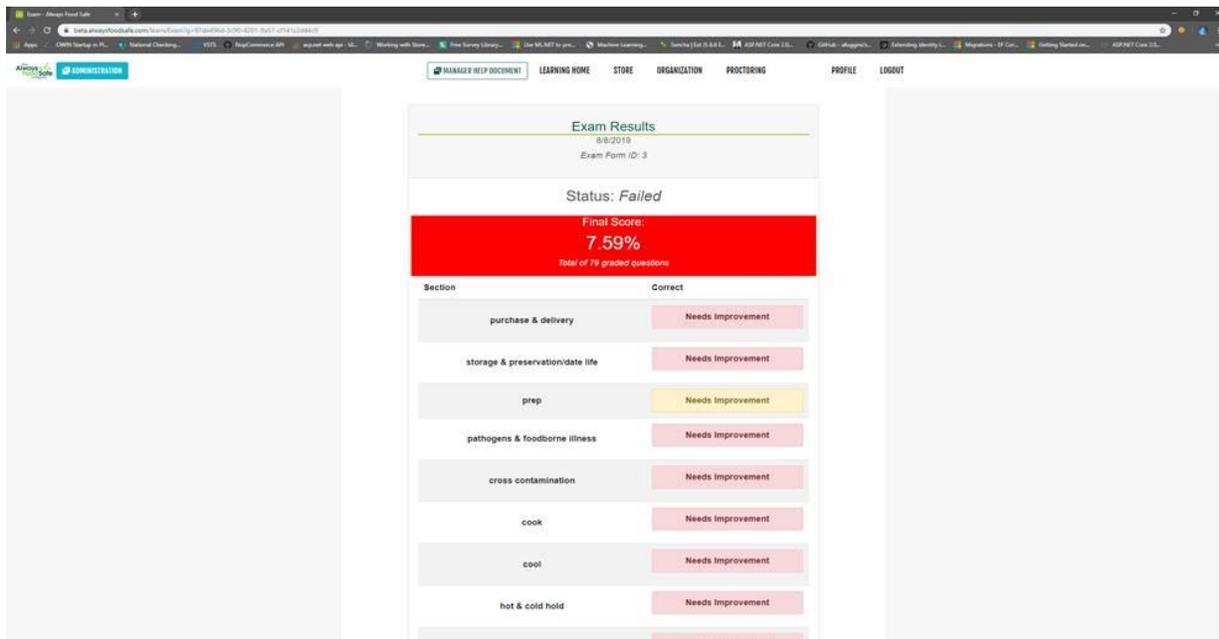
Official results (certificate or failing score report) will be mailed directly to examinees by The Always Food Safe Company. The Official Certificate will be mailed within 15 business days of completing the exam. If there is a delay due to problems in verification or authentication of scores, examinees will be kept informed and an approximate date for release of the scores will be provided. Always Food Safe will have ongoing communication with examinees and the proctor until the scores are verified and released.

Not everyone will pass the examination on the first attempt. Candidates who do not pass the examination will have 1 more attempt to re-test for free within a 3-month period. See the next section for further information.

Failed Examinations

Every candidate who fails the examination will be provided with information on their general areas of deficiency.

See sample screen shot below of what this looks like:



Candidates who do not pass the examination will have one more attempt to re-test for free within a 3-month period. Candidates should contact a Customer Support Representative to set up this re-test for a separate exam session. Candidates will also need to contact their proctoring provider to reschedule the examination for another time. There may be an additional charge for this by the proctoring provider.

We are unable to allow a re-test during the current test session due to testing site time constraints.

Candidates who do not pass on their second attempt will need to repurchase the exam and must wait 90 days to do so in order to assure they are receiving a different form of the exam from the first two forms.

Release of Certification Status Information

All candidates will have access to their score at any time following the submission of the final exam onto our Learner Management System.

All scores are then available to the candidate at any stage of the certification's lifetime, (up to 5 years). This will be through their unique username and password protected account which will remain active for the duration of the certification.

By completing and submitting the Online Examination, you authorize The Always Food Safe Company to release your certification status to primary stakeholders who have an interest in confirming your status as a certificant.

These include, but are not limited to:

- You, the examinee
- The proctor of the examination
- Your employer
- Any applicable health/regulatory agencies

A candidate can log onto their own Learner Management System to provide an employer with the required information or alternatively, email The Always Food Safe Company and ask us to send the information to their employer. A candidate must provide the employers contact details and an email address.

If a candidate decides not to share their examination score with an employer, The Always Food Safe Company will not release a candidate's score.

Certification, Probation, Revocation

Certification is valid for up to five years from the date of the candidate's last successful exam.

Please be sure to verify the length of certification with your local health department as certain states vary in requirements.

Candidates must retake the exam prior to their expiration date in order to maintain unbroken certification.

Candidates may sit for the exam at any point after initial certification in order to extend their period of certification validity to a maximum of 5 years.

Always Food Safe will confirm the status of an individual as being certified upon inquiry that includes the first name, last name, and certification number of the requested person.

Candidates who change their names must notify Always Food Safe if they desire to have their records updated. There is no charge to update a name record.

The certification status of a person may be revoked if Always Food Safe becomes aware of any of the following:

- Incontrovertible evidence that the candidate cheated during the examination
- Willing allowance of another person(s) to use the candidate's name and certification number to represent themselves as a Certified Food Protection Manager
- Criminal or civil conviction related to food safety or public health

Should Always Food Safe become aware of such conditions, the matter will be considered by the Responsible Officer (Awards & Examinations). Should the Responsible Officer (Awards & Examinations) have good cause to believe that a violation has occurred, the matter shall be brought to The Always Food Safe Company Certification Committee for consideration and possible action.

The certified person shall be notified at least 30 days before such hearing and shall be entitled to present a defense, either in person, through legal counsel, or sworn affidavit. The decision of the Certification Committee is final.

The Certification Committee may dismiss the charge, revoke certification, or place the individual on probation for a period up to two years.

If certification is revoked, the person's name shall be removed from the Always Food Safe database, and the person shall not be eligible to retake the exam for a period of three years. If the individual is placed on probation, any further infractions during the probationary period may result in further action by the Certification Committee, up to and including revocation.

Complaints & Appeals

The Always Food Safe Company has a formal policy on complaints and appeals for candidates questioning eligibility or any part of the accredited certification program.

The purpose of this document is to ensure all candidates have access to a fair, reasonable and inexpensive complaints and appeals process.

The Always Food Safe Company is committed to ensuring that all candidates are provided with the best possible information, services and products. The Always Food Safe Company is also dedicated to meeting customer expectations and to monitoring and evaluating its performance.

The policies and procedures detailed below apply to all cases of complaints or appeals, and is available to all candidates who use any of the products or services of The Always Food Safe Company.

Policy on complaints about the examination

Candidates have the opportunity to provide feedback on the examination content and test administration procedures. If a candidate has a question or a concern about the reliability, validity, and/or fairness of the test, they may submit the question or concern in writing to the Always Food Safe Company no later than five calendar days after taking the examination.

If a candidate has concerns about administrative procedures at a testing site or if they've observed a breach of test security, the candidate should submit a report in writing to the Always Food Safe Company within five calendar days after taking the examination.

The Always Food Safe Company will not consider reports about test content or test administration procedures that are not submitted in writing within the five-day deadline. Receipt of the issue will be acknowledged by The Officer of Awards and Examinations and the candidate will be provided with a progress report within five business days or at the time of resolution, whichever comes first.

Policy on appeal of examination results

Candidates who fail the exam may appeal their results within thirty days of receipt of the score report and must make this request in writing. The Officer of Awards and Examinations will acknowledge receipt of the appeal and provide the appellant with a progress report within five business days that will contain procedures and actions to be taken. The Appeals Committee will review the response record and the determination will be communicated to the candidate within 30 calendar days. The decision of the Appeals Committee shall be final. Submission, investigation and decision on the appeal shall not result in any discriminatory actions against the appellant.

Policy on appeal of denial of request for special accommodations

Candidates who are denied a request for special accommodations may file an appeal with the Appeals Committee. Requests for an appeal must be made no later than 30 calendar days after the accommodations are denied. The Officer of Awards and Examination will acknowledge receipt of the appeal and provide the appellant with a progress report within five business days that will contain procedures and actions to be taken. Within 60 calendar days of the receipt of the written appeal, the Appeals Committee will conclude its deliberations. The decision of the Appeals Committee is final. Submission, investigation and decision on the appeal shall not result in any discriminatory actions against the appellant.

Policy on appeal of suspension or revocation of certificate

Any examinee who is denied the right to sit an examination or has their certification suspended or certification revoked has the right to appeal the decision within 30 calendar days of the initial incident or decision.

There may be occasions when individuals/parties may wish to file complaints against The Always Food Safe Company. This may be a candidate or another (third) party.

The complaints and appeals process have three separate stages, depending on the nature of the complaint or appeal:

- An informal process between the candidate and proctor
- An informal process between the candidate and The Always Food Safe Company
- A more formal process for matters that have not been resolved by the informal process

Informal Procedure

In the first instance, we encourage all complaints to be resolved informally.

Proctors can assist in resolving the vast majority of informal complaints regarding the Certification Food Protection Manager (CFPM) Exam, that may arise before, during, or after, an exam session.

Complaints regarding the CFPM Exam should be submitted to the proctor in the first instance.

Complaints must be submitted to the proctor either before or after the exam session and not in any way that could distract or disrupt the exam session for other candidates.

If the complaint cannot be resolved informally in the first instance, candidates are encouraged to speak with one of The Always Food Safe Company's Customer Service team as a secondary route. The number for the Customer Service team is (844) 312-2011, or by email at help@alwaysfoodsafecom.com.

If the matter is resolved informally, there will be no need for official records to be kept, other than an entry in the electronic customer support log.

If the issue is not resolved informally, then the candidate should proceed with a written formal complaint or appeal.

Formal Procedure

Complainants must ensure that they provide a clear explanation of the problem and circumstances or other info that may be pertinent, including full name, address and telephone and email contact details.

A candidate may complain directly to The Always Food Safe Company about a matter relating The Always Food Safe Company actions/inactions, or to our Awarding Organization, ANSI.

To file a complaint or appeal, the Complaints & Appeals Form (which can be found on page 26) must be filled in completely and delivered to The Always Food Safe Company in a timeline in accordance with stated policies, depending on the nature of the complaint or appeal. The form can be mailed to the following address: The Always Food Safe Company, Attn. Complaints and Appeals, 889 Montreal Circle, St. Paul, MN, 55102. The form may also be scanned and emailed to: help@alwaysfoodsafecompany.com. All complaints and appeals made after the timeline stated in the policy will not be considered.

The candidate will be notified of the appeal outcome by phone, email or in writing within 30 days of receipt of the appeal at the Always Food Safe Company's office.

The Always Food Safe Company is committed to investigating all complaints reasonably, fairly, and fully.

- All complaints and appeals will be approached in a fair and transparent manner with the complainant being provided information about their formal complaint/appeal with a corresponding resolution as deemed necessary.
- The internal formal process will be at no cost to the complainant.
- The Always Food Safe Company will ensure the matter is handled confidentially.

Complaints & Appeals Form

All complaints and appeals will be approached in a fair and transparent manner with the complainant being provided information about their formal complaint/appeal with a corresponding resolution as deemed necessary.

Name of Examination:
Your Name:
Your Phone Number:
Your email address:
Your mailing address:

Reasons for the Complaint/Appeal:

For example: failed exam attempt, refusal of an accommodation

Details of the Complaint/Appeal:

Please provide as much information as possible

This form can be mailed to: The Always Food Safe Company, attn. Complaints and Appeals, 889 Montreal Circle, St. Paul, MN, 55102; or scanned and emailed to: help@alwaysfoodsafecompany.com. All complaints and appeals made after the deadline stated in the relevant policy will not be considered.

The Always Food Safe Company is committed to investigating all complaints reasonably, fairly and fully

889 Montreal Circle, St Paul, MN, 55102

Call Toll Free: 1-844-312-2011

www.alwaysfoodsafecompany.com