

Company: NRFSP
Contact Person: Tiffany Vowell
Approval: Mark Conley
Issue Date: 05/03/2018
Current Revision: 01/15/2020
Location: ASTM Folder



National Registry of Food Safety Professionals Approved Program Provider Manual

Food Safety First Principles for Food Handlers

Developed and Administered by
National Registry of Food Safety Professionals
Revised January 2020

Copyright © 2018 National Registry of Food Safety Professionals, All Rights Reserved. No part of this document may be reproduced, transmitted, used or disclosed in any form, including photocopy or recording, without written permission from National Registry of Food Safety Professionals.



Table of Contents

Introduction	1
About the National Registry of Food Safety Professionals	1
Why Use the Food Handler Certificate Program?	2
Helpful Terms	2
Your Role as an Approved Program Provider	3
Before Becoming an Approved Program Provider	3
To become an Approved Program Provider of National Registry you MUST:	3
General Roles and Responsibilities	3
Your Responsibilities Associated with Training Materials and Examinations	4
Security Violations.....	5
Specific Responsibilities for Training Course and Examination	7
Before the Training	11
Candidate Information Sheet	11
Obtaining Materials	11
Ordering Training Books with Scantron Sheets and Examination Packets	11
Inspecting Shipment Materials	13
What to do about Damaged Shipments.....	14
Securely Storing the Training Books, Candidate Scantron Sheets, and Examination Packets	14
Preparing the Training and Examination Site.....	15
Selecting and Training all Support: Readers and Translators.....	16
Handling Special Needs (ADA) - (Pre-arranged with NRFSP).....	18
At/During the Training and Examination	19
General Training and Exam Administration Guidelines	19
Approved Site Visitors/Observers	20
Preparing the Training and Examination Site.....	20
Beginning the Training and Examination	20
Late Candidates.....	20
Distributing Examination Materials.....	21
Handling the Unexpected.....	21
Candidates Completing the Examination.....	22
Examination Conclusion	23
Dealing with Suspected Dishonesty (Cheating)	23

Restroom Breaks during Training Course	24
Restroom Breaks during Exam Administration	24
Returning the Examination Materials	25
Receiving Results.....	26
Appendices.....	27
Appendix A: Food Handler Class Roster.....	27
Appendix A: Food Handler Class Roster (Continued)	28
Appendix B: Food Handler Training and Examination Site Checklist.....	29
Appendix C: Candidate Feedback Forms	30
Appendix D: Food Handler ADA Accommodation Request Form.....	31
Appendix E: Food Handler Examination Return Envelope.....	32
Appendix F: Candidate Information Sheet	33
Appendix G: About the Examination	37

Introduction

About the National Registry of Food Safety Professionals

National Registry of Food Safety Professionals (National Registry) is an American National Standards Institute (ANSI) accredited program that produces and administers the Food Safety First Principles for Food Handlers Certificate Program. It is accredited against American Society of Testing and Materials (ASTM) standard E-2659. National Registry's certificate program has been designed to provide food handlers with the basic knowledge they need to safely handle food for human consumption. Formal food safety training is not uniformly required by law in all local and state health jurisdictions. This program is based on the U.S. Food and Drug Administration (FDA) Food Code, and it is recommended for workers involved in the preparation, handling, serving and displaying of food.

Occasionally, this manual may be revised based on comments, recommendations and standard changes. It is your responsibility to review the Approved Program Provider Manual for revisions. The most recent revision date is on the front cover of the manual. Contact National Registry with any questions, comments, or concerns about this manual.

Shipping and Headquarters Address:

National Registry of Food Safety Professionals
6751 Forum Drive, Suite 220
Orlando, Florida 32821

Billing/Payment Address:

National Registry of Food Safety Professionals
BB&T Lockbox
PO Box 628244
Orlando, FL 32862-8244

Email:

-) **customer.service@nrfsp.com** - Customer Service Dept. (All service/training material ordering questions)
-) **info@nrfsp.com** - Shipping Dept. (Resources order questions)
-) **examsecurity@nrfsp.com** – Accreditation Dept. (Quality Assurance & Compliance)
-) **hotline@nrfsp.com** – Accreditation Dept. (Report security breach, cheating)
-) **ar@nrfsp.com** – Accounting Dept. (billing questions)

Phone: Toll-free (800) 446-0257 or (407) 352-3830

Fax: (407) 352-3603

Hotline: (888)544-9688

Hours of Operation:

Office Hours- 8:30AM – 5:00PM Eastern Time
Phone Hours- 8:30AM – 6:00PM Eastern Time

Web Site:

www.NRFSP.com

Why Use the Food Handler Certificate Program?

Our Food Safety First Principles for Food Handlers Certificate Program, through a valid and properly administered training and exam, is evidence of an individual's food handling knowledge and helps protect the public from food borne illness. The benefits of our Food Handler program include:

Benefits

-) *Protects the consuming public*
-) *Focuses foodservice workers on the importance of food safety in the workplace*
-) *Decreases the conditions and behaviors that typically lead to foodborne illness outbreaks*
-) *Promotes compliance with government regulations where applicable*
-) *Promotes potential career advancement for workers*

Helpful Terms

Approved Program Provider means the individual providing the training and at the exam site who has the ultimate responsibility for conducting a *Food Handler examination*. The exam administrator can also be a proctor.

Candidate means a person who takes a training class and examination

A **Conflict of Interest** is a situation in which someone in a position of trust has competing professional or personal interests. For example, a family member or friend is unacceptable.

A **Security Breach** is an infraction or violation of administrative processes or standards resulting in the potential exposure of examination questions.

Training Reliability is the degree of consistency with which a training class measures the attributes, characteristics, or behaviors that it was designed to measure.

Your Role as an Approved Program Provider Before Becoming an Approved Program Provider

To become an Approved Program Provider of National Registry you MUST:

-) Provide information relating to your food safety and/or training experience
-) Possess and maintain a valid Food Manager Certification from an ANSI-accredited provider. When your certification expires, you are expected to send National Registry your new certificate
-) Incorporate coursework within a logical sequence and follow the Intended Learning Outcomes as provided by National Registry
-) Have the resources (facility, human, financial) needed to effectively offer the program

General Roles and Responsibilities

After you have been approved by the National Registry as an Approved Program Provider, you are the representative for National Registry of Food Safety Professionals. You are responsible for overseeing all aspects of the training and exam activities. Responsibilities include the following:

-) *Renewing your Approved Program Provider Agreement and ANSI Accredited Food Safety Manager Certification every 3 years*
-) *Providing each candidate with an equal opportunity to attend the required training by applying the general principles of fairness and equality. National Registry does not discriminate based on age, sex, race, religion, ethnic origin, disabilities, or marital status.*
-) *Safeguarding the examination by following all security procedures and practices. Security is the most important aspect of examination administration.*
-) *Performing ethically by being aware of/avoiding possible conflicts of interest.*
-) *Agreeing to follow the terms as described on the Approved Program Provider's Agreement Form.*
-) *Following all procedures and practices in this manual.*
-) *Completing all National Registry forms accurately and completely.*

If you are an Approved Program Provider of National Registry but have had no activity on your account for a year, an Account Update form must be submitted to Customer Service before you can order exams. Please contact Customer Service or email them at customer.service@nrfsp.com.

Your Responsibilities Associated with Training Materials and Examinations

You are ultimately responsible for the security and compliancy of the ASTM Food Handler Certificate Program. This includes the training/instruction, examination administration, and the security of materials prior to, during, and after training and examination until it is returned to National Registry. The Approved Program Provider, who is training candidates and administering exams for the ASTM Food Handler Certificate Program, is responsible and will be held accountable for the entire training course, examination, and ASTM Food Handler Certificate Program materials within the package shipped to you from National Registry.

Loss or theft of any Training Books and/or *Candidate Scantron Sheets*, whether intentional or unintentional, will be the liability of the Approved Program Provider who ordered the materials.

National Registry reserves the right to withdraw the privilege to order and administer any future ASTM Food Handler Certificate Program materials against an Approved Program Provider who loses a Training Book and/or *Candidate Scantron Sheet*, or does not return *Class Roster* or *Candidate Feedback Forms*.

Approved Program Provider credentials are not to be shared for any reason. Do not give your credentials to a third party to order/administer training or exams on your behalf. This can lead to suspension or revocation.

Your Responsibilities Associated with Training and Examination Security

A breach in training compliancy and examination security has significant repercussions for the Approved Program Provider, candidates, and National Registry. Such a breach could result in allowing non-competent individuals to become qualified, potentially causing harm to the public.

National Registry insists that its staff and Approved Program Providers take all possible precautions to assure that training, individual questions, and examinations presented in all media (printed and computerized) always remain secure. Additionally, training and examinations must be administered according to the terms and instructions provided in this Approved Program Provider Manual.

Approved Program Providers cannot claim directly or indirectly to guarantee passing of the Food Safety First Principles for Food Handlers Examination. Approved Program Providers who claim to have such a guarantee can be suspended or revoked.

This manual serves as a guide for the Approved Program Provider to understand National Registry's policies and procedures. If the policies and procedures are not followed, it may result in disciplinary actions.

Remember: The way training and exams are administered are very important for the success, credibility, and security of the Food Safety First Principles for Food Handlers Certificate Program.

Security Violations

Any incidents perceived to damage the security of the training course and/or exam will be investigated by National Registry. This includes, but is not limited to:

-) Theft of exams, exam content and other confidential information
-) Distribution or sale of exam content and other confidential information
-) Exam fraud, cheating or falsification of training and/or certificates
-) Assisting or taking the exam for a candidate
-) Lack of test security before, during or after exam administration
-) Misrepresentation of identity
-) Failure to follow the procedures in this manual
-) Submission of counterfeit answer sheets

Investigations are typically launched within five business days of notification of an alleged violation. Resolution of investigations typically occur within 30 days or less. If issues arise during the course of an investigation, it may take longer.

During the course of an investigation, National Registry has the right to suspend scoring of the exam/s, as well as place the Approved Program Provider account on hold. Approved Program Providers who are notified of an investigation are expected to expediently and honestly cooperate with all requests for information.

National Registry reserves the right to invalidate a candidate certificate based on any action that compromises the validity, reliability, security, or integrity of National Registry's Certificate Program examinations. National Registry reserves the right to conduct announced and unannounced audits at any training/exam site. National Registry has the right to issue warnings, institute probation, suspension or revoke Approved Program Providers, based upon the outcome of an investigation and/or at will.

Data Forensics

The Accreditation Department regularly analyzes data collected from exams, looking for any irregularities that may indicate a lack of exam security, test fraud, or cheating. Exam data is also used to determine whether such policies as the exam retest policy are being adhered to. Training/Exam classes that are identified as potential sources of concern are subject to investigation, suspension, revocation of results and/or revocation of Approved Program Provider status.

***To report cheating please contact our hotline number at (888)544-9688 or email
hotline@nrfsp.com.***

Appeals Policy

National Registry reserves the right to revoke an Approved Program Provider based on any action that compromises the validity, reliability, security, or integrity of National Registry's Food Handler training and/or examinations.

Approved Program Providers whose privileges have been revoked may appeal a revocation by submitting a written request to the Accreditation Department within 30 calendar days of notification of the suspension or denial.

Upon receipt of the appeal, the Accreditation Department will forward the appeal with all documentation from the investigation to the Certificate Advisory Panel. The Certificate Advisory Panel will have 30 days to make a final decision from the date of the written appeal. The final decision will be communicated in writing, via traceable mail, to the Approved Program. The decision concerning an appeal is final.

To receive an Appeal Request Form, contact Customer Service at 800-446-0257 or email Customer.Service@nrfsp.com to request a copy.

National Registry of Food Safety Professionals		
6751 Forum Dr., Ste 220 Tel: 800-446-0257 examsecurity@nrfsp.com	Orlando, FL 32821 Fax: 407-352-3803 www.nrfsp.com	
<div style="font-size: x-small; margin-bottom: 5px;"> Approved by: Dan Chancellor Issue Date: 2018-02-16 Contact Person: Tiffany Vowell Revision: 2018-02-16 </div> Appeals Submission Form		
NAME: _____ DATE: _____ <small>(required)</small>		
INSTRUCTOR NAME: _____		
ADDRESS: _____		
PHONE: _____ EMAIL: _____		
SIGNATURE: _____		
Statement of the Appeal This statement must include the stated appeal and the reason for the stated appeal, as well as any relevant supporting materials. (Use additional sheets if needed and attach): _____ _____ _____ _____		
FOR NATIONAL REGISTRY USE ONLY RECEIVED BY: _____ DATE: _____ REVIEWED BY Certificate Advisory Panel DATE: _____ DECISION: _____ _____ _____ _____ _____		

Specific Responsibilities for Training Course and Examination

Training and examinations must be conducted and administered according to the terms and instructions provided in this manual. As an Approved Program Provider, you have specific responsibilities before, during, and after training and exam administration. The major responsibilities are as follows:

Responsibilities Before Training

-] *Plan for, order, and obtain all materials for the training course and exam*
-] ***Verify completeness and accuracy of shipment upon receipt of examination materials or within 12 business hours of receipt.***
-] *Ensure the security of the training and examination materials*
-] *Select and train all support: Readers and Translators*
-] ***Ensure each candidate has been given the Food Handler Candidate Information Sheet prior to the day of the training course***
-] *Verify the identity of all candidates with photo identification*
-] *Ensure each candidate is present and has fully completed training course*

Responsibilities At/During Training

-] *Perform ethically by being aware of possible conflicts of interest*
-] *Handle any ADA candidate special needs and unexpected circumstances*
-] *Guide candidates in filling out required forms and information*
-] *Explain all Certificate Program materials and make clear all guidelines*
-] *Follow the provided ASTM Food Handler Training Curriculum PowerPoint Presentation*

Responsibilities After Training

-] *Ensure all Candidate Scantron Sheets have been assigned to each candidate, logged on the Class Roster Form, and then given to the candidate after completion of training*

Responsibilities Before Examination

-] *Ensure each candidate is present and has fully completed training course*
-] *Instruct all Candidates to take the assessment answering all questions*
-] *Instruct all Candidates to complete the Candidate Feedback Form and turn in with completed scantron*

Specific Responsibilities for Training Course and Examination (continued)

Responsibilities After Examinations

-) Report any security breaches to National Registry immediately*
-) Ensure the security of the examination*
-) Securely destroy any used Examination Packets*
-) Candidates that authorize National Registry to release their scores to the appropriate parties (including Class Results Lists) MUST sign next to their name on the Class Roster Form in the appropriate field. Missing signatures will result in the Candidate to be exempt from the Class Results after the order has been scored.*
-) Return all required examination materials and complete all necessary documentation in a timely manner*
 - Class Roster Form*
 - Candidate Feedback Forms*
 - Candidate Scantron Sheets*

Specific Responsibilities for Training Course and Examination (continued)

Approved Program Provider Responsibilities and Requirements

Approved Program Providers must help perform all duties required at the training site, Approved Program Providers must also:

-) Be at least 18 years old*
-) Have visual acuity sufficient to read the print on: the candidates' admission documents, their identification document, instructions in this manual, and related training materials*
-) Have auditory acuity sufficient to hear candidates' spoken comments and questions to them during the training*
-) Follow all standards of administration outlined in this Approved Program Provider Manual as required by National Registry*
-) Do not indicate or imply that you or Food Handler recipients are "certified", "certificated", "licensed", "registered", or "accredited" by NRFSP.*
-) Organize and administer training and exam location activities and procedures to ensure secure exam administration.*
-) Maintain exam security by reporting security breaches and cooperating with security-related inquiries. Return all appropriate examination materials within two business days from the date of the exam.*
-) Ensure there is one registered Approved Program Provider per 50 candidates and/or per exam room, allowing for secure exam administration to the quantity of candidates that are testing or when more than one exam room is needed.*
-) Identify each candidate accurately to prevent someone from attempting to take the training/exam on someone else's behalf.*
-) Classes and examinations must be administered in accordance with the Americans with Disabilities Act. Conduct training and exam administration in accordance with all requirements set by state and local regulatory authorities. Treat all candidates in a fair and equitable manner. The Approved Program Provider must be present during the training course and exam administration process at all times. Do not review, discuss, or keep any NRFSP Assessments; create an answer key; or share any information, including actual exam questions or answers, with anyone at any time.*
-) Do not construct answer keys for your own use, grade exams yourself, make copies of the Candidate Scantron Sheets or Examination Packets.*
-) Do not falsify or tamper with Candidate Scantron Sheets, Examination Packets, Class Roster Forms, or score results.*
-) Do not leave exam materials unattended or outside of a secured storage area.*
-) All Program Providers must sign up to become an Approved Program Provider before they are allowed to order books, train, and administer an exam for National Registry.*

Specific Responsibilities

Staffing Requirements

Staffing needs will be based on the number of candidates and number of rooms used for the administration. Each examination room must have at least one Approved Program Provider present at all times. The Approved Program Provider may serve as the exam administrator for the first 50 candidates. For each additional 50 candidates, follow the recommendations in the table below. Additional Approved Program Providers may also be necessary if there are candidates with approved accommodations or some unusual room feature that inhibits adequate security (too small or too large, L-shaped, columns or posts obstructing the view of candidates, etc.).

Approved Program Provider and candidate ratio requirements are as follows (assuming no unusual room features):

Number of Examination Approved Program Providers	Number of Additional Approved Program Providers	Number of Candidates
1	0	1-50
1	1	51-100
1	2	101-150

Additional Approved Program Provider Responsibilities and Requirements

It is your responsibility to locate another National Registry registered Approved Program Provider for the examination, as needed.

You should meet with Approved Program Provider(s) in advance and on the day of the examination to explain how the examination will be administered and to go over the Approved Program Provider responsibilities.

Approved Program Providers must help perform all duties required at the examination site. Approved Program Providers must also follow all requirements outlined above (*See Approved Program Provider Responsibilities and Requirements*)

Before the Training

Candidate Information Sheet

The Approved Program Provider is responsible for providing/making available the *Candidate Information Sheet* that explains both the candidate's rights and information related to the NRFSP Food Handler certificate program. You must also provide your business's fees, deadlines, cancellations, and refund policies. This Information may either be emailed to each candidate as an Information Sheet or listed on your website. This information **MUST** be given or made available to every candidate **BEFORE** they begin their training and exam class. (*See Appendix for Candidate Information Sheet*)

Obtaining Materials

The Approved Program Provider is responsible for planning for and obtaining all required materials for each class. Required materials include:

-] *Food Safety First Principles for Food Handlers Training materials for each candidate (includes Candidate Scantron Sheet and Examination Packet)*
-] *Class Roster Form*
-] *Training and Exam Site Checklist*
-] *Candidate Feedback Forms*
-] *Food Handler Examination Return Envelope*
-] *APP Required Training Procedures List*

NOTE: National Registry does not supply writing utensils. It is the responsibility of the Approved Program Provider to supply writing utensils onsite.

Ordering Training Books with Scantron Sheets and Examination Packets

The Approved Program Provider needs to become familiar with ordering procedures.



-] *Unlimited amount of training books can be ordered, however, the same quantity of Candidate Scantron Sheets, and Candidates listed on the Class Roster Form must be submitted back to NRFSP for processing and scoring. Please note you will be charged for all training books ordered. Please follow instructions below to order your training Books.*
-] *We recommend Food Safety First Principles for Food Handlers book orders to be placed at least 3 weeks prior to the class date. All orders will be shipped as FedEx Ground Shipping (3-5 business days) unless otherwise requested. (The APP will be responsible for cost of shipping.)*
-] *You can place orders through National Registry's website, www.nrfsp.com by clicking on Shop, and then choosing Food Handler Resources.*
-] *You can place orders via fax using the Test Administrator/Proctor Resources Order Form (for already registered Food Safety Manager Certification Exam Administrators) or Examinee Resources Order Form, contact National Registry's Customer Service Department.*
-] *National Registry reserves the right to reduce the quantity of Food Handler books ordered, based on usage history.*

Ordering Training Books with Scantron Sheets and Examination Packets (continued)

Training Books, *Candidate Scantron Sheets*, *Examination Packets*, and an Administrative Packet will be shipped to the address indicated on the "Address" section of the *Approved Program Provider Agreement Form* unless otherwise directed. Book orders must be delivered to a physical address (no P.O. Boxes).

-)] All orders are shipped via a traceable carrier, such as FedEx, and a direct signature is required. (When a book shipment is delivered, only an individual authorized by the Approved Program Provider must sign the delivery papers of the carrier).
-)] When National Registry ships the order, you will receive a shipment confirmation that will give you the tracking information of your package, and order invoice.
-)] If you do NOT receive your training and exam materials, you can track the package by going on the FedEx website www.fedex.com or call them at 1-800-GO FEDEX (1-800-463-3339). Contact National Registry immediately. A replacement can be sent immediately if issues arise with delivery.

Below is a sample of the automated shipment confirmation you will receive:

 National Registry of Food Safety Professionals 																
Invoice: 00012345678 Date: 02/15/2018																
6751 Forum Dr Suite 220 Orlando, FL 32821 866-334-2305 ar@nrfsp.com	Order: 0123456789 Payment Terms: Prepaid Purchase Order:															
Bill To: NRFSP 6751 Forum Dr Suite 220 Orlando, FL 32821	Customer ID: 1234567 Ship To: 6751 Forum Dr Suite 220 Orlando, FL 32821															
Packing List: 0001234567 Carrier: UPS Ground Tracking Number: IZ123456789101112																
<p style="text-align: center;"> Food Handler Order Number (USE THIS NUMBER ON DOCUMENTS REQUESTING "ORDER #") </p>																
<table border="1"> <thead> <tr> <th>Qty</th> <th>Item Code</th> <th>Description</th> <th>Price</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>100</td> <td>77100WK801ENRGN</td> <td>105- FOOD SAFETY PRINCIPLES: FOR FOOD HANDLERS- (NON-ANSI)</td> <td>\$7.95</td> <td>\$795.00</td> </tr> <tr> <td>1</td> <td>9999POS01ENGE</td> <td>SHIPPING & HANDLING POSTAGE</td> <td>\$13.50</td> <td>\$13.50</td> </tr> </tbody> </table>	Qty	Item Code	Description	Price	Amount	100	77100WK801ENRGN	105- FOOD SAFETY PRINCIPLES: FOR FOOD HANDLERS- (NON-ANSI)	\$7.95	\$795.00	1	9999POS01ENGE	SHIPPING & HANDLING POSTAGE	\$13.50	\$13.50	Remit Payment To NRA Solutions 29394 Network Place Chicago, IL 60673-1293
Qty	Item Code	Description	Price	Amount												
100	77100WK801ENRGN	105- FOOD SAFETY PRINCIPLES: FOR FOOD HANDLERS- (NON-ANSI)	\$7.95	\$795.00												
1	9999POS01ENGE	SHIPPING & HANDLING POSTAGE	\$13.50	\$13.50												
<div style="text-align: right;"> Total: \$849.00 Payments: \$0.00 </div>																

Inspecting Shipment Materials

Prior to the training and exam class, all the contents of the shipment should be checked.

Check the contents of the book shipment order upon receipt. If you are unable to check the contents of an accepted shipment immediately upon delivery, store securely. **The contents MUST be checked no later than 12 office hours after delivery.**

The shipment box should contain the following:

-) *Food Safety First Principles for Food Handlers Training Book*
-) *Candidate Scantron Sheet (Quantity of Candidate Scantron Sheets matching quantity of books ordered)*
-) *Examination Packet (Quantity of Examination Packets matching quantity of books ordered)*
-) *Administrative Packet containing the following forms (You may duplicate these forms as needed):*
 -) *Training and Examination site checklist*
 -) *Class Roster Form*
 -) *Candidate Feedback Forms (Quantity of Forms matching quantity of books ordered)*
 -) *Food Handler Examination Return Envelope*
 -) *APP Required Training Procedures List*

Check the quantity of Training Books, *Candidate Scantron Sheets*, and *Examination Packets* against the Order Invoice. **Call National Registry Immediately if materials are missing or damaged.** Instructions will be given on how to handle the issue.

NOTE: You will be responsible for all training books, *Candidate Scantron Sheets* and *Examination Packets* listed on the Order Invoice. If any materials are missing, you will be responsible unless you contact National Registry immediately after receiving the shipment. If we do not receive a report from you immediately after the shipment is received indicating there were missing materials, we will assume no materials were missing.

If the contents exactly match the Order Invoice in quantity, securely store the training and exam materials. See the *Securely Storing Training Books, Candidate Scantron Sheets, and Examination Packets* section.

Save all other reports for later and return them to National Registry with the completed and returned class materials.

What to do about Damaged Shipments

When your shipment arrives, inspect your training books, *Candidate Scantron Sheets*, and *Examination Packets* for the following conditions:

-) Is torn
-) Appears to have been severely damaged

Please accept the package and contact National Registry. A clear description of the shipment must be given to National Registry so information can be passed along to the carrier. Take a photo and forward the photo to National Registry as soon as possible. National Registry will file the claim with the carrier, so include as much detail and information as possible.

Repackage the damaged materials for return to National Registry. A new shipment of materials will be sent promptly.

NOTE: Approved Program Providers should assign the *Candidate Scantron Sheet* number to each candidate on the *Class Roster Form* before giving the examinations to the candidate.

****Only after the candidate has completed the training course should you provide the *Examination Packet*, *Candidate Scantron Sheet*, and *Candidate Feedback Form* to the candidate****

Securely Storing the Training Books, Candidate Scantron Sheets, and Examination Packets

After you review the Food Handler Shipment, securely store the training books, *Candidate Scantron Sheets*, and *Examination Packets*.

Storage Guidelines

-) Training Books, Candidate Scantron Sheets, and Examination Packets must only be available to you.
-) If you are driving to a training site, make sure the training books, Candidate Scantron Sheets, and Examination Packets are stored out of view in the car.
-) **Do not leave training books, Candidate Scantron Sheets, and Examination Packets overnight in your car.**
-) If flying to a training site, the training books, Candidate Scantron Sheets, and Examination Packets must be stored in a locked briefcase or bag and carried onto the plane.
-) In a hotel room, the training books, Candidate Scantron Sheets, and Examination Packets should be stored in the hotel safe. If the hotel does not have a safe, training books, Candidate Scantron Sheets, and Examination Packets must be stored in locked luggage.

***NOTE:** You must store training books, *Candidate Scantron Sheets*, and *Examination Packets* in a manner that will allow you to know if anyone has disturbed them.

Preparing the Training and Examination Site

Selecting an appropriate training and examination site is important. A training and examination site must meet specific requirements, including seating arrangement guidelines to ensure that all candidates will learn under the same conditions.

Training and Examination Site Requirements

Please use the *Training and Examination Site Checklist* provided in the Administrative Packet to check the training room (*see sample in Appendix*) This form must be filled out and returned with the *Class Roster*.

-] *Accessibility requirements should conform to all appropriate accessibility laws and codes.*
-] *The site must meet all safety and occupancy codes of the jurisdiction where it is located.*
-] *There must be a minimum of at least three-square feet of floor space per candidate, excluding reception areas, rest rooms, and office or storage space.*
-] *Acoustics must allow each candidate to hear training instructions clearly.*
-] *Lighting at each candidate's workspace must be adequate for reading fine print.*
-] *Ventilation and temperature control must be adequate for the health and comfort of the candidates.*
-] *Seating and writing surfaces should be appropriate for candidates, training and examination materials.*

Seating Guidelines

-] *Prepare the seating arrangements to ensure that no candidate is tempted to obtain answers from another candidate's examination or online examination.*
-] *Assign seats so that there is **at least** three feet of space between candidates on all sides (including front and back). Do not allow candidates to choose where to sit or to sit close to one another. Make sure you do not allow relatives and friends to sit next to each other.*
-] *If you have the opportunity, pre-assign seats to each candidate.*
-] *When an examination is held in the same room as training, candidates should not sit in the same seats as they did for the class. Re-assign the seats and have the candidates move to new seats. You may need to adjust the seating to meet the required three feet of separation between candidates.*
-] *If rooms have inclined floors, tiers, or elevated seating, more than three feet between candidates may be needed to prevent them from being able to view others' examinations or online examination.*
-] *Candidates should face the same direction so that you can be aware of their actions and the direction of their gaze.*

Preparing the Training and Examination Site (continued)

Report Times

You determine the training and examination schedule and candidate reporting time. It is suggested that Approved Program Providers arrive at least 30 minutes prior to the initial candidate reporting time.

For the training course, refuse entry to candidates arriving five or more minutes late.
(At your discretion: latecomers may forfeit their fees.)

When candidates have just completed the training session, it is recommended that they use the restroom, stretch, and relax for about 15 minutes before the examination. This may help reduce some of their anxiety. Have candidates store all belongings in the front or back of the room. Candidates should be directed to seats that are different from their seats used during training.

****REMEMBER** Everyone MUST have a valid government-issued photo ID such as a driver's license or passport to take the training and examination (see General Guidelines for a full list of acceptable identification). Any candidates without an ID CANNOT sit for the training or examination and must immediately leave the area.**

Selecting and Training all Support: Readers and Translators

Certain circumstances may require the assistance of others such as Translators and Readers during examinations. Readers and Translators must remain objective with no conflict of interest. For example, a family member or friend of the candidate is unacceptable for these positions. A Reader and Translator briefing should be held the day of the examination to review duties. Reader and Translator assignments should be made at this time. It is very important that the Readers and Translators understand their responsibilities and duties. They must be reminded that security is the most important aspect of examination administration and that at no time should any examination material be left unattended.

NOTE: The Approved Program Provider administering the examination cannot serve as a Translator or Reader during the examination. An additional Approved Program Provider or hired Reader/Translator must be provided to the candidate during the exam administration.

Selecting and Training all Support: Readers and Translators (continued)

Reader Responsibilities and Requirements

A Reader is an individual who reads the examination questions to a candidate who otherwise would not be able to read the examination (reading disability, limited English Proficient, visually disabled, etc.). Where a Reader is provided, extra room(s) will be needed. It is your responsibility to locate, hire, train, and supervise competent Readers for the examination. Teachers from local schools are good options for Readers.

Readers must meet the following requirements:

-)] *Be at least 18 years old*
-)] *Have proficient reading skills and a clear voice. The tone of voice must remain objective, with no inflection that cues the candidate to the correct answer.*
-)] *Complete the Agreement Form for Readers and Translators Form.*
-)] *Have visual acuity sufficient to read the print on the candidates' Application documents, their identification document, instructions in this manual, answer sheets, computer screens and related examination materials*
-)] *Have auditory acuity sufficient to hear candidates' spoken comments and whispered questions to them during the examination*
-)] *Follow all standards of administration outlined in this Approved Program Provider Manual as required by National Registry*

The Reader must fill out the Agreement Form for Readers and Translators Form. A copy of the form can be downloaded from our website www.nrfsp.com under Administrator Resources.

Translator Responsibilities and Requirements

If the instructions to candidates are not available in the language of the examination (English or Spanish), you may hire an oral translator, at least 18 years old, to translate the directions for the examination. However, no translation, interpretation, or assistance for the examination questions or answers itself may be provided. National Registry does not have a provision for oral interpretation of the examination on site.

Translators must meet the following requirements:

-)] *Be at least 18 years old*
-)] *Have proficient reading skills and a clear voice. The tone of voice must remain objective, with no inflection that cues the candidate to the correct answer.*
-)] *Complete the Agreement Form for Readers and Translators Form.*
-)] *Follow all standards of administration outlined in this Approved Program Provider Manual as required by National Registry*


The Translator must fill out the Agreement Form for Readers and Translators Form. A copy of the form can be downloaded from our website www.nrfsp.com under Administrator Resources.

NOTE: NO translation, interpretation, or assistance for the examination questions or answers itself may be provided. National Registry does not have a provision for oral interpretation or simultaneous translation of the examination on site.

Handling Special Needs (ADA) - (Pre-arranged with NRFSP)

Candidates needing a special accommodation under the Americans with Disabilities Act (ADA) are required to complete an *Accommodation Request Form* (See Appendix). Contact National Registry for more information on these forms or have candidate email customer.service@nrfsp.com to request the form.

If a special accommodation is granted, National Registry will provide the candidate an approval letter. It is the responsibility of the candidate to inform the Approved Program Provider about their special needs accommodation before examination date in order to give the Approved Program Provider sufficient time to set up accommodations. **The candidate MUST present the letter of approval from National Registry to the Approved Program Provider at the time of exam.** You must not deviate from the standard examination administration procedures for any candidate without prior approval from National Registry.

National Registry of Food Safety Professionals		
6751 Forum Dr., Ste 220 Tel: 800-446-0257 examsecurity@nrfsp.com	Orlando, FL 32821 Fax: 407-352-3603 www.nrfsp.com	Approved By: Dan Chancellor Issue Date: 2018-02-09 Contact Person: Tiffany Vowell Revision: 2018-02-09
FOOD HANDLER EXAM ACCOMMODATION DOCUMENTATION FORM		
<p>If you have a learning disability, a psychological disability, or other disability that requires an accommodation for the exam, please have this form completed by an appropriate licensed professional (psychologist, physician or surgeon) to certify that your disabling condition requires the requested exam accommodation.</p> <p>The information requested below and any documentation regarding your disability and your need for accommodations for the exam will be considered strictly confidential and will not be shared with any outside source without your express written permission.</p>		
Please type or print		REQUIRED FIELD Must be filled out by a licensed professional
Candidate Name:	Professional Name:	
Driver's License No:	License No.:	
Address:	Title:	
City:	Phone:	
St:	Zip Code:	Date:
Phone:	Signature:	
REQUIRED FIELD: MUST BE FILLED OUT BY LICENSED PROFESSIONAL		
<input type="checkbox"/> Accessible Exam Site	<input type="checkbox"/> Large Print	**limited English – licensed professional not required
<input type="checkbox"/> Reader	<input type="checkbox"/> Sign Language Interpreter	
<input type="checkbox"/> for visual impairment	<input type="checkbox"/> for learning disability	<input type="checkbox"/> **limited English proficient
<input type="checkbox"/> Scribe	<input type="checkbox"/> for learning disability	
<input type="checkbox"/> Separate testing area		
<input type="checkbox"/> Other Accommodations (specify)		
Accommodations requested for the Food Safety First Principles for Food Handler Examination		
Exam Site	Exam Date	
I understand that I must forward all required paperwork with this document at least 30 days prior to my exam date in order to be processed.		
Examinee Signature:	Date:	
Return completed form to National Registry of Food Safety Professionals		
Fax: 407-226-3500	Email: ExamSecurity@nrfsp.com	Mail: 6751 Forum Dr, Ste 220, Orlando, FL 32821

At/During the Training and Examination

General Training and Exam Administration Guidelines

The reliability of the certificate program depends partly on the way the training is conducted and examination is administered, not just on the way it was developed. Therefore, you should use the following guidelines:

-] Training books, *Candidate Scantron Sheets* and *Examination Packets* may only be used by one candidate, the *Candidate Scantron Sheet* included with each training book **MUST** be assigned to each candidate and the Scantron number **MUST** be logged on the *Class Roster Form*.
-] Only you, additional Approved Program Providers, Readers and Translators, approved observers, and candidates are allowed in the training and examination area. No visitors are permitted.
-] *Class Roster Forms* and *Candidate Feedback Forms* **MUST** be submitted back to National Registry after EVERY training and examination class with the used *Candidate Scantron Sheets*. If a candidate authorizes National Registry to release their exam results to appropriate parties, they **MUST** sign next to their name on the *Class Roster Form* in the appropriate field.
-] *Examination Packets* may only be used by one candidate and then **MUST** be securely destroyed after examination has completed. (Exam version **MUST** be logged on the *Class Roster Form* before being submitted back to NRFSP)
-] *Candidate Scantron Sheets* may only be used by one candidate and then **MUST** be returned to National Registry with the *Class Roster Form*.
-] No cameras, tape recorders, radios, cell phones, Google glasses, scanners, electronic transmitting devices, notes, reference materials, books, briefcases, backpacks, portfolios, purses, etc. are allowed on the table or desk during the examination. Encourage candidates to leave these items at home or in another secure location during the examination. However, if candidates bring any of these items into the examination room, all devices must be turned off and stored at the front or back of the room or in an appointed location. Candidates should not be allowed access to any of these materials during the examination. Cell phones may have photographic and texting capabilities, so they should remain off and not in the possession of candidates during the entire examination.
-] Do **NOT** permit candidates to wear hats or visors during the examination. Candidates need to remove the headwear and place it under their chair during the examination.
-] Candidates are not allowed to talk or move around during the examination.
-] Candidates having an emergency or a need to use the restroom should raise their hand. Secure their examination materials and allow the candidate to leave. Candidates may not take any materials (books, notes, cell phones etc.) to the restroom. **Only one candidate is permitted to leave the room at a time.**
-] Approved Program Providers and others are not permitted to comment on or respond to any candidate concerning examination questions.
-] If a candidate feels there is a misprint or an error in an examination question, or has a comment on an examination question, the candidate can note their question/concern on the *Candidate Feedback Form*. National Registry staff will review the comment form when examinations are scored.
-] If a candidate wants to take the examination again, they must wait 24 hours before retaking the examination.
-] Additionally, examinees may take the exam up to three times without retaking the course. However, examinees **MUST** retake the training course through www.USFoodHandler.com or with an Approved Program Provider if an examinee has failed three times.

Approved Site Visitors/Observers

No individuals other than the Approved Program Providers, Readers, Translators, and candidates are permitted in the training and examination area at any time. Site Visitors/Observers must be pre-approved by National Registry before they are permitted in the training and examination site. Contact National Registry for approval of Site Visitors/Observers.

Preparing the Training and Examination Site

Before allowing a candidate into the training and examination room, the candidate's identification **MUST** be checked. This includes candidates who have been attending a training class prior to the examination. If the candidate's identification was checked by the Approved Program Provider before the training session, and the candidates have not left the room, it does not need to be checked again. However, if the candidate's identification was not checked by the Approved Program Provider before the training session, it must be checked before the examination.

Each candidate **MUST** have valid government-issued photo identification. The following are examples of acceptable official photo identification:

-] *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*

Beginning the Training and Examination

Training and the Examination may begin early if all candidates have been checked in and are seated. If all the candidates have not reported, do not begin training or the examination until the designated start time. Once the training and/or examination has started, the room doors must be closed.

Late Candidates

All candidates shall begin the training and examination at the same time. No candidate shall be admitted into the training site five or more minutes after the training has begun. No candidate shall be admitted into the examination site once the first exam has begun.

Distributing Examination Materials

After you have seated and identified all candidates, you may distribute the *Examination Packets*, *Candidate Scantron Sheets*, and *Candidate Feedback Forms* to the candidates.

(NOTE: Make sure you have assigned the *Candidate Scantron Sheet* to each candidate and logged the Candidate's Name and *Candidate Scantron Sheet* Number on the *Class Roster Form* before giving the examinations out**)**

Handling the Unexpected

Emergencies

In case of a fire or weather-related evacuation, never endanger yourself or a candidate. Tell candidates to exit the room and building quickly. If evacuation occurs during exam administration, have candidates hand you their *Examination Packet* and *Candidate Scantron Sheet* as they exit the room and building. After the last candidate has left the room, exit the building quickly and take the *Examination Packets* and *Candidate Scantron Sheets* with you.

If there is a power outage during exam administration, collect all examinations immediately. Do not allow candidates to talk with each other or discuss questions while they are waiting for the power to return. Return the examinations to the candidates when the power is restored and continue the examination, adding the amount of time missed as a result of the interruption to the administration time.

If any other emergency or disruption happens, determine if the candidates can continue or if the training or examination needs to be rescheduled.

Candidate Illnesses

If a candidate becomes ill or is injured, ask another candidate if no additional Approved Program Provider is available, to call for assistance. Remain with the ill or injured candidate until help arrives. If a candidate cannot continue the examination, note on the *Candidate Feedback Form* the time in which the candidate became ill or injured and attach with the *Candidate Scantron Sheet*.

If a candidate decides not to finish the examination, collect his/her examination materials. Write on the *Candidate Feedback Form* that the candidate chose not to finish the examination and attach to the *Candidate Scantron Sheet*.

Defective or Damaged Examination Material

Before or After the Examination Has Begun, if the answer sheet is torn or damaged, have the candidate continue by marking their answers to the questions in their examination packet and make note of it on the *Candidate Feedback Form* and attach to *Candidate Scantron Sheet*. **DO NOT REPLACE THE ANSWER SHEET ONCE AN EXAMINATION BEGINS.**

Handling the Unexpected (Continued)

Candidate Questions & Comments

You should only answer procedural questions, such as how to complete an answer sheet. No questions should be answered about any examination questions during the examination. Never interpret the meaning of words, reword or rephrase examination questions or answer choices, or pronounce words for candidates. However, if a candidate feels there is a misprint or an error within an examination question, the candidate should note their question/concern on the *Candidate Feedback Form* and explain their position. It will be reviewed when examinations are scored.

Candidates Completing the Examination

Once a candidate completes the training, he/she is free to leave. Do not allow candidates leaving early to disrupt the candidates still taking the examination. It is best to go to the candidate and collect the pencil, *Examination Packet*, *Candidate Scantron Sheet*, *Candidate Feedback Form*, and any other exam materials.

Before candidate leaves Examination site:

-) *All candidate information is properly listed on the Class Roster and Candidate Feedback Form.*
-) *If candidate authorizes National Registry to release their examination results to appropriate parties, candidate MUST sign next to their name on the Class Roster Form in the appropriate field.*
-) *All personal information is properly coded on the Candidate Scantron Sheet. If any of the personal information has not been filled in properly, ask the candidate to correct it.*
-) *Candidate Feedback Forms have been collected.*
-) *Examination Packet has been collected.*
-) *If candidate circled the answers on the examination packet and not the Candidate Scantron Sheet, please have them transfer the questions to the answer sheet. If candidate cannot transfer answers to the Candidate Scantron Sheet due to poor eye sight or other issues, note on the Candidate Feedback Form with Candidate Scantron Sheet number and the reason why the answer sheet was not used. (Attach Form with the Candidate Scantron Sheet)*

Dismiss the candidate. If there have been any irregularities during the examination, do not permit the candidate to leave until the conclusion of the examination and after all examination materials have been accounted for. Ask him/her to quietly remain seated until the examination period ends.

Examination Conclusion

You will need to go to each candidate individually and collect the examination materials. If this is not possible, please have the candidate come to you. As the examination materials are collected from the candidates, check to verify that the *Examination Packet*, *Candidate Feedback Form*, and *Candidate Scantron Sheet* have been turned in to you directly. **All Examination Packets, Candidate Scantron Sheets, and Candidate Feedback Forms that were given out MUST be collected and accounted for.** The number of *Candidate Scantron Sheets* and *Candidate Feedback Forms* must match with the number of *Examination Packets* and logged on the *Class Roster Form*. Once all materials have been accounted for, dismiss the candidates. **Candidates that authorize National Registry to release their exam results to the appropriate parties MUST sign next to their name on the Class Roster Form in the appropriate field. Any Candidate Signatures missing will not have a score listed on the Class Results List after exams have been scored.**

Dealing with Suspected Dishonesty (Cheating)

Cheating or an attempt to cheat is considered a serious offense by National Registry. Cheating incidents include:

-] Talking to another candidate
-] Looking onto another candidate's papers
-] Using notes or reference materials
-] Removing any examination materials from the examination room or area
-] Attempting to copy examination material with a scanner or camera
-] Attempting to obtain information through an electronic transmitting device, such as cameras, cell phones, Google glasses, scanner, etc.

A warning should first be given to a candidate who is talking to another candidate. Remind them to remain silent during the examination. If talking continues, move one of the candidates to another location in the room. Moving a candidate to another location in the room is also acceptable if you suspect or see the candidate looking at another candidate's answer sheet or computer screen. If the actions continue and cheating can be confirmed, you have the authority to terminate the examination.

If you see a candidate reading from notes, copying questions, or otherwise stealing examination questions (scanning, taking pictures of, etc.), ask him or her to step to the back of the room with you. **Do NOT leave the other candidates alone if you are the only Approved Program Provider in the room.**

Pick up the candidate's *Examination Packet*, *Candidate Scantron Sheet*, and notes. Once at the back of the room, let the candidate know that this incident is unacceptable and will be reported. Keep the candidate's notes, reference materials, scanners or cameras. Inform the candidate that these materials will be forwarded to National Registry. If the candidate refuses to give you his electronic devices, make sure they delete all evidence of the examination while you observe.

Dealing with Suspected Dishonesty (Cheating) (Continued)

Should National Registry identify any examination related items in the materials, National Registry will remove the examination related items before returning the materials to the candidate or forward the materials to a law enforcement agency for prosecution. Should no examination related items be found, National Registry will return the materials to the candidate once the review is complete or within thirty (30) days of the date of the examination, whichever is sooner. Send all confiscated notes, references and materials, along with a completed *Candidate Feedback Form*, back to National Registry along with the examinations.

NOTE: Candidates caught violating training or examination rules or not following other program procedures can be dismissed from the site and may be declared permanently ineligible for future courses and examinations.

National Registry may subject candidates suspected of dishonesty to penalties including (but not limited to) the following: canceling their examination score (with no refund or credit for any future examination), denying access to the examination, revoking their certificate, or declaring them permanently ineligible for future courses and examinations.

The following are general guidelines for handling these situations:

-] *Do not cause a scene in front of the other candidates. If necessary, wait until after the training course or examination to take action.*
-] *Treat all candidates with dignity, even if they are suspected of wrongdoing.*
-] *Contact National Registry and document as much as possible. Provide detail on the seating layout, the date, time, exact description of what was observed, the candidate or candidates who were involved, what you did to remedy the situation, the demeanor and response of the candidate, etc.*
-] *List names and contact information of others who can corroborate the incident.*

To report cheating, breach in examination security please contacts our hotline number at (888)544-9688 or email hotline@nrfsp.com.

Restroom Breaks during Training Course

All candidates are required to be present during the entire training course. You should have candidates use the restroom during scheduled breaks. If a candidate has an emergency or needs to use the restroom, it will be up to the Approved Program Provider to determine if you would like to schedule a quick break for all candidates, review the missed training individually before beginning the examination or if the candidate needs to reschedule the training before they may take the examination.

Restroom Breaks during Exam Administration

Encourage candidates to use restrooms prior to beginning the examination. If a candidate has an emergency or needs to use the restroom, he/she should raise his/her hand. The Approved Program Provider needs to secure examination materials and dismiss the candidate. Do not leave scantron sheet open so another candidate can view examination answers. Only one candidate may leave the examination room at a time. Candidates may not take personal belongings (stored in front or back of the room) with them into restroom.

Returning the Examination Materials

1. All Examination Materials must be returned to National Registry by mail for scoring and processing exam results. (*See step 7 for mailing/shipping instructions.*)
2. Place the following forms/reports, fully completed, in the *Food Handler Examination Return Envelope*:
 -) *Class Roster Form*
 -) *Used Candidate Scantron Sheets*
 -) *Training and Examination Site Checklist*
 -) *Candidate Feedback Forms*
3. Securely destroy all used *Examination Packets* after the exam class has concluded
4. Fill out the entire front of the Answer Sheet
5. *Candidate Scantron Sheets* and *Candidate Feedback Forms* must be separated by examination date if returning examinations for multiple dates, or by individual class for multiple Examination Administrations in the same day. **Do not keep any used examination packets.**
6. List each Candidate's Name and their assigned *Candidate Scantron Sheet* number of the used exams on the *Class Roster Form*; make a copy of the report for your records.
7. Insert used *Candidate Scantron Sheets*, *Candidate Feedback Forms*, and all other required exam documents in the *Food Handler Examination Return Envelope*. Put the sealed envelope in an approved shipping envelope/box. Use **boxes or Tyvex material envelopes** as soft packs may be damaged in shipment. Ensure the package is shipped via a traceable, signature-required carrier by using UPS, FedEx, USPS Express Mail, Priority Mail with signature required, and DHL **no more than two business days after the examination is given**. We ONLY accept USPS Express Mail and Priority Mail with traceable and signature required from the US Post Office. For the purpose of this examination, a business day is defined as normal business hours, Monday through Friday. In the event there is a problem with the return of the examination materials, please call National Registry to advise us of the circumstance and when materials will be returned.
8. It is the Approved Program Provider's responsibility to ensure the examination materials are sent out by the **second business day**. *Late or incomplete materials are subject to not be scored/processed.*

NOTE: The U.S. Postal Service is not traceable and therefore, not an acceptable carrier, except for Express Mail or Priority Mail with Signature Required ONLY

Receiving Results

National Registry will send examination results within two weeks after the date of receipt of the examination materials. Results will be sent to either the Approved Program Provider or Candidates, whichever option was selected on the *Food Handler Examination Return Envelope*.

Approved Program Providers will receive a report indicating the Candidate Results that includes the Candidate's Name, Exam Date, and Score via email once the results have been scored.

NOTE: ONLY candidates that signed their name on the *Class Roster Form* under the Authorization field, at the time of their examination, will have their scores included in the Candidate Results report.

Appendices

Appendix A: Food Handler Class Roster

The Food Handler Class Roster Form is sent with each examination order. You can make copies of this form if you have multiple classes for the order. This form **MUST** be submitted back to NRFSP after EVERY training and exam class and have the following information:

-] Approved Program Provider Name
-] APP Number
-] Date of Training and Exam Class
-] Number of Candidates that took the Training and Exam Class
-] Order Number
-] Exam version
-] Candidate Scantron Sheet number with the name of the candidate it has been assigned to. Candidate signature must be present under Authorization field if candidate authorizes National Registry to release their exam scores to appropriate authorities.



Food Safety First Principles
for Food Handlers
Class Roster

Type or legibly write all information
below.

Send completed form to:
Customer.Service@nrfsp.com or (407) 352-3603

Approved Program Provider Name:	
APP Number:	
Course Date:	
Total # of Candidates:	
Order #:	
Exam Version (REQUIRED)	

	Candidate Name	Candidate Scantron Sheet #	State	Present for Entire Course?	Candidate Signature – I authorize NRFSP to release exam results to appropriate parties
1.				<input type="checkbox"/>	
2.				<input type="checkbox"/>	
3.				<input type="checkbox"/>	
4.				<input type="checkbox"/>	
5.				<input type="checkbox"/>	
6.				<input type="checkbox"/>	
7.				<input type="checkbox"/>	
8.				<input type="checkbox"/>	
9.				<input type="checkbox"/>	
10.				<input type="checkbox"/>	
11.				<input type="checkbox"/>	
12.				<input type="checkbox"/>	
13.				<input type="checkbox"/>	
14.				<input type="checkbox"/>	
15.				<input type="checkbox"/>	
16.				<input type="checkbox"/>	
17.				<input type="checkbox"/>	

Phone: (800) 446-0257

Fax: (407) 352-3603

Email: Customer.Service@nrfsp.com

****This form MUST be submitted after EVERY class****

Appendix A: Food Handler Class Roster (Continued)

	<u>Candidate Name</u>	<u>Candidate Scantron Sheet #</u>	<u>State</u>	<u>Present for Entire Course?</u>	<u>Candidate Signature – I authorize NRFSP to release exam results to appropriate parties</u>
18.				<input type="checkbox"/>	
19.				<input type="checkbox"/>	
20.				<input type="checkbox"/>	
21.				<input type="checkbox"/>	
22.				<input type="checkbox"/>	
23.				<input type="checkbox"/>	
24.				<input type="checkbox"/>	
25.				<input type="checkbox"/>	
26.				<input type="checkbox"/>	
27.				<input type="checkbox"/>	
28.				<input type="checkbox"/>	
29.				<input type="checkbox"/>	
30.				<input type="checkbox"/>	
31.				<input type="checkbox"/>	
32.				<input type="checkbox"/>	
33.				<input type="checkbox"/>	
34.				<input type="checkbox"/>	
35.				<input type="checkbox"/>	
36.				<input type="checkbox"/>	
37.				<input type="checkbox"/>	
38.				<input type="checkbox"/>	
39.				<input type="checkbox"/>	
40.				<input type="checkbox"/>	

Phone: (800) 446-0257

Fax: (407) 352-3603

Email: Customer.Service@nrfsp.com

****This form MUST be submitted after EVERY class****

Appendix B: Food Handler Training and Examination Site Checklist

National Registry of Food Safety Professionals

FOOD HANDLER TRAINING AND EXAMINATION SITE CHECKLIST

Use the following checklist to help you choose a location for use as a Food Handler Training site. Make any additional comments on the reverse.



BUILDING

Yes or No

- ☐ Does the site meet all safety and health requirements for the jurisdiction where it is located?
- ☐ Does the site conform to the Americans with Disabilities Act (ADA) requirements?
- ☐ Are restroom facilities readily accessible?
- ☐ Is there a telephone available in case of an emergency?
- ☐ Are water coolers or fountains readily accessible?
- ☐ Is the site within a reasonable commuting distance for examinees?
- ☐ Is public transportation available to the site?

ROOM

Yes or No

- ☐ Does the room conform to the Americans with Disabilities Act (ADA) requirements?
- ☐ Is the capacity limit of the room ample for the number of examinees?
- ☐ Is the ventilation adequate for the rated seating capacity?
- ☐ Is the lighting bright enough to read the examination booklet and see the answer sheet clearly?
- ☐ Are you able to regulate the temperature of the room? If not, is someone readily available that will be able to regulate the temperature on the day of the test?
- ☐ Are there any posters, blackboard notes, or other information posted in the room that may give away answers to the examination? If yes, can these materials be easily removed and stored?
- ☐ Will examinees be able to see and hear you clearly at all times?
- ☐ Is the room quiet and free of noisy distractions?
- ☐ Is there sufficient workspace for you to handle the training securely?
- ☐ Is there an emergency source of light in case of a power outage?
- ☐ Can the room be locked in case of an evacuation?
- ☐ Are the room, cabinet, closet, and file locks strong enough to deter someone from breaking them?

SEATING

Yes or No

- ☐ Are there enough desks or tables for examinees?
- ☐ Is there enough desktop space to fit both the training booklet and any additional training materials, notes, etc. for each examinee?
- ☐ Is the surface of the desk easy to write on?

Phone: (800) 446-0257 ■ Email: customer.service@nrfsp.com ■ Fax: (407) 352-3603

2018-01

Appendix C: Candidate Feedback Forms



Food Safety First Principles for Food Handlers Candidate Feedback Form

Your feedback will be kept confidential and is used for educational purposes only.

Your Name: _____ Candidate Scantron Barcode Number: _____

Trainer Name: _____

Date of Training/Exam: _____

On a scale from 1-10, with 10 being the best, please rate your satisfaction with the following:

The content was organized and easy to follow:

1 2 3 4 5 6 7 8 9 10

The trainer was knowledgeable about the training topics:

1 2 3 4 5 6 7 8 9 10

Participation and interaction were encouraged during the training:

1 2 3 4 5 6 7 8 9 10

The trainer was well prepared:

1 2 3 4 5 6 7 8 9 10

Please check YES or NO for the following:

Trainer was present at all times during the exam. ☐ YES ☐ NO

Trainer allowed the use of notes during the exam. ☐ YES ☐ NO

Trainer provided answers during the exam/training. ☐ YES ☐ NO

Examinees were allowed to talk during the exam. ☐ YES ☐ NO

Please note any other comments and/or suggestions about your trainer:

Submit your feedback to your Approved Program Provider or to National Registry of Food Safety Professionals via:
Email: ExamSecurity@nrfsp.com Fax: 407-226-3500

Appendix D: Food Handler ADA Accommodation Request Form

National Registry of Food Safety Professionals

6751 Forum Dr., Ste 220
Tel: 800-446-0257
examsecurity@nrfsp.com

Orlando, FL 32821
Fax: 407-352-3803
www.nrfsp.com

Approved By: Dan Chancellor
Issue Date: 2018-02-09
Contact Person: Tiffany Vowell
Revision: 2018-02-09



FOOD HANDLER EXAM ACCOMMODATION DOCUMENTATION FORM

If you have a learning disability, a psychological disability, or other disability that requires an accommodation for the exam, please have this form completed by an appropriate licensed professional (psychologist, physician or surgeon) to certify that your disabling condition requires the requested exam accommodation.

The information requested below and any documentation regarding your disability and your need for accommodations for the exam will be considered strictly confidential and will not be shared with any outside source without your express written permission.

REQUIRED FIELD

Must be filled out by a licensed professional

Please type or print

Candidate Name:	Professional Name:
Driver's License No:	License No.:
Address:	Title:
City:	Phone:
St: Zip Code:	Date:
Phone:	Signature:

REQUIRED FIELD: MUST BE FILLED OUT BY LICENSED PROFESSIONAL

<input type="checkbox"/> Accessible Exam Site	<input type="checkbox"/> Large Print	**limited English – licensed professional not required
<input type="checkbox"/> Reader	<input type="checkbox"/> Sign Language Interpreter	
<input type="checkbox"/> for visual impairment	<input type="checkbox"/> for learning disability	<input type="checkbox"/> **limited English proficient
<input type="checkbox"/> Scribe	<input type="checkbox"/> for learning disability	
<input type="checkbox"/> for visual impairment	<input type="checkbox"/> for learning disability	
<input type="checkbox"/> Separate testing area		
<input type="checkbox"/> Other Accommodations (specify) _____		

Accommodations requested for the Food Safety First Principles for Food Handler Examination

Exam Site _____ Exam Date _____

I understand that I must forward all required paperwork with this document at least 30 days prior to my exam date in order to be processed.

Candidate Signature: _____ Date: _____

Return completed form to National Registry of Food Safety Professionals

Fax: 407-226-3500


Email: ExamSecurity@nrfsp.com

Mail: 6751 Forum Dr, Ste 220, Orlando, FL 32821

Appendix E: Food Handler Examination Return Envelope

National Registry of Food Safety Professionals Food Handler Examination Return Envelope

6751 Forum Dr, Suite 220
Orlando, FL 32821
1-800-446-0257
Fax: 407-352-3603
www.nrfsp.com
customer.service@nrfsp.com



Enclose the following:

1. Completed Candidate Scantron Sheet
2. Completed Class Roster Form
3. Used Reader or Translator Forms
4. Used Candidate Feedback Forms

COMPLETE THE FOLLOWING:

APP Name: _____ APP Code: _____

Company Name: _____

Additional APP Name: _____ APP Code: _____

Exam Date: _____ Phone : _____

Order Number: _____

RETURN CERTIFICATE / FAIL NOTICE ONLY:

_____ Mail to each examinee as addressed on answer sheet.

_____ -OR- _____

_____ Mail via Priority Mail to APP (address on file).

_____ -OR- _____

_____ Mail to the following address:

FULL CLASS RESULTS ONLY (NO CERTIFICATE):

_____ Email Results To: _____

_____ Fax to APP Fax: _____

_____ Mail with to APP (address on file)

For Registry Use ONLY

Order Number: _____ Exam Version: _____ Used Scantron Sheets: _____

Date Rec'd: _____ By: _____ Date Scanned: _____ By: _____

Date Cert. Out: _____ By: _____ Cert. Audit By: _____

Notes: _____

Appendix F: Candidate Information Sheet

The Approved Program Provider is responsible for providing/making available the *Candidate Information* that explains both the candidate's rights and information related to the NRFSP Food Handler training program. You must also provide your business's fees, deadlines, cancellations, and refund policies. This Information may either be emailed to each candidate as an Information Sheet or listed on your website. This information **MUST** be given or made available to every candidate **BEFORE** they begin their training and exam class.

National Registry of Food Safety Professionals

6751 Forum Dr., Ste 220
Tel: 800-446-0257
Customer.Service@nrfsp.com

Orlando, FL 32821
Fax: 407-352-3603
www.nrfsp.com

Approved By: Dan Chancellor
Issue Date: 2018-03-02
Contact Person: Tiffany Vowell
Revision: 2018-03-02



Candidate Information

- For additional information and details please go to www.NRFSP.com website and click on "Food Handler" Tab.
- Feedback or concerns on the course, assessment and/or instruction please send an email: Customer.Service@NRFSP.com or submit a feedback form via the website location above.

Program Purpose and Scope

Food Safety First Principles for Food Handlers Certificate Program provides food handlers with the basic knowledge they need to safely handle food for human consumption. Successful completion of the program assures food managers, regulators and trainers that the certificate holder has completed a basic course in food safety and passed an assessment based on the course material. The First Principles course is based on the U.S. Food and Drug Administration (FDA) Food Code and is recommended for workers involved in the preparation, handling, serving and displaying of food. Formal food safety training is not uniformly required by law in all local and state health jurisdictions, check with the local or state health department in your area.

Food Handlers play a major role in keeping food safe. The purpose of the certificate program is to provide food handlers with the knowledge and skills they need to carry out their work safely. People whose work involves food preparation have special responsibilities for safeguarding the health of consumers. The Food Safety First Principles for Food Handler program is based on the principles and recommendations of the FDA Food Code. The program is managed by National Registry of Food Safety Professionals.

Learning Objectives

- Demonstrate understanding and knowledge of safe guarding the health of consumers with specific skills, techniques, methods and responsibilities
- Demonstrate understanding and knowledge of specific principles of cleaning and sanitizing food establishments.
- Demonstrate understanding and knowledge of specific details and elements of pest control and prevention.
- Demonstrate understanding and knowledge of the way food establishments are designed, equipped and operated to ensure food safety.
- Demonstrate understanding and knowledge of appropriate controls and for monitoring and maintaining food safety standards

Requisites to Earn the Certificate

To be awarded the Certificate of Completion, an individual must be present for and complete the training course and pass the 40-question multiple-choice assessment with a 70% or higher.

1 of 4

Privacy Statement

National Registry of Food Safety Professionals (NRFSP) will safeguard the privacy of candidates, where applicable, and will hold in confidence and in a secure manner the information obtained in the course of certificate program activities at all levels of the organization, including those of the Certificate Advisory Panel and subcontractors acting on its behalf. Information about a particular candidate will not be disclosed to a third party by NRFSP personnel without the written consent of the candidate, except when mandated by law. Where the law requires the information to be disclosed to a third party, the candidate will be notified of the information provided. If a candidate needs to confirm the term of validity for their certificate, they can email customer service at customer.service@nrfsp.com or call at 800-446-0257.

Non-Discrimination and Special Accommodations**Non-Discrimination:**

NRFSP endorses the principles of equal opportunity to each candidate that takes the course and assessment by providing the general principles of fairness and equality relative to a candidate's age, gender, race, religion, ethnic origin, disabilities or marital status.

Special Accommodations for Classroom Learning

Reasonable accommodations for the course and assessment will be provided at no cost to a candidate with disabilities covered by the Americans with Disabilities Act. The candidate may request a form from their Approved Program Provider or download it from our Website, www.NRFSP.com if a special accommodation is needed. An appropriate licensed professional must complete the form in order for a candidate's accommodation request to be processed.

National Registry Food Handler Certificate Program

The provided training course and examination corresponds with the training book Food Safety First Principles for Food Handlers developed by the Chartered Institute of Environmental Health (CIEH).

Food Safety First Principles for Food Handlers Training Book

The Food Safety First Principles for Food Handlers Certificate book was written by Claire Nash, BA (Hons), FRSH, MRIPH, MInst.D, Associate member CIEH, who writes and edits a wide range of learning materials about management, food safety and related topics for international businesses, professional bodies and general sale worldwide. FSFP was based on the course book (of the same name), written by Claire Nash, for the CIEH Foundation Certificate in Food Hygiene (now CIEH Level 2 Award in Food Safety in Catering). The Foundation Certificate was identified in the UK Industry Guides as the minimum required for food handlers handling open, high-risk food (to comply with the legal requirement for food handlers to be trained, instructed and/or supervised commensurate with their role and responsibilities).

Food Safety First Principles for Food Handlers (FSFP) was first published in 2002.

It was revised in:

- 2005 in line with the 2003 FDA Food Code Supplement (FSFP 2nd ed.) - work undertaken by NEHA
- 2007 in line with the 2005 FDA Food Code and 2007 Food Code Supplement (FSFP 3rd ed.) - work undertaken by Steve Sklare
- 2010 in line with the 2009 FDA Food Code (FSFP 4th ed.) - work undertaken by Steve Sklare
- 2011 to include quiz (FSFP 5th ed.).

Assessment Rules and Certificate Invalidation for Classroom Learning

The following are the rules enforced at all course and assessment sites:

- All candidates must have a valid government-issued photo identification to be admitted.

2 of 4

- Candidates arriving five minutes late for the course and assessment will not be admitted and may forfeit their fees at the discretion of the Approved Program Provider.
- Candidates must be present throughout the entire course and pass the assessment to receive a Certificate of Completion.
- No guests are permitted to “sit-in” on the course or assessment.
- No assisting or soliciting assistance from other candidates.
- If candidate fails the assessment they may review the course materials and retake the assessment at the discretion of the Approved Program Provider.

Retake Policy

- If an examinee fails the assessment, he/she must wait 24 hours before retaking the examination.
- Additionally, examinees may take the exam up to three times without retaking the course. However, examinees **MUST** retake the training course through www.USFoodHandler.com or with an Approved Program Provider if an examinee has failed three times.

Violating Rules:

- If a candidate is caught violating course and assessment rules, such as cheating or not following other program procedures, the candidate can be dismissed from the site and may be declared permanently ineligible for future courses and assessments.

Appeals and Complaints

Appeals:

An appeal is a formal request for reconsideration of an adverse decision made by Environmental Health Testing (NRFSP), the Certificate Advisory Panel or its representatives related to a candidate's achievement of a certificate of completion. The appeal must be made in writing to NRFSP within 30 days of receiving the determination being appealed.

Complaints:

Candidates with concerns regarding the course, assessment, personnel, or other elements of the certificate program are encouraged to discuss these concerns with those involved to try to resolve the matter informally. If informal resolution is not possible, and a candidate wishes to file a formal complaint, it should be submitted in writing to NRFSP within 90 days of the incident's occurrence. In the case of complaints related to a course or assessment administration, those must be submitted in writing within two weeks after the course or assessment administration. Anonymous complaints will not be considered.

Candidate Feedback Form for Classroom Learning

Instructors (Approved Program Providers) are required to submit a Class Roster Form with each candidate's name, email address, phone number, city, state, present for the entire course and assessment, and any feedback from each candidate on the course, assessment or Approved Program Provider.

If a candidate is not comfortable with providing feedback to the Instructor, please email feedback to Customer.service@nrfsp.com or submit a feedback form via www.NRFSP.com and click on the “Food Handler” tab.

Certificate vs Certification

National Registry's First Principles for Food Handlers program is a **certificate program** for food handlers, not a food manager **certification**. The First Principles certificate program is accredited by ANSI (American National Standards Institute) against the ASTM E2659-09 standard. The First Principles for Food Handlers certificate program is accredited by ANSI (American National Standards Institute) against the ASTM E2659-09 standard. As

3 of 4

a result of this accreditation, the certificate program is recognized in California, Illinois, Arizona and any state that recognizes food handler programs accredited by ANSI. National Registry also offers a non-accredited version of the program for Florida, Texas, and those states that do not recognize ANSI.

An assessment-based **certificate program** is a non-degree granting educational program consisting of:

1. a learning event or series of events designed to educate or train individuals to achieve specified learning outcomes within a defined scope, and
2. a system designed to ensure individuals receive a certificate only after verification of successful completion of all program requisites including but not limited to an assessment of learner attainment of intended learning outcomes.

An assessment-based certificate is NOT a certificate of attendance or participation, which are provided to individuals who have attended or participated in classes, courses, or other education/training programs or events but did not have to demonstrate accomplishment of the intended learning outcomes.

Check with your local jurisdiction about the requirements for a food manager certification versus a food handler certificate program.

Qualifications of Instructors

Instructors (Approved Program Providers) for the First Principles for Food Handlers program must:

- Work for a legitimate school, government entity, corporation, or training company.
- Possess and maintain a valid Food Safety Manager Certification from an accredited provider such as National Registry of Food Safety Professionals.
- Incorporate the coursework within a logical sequence of courses or curriculum.
- Have the resources (facility, human, financial) needed to effectively offer the program.
- Have fair and equitable policies and procedures in place.

Fees, Cancellations, and Refunds

The candidate fee for instructor-led Program is determined by the Approved Program Provider. National Registry of Food Safety Professionals does not accommodate refunds or transfers for the course or assessment. Approved Program Providers may accept cancellations and/or refunds under extreme circumstances. Candidates who do not attend the course or sit for the assessment forfeit all fees.

Exam Results

National Registry will:

- Provide a failure notification letter for those who fail the exam.
- Provide a frameable certificate and wallet card for those who pass
- Release your certificate status and/or exam results to your local jurisdiction, state, Department of Veterans' Affairs and/or training with your written approval.

Contact Information

- 6751 Forum Drive, Suite 220, Orlando Florida, FL 32821
- Customer.service@nrfsp.com
- Phone: (toll free) 1-800-446-0257 or 407-352-3830
- Fax: 407-352-3603

Appendix G: About the Examination

Examination Overview: National Registry examinations may be taken in pencil-and-paper format or at a National Registry approved computer-based examination site under proctored conditions. The examination is available in two different languages. Presently, the available languages in paper-and-pencil format are English or Spanish.

Number of Questions & Scoring: The examination contains 40 multiple-choice questions. All answer sheets will be graded by an optical scanner and are audited for accuracy. Candidates will be credited for correct answers only. Only the answers marked on the answer sheet will be scored. Scantrons will only be scored if answers are written with a No. 2 Pencil.

Time: There is no time limit for the NRFSP Food Safety First Principles for Food Handlers Examination. Most candidates should finish within 40 minutes.

Passing Score: Candidates must earn a score of 70% or higher.

Retaking the exam: Candidates may take the exam up to three times without retaking the course. However, Candidates **MUST** retake the entire training course on www.USFoodHandler.com or with an Approved Program Provider if they fail more than three times.

Official Candidate Results: Passing candidates receive their score, a wallet card, and a certificate of completion. Failing candidates receive a letter noting their score and that they have failed the exam.

Approved Program Provider Results:

Approved Program Providers receive the following results:

Candidate List: The Candidate list is the list of candidates that took the examination. The candidate list contains the name, date of exam, and their score.

NOTE: ONLY candidates that signed their name on the *Class Roster Form* under the Authorization field, at the time of their examination, will have their scores included in the Candidate Results report.