

Company: NRA/NRFSP
Contact Person: Tiffany Vowell - Accreditation
Current Revision: 06/30/2020

# National Registry of Food Safety Professionals (NRFSP)

## NRFSP Exam Administrator Handbook

### About this Handbook

This Handbook will guide you through the administration of the NRFSP Food Safety Manager Certification Examination and help you understand your role and responsibilities as a Test Administrator/Proctor. It outlines the policies and procedures for a successful and secure exam administration, including useful step-by-step guides.

The goal of these policies and procedures is to give all examinees the same opportunity to demonstrate their abilities and prevent examinees from gaining an unfair advantage. Your role in administering the exam helps ensure the highest degree of integrity for the entire testing process.

Occasionally, this Handbook may be revised based on comments, recommendations and standard changes. It is your responsibility to review the Test Administrator/Proctor Handbook for revisions.

This Handbook, along with the documents referenced within it, are available on NRFSP.com under the Administrator Resources tab.





# NRFSP Exam Administrator Handbook FSMCE Exam Administration

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### Contact Information:

#### **Mailing Addresses**

) **Exam Processing and Headquarters:**

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

) **Billing/Payment for Exam Orders:**

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

) **Billing/Payment for Training Resources**

NRA Solutions  
29394 Network Place  
Chicago, IL 60673-1293

#### **Email:**

- ) **Customer Service Department:** [Customer.Service@nrfsp.com](mailto:Customer.Service@nrfsp.com) – (All services/examination ordering questions)
- ) **Shipping Department:** [Info@nrfsp.com](mailto:Info@nrfsp.com) – (Resources/Exam orders questions)
- ) **Accreditation/Exam Security/Compliance Department:** [ExamSecurity@nrfsp.com](mailto:ExamSecurity@nrfsp.com) – (Quality Assurance, Compliance, Report security breach/cheating)
- ) **Accounting Department:** [AR@nrfsp.com](mailto:AR@nrfsp.com) – (Billing questions)

#### **Phone:**

- ) *Toll-free* – 1-800-446-0257
- ) *Local* – 407-352-3830

#### **Fax:**

- ) *Customer Service* – 407-352-3603
- ) *Accreditation/Exam Security* – 407-226-3500

#### **Hours of Operation:**

- ) **Office Hours:** 8:30a – 5:00p EST, Monday through Friday
- ) **Phone Hours:** 8:30a – 6:00p EST, Monday through Friday

#### **Website:**

- ) [www.NRFSP.com](http://www.NRFSP.com)



## Part I - Policies

### About the National Registry of Food Safety Manager Certification Exam

The National Registry's Food Safety Manager Certification Examination (FSMCE) is an American National Standards Institute/Conference for Food Protection (ANSI-CFP) Accredited Certification Program developed to assess the knowledge of entry-level Food Safety Managers in the retail food industry.

Exam questions are rotated on a scheduled basis to reflect the most updated Food Safety Information based on the FDA Food Code. Although the questions will vary from exam to exam, they provide a fair assessment of the examinee's knowledge and enables competent individuals meet specific measurable Food Safety Manager Competencies and adheres to all valid exam development criteria. Exam questions are developed using a systematic process to pilot questions to check accuracy, relevance, technical quality, and readability.

### To Become a Test Administrator/Proctor

- ❖ Cannot have taken the regular *Food Safety Manager Certification Examination (FSMCE)* within 6 months of applying to become a Test Administrator/Proctor
- ❖ Read this *Test Administrator/Proctor Handbook* in its entirety
- ❖ Complete the *National Registry Test Administrator/Proctor Training Course* and receive your Certificate of Completion
- ❖ Review and complete the *National Registry Test Administrator/Proctor Application*, which includes signing a *Non-Disclosure Agreement*, *Confidentiality Agreement*, and *Test Administrator/Proctor Agreement*, as well as provide a photocopy of a valid Government-Issued Photo ID.

**\*\* All information above is required by the Conference for Food Protection (CFP)\*\***

## Exam Security – Responsibilities

Exam Security refers to protecting the exam, related processes, and person from any operational risks associated with the development, publication, storage, transfer, and administration of the exam.

Exam Security is the responsibility of everyone involved in and impacted by the exam process, including, but not limited to:

- ] The National Restaurant Association (NRA)
- ] The National Registry of Food Safety Professionals (National Registry or NRFSP)
- ] American National Standards Institute (ANSI), Conference for Food Protection (CFP), other CFP providers
- ] Subject Matter Experts
- ] Vendors (printing, data destruction, service providers)
- ] Test Administrators/Proctors
- ] Training and Exam sponsoring organizations
- ] Employers
- ] Regulatory, Law Enforcement, and Government Agencies
- ] Examinees
- ] General Public



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### Responsibilities for Test Administrators/Proctors

Please read the following policies and procedures you will be required to follow as a National Registry Test Administrator/Proctor:

- J Renew your *Test Administrator/Proctor Training Course* and *Non-Disclosure Agreement* every 3 years, as required by ANSI/CFP Standards.
- J Provide each examinee with an equal opportunity to pass the examination 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.
- J Safeguard the FSMCE Examination by following all security procedures and practices, by following all policies, procedures, and terms in the *Test Administrator/Proctor Handbook* and *Test Administrator/Proctor Agreement Form* and stay current with changes to procedures.
- J Perform ethically by being aware of possible conflicts of interest.
- J Keep Test Administrator/Proctor numbers and passwords secure at all times. Do not share with anyone.
- J Maintain exam security by reporting security breaches and cooperating with any security-related inquiries.
- J Return **all** used exam materials and appropriate documents within two business days from the exam date.
- J Return **all** unused exam booklets within two business days after the expiration date. (Unused exams will not be charged for or a credit will be issued).
- J Ensure there is one registered Test Administrator/Proctor per every 35 examinees for Paper/Pencil exams, per every 15 examinees for Online exams, and/or per exam room (when more than one exam room is needed).
- J Test Administrators/Proctors **MUST** be physically present with examinees in exam site. We do not allow Test Administrators/Proctors to monitor exams remotely via web applications (i.e., Skype, Google Hangouts, FaceTime, etc.) and Exams taken in this way are not valid at this time.
- J Identify each examinee accurately prior to exam administration to prevent a situation in which someone may attempt to take the exam on someone else's behalf.
- J Conduct Examination Administration in accordance with all requirements set by state/local regulatory authorities.

Additional Proctors are responsible for observing examinee behaviors and assisting with the exam administration duties. An additional proctor must be an approved National Registry Test Administrator/Proctor and should be present when:

- J Testing more than 35 examinees for Paper/Pencil exams or 15 examinees for Online exams.
- J There is more than one exam room.
- J The primary Test Administrator/Proctor leaves the room for any reason.

All Test Administrators/Proctors are expected to ensure the integrity of the exam by NOT doing the following practices:

- J Do not review, discuss, copy, publish, or keep any National Registry FSMCE Exam.
- J Do not create any answer keys or share any information, including actual exam questions/answers, with anyone at any time, especially examinees.
- J Do not administer the exam to yourself or anyone who may pose a *conflict of interest*\* (i.e. relative) or an exam security risk.
- J Do not construct answer keys for your own use, grade exams yourself, make copies of exam booklets or Examinee Answer Sheets, or print any screens from online exams.
- J Do not use information gleaned from an exam to teach a course. Exams are for examinee testing use only!
- J Do not falsify, tamper, or alter Examinee Answer Sheets, Exam Booklets, scores, results, or certificates.
- J Do not leave exam materials unattended or outside a secured storage area.



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- ) Do not throw away or destroy unused exam booklets or answer sheets, all exam booklets.
- ) Do not open exam packets for demonstration purposes.
- ) Do not claim directly or indirectly to guarantee passing the FSMCE exam.

***\*A conflict of interest is situation in which in a position of trust has competing professional or personal interests***

### Verifying Training Hours

National Registry does not print examinees' hours of training onto their National Registry Food Safety Manager Certification. If you are a National Registry Test Administrator/Proctor in a state or within a local jurisdiction that requires the examinee provide proof of training house attended: you, as the Test Administrator/Proctor, will be responsible for providing that information to the state.

### Examinee Test Use Agreement

In order to take the National Registry FSMCE exam and/or receive certification, examinees are required to read and agree to the conditions set forth by the *Examinee Test Use Agreement* on the cover of their exam envelope or preceding the online exam. A copy of the *Examinee Test Use Agreement* is located in Appendix A on page 31.

The *Examinee Test Use Agreement* is a contract between the examinee and National Registry concerning certain responsibilities of the examinee and National Registry. The *Examinee Test Use Agreement* provides examinees the opportunity to review and accept or reject the terms that govern the purpose, use and content of exams, and consequences of misuse of exam contents prior to taking the FSMCE. The *Examinee Test Use Agreement* contains guidelines related to exam purpose, retesting options, recertification policies, repercussions for cheating, appeal and research options, Test Administrator/Proctor responsibilities, confidentiality and privacy (related to examinee), and reproduction of any or all of the exam.

Examinee may indicate their AGREEMENT with the terms and conditions of the *Examinee Test Use Agreement* by ripping the perforated seal located on the back of their exam packet envelope.

Examinee may indicate their DISAGREEMENT with the terms and conditions of the *Examinee Test Use Agreement* by returning the sealed exam packet to the Test Administrator/Proctor.





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### Security Violations

A breach in examination security has significant repercussions for the Test Administrator/Proctor, examinees, and National Registry. Breaches can result in allowing non-competent individuals to become certified, potentially causing harm to the general public. It may also require the development of new examinations resulting in higher costs for examinations.

Any incident perceived to jeopardize the security of the FSMCE program will be investigation by the Accreditation Department of the 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 certification
- ⌋ Hacking into exam item banks
- ⌋ Assisting or taking the exam for an examinee
- ⌋ Lack of test security before, during or after exam administration
- ⌋ Misrepresentation of identity
- ⌋ Failure to follow the procedures in this Handbook
- ⌋ Submission of counterfeit answer sheets
- ⌋ Monitoring the exam remotely via **ANY** web applications

Investigations are typically launched within five business days of notification of an alleged violation by the Accreditation Department. 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 Test Administrator/Proctor account on hold. Test Administrators/Proctors who are notified of an investigation are expected to expediently and honestly cooperate with all requests for information.

National Registry reserves the right to revoke an examinee's certification based on any action that compromises the validity, reliability, security, or integrity of National Registry's certification examinations. National Registry reserves the right to conduct announced and unannounced audits at any exam site. Additionally, National Registry has the right to issue warnings, institute probations, suspensions or revocations of Test Administrators/Proctors, based upon the outcome of an investigation and/or at will.

### Appeals Policy

Any examinee who is denied eligibility to sit for the exam, denied accommodation, failed the exam, had an exam terminated due to cheating, has had a certificate revoked, or any Test Administrator/Proctor wishing to appeal an action resulting from an investigation may appeal the decision by submitting an *Appeal Request Form* to the Accreditation Department within 30 days from the date of the decision letter.

The Accreditation Department will escalate the Appeal, with all documentation from the investigation for Management review. Management 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 individual who submitted the Appeal within 10 days of rendering the decision. Appeal decisions are final and cannot be overturned. To receive an Appeal Request Form, contact the Accreditation Department at 800-446-0257 or email [ExamSecurity@nrfsp.com](mailto:ExamSecurity@nrfsp.com) to request a copy.



## ***The Accreditation Department and Practices***

### **The Accreditation Department**

As a Test Administrator/Proctor, you are not alone in maintaining and monitoring the level of exam security involved in the administration of the NRFSP Food Safety Manager Certification Examination. The Accreditation Department is available to assist anyone with any issues that may threaten the security or integrity of the exam.

### **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 specific policies (i.e. examinee retake policy) are being adhered to. Exam classes are identified as potential sources of concern are subject to investigation, suspension, revocation of results/certification, and/or revocation of the Test Administrator/Proctor status.

Data Forensics Reports have been very effective in conclusively identifying collusion and cheating. Hence, Test Administrators/Proctors that are listed as *High Risk* for multiple quarters with a high number of irregularities on Data Forensics Reports will have their Test Administrator/Proctor privileges immediately revoked. This is due to numerous investigations and unannounced audits that showed that High Risk Test Administrators/Proctors identified on Data Forensics Reports are consistently in violation of exam security requirements.

### **Audits**

National Registry reserves the right to conduct announced or unannounced audits of NRFSP Examination Administrations. An audit (announced or unannounced) may be scheduled by the Accreditation Department at any time. Audits allow National Registry to ensure that exam security standards are being met and evaluate the overall performance of a Test Administrator/Proctor or Sponsor Organizations' Examination Administration practices.

Once the results have been reviewed and the audit is complete, National Registry will share its findings with the Test Administrator/Proctor or Sponsor Organization. National Registry will then work with them to improve any areas they may be having difficulty with or help them maintain any areas in which they already excel.

### **Examination Site Requirements**

Examination Sites must conform to all federal/state/local requirements for safety, health, and accessibility for all qualified examinees. All used exams must be accompanied by the *Exam Site Checklist*. This form will provide additional information about Exam Site requirements, Seating Arrangement Guidelines, and how exam locations will be audited for conformance to the requirements listed below. These requirements are intended to ensure that examinees have an equal opportunity for success on the Examination, based on the quality of the exam site environment.

Failure to comply with these standards is grounds for suspension, revocation or results/Certification, and/or revocation of Test Administrator/Proctor status. Keep documentation on file about Exam Site locations and the conformance of the location to the following requirements.



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### Physical Facility

- ⌋ Permits all examinees to perform to their highest level of ability.
- ⌋ Adheres to fire, safety, building (including codes regarding smoking), and occupancy codes in the local jurisdiction.
- ⌋ Meets all state and/or local regulatory requirements for exam administration.
- ⌋ Offers adequate lighting, heating, cooling, ventilation, writing surfaces, and seating.
- ⌋ Acoustics allow examinees to hear instructions clearly.
- ⌋ Accessible for examinees with disabilities (e.g., wheelchair accessibility).
- ⌋ Offers the ability to monitor the examinees and the exam booklets at all times.
- ⌋ Allows sufficient spacing between each examinee in actual testing area, or other appropriate and effective methods to prevent any examinee from viewing another's responses or mishandling exam documents.
- ⌋ Location is private to Test Administrator/Proctor and examinees only during exam administration.
- ⌋ **Online Exam Only:** A computer with Internet access, mouse, and keyboard is available for each examinee. Not required but recommended is a printer connection for providing printed pass/fail information upon exam completion.

### Have Available

- ⌋ This Test Administrator/Proctor Handbook on your exam date for easy reference.
- ⌋ **Paper-Pencil based exams only:**
  - Blank *Examinee Comment Forms* for examinees that may have questions/concerns over specific Exam Questions/Answers. Any completed *Examinee Comment Forms* must be submitted with the exam.
  - Blank *Incident Report Forms* to log any incidents or extenuating circumstances about exam administration, examinees, exam site location, etc.

### Not Allowed

- ⌋ Charts, posters or other materials that might be sources for exam answers.
- ⌋ Bags/purses, books, papers, notes, pagers, cell phones, smart watches, or any other electronic device that can be used to capture/record exam content or as a source for exam answers. In the even an examinee brings any of these items to the exam location, they must be collected prior to the examination administration and placed in a location that prohibits their use during testing and are inaccessible even if the examinee needs to temporarily leave the exam location (e.g., restroom breaks).

### Items Allowed

- ⌋ Magnifying Glasses may be used during an exam without prior authorization.
- ⌋ Government-issued Photo ID
- ⌋ **Paper-Pencil based exams only:** No. 2 pencil(s). Recommend more than one pencil in case it breaks, and a replacement is easily available without disrupting the exam.



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### Seating Guidelines

- ⌋ Ensure that no examinee is tempted to obtain answers from another examinee's examination or online examination.
- ⌋ Assign seats so that there is at least three feet of space between examinees on all sides (including front and back). Do not allow examinees to choose where to sit or to sit close to one another, and do not allow relatives/friends to sit next to each other.
- ⌋ If you have the opportunity, pre-assign seats to each examinee.
- ⌋ If rooms have inclined floors, tiers, or elevated seating, more than three feet between examinees may be needed to prevent them from being able to view others' examinations or online examination.
- ⌋ Examinees should face the same direction so that you can be aware of their actions and the direction of their gaze.

### Additional Proctors

Staffing needs will be based on the number of examinees and number of rooms used for the administration. A Test Administrator/Proctor may proctor exams of no more than 35 examinees at a time. Additionally, each examination room must have at least one Test Administrator/Proctor present at all times. Additional Proctors may also be necessary if there are examinees with approved accommodations or some unusual room feature that inhibits adequate security.

#### Additional Proctors MUST be present when:

- ⌋ More examinees than staffing requirements allow
- ⌋ More than 1 exam room
- ⌋ Primary Test Administrator/Proctor leaves exam room

#### Additional Proctors responsibilities include:

- ⌋ Observe Examinee Behavior
- ⌋ Assist with Exam Administration
- ⌋ Registered National Registry Test Administrator/Proctor

Proctor and examinee ratio requirements are as follows:

Paper/Pencil Exams		
Primary Administrator	Additional Proctors Needed	Number of Examinees
1	0	1-35
1	1	36-70
1	2	71-105

Online Exams		
Primary Administrator	Additional Proctors Needed	Number of Examinees
1	0	1-15
1	1	16-30
1	2	31-45



## ***Exam Accommodations and Irregularities***

### **Exam Accommodations: Handling Examinees with Special Needs**

All Test Administrators/Proctors should be notified of any exam accommodation requests for special needs examinee prior to the exam date in order to obtain approval from National Registry and to prepare for the accommodation. The examinee is responsible for submitting all requests for exam accommodation to National Registry. If, at the time of the exam, an examinee's accommodation request has not been approved by National Registry, the examinee can either postpone the exam to another date OR take the exam without the requested accommodation. Test

Administrators/Proctors CANNOT act as Readers, Translators, or Interpreters for any exam administration. See page 27 for additional information on how to submit a request for exam accommodations or foreign language translation.

### **Examinees with Disabilities**

National Registry provides reasonable accommodations to individuals with disabilities following procedures that are consistent with the *Americans with Disabilities Act*, *Uniform Guidelines on Employee Selection Procedures* and the *Standards for Educational Psychological Testing*. This includes alternate test formats, (e.g., oral instead of written) and test aids (e.g., Readers or Large-print exam booklets). On the day of the exam, Readers must complete the *Agreement Form for Readers and Translators Form* and the form must be submitted with the exam.

### **Foreign Language Translations**

An examinee with limited English proficiency is permitted to hire and pay for a qualified Translator/Interpreter to assist the proctor in administering the exam for a language that is not offered. The Translator/Interpreter needs to be fluent in both English and the examinee's native language. The Translator/Interpreter may have no personal relationship with the examinee. The Translator/Interpreter also may only read the questions and answers exactly as they are written in the exam booklet and may NOT provide subjective opinions or provide cues to the examinee. Examinees who want to use a Translator/Interpreter must submit a *Request for Foreign Language Translation Form* prior to the exam date, listing the credentials of the Translator/Interpreter. On the day of the exam, Translators/Interpreters must complete the *Agreement Form for Readers and Translators Form* and the form must be submitted with the exam. If the request is denied, an *Appeal Request Form* can be submitted within 30 days of the denial. Test Administrators/Proctors CANNOT act as Translators or Interpreters for any exam administration.

Examinees with limited English proficiency are permitted to use a printed bilingual English-Native Language dictionary (e.g., English-Spanish) during the exam if they prefer to take the exam in English. English-Native Language Dictionaries do not need prior approval from National Registry, but the Test Administrator/Proctor must report the use of a dictionary on the *Incident Report Form*, and inspect the dictionary when the examinee checks in. English Language dictionaries are not allowed.

### **Time Allowances**

Exam materials must be collected/returned after two hours from the start of the exam. Additional time may only be extended if an approved Exam Accommodation has been granted through the Examination Accommodation Request process. The approved extended time is either Time and a Half (3 Hours) or Double Time (4 Hours), unless otherwise stated in the exam accommodation approval letter.



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### Cheating

If you are certain, beyond a reasonable doubt, that someone is cheating, you must discreetly notify the examinee(s) that they must stop the exam immediately. Collect all exam materials and inform the examinee that they will not receive a score and must collect their personal belongings (including photo IDs) and leave the exam location quietly.

**Print Exam:** Collect the exam materials and write “VOID” in very large letters (preferably in black marker) across the examinee’s Answer Sheet. Provide as much information as possible of the incident on the *Incident Report Form*. Be sure to include the answer sheet, exam packet, and completed *Incident Report Form* together when you send the materials in for grading.

**Online Exam:** Suspend the exam before or after requesting the examinee leave the exam location.

### Defective Exam Materials (Print Exams Only)

If an exam booklet is defective, have the examinee seal the exam booklet back into the Exam Envelope and collect the exam packet and answer sheet, then give the examinee a new exam packet. Write “Defective” on the cover of the Exam Envelope and Answer Sheet, log the nature of the defect on the *Incident Report Form* and return defective exam booklet with the exams for grading.

If an examinee notices a translation error or typo, please have the examinee complete the *Examinee Comment Form* and explain their concern in detail on the form. It should be submitted with the package containing the exam materials and will be reviewed when examination are scored. Test Administrators/Proctors MUST NOT review any examination questions or answers.

### Emergencies

If an emergency occurs during testing (events over which you have no control – e.g., fire alarm, flood, storm, power outage, etc.) that prevents examinees from completing the exam, take appropriate measure to maintain security during the event.

**Print Exams:** When possible, the Test Administrator/Proctor should return to the exam location to ensure it still meets the standards for exam administration. If the location is deemed suitable and the Test Administrator/Proctor feels exam security was maintained, the examinees should return and continue with their exam.

**Online Exams:** Close the browsers and shut off the computers with the assistance of the examinees as quickly as possible. If the location is deemed suitable and the Test Administrator/Proctor feels exam security was maintained, the examinees should return and continue their exam. ***Online examinees have 20 minutes from the time they log out to log back in and continue their exam without the exam being locked. If an exam has been locked, you must contact Customer Care department or Diversys support immediately to request to have the exam restarted.***



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### Illness

If an examinee becomes ill during the exam and must leave the exam location, they will not be allowed to return, and a retest will need to be scheduled for another time.

**Print Exams:** If an examinee becomes ill, collect all the examinee's exam materials and return their ID and personal belongings. Document this incident on the *Incident Report Form*.

**Online Exams:** If an examinee becomes ill, close their browser, return their ID and personal belongings, and submit an *Incident Report Form* either through the Diversys Digital Form or email Accreditation an *Incident Report Form*.

### Intentional or Unintentional Disclosure of Exam Items

Please not any instances that result in the disclosure or exposure of exam items, by the examinee or administrator, on an *Incident Report Form*.

### Lost/Missing Exams (Print Exam Only)

If you discover an exam packet is missing prior to the exam date, contact the Accreditation Department immediately to report the incident. If you discover an exam packet is missing on the exam date, and you believe it may have been taken by an examinee, take appropriate measures to assure it is returned before anyone leaves the exam site. If your efforts are unsuccessful, note the incident on the *Incident Report Form* and return with the remaining exams. This is a security violation, and you likely be contacted for additional information about the incident. The exam answer sheets will not be graded until the entire exam packet is returned or the incident has been reviewed by the Accreditation Department.

### Restroom Breaks

Only one examinee may go to the restroom at a time during the exam administration. Prior to the exam, ensure examinees will not have access to personal effects should a restroom break be required. If an examinee is gone for an extended period of time, please note on the *Incident Report Form*.

**Print Exams:** Collect the exam materials before the individual leaves; return the same materials upon the individual's return.

**Online Exams:** Examinees should close out their browser before leaving the room. Upon return, have the examinee log back into the exam and the Administrator may need to reenter their Proctor Credentials to continue and/or submit the exam when complete. ***Examinees have 20 minutes from the time they logged out of their account to log back in and continue their exam where they left off. Any examinee returning later than the 20-minute time-limit may have their exam locked and automatically failed. The administrator must contact Customer Care or Diversys Support immediately to have the exam restarted.***

### Retest Policy

An examinee may take the exam twice within a 30-day period, if needed. If three or more attempts are required, the examinee must wait at least 60-days from their last exam attempt. No more than four attempts are allowed in a 12-month period. Not passing the exam is the only legitimate reason to retest.

**Example:** 1<sup>st</sup> Attempt – June 1; 2<sup>nd</sup> Attempt – June 2; 3<sup>rd</sup> Attempt – August 2; 4<sup>th</sup> Attempt – October 2.





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### Test Administrators/Proctors Test and Retest Policy

Test Administrators/Proctors or individuals looking to become Test Administrators/Proctors must take an Administrator's Version of the Food Safety Manager Exam called the ***Food Safety Manager Certification for Administrators Exam (FSMCAE)***.

National Registry does not require its Test Administrators/Proctors to be certified to administer the exams, however, if the Administrator's business or company require them to be certified, they must take the FSMCAE to remain compliant with the ANSI/CFP Accreditation Standards. This is intended to prevent exposure of identical exam items to both the Administrator and examinee. *If a Test Administrator/Proctor takes the regular FSMCE exam without prior approval from National Registry's Accreditation Department, both Administrators will have their accounts placed on hold for 90-days and receive a security violation.*

Administrators must contact National Registry's Accreditation Department to request approval and instructions to take the FSMCAE.

**Independent Administrators:** Independent Administrators must take the FSMCAE at any Pearson VUE Testing Center. Administrators must send an email to Accreditation ([ExamSecurity@nrfsp.com](mailto:ExamSecurity@nrfsp.com)) and request to take the FSMCAE, and provide your full name and Administrator Number. Accreditation will respond with specific instructions and a voucher code that will allow Pearson VUE to register Administrators for the FSMCAE. *The FSMCAE is not publicly available and requires a FSMCAE Voucher Code to register.*

**Large Corporations:** Large Corporation Administrators may take the exam online through the NRFSP Admin Exam Portal on the Diversys Platform. The administrator needing the exam must locate another Test Administrator/Proctor from their company and the Administrator giving the exam must email the Accreditation Department and provide the following information:

- ) Full name and Administrator Number of Administrator/Proctor GIVING exam
- ) Full name and Administrator Number of Administrator/Proctor TAKING exam
- ) Time and date exam is to be given

Accreditation will respond with a special weblink, username, and password that will only be available for 24 hours on the date specified. *Large Corporations that typically have their own exam portal cannot take the FSMCAE on their Company's portal and must go through the NRFSP Admin Exam Portal.*

### Examinee Recertification

If an examinee needs to recertify due to the National Registry's Certificate expiration, regulatory requirements, or company requirements; follow the recertification requirements provided by your local regulatory authority or company. The examinee is responsible for locating and paying a registered Test Administrator/Proctor to administer the exam to them. National Registry recommends a review of the most current training materials prior to retaking the National Registry Food Safety Manager Certification Exam.





## Section II – Procedures

The following section consists of How-To documents that detail the step-by-step procedures involved in preparing for and managing your National Registry Food Safety Manager Certification Examination, in both Print-based and Online-based formats.

### Food Safety Manager Paper Examination Administration

#### Ordering Examinations

We recommend examination orders to be placed at least 3 weeks prior to the test date. To avoid additional Rush Fees, examinations must be ordered at least 9 business days prior to the date needed (not counting the day you order).

Place Exam orders through the National Registry website ([www.nrfsp.com](http://www.nrfsp.com)) by logging into your Administrator Account and choosing the *Submit New Examination Order* link. You can also send a completed *Examination Order Form* via fax (407-352-3603) or email to Customer Care ([Customer.Service@nrfsp.com](mailto:Customer.Service@nrfsp.com)). (*Examination Order Form* available on National Registry website, <https://www.nrfsp.com/exam-center/administrator-resources/>).

National Registry will confirm all orders within 2 days of receipt of the Examination Order Form via email. Email will contain details of exam order. If an examination order confirmation is not received via email, contact National Registry as soon as possible.

- ∞ Orders placed 5-9 business days within the *Date Needed By* will be charged a *Rush fee* \$35.
- ∞ Orders placed 1-4 business days within the *Date Needed By* will be charged a *Rush Fee* of \$89.
- ∞ Orders requiring next day, or next business day delivery must be placed by 10:00 am Eastern the previous business day. Maximum of 50 examinations can be ordered.

***National Registry reserves the right to reduce the quantity of examinations ordered, based on usage history.***



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### Receiving and Verifying Exam Materials

Examination orders must be delivered to a physical address (no P.O. Boxes), require a direct signature upon delivery, and should only be received by the Test Administrator/Proctor.

- ∞ All exam orders are shipped via a traceable carrier, such as UPS, and a direct signature is required from the recipient.
- ∞ When exams are shipped, the purchasing Administrator will receive an automated shipment email confirmation that includes the tracking information of the exam package.
- ∞ If examination materials are NOT received by the specified ***Date Needed By***, contact Customer Care immediately. A replacement can be sent immediately if issues arise with delivery.

Once Exam package is received, the Test Administrator/Proctor must inspect and verify all items are accounted for within 12 hours of receipt.

Contact Customer Care immediately if there are any discrepancies.

Store exam packets in a secure place that on the Test Administrator/Proctor can access until the exam date. No one may review, discuss, or copy the exam packet, or administer the exam to themselves, or anyone that might pose a conflict of interest (e.g., relative, friend, etc.)

### ***What to do about Damaged Materials***

After inspecting exam packets received, report any of the following conditions to National Registry immediately:

- Torn Open
- Severely damaged
- Signs of tampering (being opened then resealed)

Take photos of any damaged exam packets and note on the *Incident Report Form* with as much detail and/or evidence as possible and forward to National Registry immediately.

***Administrators will be responsible for all examination booklets listed in the packing label. If examination booklets are missing, you will be responsible unless you contact National Registry immediately after receiving the shipment.***



## ***Securely Storing Exams***

Examinations must be under double lock to be secure, such as a locked file cabinet or desk in a locked room or closet. At NO time should any examination booklets or answer sheets be left unattended on a table or desk.

Combinations and keys must only be available to you.

The secure area must not be readily accessible to the public, potential examinees, or other unauthorized persons.

If you are driving to an examination site, examinations must be stored out of view in the car.

Do not leave examinations overnight in your car.

If flying to an examination site, exams must be stored in a locked briefcase or bag and carried onto the plane.

In a hotel room, exams should be stored in the hotel safe. If the hotel does not have a safe, examinations must be stored in locked luggage.

***Examinations must be kept secure at all times from receiving the Exam Order Package until returned back to National Registry. Except for examinees ONLY during the actual examination administration, no one is permitted to review or have access to examination books or materials.***

## ***Setting up the Examination Site***

Examination sites must meet specific requirements, including seating arrangements, accessibility, and comfort.

Ensure examination site standards are being met as detailed on the *Examination Site Checklist*.

There must be one Test Administrator/Proctor per every 35 examinees.

Create and keep a seating chart for the exam date, and assign a seat for each examinee, ensuring there is *at least three feet* between each examinee. Examinees may not select their own seats.

Ensure all Exam Administration Forms are available if needed. (*Incident Report Form, Examinee Comment Form, Agreement Form for Readers and Translators*)

Ensure you have sufficient Examination packets for each examinee. Examination packets (Exam Booklet and its attached Answer Sheet) may only be used by one examinee.

Ensure Readers and/or Translators are located, hired, trained, and available for examinees the require Accommodations. Remember that examinees MUST have an Approval Letter from National Registry before using any accommodations on an exam. (Please refer to *Selecting and Training Readers/Translators* section on page 28 for details)

***Ensure only Test Administrators/Proctors, Readers, Translators, approved observers, and examinees are allowed in the examination area. No visitors or unapproved observers are permitted.***



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### ***Examinee Check-In***

Have the *Administrator Script* available for use.

As you check in each examinee, collect a valid/non-expired photo ID with signature (e.g., driver's license/State ID, Student ID, Military ID, U.S. Green Card, or passport). *NOTE: Photo ID is collected to ensure the return of all exam materials. This is a security measure meant to prevent the loss of exam materials and thereby maintain exam integrity.*

Close access to the exam site.

Have examinees clear their immediate area of everything and place all personal belongings in either the front or back of the exam room.

Read the *Introduction for the Paper/Pencil Examination Process* section from the *Administrator Script & Instructions* to examinees explaining how to complete all exam procedures and documents. A copy of the full *Administrator Script & Instructions* document can be found in *Appendix B* on pages 37-39.

***A copy of the full Administrator Script & Instructions document can be found in Appendix B on pages 37-39.***

### ***Distributing Exams***

Pass out Exam Packets to each examinee in sequential order and instruct examinees not to open exam packets until you tell them to. Do NOT allow examinees to pass exam packets to one another.

Inform Examinees that they are not to open the exam packet until told to do so.

If an examinee AGREES to the Examinee Test Use Agreement, they may consent by tearing the perforated strip on the backside of the exam packet envelope.

If an examinee DOES NOT AGREE, they must return their exam packet (unopened) to the Administrator/Proctor.

Once all examinees have been given exam packets, continue reading the *Distribution of Examination Packets*, and *Opening Examination Packets* section explaining the *Examinee Test Use Agreement* and how to complete the answer sheets for their exams.

Once all examinees have filled out the information sections of their answer sheets, continue reading the *Procedural Directions for Paper/Pencil Examinations*, and *Conclusion of the Paper/Pencil Examination* sections explaining exam results, exam time allowance, and other rules/procedures that must be met or performed during and after exam completion.

***DO NOT open any exam packets for demonstration purposes. Any opened exam packets will be considered used and charged for unless accompanied with a valid Incident Report Form.***

***A copy of the full Administrator Script & Instructions document can be found in Appendix B on pages 37-39.***

### ***Monitoring the Exam***

Without disturbing examinees, take frequent walks around the exam site to observe for cheating and to ensure directions are being followed.

Do NOT leave the room or any examinee unattended while the exam is in progress.



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### ***Collecting Exams and Examinee Answer Sheets***

Examinees must approach the Administrator one at a time to turn in the resealed exam packet and properly completed *Examinee Answer Sheet*.

Exam Booklets **MUST** be sealed inside the white window envelope with the barcode appearing in the window on the top right corner of the exam packet.

Answer Sheets **MUST** be turned in separately with the following fields completed

- ∞ Examinee Name (written on BOTH sides of the answer sheet and bubbled in where required)
- ∞ Exam Date
- ∞ Administrator Code
- ∞ Training Hours
- ∞ Answer field has been bubbled and marked clear (only answers bubbled on the answer field will be accepted. If an examinee only circled their answers in the exam booklet, they **MUST** transfer the answers onto the *Examinee Answer Sheet*. If answer cannot be transferred, it **MUST** be documented on an *Incident Report Form*.)
- ∞ Personal Mailing Address (examinee's business or home address)
- ∞ Examinee Contact Phone Number
- ∞ Examinee Email Address

After all Exam Materials have been collected, return the Examinee's ID and they may leave the exam site.

You must ensure that no one looks at the exam materials after they have been collected. Place the collected materials away from examinees leaving the room and those still taking the exam, but still within your sight. Also, at no time should completed Examinee Answer Sheets be placed inside the white window exam envelopes. If an Examinee Answer Sheet is mistakenly sealed inside the envelope, please note on the *Incident Report Form*. Exam packets are filed separately upon receipt by National Registry.



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### ***Returning Exams***

After all exam materials have been collected and all examinees have left the room:

Note any irregularities on the *Incident Report Form*.

Separate used and unused booklets. Put each type, separately, in numerical order by the exam booklet number.

If returning examinations for multiple dates/sessions, Examinations must be separated.

List exam booklet numbers of used and unused exam materials physically being shipped back to National Registry in Part B of the TA Inventory Form. Please use separate *TA Inventory Forms* for each separate exam date/session or make note on the *TA Inventory Form*.

Count the number of used Examinee Answer Sheets and list on Part B of the TA Inventory Form. Make a copy of the *TA Inventory Form* for your records.

Fill out the front of the Return Envelope. Be clear about how you would like the Examinee and Test Administrator/Proctor results.

Place the following documents, fully completed, in the Return Envelope and seal:

- ∞ Used Examinee Answer Sheets
- ∞ TA Inventory Form
- ∞ *Examination Site Checklist*
- ∞ *Incident Report Form* (if used)
- ∞ *Signed Agreement Form for Readers and Translators* (if used)
- ∞ *Examinee Comment Form(s)* (If used)

Put sealed Return Envelope and examination booklets together in approved shipping box/Tyvek Envelope. (DO NOT USE THE RETURN ENVELOPE AS THE ACTUAL SHIPPING ENVELOPE)

Ship out exam package no more than 2 business days after the exam date. If holding on to Unused Exams, they must be shipped back to National Registry no more than 2 business days after their expiration date. (*Please refer to Shipping Requirements section for details on mailing addresses and approved shipping methods*)

### ***Shipping Method Requirements***

All exam booklets, used and unused, and any completed Exam Documents MUST be shipped back to National Registry via a **traceable and signature required upon delivery method**, that includes:

USPS (Postal Service) Mail - We *ONLY* accept *USPS Priority Mail Express, USPS Priority Mail, USPS Retail Ground, and/or USPS Media Mail with tracking and Signature Required from the US Post Office.*

FedEx - all shipping methods (Ground, Overnight, etc.) are accepted but must require a signature upon delivery.

UPS - all shipping methods (Ground, Overnight, etc.) are accepted but must require a signature upon delivery.

DHL - all shipping methods (Ground, Overnight, etc.) are accepted but must require a signature upon delivery.

***Local Administrators/Proctors may Hand Carry exams to the National Registry Office but must Deliver to the Front Office Reception Desk***



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### ***Results/Certificates***

National Registry will send examination results within two weeks (10 business days) after the date of receipt of the examination materials.

The *Pass List*, *Examinee Lists*, and *Group Diagnostic* report are faxed, emailed, or mailed via Priority Mail to you for every class in the delivery method you selected on the Answer Sheet *Return Envelope*.

### ***Expired Orders***

Examination Books can be used on or before the day of their expiration date. Expiration dates are printed on the top right corner of each exam booklet.

Exam Orders may be used on multiple exam dates within their designated Expiration Dates. Exams are categorized into 2 different types of Orders, Standard Orders and Bulk Orders.

- ∞ **Standard Orders:** All Administrators, by default, are placed on *Standard Orders*. Standard Exam Orders have an expiration date of 30-days after the original specified Exam Date.
- ∞ **Bulk Orders:** Business/Administrators that conduct a higher volume of exams over a certain period may apply to have *Bulk Orders*. Bulk Exam Orders have an expiration date of 90-days after the initial specified Exam Date.

***To request additional information or approval to administer Bulk Orders, please contact the Customer Care Department.***

Exams cannot be used **after** their expiration date. Administrators may request order extensions and receive special approval from the Accreditation Department prior to the Order's Expiration Date. The maximum extension allowed for both types of orders is 1 week (5 business days).



## Food Safety Manager Online Exam Administration

**ONLINE TEST ADMINISTRATORS/PROCTORS MUST FOLLOW THE SAME POLICIES AS PAPER TEST ADMINISTRATORS/PROCTORS**

### ***Online Exam Processes***

All online Exams do not have to be previously scheduled, but Test Administrators/Proctors must receive Exam Portal Login and Password Credentials from National Registry prior to administering an online exam.

***National Registry reserves the right to limit or restrict online test access status at any time***

Test Administrators/Proctors should contact Customer Care at National Registry to register as an online Test Administrator/Proctor and set up a billing account. Request by email ([Customer.Service@nrfsp.com](mailto:Customer.Service@nrfsp.com)) or phone (1-800-446-0257).

National Registry will send the login credentials and instructions on how to use the Online Exam Site to the online Test Administrator/Proctor.

Test Administrator/Proctor enrollment status will be reviewed periodically. If for any reason it has been determined that a Test Administrator/Proctor is no longer eligible\* to access the testing site, NRFSP will deny access to the site and notify the Test Administrator.

\*Reasons for loss of eligibility include but are not limited to:

- ∞ Suspected cheating by the Test Administrator/Proctor or examinee
- ∞ A breach in security
- ∞ Sharing username and/or password
- ∞ Nonpayment or slow payment on account

The examination program must be the only open program on the examination computer.

The Test Administrator/Proctor must be in the room at all times while testing is in progress.

***Questions or issues with Online Exams, please contact the Customer Care Department (1-800-446-0257 / [Customer.Service@nrfsp.com](mailto:Customer.Service@nrfsp.com)).***

### ***Online Exam Site Requirements***

Ensure a computer with reliable internet access, mouse, and keyboard are available for every examinee.

Review *Appendix I on page 48, Exam Site Checklist* to ensure exam site standards are being met.

Identify each examinee accurately, observe examinee behavior, and take frequent walks around the exam site during exam administration to prevent cheating.

Have your *Online Administrator Script & Instructions* available.





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### *To Begin an Online Exam*

In many cases, the Test Administrator/Proctor may be creating the account and enrolling the examinee for the exam. To create an Examinee account and enroll for the exam, follow the instructions below:

1. Go to the Diversys Exam Portal: **www.myvlp.com/NRFSP**. (Some Large Corporations may have their own Company Exam Portal (please see your employer for access to your Company's Portal))
2. Click the **ENROLL NOW** button on the left side of the screen.
3. On the next screen, select the appropriate exam by clicking on the **CLICK TO AUTHORIZE** button next to the exam.
  - ∞ After clicking this item, an Administrator sign in box will open. The Administrator must enter their login ID and password, and then click sign in.
  - ∞ You should see a check box under the add column for the exam you selected. Click the check box and **ADD TO CART**
4. The next screen is an Order Confirmation screen, click the **CONTINUE** button once you have the correct exam.
5. In the **Candidate Information** and **Billing Information** screen, the examinee should complete all fields and create their username and password.
6. In the Billing Information section, the Test Administrator/Proctor should enter the billing information by selecting the Payment Type from the drop-down menu:
  - ∞ If payment is a **CORPORATE ACCOUNT**, enter the Account Code in the Account Number field.
  - ∞ If payment is a **VOUCHER**, select Prepaid Code as the payment type enter the voucher number in the Account Number field.
7. When both Candidate Information and Billing Information sections are completed, click **CREATE ACCOUNT** button.
8. Next screen is the Examinee's **Employment** and **Demographic Information** (these are not required but recommended options). When finished or if examinee opts not to complete these fields, click **CREATE ACCOUNT** button.
9. On the Order Confirmation screen:
  - ∞ Verify the Order again
  - ∞ Check the Agree to Terms and Conditions box.
  - ∞ If using a Voucher, enter the Voucher number or discount code in the field below the product and click **APPLY**.
10. Click Purchase Now when you are ready to continue, click OK to authorize the purchase
11. If enrolling more than one examinee you MUST click log out BEFORE entering the new examinee, then follow enrollment instructions 2 – 10. If not, please continue.
12. To begin the exam, click the **CLICK HERE TO BEGIN YOUR EXAM** button on the receipt screen.
13. Click on the **GREEN PLAY BUTTON** to start the exam. Read all prompts and instructions carefully.

**Questions or issues with Online Exams, please contact the Customer Care Department (1-800-446-0257 / Customer.Service@nrfsp.com).**



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### ***Online Exam Completion Process***

When an examinee has answered all questions, the Administrator MUST submit the exam to close out the exam and submit the results to National Registry for official processing.

After the last exam question has been selected, a prompt will request the Administrator/Proctor Login and Password.

The Administrator must enter their credentials and select the ***SUBMIT PROCTOR CREDENTIALS*** button. Only AFTER this step is done, will the exam completion process be fulfilled.

Exam Portal will give message stating the exam score and if they passed or failed the exam. After reviewing this message, click ***CONTINUE***.

If an examinee received a passing score, the next screen will allow them to print an unofficial Certificate of Completion.

***Once the Administrator has fulfilled the Exam Completion Process, the exam data will be sent electronically to National Registry the following business day for official processing and scoring. The Online Exam Certificate of Completion is NOT an official or valid score and will not be honored as a valid Certificate. National Registry will mail the results to the examinee's mailing address they listed in their Student Profile in the form of a valid Certificate or Failure Notification.***



## Submitting Requests for Exam Accommodations/Foreign Language Translation

Certain circumstances may require the assistance of others such as Readers or Scribes, or other accommodations such as extended time, separate testing areas, etc., during examinations. Exam Accommodations are the Test Administrator's/Proctor's responsibility to locate, hire, train, and supervise competent Readers or Scribes, or provide approved extended time or separate testing areas at no additional cost to the examinee as part of the *Americans with Disabilities Act (ADA)*.

### ***When to Submit a Request for Exam Accommodation or Foreign Language Translation***

To request a change in exam administration for examinees with special needs

To request a translator/interpreter for an examinee with limited proficiency in English

Prior to exam administration by the examinee or on behalf of the examinee.

***Exam Accommodation Requests should be submitted to National Registry at least 30 days prior to the expected exam date. Exam Accommodations may only be used IF the Examinee/Administrator has an Approval Letter from National Registry.***

### ***How to Submit Exam Accommodation or Foreign Language Translation Requests***

Go to ***www.NRFSP.com***. Go to the ***EXAM CENTER*** tab and select ***ADMINISTRATOR RESOURCES*** under the ***ADMINISTER AN EXAM*** section.

Download or print Exam Accommodation Form or Foreign Language Translation Form.

Complete the form then scan and email to ***ExamSecurity@nrfsp.com***. Please include ***EXAM ACCOMMODATION REQUEST*** in the subject line. The following information is required

#### **Examinee:**

- Examinee Name, Date of Birth, Telephone Number, Email Address, and Mailing Address
- Type of Accommodation needed
- Licensed Medical Professionals' signature OR Supporting Medical Documentation of disability
- Translator's/Interpreter's credentials AND Business Card or Letterhead

***If a Licensed Medical Professional does not complete the specified field with their signature on the Exam Accommodation Request Form or there is no supporting medical documentation submitted with the request, the request will be denied.***

#### **Administrator:**

- Administrator Name, Administrator Number (if available), Company Name and Address
- Date of Exam, Telephone Number, and Email Address.

Requests are processed within 3-5 business days.

The examinee will be contacted directly via email (if provided) concerning the outcome of the request. Test Administrators/Proctors will also be notified via email (if provided).



## Selecting and Training Support for Exam Accommodations – Readers, Scribes, and Translators/Interpreters

Readers, Scribes, and Translators/Interpreters must remain objective with no conflict of interest. For example, a family member or friend of the examinee is unacceptable for these positions. A briefing should be held the day of the examination to review duties. It is very important that the Readers, Scribes, and Translators/Interpreters understand their responsibilities and duties.

***Test Administrators/Proctors CANNOT serve as Readers, Scribes, or Translators/Interpreters during any examination. This is to prevent a security breach and conflict of interest since Administrators cannot review any exam items.***

### ***Readers, Scribes, and Translator/Interpreter Responsibilities and Requirements***

Readers and Translators/Interpreters are ONLY allowed to read the examination questions and answers exactly as they are written in the exam.

Scribes may ONLY record the exam answers the examinee chooses for each question but cannot review exam questions or answers, unless they are ALSO acting as the Reader or Translator/Interpreter.

A separate exam room will be needed for examinees needing Readers, Scribes, or Translators/Interpreters

Readers must meet the following requirements:

- CANNOT be a registered Test Administrator/Proctor for National Registry

- At least 18 years old

- Complete the Agreement Form for Readers and Translators before leaving the exam site

- Have proficient reading skills and clear voice

- Have visual acuity sufficient to read exam materials and examinee's documents for both Paper/Pencil and Computer platforms

- Have auditory acuity sufficient to hear Examinees

- Follow Exam Security and Exam Administration protocols as outlined in this Handbook



## Submitting an Incident Report Form

### *When to Submit an Incident Report Form*

An Examinee experiences any type of technical difficulty while taking the exam.  
Suspected Cheating or suspicious behavior of any kind  
Examinee becomes ill or injured  
Examinee decides not to complete the exam  
Any defective examination materials  
Examinee has an address or name that does not fit in the spaces provided on the answer sheet  
Examinee circled questions in exam booklet instead of bubbling on *Examinee Answer Sheet*  
Anything that occurs out of the ordinary or is a deviation of the exam administration protocols as outlined in this Handbook.  
Exam Disruptions; examinees, other Administrators, Readers, Translators/Interpreters, Exam Site incidents such as fire alarms, power outages, etc.  
Anything felt to have impacted the examinees' ability to answer exam questions

### *How to Submit an Incident Report Form*

All Paper/Pencil exam orders include a blank *Incident Report Form* in the exam package  
Go to **[www.NRFSP.com](http://www.NRFSP.com)**. Go to the **EXAM CENTER** tab and select **ADMINISTRATOR RESOURCES** under the **ADMINISTER AN EXAM** section.  
Download or print the *Incident Report Form*.  
If Incident occurred with any Paper/Pencil Exams, you can include the form with the exam booklets and ship back to National Registry.  
If Incident occurred with Online Exams, or you were unable to include with the Paper/Pencil Exams, you may scan and email to **[ExamSecurity@nrfsp.com](mailto:ExamSecurity@nrfsp.com)**. Please include *Order Number* and **INCIDENT REPORT** in the subject line.

### *Information to be Included on an Incident Report Form*

Test Administrator/Proctor Name and Administrator/Proctor Number  
Examinee Name(s) (if applicable)  
Date (and time if possible)  
If Incident involved Paper/Pencil Exam:  
    ∞ Exam Order Number  
    ∞ Exam Booklet Number (if applicable)  
Specific reason for submitting Incident Report. Include as much detail as possible about incident  
Resolution or action taken to resolve the Incident (if applicable)



### ***Incident Report Resolution***

A National Registry representative will contact the Test Administrator/Proctor to resolve any issues or inquire additional information (if necessary)

## **Submitting an Appeal Request Form**

### ***When to Submit an Appeal Request Form***

Any person (Examinee, Candidate, Administrator, etc.) who has been denied eligibility to sit for an exam, failed an exam, or whose certificate or Test Administrator/Proctor privileges have been revoked may appeal a denial or revocation by submitting a written request or *Appeal Request Form* to the Accreditation Department within 30 calendar days of notification of the denial or revocation.

### ***Appeal Process***

Upon receipt of the appeal, the Accreditation Department escalates the request with all prior documentation (if any) to the Certification Governing Board, Oversight Committee, or Appeals Council to make a final decision on the appeal within 30 days of receipt of the written request  
The decision concerning the appeal is final.

### ***How to Submit an Appeal Request Form***

Go to ***www.NRFSP.com***. Go to the ***EXAM CENTER*** tab and select ***ADMINISTRATOR RESOURCES*** under the ***ADMINISTER AN EXAM*** section.

Download or print the *Appeal Request Form*.

Complete the form then scan and email to ***ExamSecurity@nrfsp.com*** or fax to 407-226-3500.



## Guidelines and Frequently Asked Questions

### *How to Request Exam Accommodations*

All supporting documentation must be submitted at the same time as the Request for Exam Accommodation Form. This form must be submitted directly to National Registry's Accreditation/Exam Security Department for approval prior to the Exam Date.

#### **What types of conditions or impairments might need to be accommodated?**

The most commonly accommodated conditions include:

- ) Learning Disabilities
- ) Visual Impairments
- ) ADHD
- ) Emotional disorders such as major depression
- ) Physical impairments

#### **What type of documentation must be submitted when requesting accommodations?**

1. A letter written and signed by a licensed physician, guidance counselor, disability support specialist, social worker, psychiatrist, or other professional qualified to evaluate the disability, who has made an individual assessment of the examinee, which includes the examinee's name, date of birth, and the date of diagnosis or evaluation.
  - o The letter **MUST** be printed on the Certified Examiner's Letterhead, and include the Examiner's credentials, title, address, and telephone number.

**and/or**

2. Other evidence of prior diagnosis, any modifications, accommodations, or auxiliary aids or services received in a similar testing situation.
3. Other evidence of any modification, accommodation or related aids or services provided under an Individualized Education Program (IEP) under the Individuals with Disabilities Education Act, or any plan describing services pursuant to Section 504 of the Rehabilitation Act of 1973.

#### **Who is considered a Certified Examiner?**

A physician, guidance counselor, disability support specialist, social worker, psychiatrist, or other professional qualified to evaluate a disability.

#### **Who can act as a Reader and/or Scribe once the exam accommodation has been approved?**

The Reader/Scribe must be someone who is NOT a registered Test Administrator/Proctor. The Reader/Scribe cannot be anyone who is related to the examinee, a Certified Food Safety Manager, a direct supervisor or manager, nor can it be someone that has a vested interest in Food Safety. The Reader/Scribe of the exam **MUST** sign and submit the *Agreement Form for Readers and Translators*. This form must be submitted along with the used Exam Booklet when shipped back to National Registry.

***NOTE: Readers and Scribes may NOT provide cues to the examinee or answer any questions during the administration of the exam. The Exam must be in a proctored environment where the Reader, Scribe, or Translator is NOT an active Test Administrator/Proctor.***



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### **When should the request for Exam Accommodation be submitted?**

It is strongly recommended that the request for exam accommodations be submitted well in advance of the exam date to all for National Registry approval, as well as coordination between the Examinee and Exam Administrator.

### **Who is responsible for providing a Reader or Scribe?**

The Test Administrator/Proctor is responsible for locating, hiring, training, and supervising competent Readers for examinations, as needed, at no cost to the examinee.

### **Can the National Registry Exam be taken with an accommodation that has NOT been approved by National Registry?**

Under no circumstances should an examinee be allowed to take the National Registry exam with an unapproved accommodation. If the requested accommodation has not been approved by National Registry, the examinee may either postpone/reschedule the exam until the accommodation is approved by National Registry or take the exam without the requested accommodation.

### **How will I know if the request for exam accommodation(s) has been approved or denied?**

Approval or denial of an exam accommodation will be communicated directly to the examinee and/or Exam Administrator via email or fax number. Examinees are required to provide a valid email address or fax number when submitting an *Exam Accommodation Request* or *Foreign Language Translation Request*.

### **The examinee is illiterate or has difficulties with reading comprehension unrelated to a disability. What are the options?**

We encourage submission of a completed request for *Exam Accommodation Form*, along with a statement from an educator, doctor, trainer, school counselor, or other professional who can attest to the examinees' difficulties. The statement must be provided by someone who does not represent a conflict of interest. Each request will be considered on an individual basis and processed as a courtesy accommodation.

### **I still have questions, who should I contact?**

Contact the Accreditation/Exam Security Department:

**By email:**        **ExamSecurity@nrfsp.com** (Please remember to include "*Exam Accommodation*" in the subject line)

**By telephone:** 800-446-0257 (Accreditation Department)

### **How long is the approved Exam Accommodation request valid?**

The examinee **MUST** request an Exam Accommodation every time they sit for a National Registry Exam.





## Guidelines and Frequently Asked Questions

### *How to Request Foreign Language Translations*

In the event that an exam version is not available in specific language and a Translator is required, a *Foreign Language Translation Request Form* may be submitted to National Registry's Accreditation/Exam Security Department for approval prior to the Exam Date.

#### **Who can provide translation services during the National Registry Exam?**

The Translator must be someone who is NOT a registered National Registry Test Administrator/Proctor. The Translator can be anyone who is not related to the examinee, is not a Certified Food Safety Manager, is not a direct supervisor or manager, not have any vested interest in food protection. The Translator must provide proof of providing translation services in a professional capacity in the form of references, business card, Company Letterhead, or other proof. The Translator MUST sign the Agreement Form for Readers and Translators and this form must be submitted along with the used Exam Booklet when shipped back to National Registry.

***NOTE: Translators/Interpreters may NOT provide cues to the examinee or answer any questions during the administration of the exam. The Exam must be in a proctored environment where the Reader, Scribe, or Translator is NOT an active Test Administrator/Proctor.***

#### **Who is responsible for providing a Translator/Interpreter?**

The examinee is responsible for hiring and providing their own competent Translators/Interpreters for examinations, as needed.

#### **What are other options if the Exam is not offered in the examinee's native language?**

If the exam is not available in the examinee's native language, and they do not have the means to locate/hire a Translator/Interpreter, the examinee is allowed to use an *English-Native Language* dictionary (ex: English to Arabic, English to Japanese, etc.), without prior authorization from National Registry, during the exam. All dictionaries, whether paper or electronic, MUST be inspected by the Exam Administrator prior to the start of the exam.

#### **What adaptive technologies are recommended when taking an online National Registry Exam?**

While National Registry does not endorse use of any brand of adaptive technology, we are confident that such programs can be used such programs can be used successfully with an online National Registry Exam.

***\*\*NOTE: Google Translate is NOT a valid option for any National Registry Exam.***

#### **How will I know if the request for Foreign Language Translation has been approved or denied?**

Approval or denial of a Foreign Language Translation Request will be communicated directly to the examinee via email or fax number. Examinees are required to provide a valid email address or fax number when submitting an *Exam Accommodation Request* or *Foreign Language Translation Request*.

#### **What happens after the request for Foreign Language Translation is approved?**

The examinee MUST notify the Exam Administrator with their Foreign Language Translation Approval Letter in advance of the exam date so the Exam Administrator can prepare for the accommodation.



## Guidelines and Frequently Asked Questions

### *How to Submit an Examinee Comment Form*

#### **When to Provide an Examinee Comment Form**

An Examinee would like to comment on an exam question because of a typo, error, translation error within a question or they wish to provide general feedback.

#### **How to Submit an Examinee Comment Form**

Examinees must complete all sections on the Examinee Comment Form indicated by an asterisk (\*).

***NOTE: Administrators may make as many copies of the BLANK form as needed to provide to every examinee. However, Administrators may not review, copy, or otherwise reproduce the Examinee Comment Form or any of its content after it has been completed by the examinee. The contents of the completed form should be considered confidential. Do not use information gleaned from this form to teach the exam.***

Include the completed form inside the Return Envelope with the full exam package being shipped back to National Registry.

All Examinee Comment Forms will be reviewed when the exam is processed for grading.



## Section III – Appendices

### ***Appendix A – Examinee Test Use Agreement***

#### **EXAMINEE TEST USE AGREEMENT**

I, THE EXAMINEE, HEREBY CERTIFY THAT I HAVE READ, UNDERSTAND, AND AGREE TO ALL OF THE BELOW TERMS, CONDITIONS, AND OTHER PROVISIONS STATED, AND BY BREAKING THE SEAL AND OPENING THIS ENVELOPE I AM INDICATING MY AGREEMENT TO THE BELOW TERMS AND CONDITIONS:

1. I will not communicate with other examinees in any way;
2. I may take the examination only for the purpose of becoming a Food Safety Manager Certification Examination;
3. I will not take any examination materials from the exam site;
4. I will not copy any examination materials;
5. I will not give examination questions or answers to others.

I hereby acknowledge and consent to the confiscation by/and at the discretion of the Test Administrator/Proctor of any external device capable of recording sound or written material, which is found in my possession during the administration of a NRFSP exam. I agree that such a device may be sent to NRFSP for review. Should NRFSP identify any test related item(s) on the device, NRFSP may remove such material before returning it to me or relinquish such device to a law enforcement agency for prosecution. Should no exam related item(s) be found, NRFSP agrees to return the device to me once its review is complete or within 30 days from the date of the exam, whichever is sooner.

If device cannot be sent to NRFSP, the Test Administrator/Proctor has all the authority to confiscate any device, review and remove material. Test Administrator/Proctor will document findings to report to NRFSP or contact a law enforcement agency.

I hereby indemnify and hold harmless NRFSP and Test Administrator/Proctor for any claims I may have relating to the confiscation of such external device taken under the conditions above described.

I understand that if I do not follow the above rules that NRFSP may subject me to penalties including, but not limited to the following: canceling my examination score (with no refund or credit for any future examination), denying scoring of my examination, revoking my certification, or legal proceedings against me to recover costs associated with lost exam questions.

I certify that all the information provided on my Food Safety Manager Certification Exam answer sheet is true and accurate to the best of my knowledge.

This exam is confidential, and it's protected by trade secret law. It is made available to you, the examinee, solely for the purpose of assessing qualifications in the discipline referenced in the title of this exam. You are expressly prohibited from disclosing, publishing, reproducing, or transmitting this exam, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of NRFSP.



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I understand that the NRFSP may:

- Report passing status to my Test Administrator/Proctor
- Report passing status and verification of my certificate number to local health agencies upon request of such information
- Report passing status and verification of my certificate number to my current or new employer upon request of such information
- Send me correspondence that applies to my certification

I understand that my personal standards of honor and integrity must, at all times, be above reproach and I must conduct myself in a manner that reflects favorably on my profession. By doing so, I will strive to create an ethical climate within my organization, my industry and the community of clients which I serve, building honesty and trustworthiness in all of my relationships and ensuring my reliability in performing my assigned responsibilities.

- I pledge to be truthful and accurate in what I say, do and write.
- I will promote cooperation in my working relationships and adhere to the law at all times.
- I will demonstrate a commitment to excellence in all aspects of my profession.
- I will promote and encourage the highest level of food safety within the industry.
- I will act in a manner free of bias with regard to religion, ethnicity, gender, age, national origin or disability.
- I will not misrepresent or permit misrepresentation of my qualifications, or the qualifications of my associates.
- I will have due regard for the environment and for the public safety, health and well-being.
- I will always strive to maintain competence by remaining current with changes in the industry.
- I understand the certificate; logo and marks are property of NRFSP.
- I will uphold and follow all policies and procedures required by NRFSP to remain in good standing.

I understand the terms of the Examinee Examination Consent Form, Non-Disclosure and Code of Conduct and by taking the examination agree to follow them.



## ***Appendix B - Administrator Script & Instructions for the National Registry Food Safety Manager Certification Exam – Paper/Pencil Version***

### **Introduction to the for Paper and Pencil Examinations Process**

Hello, my name is \_\_\_\_\_ and I am a registered Exam Administrator for National Registry of Food Safety Professionals, the developer of the Food Safety Manager Certification Examination that you are taking today. I will administer, observe, and collect all exams according to the National Registry's rules. I will monitor the administration of the exam at all times. I am NOT allowed to answer any questions during this exam, and that includes rephrasing and/or interpreting exam questions.

(IF YOU HAVE ADDITIONAL PROCTORS) Working with me as an additional Proctor is: \_\_\_\_\_.

1. I have collected all of your IDs and I/we will be handing out your examination packets. Please do not open the exam envelope until I instruct you to do so. Your IDs will be kept secure during the exam. Your IDs will be returned to you after you have completed the exam and turned in your sealed Exam Envelope and Answer Sheet.
2. Please clear your desk and surrounding area of all personal belongings, including cell phones, smart watches, scratch paper, notes, and books. You should only have your number 2 pencil and Exam Packet on your desk.
3. If you need to use the restroom while taking the exam, please raise your hand. You will need to place your exam and answer sheet inside the white window envelope, and I will collect it before you leave. Do not seal the envelope or you will not be able to complete the exam. I will give the exam packet back to you when you return. Only one person is allowed to leave the room at a time, so please return as quickly as possible. You are not allowed to take any personal belongings with you when you leave the room.
4. There are some additional guidelines and rules to be observed during the examination:
  - No talking or moving around the room. Remove all hats or visors, turn off/silence cell phones, **including smart watches**, and place them with the rest of your belongings. No cell phones or smart watches are allowed on the table while taking the exam.
  - There are a total of 85 questions on this examination, but only 80 questions will count toward your score. There are 5 pilot questions included in the exam that are not counted but you must fill in answers to every question. Your score is based on the number of questions you answer correctly. All questions have one correct answer, multiple answers for the same question will be marked as incorrect.
  - Do not leave any questions unanswered, blank answers will also be counted as incorrect.
  - You have two hours to complete this exam. If you have not completed the exam within the two-hour timeframe, your answer sheet and exam booklet will be collected, even if you are not finished, unless you have been granted an exam accommodation.
  - You **MUST** use a number 2 pencil (NO INK). Your exam may not be scored if you use a pen instead of a pencil. I have extra pencils if you need one during the exam.
  - I/We cannot answer questions about any exam questions, interpret, rephrase, or reword examination questions or answers for you. If you feel there is an error or typo with a question or answer, I/we can provide you with an ***Examinee Comment Form***. The form will be reviewed by National Registry upon scoring. Due to exam security, you will not receive a written reply to the comment.



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### Copyright and Legal Responsibility

I will also report any form of cheating and cooperate with any security-related inquiries. Keep your eyes on your own exam booklet and answer sheet at all times. Please be aware that any type of cheating is grounds for dismissal from the exam. Any indication of cheating can lead to severe penalties, including but not limited to; revocation of your certificate without refund and refusal for future testing.

If any form of cheating occurs, I will collect all your examination materials or erase any images including any electronic devices such as cell phones and notify National Registry. Should National Registry identify any examination related items in the material collected, National Registry will remove the examination related items before returning the material to you or forward the device to a law enforcement agency for prosecution.

Please note this exam is the copyrighted property of the National Registry of Food Safety Professionals and no one is authorized to disclose or discuss exam questions/answers in any way without the explicit written consent of the National Registry of Food Safety Professionals. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine.

### Examination Process - Distribution of Examination Booklet

#### *DISTRIBUTE EXAM PACKETS IN SEQUENTIAL ORDER TO EACH EXAMINEE:*

1. Please remove everything from the top of your table or desk except your pencils.
2. Please read the information on the front of your Exam Envelope. By opening the envelope, you agree to the Examinee Examination Consent, Non-Disclosure, Code of Ethics and Releasing of your scores which is written on the envelope.
3. If you do not agree with these terms, please raise your hand and I will collect the examination and dismiss you.  
***WAIT UNTIL EVERY EXAMINEE RECEIVES AN EXAM***
4. If you agree to the Examinee Test Use Agreement, you may now open your exam packet by carefully tearing the perforated strip on the backside of your exam packet envelope and removing the Exam Booklet that is inside. Keep your Exam Packet Envelope on the desk because you will still need to use the envelope at the end of the exam.
5. Go to the back of your booklet. The back cover of your booklet is your answer sheet. Carefully fold on the perforated line and tear out your answer sheet from the back of the booklet and keep your exam booklet closed.
6. Read the front cover of the exam booklet and print your name on the line provided on the lower right-hand side of your exam booklet cover.
7. After completing your examination, place **ONLY** the examination booklet into the Exam Envelope, peel off the sealant tape on the envelope flap located on the back of the envelope, and seal. **DO NOT INSERT THE ANSWER SHEET IN THE ENVELOPE, THAT MUST BE TURNED IN SEPARATELY TO ME.**



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### **COMPLETING THE ANSWER SHEET**

1. On the screen/board, you will find some information that will help you when completing your answer sheet (such as: last 4 digits of social security code, admin code, training hours, curriculum code, etc.), any field with a "\*" MUST be completed.
2. Please write your name and contact phone number on the front of your answer sheet
3. Write and bubble today's date in the Exam Date Box on the front top left side of your answer sheet.
4. If you have an employee and company ID, please write it in the appropriate boxes on the front side of the answer sheet.
5. The demographic information is optional.
6. Please note: There is information on both sides of the answer sheet.
7. On back of your answer sheet you must fill out your full legal name and personal mailing address; write the letters in the boxes and fill in the corresponding bubbles under each character box. You do not have to bubble in blank spaces.
8. You should include your date of birth and email address in the fields at the bottom of your answer sheet. It is optional but highly recommended for identification purposes.

**TAKE THIS TIME TO TAKE QUESTIONS AND HELP EXAMINEES FILL OUT THEIR ANSWER SHEETS.**

### **Results for Paper and Pencil Examinations**

- Your results and certificate will be mailed in about 10 business days.
- We cannot answer questions about any examination questions, interpret the meaning of words, reword or rephrase examination questions or answer choices, or pronounce words for you. However, if you believe there is a problem with a question, I/we can provide you with an *Examinee Comment Form*. The form will be reviewed by National Registry upon scoring. Due to exam security, you will not receive a written reply to the comment.

### **Conclusion of the Paper and Pencil Examination**

1. When you are finished with the exam, place ONLY the exam booklet in the envelope and seal the envelope. When your exam booklet is inside the white window envelope, there should be a barcode visible in the window on the top right corner of the envelope.
2. Please do NOT insert answer sheet inside the white window envelope, turn in the answer sheet separately to me with your sealed exam envelope. **ASK TO SEE IF ANYONE HAS QUESTIONS.**
3. You can write in the exam booklet, but all answers MUST be bubble on the answer sheet. Your exam may not be scored if your answers are NOT on the answer sheet.
4. When you finish your exam, please gather your exam materials and turn them in to me (or your other Proctor). We will collect your materials and double check that every field in the answer sheet is complete and the envelope has the examination booklet is sealed.
5. Once all materials are collected and verified, we will return your ID card and you are dismissed.
6. You may open your exam booklet and begin your examination now. Good luck!





## ***Appendix C - Administrator Script & Instructions for the National Registry Food Safety Manager Certification Exam – Online Version***

### **Introduction to the Online Examinations Process**

Hello, my name is \_\_\_\_\_ and I am a registered Exam Administrator for National Registry of Food Safety Professionals, the developer of the Food Safety Manager Certification Examination that you are taking today. I will administer, observe, and submit all exams according to the National Registry's rules. I will monitor the administration of the exam at all times. I am NOT allowed to answer any questions during this exam, and that includes rephrasing and/or interpreting exam questions.

(IF YOU HAVE ADDITIONAL PROCTORS) Working with me as an additional Proctor is: \_\_\_\_\_.

1. I have collected all of your IDs and they will be kept secure for the duration of the exam. Your IDs will be returned to each of you when you complete the exam.
2. Please clear your desk and surrounding area of all personal belongings, including cell phones, smart watches, scratch paper, notes, and books.
3. If you need to use the restroom while taking the exam, please raise your hand. Only one person is allowed to leave the room at a time, so please return as quickly as possible. You are not allowed to take any personal belongings with you when you leave the room.
4. There are some additional guidelines and rules to be observed during the examination:
  - No talking or moving around the room. Remove all hats or visors, turn off/silence cell phones, **including smart watches**, and place them with the rest of your belongings. No cell phones or smart watches are allowed on the table while taking the exam.
  - There are a total of 80 questions on this examination. Your score is based on the number of questions you answer correctly. All questions have one correct answer.
  - Do not leave any questions unanswered, unanswered questions will be counted as incorrect.
  - You have two hours to complete this exam. If you have not completed the exam within the two-hour timeframe, your exam will automatically end, even if you are not finished, unless you have been granted an exam accommodation.
  - I/We cannot answer questions about any exam questions, interpret, rephrase, or reword examination questions or answers for you. If you feel there is an error or typo with a question or answer, click on the *Comment on this Question* button located on the right side of the page under the last answer choice. The comment will be reviewed by National Registry upon scoring. Due to exam security, you will not receive a reply to the comment.

### **Copyright and Legal Responsibility**

I will also report any form of cheating and cooperate with any security-related inquiries. Keep your eyes on your own screen at all times. Please be aware that any type of cheating is grounds for dismissal from the exam. Any indication of cheating can lead to severe penalties, including but not limited to; revocation of your certificate without refund and refusal for future testing.





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Current Revision: 06/30/2020

If any form of cheating occurs, I will collect all your materials or erase any images including any electronic devices such as cell phones and notify National Registry. Should National Registry identify any examination related items in the material collected, National Registry will remove the examination related items before returning the material to you or forward the device to a law enforcement agency for prosecution.

Please note this exam is the copyrighted property of the National Registry of Food Safety Professionals and no one is authorized to disclose or discuss exam questions/answers in any way without the explicit written consent of the National Registry of Food Safety Professionals. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine.

### **Examination Process**

#### ***BEFORE EXAMINEES LAUNCH THE ONLINE EXAM***

1. Please remove everything from the top of your table or desk.
2. Once you click the Play Button on your exam, you will be directed to the Examinee Examination Consent, Non-Disclosure, Code of Ethics and Releasing of your scores before the first exam question comes up.
3. If you agree with the terms, click the *I Agree* button at the bottom of the page and then click the *NEXT>* button to start your exam.
4. If you do not agree with these terms, please raise your hand and I will close out of the examination and dismiss you.

***TAKE THIS TIME TO TAKE QUESTIONS AND HELP EXAMINEES REGISTER/LOAD UP THEIR EXAMS.***

### **Results for Online Examinations**

1. Once your exam is submitted, you will receive an immediate score notifying you if you passed or failed. This is NOT an Official score and will not be honored as a valid Certificate. Your results will be sent to National Registry the following business day for official scoring and processing and a certificate or failure notification will be mailed in about 10 business days.

### **Conclusion of the Online Examination**

2. When you finish your exam, please gather your exam materials and turn them in to me (or your other Proctor). We will collect your materials and double check that every field in the answer sheet is complete and the envelope has the examination booklet is sealed.
3. Once your exam has been submitted and you receive your unofficial certificate of completion, I will return your ID card and you are dismissed.
4. You may begin your examination now. Good luck!



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Exam Administration

Company: NRA/NRFSP  
Contact Person: Tiffany Vowell - Accreditation  
Current Revision: 06/30/2020

## Appendix D - Exam 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: 407-228-3500  
www.nrfsp.com

Approved By: Mark Conley/Kate Piche  
Contact Person: Tiffany Vowell  
Revision: 2020-06-18



#### EXAM ACCOMMODATION REQUEST FORM

##### Accommodations requested for the Food Safety Manager Certification Examination

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 LICENSED PROFESSIONAL**

Please type or print clearly

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

**\*REQUIRED FIELD: MUST SELECT ONE WHICH TYPE OF EXAM:**

<input type="checkbox"/> Paper and Pencil	<input type="checkbox"/> Diversys Exam (in person Proctor)	<input type="checkbox"/> Pearson VUE Testing Center	<input type="checkbox"/> ProctorU (Online Proctoring)
---	--	---	---

**\*REQUIRED FIELD: MUST SELECT REQUESTED ACCOMMODATIONS**

<input type="checkbox"/> Accessible Exam Site	<input type="checkbox"/> Large Print
<input type="checkbox"/> Reader <input type="checkbox"/> for visual impairment <input type="checkbox"/> for learning/reading disability	
<input type="checkbox"/> Scribe <input type="checkbox"/> for visual impairment <input type="checkbox"/> for learning/reading disability	
<input type="checkbox"/> Extended time (please specify) <input type="checkbox"/> Time and half (3 hrs) <input type="checkbox"/> Double time (4 hrs) <input type="checkbox"/> Other (specify ___ hrs ___ mins)	
<input type="checkbox"/> Separate testing area	
<input type="checkbox"/> Other Accommodations (specify) _____	

Exam Administrator Name: \_\_\_\_\_ 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: \_\_\_\_\_

Please see the Examinee Information Bulletin for complete instructions. Return completed form to National Registry of Food Safety Professionals

Fax: 407-228-2500

Email: [examsecurity@nrfsp.com](mailto:examsecurity@nrfsp.com)

Mail: 6751 Forum Drive, Suite 220, Orlando, FL 32821



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Exam Administration

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Contact Person: Tiffany Vowell - Accreditation
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## Appendix E – Foreign Language Translation Request Form

### National Registry of Food Safety Professionals

6751 Forum Dr.; Ste 220  
Tel: 800-446-0257  
ExamSecurity@nrfsp.com

Orlando, FL 32821  
Fax: 407-228-3500  
www.nrfsp.com

Approved By: Mark Conley/Kate Piche  
Contact Person: Tiffany Vowell  
Revision: 2020-06-18



### FOREIGN LANGUAGE TRANSLATION REQUEST FORM

#### Foreign Language Translation requested for the Food Safety Manager Certification Examination

If you have limited proficiency in English that requires a Translator/Interpreter for the examination, please complete this form and have an appropriate Translator professional verify their credibility.

The information requested below and documentation regarding your request for Foreign Language Translation for the exam will be considered strictly confidential and will not be shared with any outside source without your express written permission.

**Please type or print clearly**

Examinee Name:

Email:

Address:

City:

State:

Zip Code:

Phone:

**\*REQUIRED FIELD: MUST SELECT ONE WHICH TYPE OF EXAM:**

<input type="checkbox"/> Paper and Pencil	<input type="checkbox"/> Diversys Exam (in person Proctor)	<input type="checkbox"/> Pearson VUE Testing Center	<input type="checkbox"/> ProctorU (Online Proctoring)
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**\*REQUIRED FIELD: MUST BE FILLED OUT BY TRANSLATOR PROFESSIONAL**

Translator's Name:

Business/Employer's Name:

Title:

Phone:

Email:

Translator's Signature:

Date:

Exam Administrator Name: \_\_\_\_\_ Exam Date: \_\_\_\_\_

\*Examinee Signature: \_\_\_\_\_ 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.

Please see the Examinee Information Bulletin for complete instructions. Return completed form to National Registry of Food Safety Professionals

Fax: 407-228-2500

Email: [examsecurity@nrfsp.com](mailto:examsecurity@nrfsp.com)

Mail: 6751 Forum Drive, Suite 220, Orlando, FL 32821



## Appendix F – Agreement Form for Readers and Translators

<b>National Registry of Food Safety Professionals</b>	
<b>Agreement Form for Readers and Translators</b>	
For Approved Accommodations or Translation for the Food Safety Manager Certification Examination	
<b>Reader or Translator</b>	
(ALL FIELDS MUST BE COMPLETED OR EXAM MAY BE INVALIDATED)	
Full Name: _____	Date: _____
Drivers License # and State: _____	
Email Address: _____	
Contact Phone: _____	
Signature: _____	
Serving As (Check One): <input type="checkbox"/> Reader <input type="checkbox"/> Translator	
_____	
<b>Test Administrator/Proctor</b>	
(ALL FIELDS MUST BE COMPLETED OR EXAM MAY BE INVALIDATED)	
I hereby attest that, I, the Test Administrator/Proctor, have selected, trained, and supervised the above Reader or Translator, and have verified the identity of this person.	
Test Administrator/Proctor Name: _____	
Signature: _____	Date: _____
*Name of Examinee: _____	Exam Date: _____
<i>Test Administrator/Proctor: Please return this completed form with the examination materials AND Approval Letter used for the class at which the Reader or Translator was utilized.</i>	
<b>NOTE: Examinee must submit the Accommodation Approval Letter to Test Administrator/Proctor on the date of the exam. If there is NOT an Accommodation Approval Letter from NRFSP, examinee can either Postpone the exam or take the exam without the accommodations.</b>	
<p>IF YOU HAVE ANY QUESTIONS, COMMENTS, OR CONCERNS, PLEASE CONTACT NATIONAL REGISTRY AT:</p> <p>NATIONAL REGISTRY OF FOOD SAFETY PROFESSIONALS 6751 FORUM DRIVE, SUITE 220 ORLANDO, FLORIDA 32821 FAX: 407-352-3603 TOLL FREE: 800-446-0257 EMAIL: CUSTOMER.SERVICE@NRFSP.COM</p>	
<i>Continued on other side...</i>	
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## National Registry of Food Safety Professionals



### Agreement Form for Readers and Translators

For Approved Accommodations for the Food Safety Manager Certification Examination

Please read carefully before completing the request information on both pages of this form:

1)	I am at least 18 years of age.
2)	I have read the reader and/or translator requirements section of the Test Administrator/Proctor Handbook and meet the specified requirements for my role.
3)	I understand my role as Reader or Translator.
4)	I have been trained by Test Administrator/Proctor and will follow all standards and procedures for examination administration and confidentiality.
5)	I agree to maintain the security of the examinations before, during, and after the examination administration.
6)	I will assist in filling out the address section on the front of the answer sheet.
7)	I will not offer any hints, suggestions, definitions, or clues to the answer of an examination item.
8)	If there is any uncertainty of an examination question, I will provide the examinee with an Examinee Comment Form.
9)	I will ensure no talking or communication of any form between examinees occurs during the examination.
10)	I will ensure all of the examinees books and class materials are stored at the front or back of the room.
11)	I will ensure no examination materials have left the room with the examinee or have been photocopied.
12)	Under no circumstances will I examine or discuss the examination contents with the examinees before, during, or after the examination.
13)	As a Reader or Translator, I will not be eligible to take the FSMCE for one calendar year after serving in one of those listed roles.
14)	As a Reader or Translator, I will read/translate each examination question exactly as written and will not provide cues to the examinees or answer questions during the administration of the examination.
15)	I will fill in the blank(s) on the answer sheet that the examinee has indicated, if needed.
16)	As a Translator, I attest that I am fluent in both English and the examinee's Native Language.
17)	As a Reader or Translator, I attest I have no conflict of interest to the examinee.

I, \_\_\_\_\_ (Name of Reader/Translator), hereby affirm that I understand that my responsibilities as a Reader or Translator, are critical to the Food Safety Manager Certification Examination Program. I am aware that I may be afforded access to proprietary information, confidentiality documents, and examination materials, and I hereby agree that I shall not disclose or provide to any person or entity, directly or indirectly, any information or documents pertaining to the preparation, testing, and/or grading services for the FSMCE. I agree that I will not examine any of the examination materials, unseal and sealed examination booklets, or divulge any examination content with examinees before, during, or after the examination except for the purpose of reading the examination questions.

It is understood that all documents, examination questions, or confidential information received from National Registry are and shall remain the exclusive property of National Registry, and that all documents or information shall be returned promptly to National Registry. As a Reader or Translator, I will assist the Test Administrator/Proctor as assigned by remaining in the examination room at all times during the examination unless otherwise directed by the Test Administrator/Proctor, by not allowing examinees to behave in an inappropriate manner, including talking, and by ensuring that the examinee are delivered an examination administered in a fair test environment.

Finally, I understand that breach of this agreement, intentional or unintentional, shall be grounds for civil proceedings should National Registry so pursue legal remedies to said breach. Minimally, I understand that should I fail to follow the standards set forth by National Registry, or the procedures provided by the Test Administrator/Proctor, my privilege as a Reader or Translator will be revoked.



NRFSP Test Administrator/Proctor Handbook FSMCE  
Exam Administration

Company: NRA/NRFSP
Contact Person: Tiffany Vowell - Accreditation
Current Revision: 06/30/2020

## Appendix G – TA Inventory Form

### TEST ADMINISTRATOR/PROCTOR INVENTORY FORM

- Complete Part A upon Receipt of materials
- Complete Part B prior to return of materials



Examination Date: \_\_\_\_\_

Order # \_\_\_\_\_

#### Part A: Audit and Storage (Complete upon receipt of materials)

Examination Form / Version	Quantity	Sequence Shipped	Initials
Total Examinations:			

I verify that I received the quantities and sequences of examination booklets as described above and have initialed beside each.

I affirm that I am securely storing the examination materials as described until the examination date.

Storage Method:			
Test Administrator/Proctor:			
Signature:		Date:	

#### Part B: Return Audit and Shipping (Complete prior to return of materials)

Examination Form	Quantity Used	Sequence Used	Quantity Unused	Sequence Unused
Total used examination books:		Total completed answer sheets:		

The following people assisted as Readers, Scribes, or Translators/Interpreters:

Name	*Approval Letter on file	*Agreement Form Attached

*I affirm the Readers, Scribes, and/or Translators/Interpreters, listed above were utilized for a National Registry Approved Exam Accommodation or Foreign Language Translation and the Approval Letter, along with the Agreement Form for Readers and Translators is attached to this Inventory Form.*

I affirm, by my signature below, that I am returning the quantities and sequences of examination booklets as described above. I understand they must be returned as a whole via traceable and signature-required upon delivery carrier.

Audited By: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Phone: (800) 446-0257 ■ Email: [ExamSecurity@nrfsp.com](mailto:ExamSecurity@nrfsp.com) ■ Fax: (407) 352-3603 ■ Website: [www.NRFSP.com](http://www.NRFSP.com)

6751 Forum Dr, Suite 220, Orlando, Florida 32821



## Appendix H – Examinee Comment Form

### National Registry of Food Safety Professionals

#### Examinee Comment Form



Please complete the following information. Registry staff will review all comments and refer them to our Review Committee as needed. We appreciate your input.

\*Test Administrator/Proctor Name: \_\_\_\_\_ \*Exam Date: \_\_\_\_\_

\*Exam Booklet #: \_\_\_\_\_ \*Exam Language: \_\_\_\_\_

\*Exam Location: \_\_\_\_\_ Examinee Name: \_\_\_\_\_

(Optional)

**NRFSP INTERNAL USE ONLY:**

Exam Form: \_\_\_\_\_

Sequence Number: \_\_\_\_\_

Order Number: \_\_\_\_\_ Product Code: \_\_\_\_\_

Question # \_\_\_\_\_

Comments: \_\_\_\_\_

Question # \_\_\_\_\_

Comments: \_\_\_\_\_

Question # \_\_\_\_\_

Comments: \_\_\_\_\_





## Appendix I – Exam Site Checklist

### National Registry of Food Safety Professionals

#### EXAMINATION SITE CHECKLIST

Use the following checklist to help you choose a location for use as an examination 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?
- ☐ ☐ Are other rooms available if a translator is needed, or if an examination needs to be read aloud?
- ☐ ☐ 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 you or the other Test Administrator/Proctor be able to see all examinees at all times?
- ☐ ☐ Is the room quiet and free of noisy distractions?
- ☐ ☐ Are examinees able to hear directions clearly from all areas?
- ☐ ☐ Is there sufficient workspace for you to handle the examinations 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 ARRANGEMENT

Yes or No

- ☐ ☐ Are individual desks a minimum of three feet apart in each direction? Or can examinees sit a minimum three feet apart in each direction if long tables are used?
- ☐ ☐ If the seating is tiered, is there enough seating to meet the minimum of three feet apart in each direction for examinees?
- ☐ ☐ Are there enough desks or tables to meet the required spacing for examinees?
- ☐ ☐ If individual desks are used is there enough desktop space to fit both the examination booklet and answer sheet?
- ☐ ☐ Is the surface of the desk easy to write on?

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

2014-02





NRFSP Test Administrator/Proctor Handbook FSMCE  
Exam Administration

Company: NRA/NRFSP
Contact Person: Tiffany Vowell - Accreditation
Current Revision: 06/30/2020

## Appendix J – Incident Report Form

### National Registry of Food Safety Professionals

#### INCIDENT REPORT FORM



Test Administrator/Proctor's Name \_\_\_\_\_

Test Administrator/Proctor's Number \_\_\_\_\_

Additional Proctor Name(s) \_\_\_\_\_

Examination Date \_\_\_\_\_ Location \_\_\_\_\_

**\*ANY incidents which occur during the administration of the exam that does not follow the policies & procedures listed in the Test Administrator/Proctor Manual will need to be noted on this report form**

Please check any of the following Incident Types:

- ☐ Suspected Cheating   ☐ Illness or Injury   ☐ Failure to provide ID   ☐ Disruption of Exam   ☐ Exams Past Due  
☐ Did Not Complete Exam   ☐ Circled answers in Exam Booklet   ☐ Sealed Answer Sheet Inside Exam Envelope  
☐ Other (Please specify): \_\_\_\_\_

Examinee's Name \_\_\_\_\_

Time of Incident \_\_\_\_\_ Materials Confiscated (If any) \_\_\_\_\_

Test Administrator/Proctor's description of incident:

Additional Test Administrator/Proctor and/or Witness  
Comments:

\_\_\_\_\_  
Test Administrator/Proctor's Signature      Date

\_\_\_\_\_  
Additional Test Administrator/Proctor Signature      Date

\_\_\_\_\_  
Examinee's Signature      Date

\_\_\_\_\_  
Witness' Signature      Date

USE THE BACK OF THIS FORM FOR ANY FURTHER EXPLANATION OF THE INCIDENT

Phone: (800) 446-0257 ■ Email: [ExamSecurity@nrfsp.com](mailto:ExamSecurity@nrfsp.com) ■ Fax: (407) 226-3500