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National Registry of Food Safety Professionals® Candidate Information Bulletin

Certified Food Safety HACCP Manager Examination (CFSHM)

Developed and Administered by
National Registry of Food Safety Professionals

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Introduction and Background

About the International Certified Food Safety Manager Program

The purpose of the CFSHM Program is for individuals to demonstrate that their knowledge and skills meet specific, measurable food safety HACCP management competencies. Only candidates who are successful in passing the written examination, meet all criteria for certification, and remain in good standing will be awarded and remain certified. National Registry's certification program has been developed for an individual who are professionals that have the ability to develop, implement, and maintain a risk-based food safety system by applying HACCP principles to ensure a safe food supply. Only candidates who are successful in passing the paper and pencil or computer-based test (CBT) examination, meet all criteria for certification, and remain in good standing will be awarded and remain certified. Certification is awarded for a period of five years. Applicants must submit with their application the signed Code of Conduct in order to be considered eligible to take the certification examination. National Registry has the sole responsibility for making all certification decisions.

Development of the Certified Food Safety HACCP Manager Examination

National Registry ensures that only qualified professionals with expertise in test development and measurement develop the examination. A job/task analysis shall be performed at least every five years, or as circumstances may warrant, to verify the content of the examination. Examination performance statistics are calculated and reviewed no less than twice per year, or as volume or circumstances may dictate, to ensure the maintenance of a fair, valid, and reliable examination.

Why Is It Important to Take This Exam?

You play a major role in keeping food safe. As part of your job, you need to know how to protect the public from foodborne illness. Taking the Certified Food Safety HACCP Manager (CFSHM) Examination will help you measure how well you understand HACCP food safety principles and how to apply this knowledge in the workplace.

What Can the Registry Do for Me?

National Registry will:

Provide a Diagnostic Score Report for those who fail the exam to show them how well they did on each section of the exam and help them prepare to re-take the exam

Provide a certificate and wallet card for those who pass

Register your certificate status and keep it on file

Tell Me about the Exam

1. *What is the basis for the exam?*

The exam is based on a HACCP analysis of tasks you perform in your job.

2. *What subjects does the exam cover?*

There are five broad categories of knowledge that are the focus of the exam. See Appendix A for more details.

3. *What type of exam will I be taking?*

This is a 90-question, multiple-choice exam. This exam also includes several unmarked “pilot questions” which will not affect your score. Each question has only one correct answer. See the sample questions under “What Types of Questions are on the Exam?” on pages 15 and 16.

4. *How long do I have to take the exam?*

You have up to two hours to complete the exam.

5. *What is the passing score?*

A scaled score of 75 or higher is required to pass.

6. *How long is my certification valid?*

Certificate is valid for up to five years

Nondiscrimination Policy

National Registry is committed to adhering to the principles of fairness and due process throughout the program and endorses the principles of equal opportunity. National Registry does not discriminate among applicants to the Certified Food Safety HACCP Manager examination based on race, religion, sex, national or ethnic origin, marital status, veteran status, age, or disability. National Registry adheres to standards established by the US Equal Employment Opportunity Commission, the Civil Rights Act of 1964, and the Americans with Disabilities Act.

Impartiality

National Registry develops and offers accredited certification programs for individuals working in food safety. National Registry carries out its certification activities in an impartial manner and exercises utmost care in managing conflict of interest and ensuring objectivity in certification process and decision making. National Registry maintains independence in certification activities without influence of any governance, commercial, financial or other interests.

Publication of Policies

All policies affecting applicants, candidates, and certificants shall be published in the Candidate Information Bulletin and on the website. It is the responsibility of each individual involved in the certification program to comply with the current policies of National Registry.

Confidentiality

National Registry shall maintain the confidentiality of all candidate results and records, including that of the candidate score.

Information Release Policy

National Registry may release a candidate's certification status to local jurisdictions, state, and/or trainer with written release by the candidate. No other individual or jurisdiction is to be provided a copy of a candidate's score report (or score) unless that candidate has signed a release form.

Information publicly available regarding a certificants includes acknowledgment of certificate, certificate date, and disciplinary actions (if any) against the certificants.

Protection of Examination

National Registry may pursue remedies of any inappropriate nature for removal of or attempt to remove exam materials from the testing site, including, but not limited to, memorizing examination questions. Any individual who removes or attempts to remove examination materials will be subject to legal action. Any unauthorized individual found in possession of examination materials will be subject to legal action.

Name and Address Changes

To ensure that regular communications, announcements, and notices sent to you will be received, it is important that you update National Registry regarding any changes to your mailing and email addresses or other contact information. Contact us at:

National Registry of Food Safety Professionals
6751 Forum Dr.; Suite 220
Orlando, FL 32821

E-mail: customer.service@nrfsp.com

Phone: (407) 352-3830 or (800) 446-0257
between 8:30 a.m. and 6:00 p.m. Eastern Time, Monday through Friday

Fax: (407) 352-3603

Or visit our web site at www.NRFSP.com

HACCP Eligibility & Application

How Do I Prepare for the Exam?

Anyone may take the Certified Food Safety HACCP Manager Examination regardless of education, background, or experience; however, work experience, studying, or taking a course in food safety and sanitation is recommended before taking the examination.

PLEASE NOTE: The FDA Food Safety Modernization Act (FSMA) was signed into law on January 4, 2011, to better protect public health by helping to ensure the safety and security of the food supply. The proposed rule on preventive controls for human food would apply to facilities that manufacture, process, pack or hold human food. The new preventive control provisions would apply to facilities that are required to register with FDA under FDA's current food facility registration regulations. Facilities that are required to register include manufacturers, processors, warehouses, storage tanks and grain elevators. Please check with The FDA for exemptions and modified requirements.

Prerequisite Qualifications

Candidates for the CFSHM examination must be of legal age to work in the jurisdiction in which they are employed and possess valid identification.

National Registry does not require or endorse any educational or training program for purposes of preparing for or passing the certification examination.

Candidate Identification Requirements

At the test site, candidates for the certification examination are required to present a form of government-issued identification that includes a photograph. Examples of acceptable forms of identification include:

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

Application Status

The decision to accept or reject a candidate application rests with National Registry.

Application Accepted

Eligibility for paper and pencil exams are when the answer sheets are received by National Registry. Your completed answer sheet is considered to be your application. Eligibility is determined at the time of application through the computer based testing center. The CBTC confirms the eligibility prior to the start of the exam with confirmation of identity through an approved identification document.

Eligibility Accepted

Applicants whose applications are incomplete or who do not meet the eligibility criteria will be denied eligibility status and will not qualify to take the certification examination. Applicants will be notified regarding the reasons for the denial and the steps they need to take to reapply.

Denial of Eligibility

Should the denial of eligibility be upheld, the denied candidate may appeal the decision within 30 days by submitting new information to the Compliance Department of National Registry.

The candidate must prove the determination was arbitrary or capricious, or based on incorrect or inaccurate information. The appeal and any related documentation shall be forwarded by the Compliance Manager to the Appeals Panel. The Appeals Panel shall consist of subject matter experts.

Alternative members shall be selected based on the circumstances of the appeal and shall bring appropriate knowledge and expertise to the investigation.

The Appeals Panel may uphold the determination or award eligibility status to the candidate. The decision of the Appeals Panel is final.

Should a candidate wish to appeal an eligibility denial or a certification withdrawal decision based on alleged violations of the Code of Conduct and Disciplinary Policy, the following shall apply.

If eligibility or certification is denied or revoked, an individual cannot be reconsidered eligible for certification for a period of at least three years. In the event that the alleged violation constitutes an imminent threat to the public, denial or revocation may be permanent.

Examination Administration

The CFSHM examination is administered in accordance with the policies and procedures developed by National Registry and in conformance with its business rules for test administration.

The CFSHM examination is available in an approved and secure test administration center. The CFSHM examination is available in English and Spanish.

Emergency Cancellations or Withdrawals

In the case of an emergency, the Exam Administrator shall determine if the administration of the exam can continue or if the exam needs to be ended.

If you withdraw from the examination due to illness, emergency, or other causes, the Exam Administrator onsite must document the time of the incident and a description of what occurred.

Following the administration of the exam, the administrator must complete an incident report and return it to National Registry for review.

Where Can I Take the CFSHM Exam?

The Certified Food Safety HACCP Manager Examination is offered nationwide. The examination administration options are paper and pencil and computer-based testing at a Pearson VUE testing center.

Paper and pencil examinations are scheduled by National Registry approved Test Facilitator Companies. You may contact National Registry via email at customer.service@nrfsp.com or telephone at 1-800-446-0257 to find a local Test Facilitator Company.

Should you wish to take a computer-based examination, the Pearson VUE network offers hundreds of sites across the United States and Canada. To schedule a reservation at a Pearson VUE site, go online to www.pearsonvue.com/nrfsp or call Pearson VUE Customer Service at 1-888-687-1571 to schedule your exam. A credit card will be needed for registration. If you have purchased an exam voucher, you will need the voucher number at the time of registration.

Translators or Test Site Translations

National Registry does not allow translation or interpretation of the CFSHM examination.

Online Application Instructions

- Step 1: Go to www.pearsonvue.com/nrfsp or www.pearsonvue.com to access the online testing system.
- Step 2: Nondisclosure and Code of Conduct agreement: You will be required to affirm that you have read and accept the National Registry Nondisclosure and Code of Conduct agreements online before you will be able to schedule your examination.
- Step 3: Under the scheduling information, click “Schedule Online.” Attention, first-time users: You will need to create a web account before you can sign in. Once you create a web account online, it will take 24 to 48 hours for you to receive your password in your email. Once received, you can schedule your exam.
- When you have your Pearson VUE web account username and password, you can proceed to scheduling an exam appointment by signing in to your account. Payment with your voucher number must be made at the same time as scheduling your exam appointment. You cannot book first and pay later.
- Sign in by entering your username and password on the sign in screen and click the “Sign in” button. There is also an option to retrieve lost or forgotten usernames and passwords. This site walks you through the scheduling process:
<http://www.pearsonvue.com/nrfsp>
- Please call the Pearson VUE Customer Service at (888) 687-1571 if you have any questions.
- The exam series code is CFSHME. The name of the exam is called the Certified Food Safety HACCP Manager.

Examination Fees

National Registry reserves the right to set all fees. Fees for the certification examination are due at the time of registration for the examination.

Candidate Consent Form, Non-Disclosure & Code of Conduct Policy

National Registry expects its food safety managers to conduct themselves in a manner that reflects well on the CFSHM examination and protects the public from foodborne illnesses. The Code of Conduct sets forth the behaviors CFSHMs are expected to uphold and abide by. Candidates for the CFSHM examination must agree to the terms of the Code of Conduct as a condition of applying for the certification, and those who are certified and seeking recertification must agree to continue to uphold and abide by the Code of Conduct as a condition of maintaining the credential.

Before the exam begins, you must read the Candidate Consent, Non-Disclosure and Code of Conduct Policy and sign that you have read and understood the terms of each. By taking the examination, you are agreeing to follow the Code of Conduct. Failure to uphold and abide by the Code of Conduct will result in disciplinary action, including revocation of the certification.

You also authorize National Registry to release your results to the appropriate parties.

Before the exam begins, you must read and sign the Candidate Consent, Non-Disclosure, Code of Conduct Policy, and authorization for National Registry to release your results to the appropriate parties.

Candidate Examination Consent

I agree to follow the following National Registry's exam administration rules including (but not limiting to) the following:

1. I understand the Test Administrator may stop me from entering the testing area if I do not have proper photo ID or if administration has begun.
2. I understand the Test Administrator at my exam site may take any reasonable actions necessary to properly administer the exam and keep the exam site secure.
3. I understand the Test Administrators may reassign my seat before or during the examination.
4. I will not communicate with other examinees in any way about the exam.
5. I may take the examination only for the purpose of becoming a credentialed Certified Food Safety HACCP Manager.
6. I will not take any examination materials from the exam site.
7. I will not copy any examination materials.
8. I will not give examination questions or answers to others.

I hereby acknowledge and consent to the confiscation by the Test Administrator of any external device capable of recording sound or written material, which is found in my possession during the administration of a National Registry of Food Safety Professionals ("National Registry") exam. I agree that such a device may be sent to National Registry for review. Should National Registry identify any test related item(s) on the device, National Registry 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, National Registry 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.

I hereby indemnify and hold harmless National Registry for any claims I may have (excepting gross negligence and intentional misconduct) 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 National Registry 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 Certified Food Safety HACCP Manager Exam answer sheet is true and accurate to the best of my knowledge. If I become certified and wish to continue being certified as a CFSHM, I understand that I must retake and pass the examination at least one time every five years or my employer may require.

Non-Disclosure

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 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 National Registry of Food Safety Professionals.

Code of Conduct

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.

- *Be truthful and accurate in what I say, do, and write.*
- *Adhere to the law at all times.*
- *Promote and encourage the highest level of food safety within the industry.*
- *Not misrepresent nor permit misrepresentation of my qualifications or the qualifications of my associates.*
- *Maintain due regard for the environment and for the public safety, health, and well-being.*
- *Strive to maintain competence by remaining current with changes in the industry.*
- *Understand the certificate, logo, and marks for the CFSHM are the property of National Registry; and I will use such property in an approved manner.*
- *Uphold and follow all policies and procedures required by National Registry to remain in good standing.*
- *Report to National Registry any pending litigation and resulting resolution related to my work in food safety.*
- *Avoid any interest, activity, or influence which may be intended to influence a decision purely for personal gain and not in the interest of public safety.*
- *Should I be awarded the CFSHM credential, I agree to abide by the Code of Conduct and to notify National Registry if at any time I develop the incapacity to perform my professional responsibilities in accord with the standard of the CFSHM examination.*

Violations of the Code of Conduct will be considered grounds for sanctions, including censure, suspension, and/or revocation of the CFSHM credential.

What Should I Expect at the Exam Site?

When you arrive to take the exam, you must show proof of your identity to the Test Administrator by providing government-issued photo identification. You must bring a photo ID even if you personally know the Test Administrator. The Candidate Consent, Code of Conduct, Non-Disclosure and completed answer sheet will be your exam application.

If you have a voucher for Pearson VUE, see *Pearson VUE Testing Center Instructions* below. Candidates without an acceptable photo ID will not be permitted to enter the exam area, nor will they receive a refund of their exam fees. Candidates should expect a location conducive to taking an exam. If the facility or Test Administrator does not provide the right conditions, notify National Registry at (800) 446-0257 or via email at customer.service@nrfsp.com.

What Do I Need to Bring to the Exam Site?

You must bring valid government issued photo identification. Acceptable forms of identification include:

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

You should also bring two sharpened No. 2 pencils when taking the paper and pencil exam.

No reference materials or personal electronic devices such as cell phones, personal computers, or programmable calculators will be permitted within the exam area.

What If I Need Special Exam Conditions or Accommodations?

National Registry complies with the Americans with Disabilities Act (ADA). Candidates with documented disabilities may request necessary aids and services as long as they do not fundamentally alter the measurement of the exam skills or knowledge. National Registry does not charge for reasonable accommodations.

To make a request, you must complete the HACCP Accommodation Documentation Form in Appendix B at the back of this booklet. You must include the specific diagnosis of your disability; medical records, or other written proof of the diagnosis by **an appropriate licensed professional**; and the type of accommodation being requested.

All accommodation paperwork must be received and approved by National Registry at least **30 days before** the scheduled exam date. Contact the Test Administrator and inform him/her about your special accommodations. National Registry will review all requests for accommodations and notify the candidate prior to the exam date. If you do not receive notification within two weeks of submitting your accommodation, please contact National Registry.

National Registry will send you an authorization letter if your accommodation request has been approved. Bring the authorization letter with you to the examination site and give it to the Test Administrator.

Taking the HACCP Paper and Pencil Exam

- *You have two hours to complete the exam.*
- *Listen to and read all instructions carefully.*
- *Take your time reading the questions. If you have a problem with a question, skip it and come back to it later. Be sure you keep track of questions you skip and make sure you are putting your answers in the correct spaces on the answer sheet.*
- *ONLY answers marked on the answer sheet will be scored; however, you may mark in the examination booklet. Allow yourself plenty of time to transfer your answers from the exam booklet to the answer sheet.*
- *Answer ALL questions. Blanks are always incorrect. There is no penalty for guessing.*
- *Test Administrators cannot answer questions regarding the examination. If you think a question has a mistake or is unclear, ask for a Candidate Comment Form. Complete the form and return it at the end of the exam.*
- *The Test Administrator will return the Candidate Comment Form with the examinations. When exams are returned to National Registry we will process your comments.*
- *No reference materials, books, papers, or personal electronic devices such as but not limited to cell phones, personal computers, Google glasses or programmable calculators will be permitted within the exam area.*
- *No talking or other communication is permitted during the exam. Candidates shall not copy examination materials, copy the work of others, provide answers to others, use materials not allowed in the exam room, or in any way cheat on an examination.*
- *No smoking, drinking, or eating is permitted in the exam area.*
- *No moving about the room or other behavior distracting to other candidates is permitted.*
- *One candidate at a time will be permitted to leave the exam area to use the restroom or for emergencies.*
- *Exam materials may not be removed from the exam area.*
- *After completing exam, place exam booklet in the white window envelope that is provided with the cover page facing the window.*
- *Seal the envelope and sign on signature line BEFORE handing the exam booklet to the Test Administrator*

Behavior that violates these rules may result in your examination being invalidated or your removal from the exam site.

Candidates engaging in the following behavior and or activities will be asked to leave the exam location and may not be allowed to complete the examination:

- *Suspected cheating*
- *Identification does not match candidate name provided on the application*
- *Disruptive behavior at the exam site*
- *Use of electronic devices during the exam*
- *Other behaviors or circumstances as determined by the Exam Administrator*

Taking the CFSHM Exam at a Computer Based Testing Center

- *You have two hours to complete the exam.*
- *Listen to and read all instructions carefully.*
- *Take your time reading the questions. If you have a problem with a question, mark it and come back to it later.*
- *Answer ALL questions. Blanks are always incorrect. There is no penalty for guessing.*
- *Pearson VUE Administrators cannot answer questions regarding the examination. If you think a question has a mistake or is unclear, use the Candidate Comment Form provided.*
- *No reference materials, books, papers or personal electronic devices such as cell phones, personal computers, or programmable calculators will be permitted within the exam area.*
- *No talking or other communication is permitted during the exam. Candidates shall not copy examination materials, provide answers to others, use materials not allowed in the exam room, or in any way cheat on an examination.*
- *No smoking, drinking, or eating is permitted in the exam area.*
- *No moving about the room or other behavior distracting to other candidates is permitted.*
- *One candidate at a time will be permitted to leave the exam area to use the restroom or for emergencies.*

Behavior that violates these rules may result in your examination being invalidated or your removal from the exam site.

Candidates engaging in the following behavior and or activities will be asked to leave the exam location and may not be allowed to complete the examination:

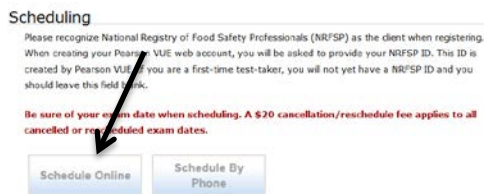
- *Suspected cheating*
- *Identification does not match candidate name provided on the application*
- *Disruptive behavior at the exam site*
- *Use of electronic devices during the exam*
- *Other behaviors or circumstances as determined by the Exam Administrator*

Pearson VUE Testing Center Instructions

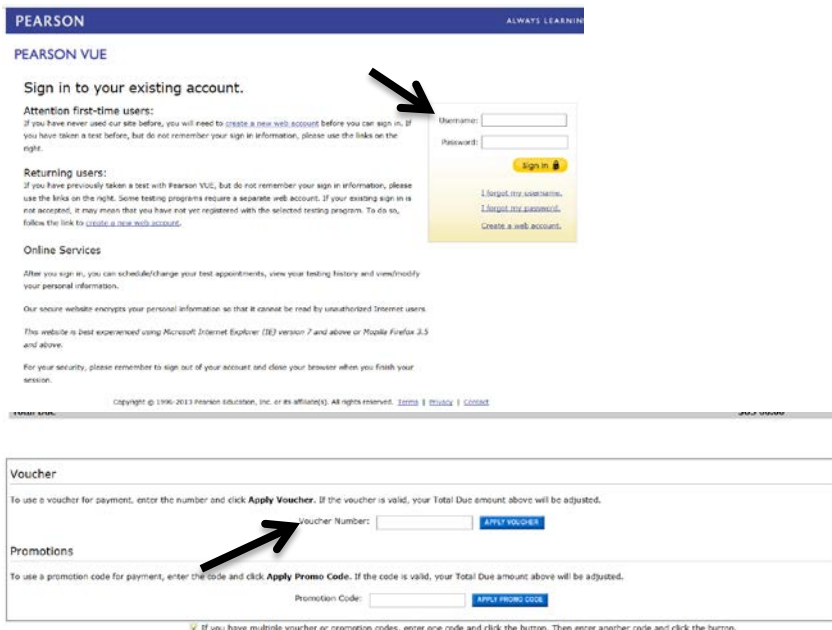
Step 1: To register go to www.pearsonvue.com/nrfsp to access the online scheduling system and to create a Web Account. Once you create a Web Account online, it will take 24 to 48 hours for you to receive your password via email. Once you have received your password you can schedule your exam appointment online. You can also register and schedule by calling 1-888-687-1571. When registering, please enter your name as it appears on your valid government-issued ID.

Step 2: You will be required to affirm that you have read and accept the NRFSP Code of Conduct, Non-Disclosure and Candidate Consent Form agreements before you will be able to schedule your exam.

Step 3: When you have your Pearson VUE Web Account username and password, you can proceed to scheduling an exam appointment by signing into your account. Under the “Scheduling” information clicks “Schedule Online”.



Step 4: Sign in by entering your username and password on the sign in screen and click the “Sign in” button. There is an option to retrieve lost or forgotten usernames and passwords. If you are using a voucher number, your voucher number must be entered or given as payment at the time of scheduling your exam appointment. **You cannot hold an exam appointment or give the voucher number at the exam site.**



Pearson VUE Testing Center Instructions (con't)

- This site walks you through the online scheduling process:
www.pearsonvue.com/reg_guide/schedule/
- If you arrive more than 15 minutes late for an exam and are refused admission, payments are due for the exam and delivery fees. If you wish to cancel or reschedule your exam, you must contact Pearson VUE one business day prior to your exam appointment. A \$20 cancellation/reschedule fee applies for all cancelled or rescheduled exams. Canceling or rescheduling an exam less than 24 hour is subject to a same-day forfeit exam fee. Exam fees are due for no-shows.
- Exam series code is **CFSHME**. Name of the exam is Certified Food Safety HACCP Manager Examination

Schedule Exam(s): Select Exam(s)

[Testing Program](#) > [Exams](#) > [Test Center](#) > [Appointment](#) > [Review](#) > [Payment](#) > [Confirm](#) > [Receipt](#)

1. Select the exams that you wish to schedule.

To change the way the list is sorted, click the column heading.

Exam Code	Exam Name	Information
<input type="checkbox"/> CFSHME	Certified Food Safety HACCP Manager Examination	i
<input type="checkbox"/> CFSMAE	Food Safety Manager Certification Administrator Exam - voucher only	i
<input type="checkbox"/> CFSMP-Pilot	Food Safety HACCP Manager	i
<input type="checkbox"/> ICFSM	International Certified Food Safety Manager	i

- Please call Pearson VUE Customer Service at 1-888-687-1571 if you have any questions.

PLEASE NOTE: A voucher is valued at the cost of one (1) Certified Food Safety HACCP Manager Examination. **National Registry is not responsible for lost vouchers.** Please note the voucher does expire on the date indicated on the voucher. You will need to purchase another voucher if the voucher is not used by the expiration date or lost.

Obtaining My Score

Your certification is not official or valid until National Registry issues your certificate.

If you successfully pass the exam, a certificate and wallet card will be sent within 2 weeks of your exam date. If you fail the exam a Diagnostic Report will be mailed within 2 weeks of your exam date.

Answers to the multiple-choice items are scored by an optical scanner and checked for accuracy, a virtually error free process. However, if you believe an error has been made, you may request a rescore of your multiple-choice answers.

Rescore

A request for rescoring must be made in writing. Please visit our website, www.nrfsp.com, and fill out a Rescore Request Form or you may call Customer Service at 800-446-0257 to request the form. All requests for rescoring must be post marked within 30 days from the original score notice.

In the event that the rescoring process results in a passing score alteration, your records will be updated and a correct score along with a certificate and wallet card will be issued and sent. If the rescore confirms failing status, you will be sent a letter confirming the failure.

Certificate Not Received

If you do not receive your exam results within 2 weeks of your exam date, contact Customer Service at National Registry of Food Safety Professionals by calling 800-446-0257 or by email at customer.service@nrfsp.com. You will have 60 days to claim exam results and after the 60 day grace period there will be a fee to receive your results.

Pearson VUE provides candidates with an unofficial score report. The exam results are sent to National Registry for official scoring. The exam results are then sent to you. If you passed, you will receive your certification. You will be given credit for all correct answers.

A Diagnostic Score Report will be mailed to failing candidates no later than two weeks after the exam date. If you successfully pass the exam, a certificate and wallet card will be sent to you within two weeks of your exam date. Your certification will not be official until National Registry issues your certificate.

Certificate and Wallet Card

A certificate and a wallet card will be issued to passing candidates within two weeks of the examination date. All certificates will contain:

- *Your name and address*
- *Certificate number*
- *Name of certification organization*
- *Scope of certification*
- *Effective date*
- *Expiration date*

The wallet card will contain:

- *Your name*
- *Certificate number*
- *Expiration date*

If you require a new copy of your certificate or wallet card, contact National Registry and ask for a reprint request form or visit the website at www.nrfsp.com. There is a fee for each reprint requested. See the National Registry website (www.nrfsp.com) for a current fee schedule.

Indeterminate Scores

National Registry may subject candidates suspected of cheating or committing other candidate testing improprieties with penalties including, but not limited to, the following:

- Canceling his/her examination score and requiring retesting
- Canceling his/her examination score with no refund or credit for any future exam
- Denying scoring of his/her exam
- Revoking his/her certification
- Legal proceedings to recover costs associated with lost exam questions

Appeal of a Failing Score

Should you fail the exam, you may ask to have it scored again. All requests for a rescore must be in writing and postmarked no later than 30 days from the date of the original grade notice.

If, for some reason, you do not receive your exam results from National Registry within two weeks of your exam date, contact National Registry's customer service department at (800) 446-0257 or customer.service@nrfsp.com.

Appeal of Sanctioned Certificant(s)

The certificant shall have 30 days from the date of the notification of a sanction to request an appeal of the findings. All appeals must be made in writing and must be mailed by certified mail, return receipt requested to the National Registry Appeals Panel. The certificant shall state the specific grounds why the appeal should be considered. The certificant may not present, include, or rely on facts not presented in the proceedings.

Candidate Comments

Candidates may comment on questions that appear to have mistaken or appear to be unclear. All comments must be made in writing and submitted at the test site following completion of the exam.

Retaking the Exam

If you fail the exam at a Pearson VUE testing center, you must wait 24 hours before retaking the exam. Carefully review your Diagnostic Score Report and study any problem areas.

Recertification

The only method for recertification is to retake the examination. Certification is valid for up to five years. Individuals applying to recertify must sign and agree to uphold and abide by the Code of Conduct, complete the application for the examination, and pay all applicable fees. Failure to do so will result in forfeiture of certification.

PLEASE NOTE: The laws and regulations covering certification as an ICFSM vary across jurisdictions. Please check with your local health agency or your employer to verify your local regulations and find out the number of years that your jurisdiction or your employer will accept your certification.

Verification of Certification

If you agree to the terms of the examination, as a Certified Food Safety HACCP Manager, National Registry will verify your certificate status upon request by Test Administrator, employers, government agencies which includes the Department of Veterans' Affairs and other interested people.

Certified Food Safety HACCP Manager Disciplinary Policy

National Registry has adopted a Certified Food Safety HACCP Manager Disciplinary Policy. A copy of this code of conduct is listed in this Candidate Information Bulletin. In addition to passing National Registry's examination, candidates must adhere to the requirements contained in this Disciplinary Policy in order to become and remain a Certified Food Safety HACCP Manager. To be eligible for a certificate, an individual must continuously comply with all of National Registry's standards, policies, and procedures. Actions that constitute a violation of the Certified Food Safety HACCP Manager Disciplinary Policy include but are not limited to: cheating on an examination, providing false information, misrepresenting certificate status, misusing property of National Registry, and being subject to any regulatory, criminal, or civil action related to public health and/or food safety.

Persons concerned about a possible violation of the Disciplinary Policy are asked to inform National Registry in writing. Alleged violations are first referred to the Chief Operating Officer and then to an Appeals Panel if review is warranted. If good cause is found to further pursue the alleged violation, a hearing will be held before the Appeals Panel. The individual will have the opportunity to present a defense. The Appeals Panel will determine the appropriate sanctions to be imposed, if any; National Registry may deny, revoke, or otherwise act upon an individual's certification. The individual may appeal an unfavorable decision; otherwise, the Appeals Panel decision will be final. If eligibility or certification is denied or revoked, an individual cannot be reconsidered for a period of at least three years. In the event that an alleged violation constitutes an imminent threat to the public, this procedure may be accelerated.

Procedures for Investigating Complaints Filed Against Individuals Holding the Certified Food Safety HACCP Manager Credential

Any individual may file a complaint against an individual holding the CFSHM Credential. The following procedures describe the steps to be taken when complaints are presented. By publishing this procedure, National Registry does not expect, invite, solicit, or encourage complaints. The use of these procedures is for the sole purpose of protecting the reputation of the certification program and assuring a fair investigation of complaints. All complaints, therefore, must stipulate an alleged violation of the CFSHM Code of Conduct. Only complaints that follow the published procedures of National Registry will be considered.

Filing a Complaint:

- *Complaints will be accepted only from those who claim to be harmed by the alleged behavior.*
- *All complaints must be in writing and signed by the complainant(s), and only information submitted in writing and signed will be considered.*
- *Complaints and supporting evidence must show a violation of the CFSHM Code of Conduct.*
- *At a minimum, the complaint should specify the respondent, the alleged inappropriate behavior referencing the specific section of the Code of Conduct allegedly violated, the standing of the complainant, and any collaborating evidence.*

All charges of violations of the Code shall be addressed to the Compliance Department, National Registry, 6751 Forum Dr., Suite 220, Orlando, Florida 32821. Complaints shall then be forwarded to the Compliance Director of National Registry. Charges must be made in writing and must include the following information:

- Name of the accused certificants and his or her address, if known
- Name of the accuser, address, telephone, and email contact information
- Description of the allegations and any documentary evidence relating to the alleged violation
- List of Codes allegedly violated
- Signature of the complainant

Policy On Use of Certificate Trademarks & Release of Information

Sharing My Status as a Certified Food Safety HACCP Manager

Upon successful completion of the Certified Food Safety HACCP Manager Examination, you will be entered into the National Registry of Food Safety Professionals database. National Registry will not provide examination scores without your authorization.

The trademarks “Certified Food Safety HACCP Manager,” “Environmental Health Testing,” “National Registry of Food Safety Professionals,” “National Registry,” and the abbreviations relating thereto are the exclusive property of Environmental Health Testing, and it has the sole right to control the use of these marks. However, compliance with National Registry’s standards, policies, and procedures as they may be amended from time to time, you may use these marks to identify yourself as a Certified Food Safety HACCP Manager, including:

- Displaying the certificate awarded to you
- Stating that you are a “Certified Food Safety HACCP Manager”
- Using the CFSHM marks on business cards and letterhead

Should you wish to use these marks in other ways, such as on advertising or promotional materials, you must obtain written approval for each use from National Registry.

You may not reproduce certificates or wallet cards, alter certificates or wallet cards, or otherwise misrepresent the information contained on the original document. Evidence of involvement in the above activities will be grounds for revocation or other disciplining sanction.

If you require a new copy of your certificate or wallet card, see Appendix D for the HACCP Reprint Request Form or contact National Registry or visit the website at www.NRFSP.com and click HACCP. There is a \$19 fee for each reprint requested.

Monitoring and Enforcing Appropriate Use

You may not reproduce certificates or wallet cards, alter certificates or wallet cards, or otherwise misrepresent the information contained on the original document. National Registry reserves the right to require the removal or cessation of use of National Registry marks from any location it determines does not comply with its guidelines.

Evidence of involvement in the above activities will be grounds for revocation or other disciplinary sanction.

National Registry reserves the right to take legal action and/or other corrective measures to ensure the appropriate use of the logo and marks.

Reporting Security Breaches

National Registry exam questions can cost \$500 or more per question to replace due to cheating and violations in security protocol. It also forces us to continue to develop enhanced security and cheat detection to fulfill our accreditation standards. Competent food safety HACCP managers are critical to promoting food safety and consumer protection. Help us maintain the highest level of integrity of our exam by reporting suspected cheating.

Please report any suspected cheating or exam irregularities to our Cheating Hotline. Your identity will be kept confidential and secure. Call the Cheating Hotline or email:

Cheating Hotline
1-888-544-9688 hotline@nrfsp.com

Appendix A Preparing for the Exam

Below is a breakdown of the content of the exam. There are a number of ways you can prepare for the exam. If you want more information to prepare for the exam, see the section, “More on Food Safety.”

Certified Food Safety HACCP Manager

Code	Title	Required Count
A	Conducting Preliminary Activities:	20
A.01	Obtain management commitment	1
A.02	Assemble the HACCP team	1
A.03	Identify regulatory and customer requirements	1
A.04	Identify existing prerequisite programs (PRPs)	3
A.05	Identify product ingredients	2
A.06	Identify intended use of the product	1
A.07	Identify characteristics of end product	2
A.08	Create flow diagrams	2
A.09	Verify flow diagrams	2
A.10	Describe process steps	2
A.11	Identify unique and similar food processes	1
A.12	Describe existing control methods	2
B	Conducting a Hazard Analysis	22
B.01	Select a method for conducting hazard analysis	1
B.02	Identify existing information (hazard guides and other available information)	1
B.03	Identify potential hazards	2
B.04	Identify likelihood of hazard occurring	3
B.05	Identify causes of hazards	2
B.06	Determine severity of illness or injury caused by the hazard	3
B.07	Select control measures	3
B.08	Determine prerequisite programs needed to control hazards	2
B.09	Identify and establish critical control points	3
B.10	Update preliminary HACCP system information at the completion of the hazard analysis	2
C	Establishing Detailed Control Measures:	16
C.01	Establish prerequisite programs	2
C.02	Establish the operational prerequisite programs	2
C.03	Establish critical limits	2
C.04	Establish a monitoring HACCP system	2
C.05	Calibrate monitoring equipment	2
C.06	Monitor critical control points	2
C.07	Establish a corrective action plan	2
C.08	Conduct initial validation of CCP and critical limits	2
D	Conducting Verification Activities:	17
D.01	Establish records and documents	2
D.02	Review records for deviations and corrective actions	2
D.03	Establish verification procedures	4
D.04	Conduct verification planning and scheduling	1
D.05	Verify compliance with applicable codes and laws	2
D.06	Manage sampling and testing activities	1
D.07	Conduct periodic internal audits	1
D.08	Validate HACCP plans and prerequisite program	2
D.09	Verify prerequisite program	2

Preparing for the Exam Cont.

Certified Food Safety HACCP Manager

Code	Title	Required Count
E	Conducting Implementation and Continuous Improvement Activities:	15
E.01	Manage personnel training	2
E.02	Maintain management commitment	1
E.03	Manage the HACCP Team	1
E.04	Monitor emerging issues for impact on HACCP system	2
E.05	Review deviations, non-conforming products, and consumer complaints for impact on HACCP system	3
E.06	Conduct annual reviews and update as determined	1
E.07	Implement corrective actions	2
E.08	Implement record keeping	3
		90

Appendix B Accommodation Documentation Form



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

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

Approved By: Larry Lynch
Issue Date: 07/10/2013
Contact Person: Liz Corchado Torres
Revision: 05/02/2017

HACCP ACCOMMODATION DOCUMENTATION FORM

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

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

REQUIRED FIELD

Must be filled out by a licensed professional

Please type or print

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

MUST SELECT ONE: REQUEST ACCOMODATION FOR WHICH TYPE OF EXAM:

<input type="checkbox"/> Paper and Pencil	<input type="checkbox"/> Pearson VUE Computer Based Testing Center
---	--

REQUIRED FIELD: MUST BE FILLED OUT BY LICENSED PROFESSIONAL

<input type="checkbox"/> Accessible Exam Site	<input type="checkbox"/> Large Print	
<input type="checkbox"/> Reader		
<input type="checkbox"/> for visual impairment	<input type="checkbox"/> Limited English Proficient	<input type="checkbox"/> for learning disability
<input type="checkbox"/> Scribe		
<input type="checkbox"/> for visual impairment	<input type="checkbox"/> for learning 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 <u> </u> hrs <u> </u> mins)
<input type="checkbox"/> Separate testing area		
<input type="checkbox"/> Other Accommodations (specify) _____		

Accommodations requested for the Certified Food Safety Manager Certification Examination

Exam Site _____ Exam Date _____

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

Candidate Signature: _____ Date: _____

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

Fax: 407-352-3603, Email: compliance@nrfsp.com, mail: 6751 Forum Dr., Suite 220, Orlando, FL 32821

Appendix C HACCP Rescore Request Form

HACCP RESCORE REQUEST

- Please print clearly
- Fax, email, or mail completed form
- Incomplete and unsigned forms will result in a processing delay



Today's Date: _____ Date of the Exam: _____ Test Administrator Name: _____

IDENTITY DISCLAIMER (required)

I certify that all of the information contained on this form is true and accurate to the best of my knowledge and that I am requesting this rescore of my Certified Food Safety HACCP Manager for myself.

Signature _____

Date _____

CANDIDATE NAME (required)

Last Name _____

First Name _____

Phone Number _____

Street Address /P.O. Box _____

City / State _____

ZIP Code _____

Email Address _____

SCORE RECEIVED: _____

COMMENTS: _____

Your request will be processed and shipped within 3-5 business days

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

Appendix D HACCP Reprint Request Form

HACCP REPRINT REQUEST/RECORD UPDATE

- Please print clearly
- Fax, email, or mail completed form
- Incomplete and unsigned forms will result in a processing delay
- \$19 charge with standard delivery or \$39 charge with rush delivery
- OVERNIGHT available – call for pricing



Today's Date: _____ Approximate Test Date: _____ Certificate #: _____

IDENTITY DISCLAIMER (required)

I certify that all of the information contained on this form is true and accurate to the best of my knowledge and that I am requesting this reprint / record update of my Certified Food Safety HACCP Manager Certificate for myself.

Signature

REASON FOR REPRINT REQUEST

- Lost card Address change / correction
 Name change / correction (documentation required)

CURRENT RECORD <input type="checkbox"/> Residential <input type="checkbox"/> Business - Name of business: _____		
Last Name	First Name	Phone Number
Street Address / P.O. Box	City / State	ZIP Code
Email Address		
RECORD UPDATE <input type="checkbox"/> Residential <input type="checkbox"/> Business - Name of business: _____		
Last Name	First Name	Phone Number
Street Address / P.O. Box	City / State	ZIP Code
Email Address		

PAYMENT \$19 (STANDARD delivery 5-7 business days) \$39 (RUSH delivery 3-5 business days)
 OVERNIGHT (call for pricing)

<p>Check or Money Order Make checks payable to "NRFSP" and mail to:</p> <p>NRFSP P.O. Box 628244 Orlando, FL 32862-8244</p>	<p>Credit Card (by signing below, you authorize NRFSP to charge your card) <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> AMEX <input type="checkbox"/> Discover</p> <p>_____ Credit Card Number Exp. Date Sec. Code</p> <p>_____ Name (as it appears on credit card) Cardholder's Signature</p> <p>_____ Billing Address City State ZIP</p>
<p>Bill to Test Facilitator Company</p> <p>_____ Name / Code</p>	

Your request will be processed and shipped within 3-5 business days after payment is received.
 Phone: (800) 446-0257 ■ Email: customer.service@nrfsp.com ■ Web: www.NRFSP.com ■ Fax: (407) 352-3603