

Company: NRA/NRFSP
Contact Person: Tiffany Vowell - Accreditation
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National Registry International Certified Food Safety Manager Examination (ICFSM) (Exam) Examinee Handbook

This Examinee Handbook will guide you through taking the National Registry International Certified Food Safety Manager Examination (ICFSM or Exam) and will help you understand your rights and responsibilities as an examinee.

National Registry of Food Safety Professionals (National Registry or NRFSP) has developed the Food Safety Manager Certification Program to assess the knowledge and skills of entry-level food managers. Potential examinees who successfully pass the exam and meet all other criteria for certification will receive certification. Examinees must agree to the *Examinee Test Use Agreement* including the Code of Conduct to be eligible to sit for the certification exam. Certification is valid for a period of up to five years.

You play a significant role in keeping food safe. As part of your job, you need to know how to protect the public from foodborne illness. Taking this exam will help you measure how well you understand food safety and show you how to apply this knowledge in the workplace.

Benefits of the National Registry International Food Safety Manager Certification

Obtaining this certification will be of value to you in several ways:

-) Validates your professional credibility.
-) International Accreditation as a food Safety Manager offers you acceptance in all of the United States and Globally for regulatory requirements up to 16 hours.
-) Authenticates that you understand the tasks that employees, managers, and food safety professionals need to know to keep food safe in their establishment.
-) Your food safety knowledge can be shared with your entire operation.

It is highly recommended that you read this entire Examinee Handbook prior to taking the ICFSM Exam. The information it contains will walk you through the entire ICFSM Exam process and provide a quick reference to questions you may have.





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About the National Registry International Certified Food Manager Examination

The Food Safety Manager Certification Examination (ICFSM or Exam) is accredited under the American National Standards Institute's National Accreditation Board (ANAB) through the International Standards Organization (ISO) 17024 Accreditation Standards.

The ISO Standards are based on globally recognized principles used by a variety of organizations providing certification programs for diverse professions and occupations. Accreditation, through the process recognized by ISO, indicates that the certification organization has been evaluated by a third-party accrediting organization and found to meet or exceed all of the ISO's established Standards and are recognized internationally, breaking down geographical barriers for certified professionals.

This National Registry Exam is secured, copyrighted, and developed independently of all training materials. It adheres to all valid test development criteria. The exam is based on an analysis of tasks you perform in your job. The most current U.S. Food and Drug Administration (FDA) Food Code is used as a reference for critical food safety content to be tested.

Exam questions are rotated on a scheduled basis to reflect the most updated food safety information. Although the questions will vary from Exam to Exam, they provide a fair assessment of examinees' knowledge.

Exam questions are developed using a systematic process of pilot questions to check their accuracy, relevance, technical quality, and readability. A secure, standardized exam administration assures the highest degree of integrity for the entire testing process and allows you to perform to the best of your ability on the Exam.

The National Registry Certification is valid for up to five years, however, check with your state or local laws and employer's standards to determine your re-certification requirements.

You can also check for regulatory requirements for certification in your area by visiting the "State Regulations" section on www.NRFSP.com.

Why 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 this exam will help you measure how well you understand food safety and show you how to apply this knowledge in the workplace.

Who is eligible to take the Exam

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

There is no specific age limit requirement, as long as the examinee has a Valid government-issued photo ID with signature – driver's license, state ID, student ID, military ID, employee ID, green card, or passport. Examinees cannot use a photocopy. Examinees cannot take the Exam without a valid photo ID.



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NOTE: Check with your local health agency to see if you are required to take a course or other training prior to taking the exam. Some states require an approved course before taking the exam. Other jurisdictions accept home study. If your jurisdiction does not require training, you may simply take the exam.

Where Can I Take the Exam

The examination is offered nationwide. The examination administration option Proctored only through computer-based testing at a Pearson VUE testing centers.

Should you wish to take a computer-based exam, 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, please bring it with you on the day of the exam.

Exam Scoring (Explanation of a Scaled Score)

National Registry has a large bank of exam questions (items) from which many different exam forms can be created. The items in the bank vary in level of difficulty, thus some are easier while others are harder. As a result, the overall difficulty of each exam form can vary slightly. Obviously, it would not be fair to give some examinees an “easy” test while other examinees are given a “hard” test.

National Registry establishes a “raw” minimum passing score (the actual number of correct answers required to pass) for each exam form. This study consists of a detailed analysis of each exam question focusing on the difficulty level of the questions and the estimated proportion of competent food managers who really know the answers. By adding up the estimated values for all items on a given exam form, we are able to arrive at the raw score required to pass that particular exam form.

National Registry then uses a simple mathematical formula to convert the raw minimum passing score for each exam to a scaled score of 75. It is important to understand that this scaled score is not the same as scoring 75%. A scaled score of 75 does not mean that an examinee has answered 60 out of 80 items correctly. The actual number correct might be higher or lower than 60 depending on the difficulty of the specific exam form that the examinee took.

Passing the National Registry exam requires the individual that took the exam to receive a scaled score of 75 or higher. A scaled score of 75 is not a percentage and does not mean that an examinee has answered 60 out of 80 questions correctly.

Converting examinee’s raw scores to scaled scores allows us to compare scores from one exam form to another without having to adjust based on the difficulty of the exam or the different raw minimum passing scores. It is important to understand that the conversion to a scaled score does not affect the rank ordering of the scores, nor does it affect whether an examinee passes or fails the exam. This process ensures that all examinees have an equal opportunity to demonstrate their knowledge of food safety.



Before the National Registry Exam

Examinee Rights and Responsibilities

By complying with and enforcing these rights and responsibilities, you, the examinee, help maintain the integrity of the National Registry Certification Program and the value of your certification.

Rights

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. National Registry is committed to adhering to the principles of:

-) Respectful and fair treatment regardless of race, religion, age, disability, gender, sexual orientation, or any other personal characteristics or beliefs.
-) Advance knowledge of accommodations available if you have difficulty comprehending the language of the exam.
-) A comfortable exam location, complete with adequate lighting, writing surfaces, seating, heating/cooling, and ventilation that is ADA compliant.
-) Trained individuals who follow a professional code of ethics for administering the exam.
-) Confidentiality of exam scores to the extent allowed by law.

Responsibilities

Know and accept the consequences of taking, not taking, or not fully completing the Exam.

-) Follow all exam instructions and represent yourself honestly during the testing.
-) Treat others with courtesy and respect during the exam process.
-) Be familiar with and accept the consequences of your actions should you be caught cheating or acting in an otherwise unethical manner during the exam process.
-) Assist with any National Registry inquiries regarding your exam experience.
-) Tell your Test Administrator/Proctor if you have difficulty understanding the language of your Exam.
-) Report any unethical or inappropriate actions to National Registry's Exam Security Department by email at ExamSecurity@nrfsp.com.
-) Know when and where the Exam will be given, pay for the Exam if required, appear on time with any required materials, and be prepared for the Exam.
-) Inform National Registry, or the organization responsible for administering your Exam, if you believe that exam conditions affected your score.

NOTE: Local regulatory laws supersede these rights and responsibilities.

Fees

Before you sign up for the Exam, check with National Registry or the organization administering the Exam, or your employer to discuss any fees.

Failing to pay fees can lead to disciplinary action including revocation or denial of any certification earned.



Materials

Before you sign up for the Exam, check with your Test Administrator/Proctor, the organization administering the Exam, or your employer to determine what materials you need.

You are responsible for bringing these materials to your exam location:

- J Valid government-issued photo ID with signature – *driver's license, state ID, student ID, military ID, employee ID, green card, or passport*. You cannot use a photocopy. You cannot take the Exam without a valid and unexpired photo ID.

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

Do not bring food or drink into the exam location.

What to Expect at the Exam Site

When you arrive to take the exam, you must show proof of your identity to the Test Administrator/Proctor by providing government-issued photo identification. You must bring a photo ID even if you personally know the Test Administrator/Proctor. The Examinee Consent and completed exam will be your exam application. If you have a voucher for Pearson VUE, please provide them with your voucher. Potential examinees without an acceptable photo ID will not be permitted to enter the exam area, nor will they receive a refund of their exam fees. Potential examinees should expect a location conducive to taking an exam. If the facility or Test Administrator/Proctor does not provide the right conditions, notify National Registry at (800) 446-0257 or via email at customer.service@nrfsp.com.

Retest Limit Policy

If you fail your Exam, you may retake the Exam whenever you are ready to do so. However, you may only take the exam twice within a 30-day period and must wait a full 24-hours between your 1st and 2nd attempts. If you fail a second time, you must wait 60 days from your last exam attempt before you can take the Exam a third time. No more than four attempts are allowed in a 12-month period.

Not passing the Exam is the only legitimate reason to retake the Exam.

Example: 1st Attempt – June 1; 2nd Attempt – June 2; 3rd Attempt – August 2; 4th Attempt – October 2.

Application

Your completed Pearson VUE Student Profile is considered to be your application.



Examinee Consent Form & Code of Conduct Policy

Before the exam begins, you must read and sign the Examinee Consent, Code of Conduct Policy, and authorization for National Registry to release your results to the appropriate parties including VA seeking reimbursement.

I agree to follow the following National Registry's exam administration rules:

1. I understand the Test Administrator/Proctors 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/Proctors 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 Administrator/Proctors may reassign my seat before or during the examination.
4. I will not communicate with other examinees in any way.
5. I may take the examination only for the purpose of becoming a Certified Food Safety 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/Proctor 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 Food Safety Manager Exam Application is true and accurate to the best of my knowledge. If I become certified and wish to continue being certified as a Food Safety Manager, I understand that I must retake and pass the examination at least one time every five years or more frequently as the law in my location or my employer may require.



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.

- 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 agree to make claims regarding certification only with respect to the scope for which the certification has been granted.
- I understand the certificate; logo and marks are property of NRFSP.
- I will not use the certificate in a misleading manner.
- I will not use the Certification in such a manner as to bring the National Registry into disrepute, and not to make any statement regarding the certification which the National Registry considers misleading or unauthorized.
- To discontinue the use of all claims to certification that contain any reference to the National Registry or certification upon suspension, withdrawal, or revocation of certification, and to return any certificates issued by the certification body
- I will uphold and follow all policies and procedures required by NRFSP to remain in good standing.

Exam Accommodations: Identifying Examinees with Special Needs

Examinees with medical disabilities, limited proficiency in English, and/or literary deficiencies may apply for a special accommodation by completing the appropriate request form and submitting it with all required documentation **at least fifteen business days** prior to the scheduled exam date, allowing the examinee enough time to obtain approval from National Registry.

If, at the time of the Exam, an examinee requests an accommodation that has NOT been pre-approved by National Registry, the examinee may either postpone the Exam to another date OR take the Exam without the requested accommodation.



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Below are just some examples of accommodations and is not intended to be all inclusive.

) **Examinees with Disabilities**

National Registry provides reasonable accommodations to individuals with medical and literary disabilities following procedures that are consistent with the Americans with Disabilities Act (ADA), Uniform Guidelines on Employee Selection Procedures and the *Standards for Educational and Psychological Testing*.

) **Foreign Language Translations**

An examinee with limited proficiency in English is permitted to request a qualified interpreter to assist the Exam Administrator in administering the Exam. The interpreter is provided by Pearson VUE Testing Centers at no additional cost and is fluent in both English and the examinee's native language. The Interpreter may have no personal relationship with the examinee. The interpreter also may not interpret subjective opinions or provide cues to the examinee.

Examinees are permitted to use a bilingual English-Native Language dictionary (e.g., English-to-Japanese) while taking the Exam. The Test Administrator/Proctor **MUST** inspect the bilingual dictionary prior to the start of the Exam. English language (glossary) dictionaries are not allowed.

) **Literary Deficiencies**

Examinees with literary deficiencies may apply for a special accommodation by completing the Exam Accommodations Request Form and submitting it with an official report documenting the deficiency to National Registry at least ten business days prior to the scheduled exam date. If the request is denied, an Appeal Request Form can be submitted within 30 days of the denial.

Submitting Exam Accommodation and/or Foreign Language Translation Requests

All Exam Accommodation and/or Foreign Language Translation Requests must be completed and submitted **at least fifteen days** prior to scheduled exam date using the **Pearson VUE Exam Accommodation Request Form**. Turnaround typically takes 5-7 business days. Requests can be submitted to Exam Security via email (ExamSecurity@nrfsp.com) or fax (407-226-3500). Examinees **MUST** include a valid email address and their EHT ID on their Request Forms.

See Appendix C on page 21 for additional details regarding submitting Exam Accommodation Requests.

Approval or Denial Notifications

Once the **Pearson VUE Exam Accommodation Request Form** has been processed, the examinee will be notified, via email, of the approval or denial of the accommodations. If a request is approved, the examinee will receive a specific Accommodation Scheduling Phone Number they must call to schedule their exam. If the request is denied, an Appeal Request Form can be submitted within 30 days of the denial.

Examinees cannot schedule an Accommodated Exam with Pearson VUE prior to approval from National Registry and without the Accommodation Scheduling Phone Number.

The examinee must bring the approval letter with them on the scheduled date of their exam and turn the approval letter into the Test Administrator/Proctor.



What to Expect During the National Registry Exam

When you Arrive at the Exam Site

- Present your photo ID with signature to the Test Administrator/Proctor. You cannot use a photocopy. You cannot take the Exam without a valid photo ID.
- Your Proctor will retain your ID during the exam and return it to you once you have completed your exam and returned all exam materials.
- Store personal items, such as cell phones, cameras, pagers, smart watches, calculators, PDAs, computers and bags/purses in the designated area away from your exam seat.
- Due to Exam Security requirements, you will be assigned a seat.
- Once the Proctor passes out your Exam Packets, Read the *Examinee Test Use Agreement* on the front of your Exam Packet Envelope. **A copy of this agreement is provided in Appendix A.**
- Wait for permission from the Proctor to start the Exam. Starting the Exam without permission from the Proctor will result in disqualifying you from completing the Exam and removal from the Exam Site.

Completing the National Registry ICFSM Exams

You will not need an *Examinee Answer Sheet*, as all exam questions and answer choices will appear on the computer screen, one question at a time. You will provide your answers by clicking your computer mouse on the bubble next to the answer.

- Notify your Test Administrator/Proctor and they will submit your exam for official processing and results.
- Upon submission of the exam, you will be directed to a screen stating your unofficial score.
- If the unofficial score is a 75 or better, you may print out your certificate of completion to keep for your records.
- Sign out of the exam and get your photo ID back.



National Registry Exam Overview

- Follow all of the Test Administrator/Proctor's instructions.
- The National Registry Exam has 85 multiple-choice questions. Answer all 85 questions.
- A passing score is a 75 or better.
- Examinees have 2 hours to complete the Exam. All Exams and exam materials must be returned to the Test Administrator/Proctor after two hours from the start of the Exam.
- The only allowable reason for additional time on an Exam is if the examinee has an *Exam Accommodation Request Form* that has been approved for this allowance.
- The average length of time to finish is approximately 1 ½ hours.
- You can skip questions and go back to answer them later.
- You do not have to answer questions in order.
- Every Exam question has only one correct answer.
- Never leave a question blank. Blank answers are scored as incorrect. There is no penalty for guessing if you are not certain of an answer.
- Do not talk with other examinees. If you do, your Exam and the other examinee(s)' may be confiscated and invalidated. You will then need to retake the Exam again at another time.
- An examinee who needs to leave during the Exam will not be allowed to return, and a retest will need to be scheduled for another time.
 - The examinee will close the web browser; the Test Administrator/Proctor will return their ID and personal belongings.
- Only one examinee at a time may go to the restroom during the Exam. You are not allowed access to any of your personal effects during the break. The Test Administrator/Proctor will keep track of how long the examinee is gone; if they are gone for an extended period of time, it will be recorded as an irregularity.
 - Examinees should close the web browser before leaving the room. The Exam will remain available for 20 minutes after closing the browser before the Exam is locked. Upon return, the Test Administrator/Proctor will take them back to the Exam Portal screen and the examinee will log back into their account; the Test Administrator/Proctor will enter their Proctor credentials and allow the examinee to continue the Exam. Anything answered previously has been recorded; examinees can proceed to the question where they stopped.

Pearson VUE Exam Policies

All policies referred to in this handbook pertain to all Pearson VUE Testing Center examinees.

In addition, any examinee that does not show up for the online exam is considered a no show. A refund will not be granted unless they contact the online provider (Pearson VUE) 24 hours in advance to cancel their appointment.

An examinee can be 15 minutes late to take the exam. If an examinee arrives later than 15 minutes, it will be considered a no show, and no refund will be given.

Please be aware that Pearson VUE exam providers preschedule examinees in advance and block seat time. Any examinee that arrives later than 15 minutes cannot be accommodated. Accommodation will be at the discretion of the exam site administrator if there is available seat time. This is not guaranteed.

After the Exam



Exam Results

Due to Exam Security Requirements, Exam scores cannot be provided over the phone or sent through email. If an examinee wishes to contact National Registry to find out results, they may only notify an examinee if they have passed or failed.

Once your Exam has been submitted, you will automatically receive an unofficial score notification letting you know your score and if it is deemed a passing or failing score. You may ask your Test Administrator/Proctor to print this unofficial score report. Your official Exam results will be processed and mailed to you via USPS mail the following business day from your Exam date.

****NOTE:** The unofficial score report is not a valid result or certificate and will not be recognized by the Health Department as a valid Food Safety Manager Certificate. Only the official results mailed by National Registry will be acceptable.

National Registry will provide the following for your Exam Results:

- A *Diagnostic Score Report* for those who fail the Exam to show how well they did on each section of the Exam and help them prepare to re-take the Exam.
- A frameable certificate and wallet card for those who pass the Exam.
- Register your certification status and kept on file in the National Registry of Food Safety Professionals database.
- Release your certification status to your local jurisdiction, state, Department of Veteran's Affairs, and/or Test Administrator/Proctor with your consent.
- 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.

Due to the security of the International Standards Organization (ISO) Accreditation Requirements for a fair and valid Exam, answers cannot be shared with examinees after the Exam has been scored. Examinees will need to review the *Diagnostic Score Report* to determine which areas/domains they need to review and improve on.

Diagnostic Score Report

Every official Exam result will provide a *Diagnostic Score Report* that breaks down each category of knowledge that is the focus of the Exam. The *Diagnostic Score Report* is a rating of each category and content associated with the duties and tasks. Please see **Appendix B: Exam Blueprint** for a further breakdown of each category and the number of questions for each duty/task/category that will be on the Exam. You may also review our **Exam Content Outline** that provides a more detailed breakdown of each of the Exam Blueprint categories. The **Exam Content Outline** is available to download on the www.nrfsp.com website under the **Food Safety Manager Certification** link.



Rescores

If you believe National Registry made an error in the score of your Exam, you may submit a **Rescore Request Form** to National Registry via fax 407-352-3603 or email Customer.Service@nrfsp.com.

A **Rescore Request Form** is located in **Appendix E** of this Examinee handbook. You may also contact National Registry's Customer Care Department via phone 1-800-446-0257 or email Customer.Service@nrfsp.com to request a **Rescore Request Form** or download and print a copy of the **Rescore Request Form** from the www.nrfsp.com website under the **Food Safety Manager Certification** link.

This form must be sent to National Registry within 30 days of when you first received your score. You must provide your full legal name, phone number, email address, exam date, Test Administrator/Proctor's Name, and your original score.

Requests are processed within five business days of receipt.

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 notified via email about the results.

Certificate Errors

If you believe National Registry made an error in the information on your Certificate, you must contact National Registry's Customer Care Department (toll-free 1-800-446-0257 or email Customer.Service@nrfsp.com) within 30 days of when you first received your Certificate. You must also have the name of your Exam Administrator and Exam Date.

Errors are corrected and a new Certificate will be mailed to you within five business days. The Certificate will be mailed to the mailing address noted on the Examinee's Online Exam Profile or *Examinee Answer Sheet*.

Renewing your Certification

The only method for recertification is to retake the examination. Check with your local regulatory authority for any additional recertification requirements.

Meeting Regulatory Requirements

While the National Registry Food Safety Manager Certification is nationally accredited, some local laws require training time in addition to passing an exam. If you need to be certified or recertified, or you have moved and do not know what may be required of you, check with your local regulatory authority.

Verification of Certification

If you agree to the terms of the examination, pass the examination, and are certified as an International Certified Food Safety Manager, National Registry will verify your certification status upon request by governmental organizations, employers, and other interested people.

Certificate Revocation or Denial

National Registry reserves the right to revoke or deny any certification based on security violations or non-payment of applicable fees. Anything that compromises the validity, reliability, security, or integrity of the National Registry Exam Program can result in revocation or denial to award Certificate.



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 Name (marriage, divorce, etc.), mailing address, email address, or other contact information.

If you are changing your name, you must also submit a copy of your name change documentation (marriage license, divorce decree, valid driver's license, etc.) to National Registry.

You may contact National Registry's Customer Care Department for name and/or address changes by phone 1-800-446-0257 or email Customer.Service@nrfsp.com.

Duplicate or Replacement Certificates

A replacement Certificate can be mailed for \$20.00. Standard processing time is two to three weeks. Standard replacement requests are sent via USPS regular mail.

Standard Delivery – 5-7 business days – is available for no additional charge. Standard delivery Certificates are sent via USPS regular mail.

Overnight delivery – 1 business day – is available for an additional \$40.00. Overnight delivery Certificates are sent via UPS Overnight Delivery by 10:00am. National Registry cannot ship overnight deliveries to P.O. Boxes or APO/AE addresses.

To order a duplicate/replacement Certificate, visit www.nrfsp.com, click on the **Exam Center** tab, and then click the *Request a Replacement Certificate* link under the **Take An Exam** section. Follow the instructions under the *Food Manager Certificate Reprints* section on the page.

****NOTE: National Registry Certificates that are more than five years old cannot be reprinted.**



National Registry's Contact Information

If you have any questions related to the National Registry's Exam, contact National Registry.

Mailing Address:

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

Email:

- **Customer Care Department:** Customer.Service@nrfsp.com – (All services; training materials, exam trainer locations, exam questions, etc.)
- **Accreditation/Exam Security Department:** ExamSecurity@nrfsp.com – (To report cheating or exam irregularities)

Phone:

- **Toll-free** – 1-800-446-0257
- **Local** – 407-352-3830 (Orlando, FL area)

Fax:

- **Customer Care** – 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



Additional Information on the ICFSM

Reporting Security Breaches

NRFSP exam questions can cost \$400 or more per question to replace due to cheating and/or 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 Managers certified by NRFSP are critical to promoting food safety and consumer protection. Help us maintain the highest level of integrity of our exam by reporting suspected cheating, even at the examinee, employer, and Exam Administrator level.

Please report any suspected cheating or exam irregularities on our **NRFSP Complaint Form** to our Accreditation/Exam Security Department via email: ExamSecurity@nrfsp.com. The **NRFSP Complaint Form** is located in **Appendix F** of this Examinee Handbook or can be downloaded and printed from our website (www.nrfsp.com).

Please provide as many details of the irregularity as possible as well as any supporting documentation (correspondence w/ the proctor, statements from fellow examinees, pictures/names/dates, etc.) that could substantiate your claim. Your identity will be kept confidential and secure.

Indeterminate Scores Policy

National Registry is committed to reporting only valid scores. Occasionally, circumstances may require National Registry to classify scores as indeterminate. Circumstances may be related to examinee behavior during the testing event, faulty exam materials, or other irregularities in the administration of the exam. Indeterminate scores will not be reported to examinees. Examinees receiving an indeterminate score will be advised of the options for retaking the exam.

After investigation and analysis of all available information, scores will be either classified as valid and reported, or scores will be classified as indeterminate. Indeterminate scores will be canceled and will not appear on the examinee's record and will not be reported or verified to any party. If the scores are classified as indeterminate, the examinee will be notified within seven business days and advised of the options for retaking the exam at a Pearson VUE testing center. Examinees who have received a score report that is later classified as indeterminate will be notified of the indeterminate classification.

International Certified Food Safety Manager Disciplinary Policy

National Registry has adopted a Certified Food Safety Manager Disciplinary Policy. A copy of this code of conduct is listed in the **Examinee Test Use Agreement** in **Appendix A** of this Examinee Handbook. In addition to passing National Registry's exam, examinees must adhere to the requirements contained in this Disciplinary Policy in order to become and remain a Certified Food Safety Manager. To be eligible for certification and continued certification, 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 Manager Disciplinary Policy include but are not limited to cheating on an exam, providing false information, misrepresenting certification 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 violations of the Disciplinary Policy are asked to inform National Registry in writing. Alleged violations are first referred to the Accreditation Manager, 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 against 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 an alleged violation constitutes an imminent threat to the public, this procedure may be accelerated.

Complaints Policy

Any individual may file a complaint against an individual holding the ISO/IEC 17024 Credential or against an administrator or proctor administering the ISO/IEC 17024 Credentials. 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 any ISO/IEC 17024 exam programs Code of Conduct. Only complaints that follow the published procedures of National Registry will be considered.

1. Complaints will be accepted only from those who claim to be harmed by the alleged behavior.
2. All complaints must be in writing and signed by the complainant(s) and only information submitted in writing and signed will be considered.
3. Complaints and supporting evidence must show a violation of any ISO/IEC 17024 exam programs Code of Conduct.
4. 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 corroborating evidence.

All charges of violations of the Code shall be addressed to the Complaints Department, National Registry of Food Safety Professionals via fax or email (fax: 407-226-3500 or email: ExamSecurity@nrfsp.com). Complaints shall be reviewed by the Accreditation Department of National Registry. Charges must be made in writing and must include the following information:

1. Name of the accused certificant, administrator or proctor and his or her address, if known
2. Name of the accuser, address, telephone, and email contact information
3. Description of the allegations and any documentary evidence relating to the alleged violation
4. List of Codes allegedly violated
5. Signature of the complainant

Alleged violations are first referred to the Accreditation Department and then to an Investigation Panel if review is warranted. If good cause is found to further pursue the alleged violation, a hearing will be held before the Investigation Panel. The individual will have the opportunity to present a defense. The Investigation Panel will determine the appropriate sanctions to be imposed, if any; National Registry may deny, revoke, or otherwise act upon an individual's certification.



Program Complaints

A complaint against the program is defined as a written request challenging the policies and procedures of a specific certification or certificate program, including but not limited to:

- eligibility
- examination
- disciplinary action/policy
- recertification

Program Complaints are referred to the Accreditation Department and are reviewed to determine if the complaint warrants change or action. Any changes or actions determined will be shared and communicated on how their feedback has influenced the change or action and when the organization will make the change, if applicable.

Appeals

Any examinee who is denied eligibility to sit for the Exam, is denied accommodation, failed the Exam, had the Exam terminated due to cheating, has had a Certificate revoked, or believes there is an error with a question in the Exam, can appeal the decision. You must submit a written request to National Registry's Accreditation/Exam Security Department within 30 calendar days of notification of the revocation or denial.

To submit an appeal, visit www.NRFSP.com, click on the Exam Center tab, then click the **Administrator Resources** link. Download the *Appeal Request Form*. Complete form and fax or email to the Accreditation Department (fax: 407-226-3500 or email: ExamSecurity@nrfsp.com).

Once the Accreditation/Exam Security Department receives your request, it will be reviewed along with any other documentation related to the appeal by the director of the department. A final decision on the appeal will be made within 30 days of receiving your request. The final decision will be sent in writing within 10 days after that, via traceable mail, to whoever submitted the appeal.

Certification Trademarks & Information Policy

Upon successful completion of the Food Safety Manager Certification Exam, you will be entered into the National Registry of Food Safety Professionals database. National Registry will not provide exam scores without your authorization.

The trademarks "*Certified Food Safety 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, with continued certification and 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 Manager, including:

- Displaying the Certificate awarded to you
- Stating that you are a "*Certified Food Safety Manager*" (CFSM)
- Using the CFSM 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.



National Registry International Certified Food Safety Manager Exam (ICFSM) Examinee Handbook

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.

More on Food Safety

The following materials are a helpful resource to learn more about food safety. Visit www.nrfsp.com for more information on available resources.

1. FDA 2022 Food Code, U.S. Public Health Service Food and Drug Administration, U.S. Department of Commerce, Technology Administration, National Technical Information Service, 5285 Port Royal Road, Springfield, VA 22161 PB 2005-102200



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.

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 – Exam Blueprint

The exam is based on eight broad categories of knowledge that are the focus of the exam. Below is a breakdown of each category and content associated with the duties and tasks of each category. The items represent the number of questions for each duty/task/category that will be on the exam.

National Registry Examination Blueprint

Effective October 7, 2024

Duties and Tasks (Domains)	Items
Management of Food Safety Practices	8
Practice Active Managerial Control and comply with regulatory requirements	4
Respond to emergencies and follow procedures with regulatory agencies	2
Determine if there is a significant risk of deliberate contamination of food and respond appropriately	2
Hygiene and Health	12
Ensure proper handwashing procedures are followed	3
Monitor employee personal hygiene and cleanliness	3
Enforce employee illness requirements based on reported and/or observed symptoms	3
Prevent contamination of food by employees	3
Safe Receipt, Storage, Transportation, and Disposal of Food	13
Ensure proper receiving procedures for food and non-food items	3
Store food and non-food items properly	3
Follow distressed merchandise and product recall procedures	2
Dispose of food that does not meet food safety requirements	3
Ensure procedures for off-site catering, food transportation, and delivery are followed	2
Safe Preparation and Cooking of Food	15
Ensure proper time and temperature procedures are maintained during preparation and cooking	5
Identify and minimize risks for facilities serving highly susceptible populations	2
Identify and minimize the different types of contaminants	5
Identify and minimize the different types of major food allergens	3
Safe Service and Display of Food	8
Ensure proper time and temperature procedures are maintained during display and service of food	3
Ensure proper use of barrier with ready-to-eat (RTE) foods	3
Comply with consumer advisory requirements	2
Cleanliness and Sanitation	12
Use and store approved cleaning agents, chemicals, and tools properly	3
Ensure all non-food contact surfaces are cleaned	3
Ensure all food contact surfaces are cleaned and sanitized	4
Dispose of waste and biohazard material properly	2
Facilities and Equipment	12
Ensure proper operation of facilities and equipment	3
Follow Master Cleaning Schedule and adjust as necessary	2
Ensure sinks are properly maintained and accessible for intended uses	3
Reduce pest risks through facility maintenance and working with a pest control operator (PCO) as appropriate	2
Ensure equipment meets approved standards for food service operations	2
Total	80

There are a number of ways to prepare for the exam. For more information on food safety to prepare for the exam, go to www.NRFSP.com, click on the **Exam Center Tab**, then click on the *Food Safety Manager Certification Exam* link under the **TAKE AN EXAM** section. Scroll down to Recommended Support Materials, and you can review both the **Exam Blueprint** and **Exam Content Outline** for a more detailed breakdown.



Appendix C – Pearson VUE Exam Accommodation Request (PVEARF) Process

Completing the Exam Accommodation Request Form (EARF)

The following information is required to be completed on the submitted EARF:

-) Examinee Information (Legal Name, Email, and Phone number)
-) Examinees taking exams through any Pearson VUE Testing Center **MUST** complete the separate **Pearson VUE Exam Accommodation Request Form** located in Appendix D
-) Accommodation(s) needed (i.e., Reader, Scribe, Extended Time, etc.)
-) Supporting Documentation including, but not limited to:
 - Recommendation from qualified professional (Licensed or otherwise properly credentialed and possess expertise in disability. I.e., physician, guidance counselor, disability support specialist, etc.)
 - Proof of past exam accommodation
 - Observation by educators
 - Formal Public/Private School documentation – Individualized Education Program (IEP) or Section 504-Plan
 - Results of psycho-educational or other professional evaluation
 - Individual's history of Diagnosis
 - Individual's statement of his/her history regarding Exam Accommodations

Pearson VUE Exam Accommodation Procedures

Examinee – create student profile on Pearson VUE's website and provide Exam Security their Pearson VUE Username generated from Pearson VUE website (EHT ID).

Exam Security must provide Examinee's EHT ID and note approved accommodations through Pearson VUE's Accommodation Department and receive confirmation before providing approval letter to examinee and allowing examinee to schedule exam.

Once a Pearson VUE accommodation representative confirms receipt of the accommodation, Exam Security will notify examinee of approval and provide additional instructions to contact Pearson VUE's Exam Accommodation Scheduling Line to schedule exam ((800) 466-0450 and select option 3).

****NOTE:** Confirmation from Pearson VUE can take 2-3 business days.

Examinee CANNOT preschedule an exam with Pearson VUE until AFTER they have received approval from Exam Security and MUST schedule their exam through a special Pearson VUE Accommodation line. If examinee already schedules exam through Pearson VUE but has not received confirmation from Pearson VUE of accepted accommodations, they must cancel exam to schedule through Pearson VUE's Accommodation line.



Appendix D – Pearson VUE 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: 407-226-3500
www.nrfsp.com

Approved By: Mark Conley
Contact Person: Tiffany Vowell
Revision: 02-21-2025



PEARSON VUE EXAM ACCOMMODATION REQUEST FORM

Accommodations requested for the Food Safety Manager Certification Examination (FSMCE) and International Certified Food Safety Manager Certification Examination (ICFSM) through Pearson VUE Testing Centers ONLY.

If you have a learning disability, a psychological disability, or other medical disability that requires an accommodation for the exam, you must provide appropriate supporting documentation to confirm 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: Please type or print clearly. All fields below required:**

Examinee Name: _____

Examinee Email Address: _____

Examinee Phone: _____ Examinee Date of Birth: _____

Pearson VUE Student Profile EHT ID: _____

Exam Accommodations – for medical disabilities ONLY

***REQUIRED FIELD: (CHECK ALL THAT APPLY)**

- ☐ Reader
- ☐ Scribe
- ☐ Sign Language Interpreter
- ☐ Extra Time (specify time needed):
 - ☐ Time and a Half (3 Hours)
 - ☐ Double Time (4 Hours)
- ☐ Separate room/alternate exam location
- ☐ Large Print Exam (available in Paper and Pencil English only)
- ☐ Other (specify): _____

Limited English Proficiency Accommodations ONLY

***REQUIRED FIELD:**

- ☐ Foreign Language Translator (specify language needed): _____
- ☐ Bilingual Dictionary (specify language needed): _____

***REQUIRED DOCUMENTATION: (DOCUMENTATION FOR MEDICAL DISABILITY MUST MEET FOLLOWING GUIDELINES BELOW:)**

- ☐ Be current (within 3 years if possible)
- ☐ State a specific diagnosis
- ☐ Include a detailed description of current functional limitations
- ☐ Written by a professional qualified for evaluating the disability
- ☐ Include examinee's name, date of birth, and date of diagnosis or date of last evaluation
- ☐ Proof of previous accommodation

**** Forward all required paperwork with this document at least 30 days prior to potential exam date in order to be processed. Do not schedule an exam with Pearson VUE until AFTER Accommodation Approval Letter has been given with scheduling instructions.**

Please see the Examinee Handbook for complete instructions. Return completed form to Exam Security (ExamSecurity@nrfsp.com)

Fax: 407-226-2500

Email: ExamSecurity@nrfsp.com

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



Appendix E – Rescore Request Form



National Registry of Food Safety Professionals

6751 Forum Drive, Suite 220, Orlando, Florida 32821

RESCORE REQUEST

Today's Date: _____ Approximate Test Date: _____ 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 Food Safety Manager Certification for myself.

Signature _____

EXAMINEE INFORMATION

Last Name* _____ First Name* _____ Phone Number* _____

Street Address / PO Box* _____ City / State* _____ ZIP Code* _____

Examinee Email Address* _____

SCORE RECEIVED: _____

COMMENTS: _____

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



Appendix F – NRFSP Complaint Form

National Registry of Food Safety Professionals

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

Orlando, FL 32821
Fax: 407-226-3500
www.nrfsp.com

Approved By: Mark Conley/Kate Piche
Issue Date: 2020-01-07
Contact Person: Tiffany Vowell
Revision: 2020-01-07



Examination Security Administration Investigation Form

The information you contribute on this form, including your identity, will be kept confidential. Include as much detail as possible, you may use the back of this form for additional information or submit attachments if it does not fit on this page.

Describe in detail the issue you would like the National Registry of Food Safety Professionals (NRFSP) to consider.

Please provide background information regarding the circumstances of your complaint. Copies of relevant documentation should be attached.

Submitted by: _____

Employer: _____ Exam Administrator: _____

Address _____

Telephone _____ Fax _____ E-Mail _____

Return completed form to National Registry of Food Safety Professionals

Fax: 407-226-2500

Email: examsecurity@nrfsp.com

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