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# National Registry Food Safety Manager Certification Examination (Exam) Examinee Handbook

This Examinee Handbook will guide you through taking the National Registry Food Safety Manager Certification Examination (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 to be eligible to sit for the certification Exam. Certification is valid for a period of up to five years.

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.

## Benefits of the National Registry Food Safety Manager Certification

- ) Obtaining this certification will be of value to you in several ways:
- ) Validates your professional credibility.
- ) National Accreditation as a food Safety Manager offers you acceptance in all 50 states 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 Exam. The information it contains will walk you through the entire Exam process and provide a quick reference to questions you may have.





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## 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**

- ) 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 or not taking the Exam, or not fully completing the Exam.

- ) Follow all Exam instructions and represent yourself honestly during the testing.
- ) Treat other 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 class and/or Exam experience.
- ) Tell your Exam 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 your Exam Administrator/Proctor, 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 your Instructor, Exam Administrator/Proctor, the organization administering the Exam, or your employer to discuss any fees.



## Materials

Before you sign up for the Exam, check with your Instructor, Exam 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:

- ) 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 photo ID.
- ) A few #2 lead pencils that have been sharpened. You cannot use ink on your exams.
- ) Bilingual dictionary – only if English is NOT your native language. No pieces of paper or writing should be in the dictionary. The Exam Administrator will check the book to make sure. Electronic dictionaries are not allowed.
- ) Magnifying glass – only if you have trouble reading small print.

Do not bring food or drink into the Exam location.

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

Examinees should notify the Exam Administrator at least 10 business days prior to the Exam date, allowing the Exam Administrator enough time to obtain approval from National Registry and to prepare for the accommodation. If, at the time of the Exam, an examinee requests an accommodation that has NOT been pre-approved by National Registry, the examinee can either postpone the Exam to another date OR take the Exam without the requested accommodation.

Exam Accommodations Requests must include the specific diagnosis of your disability, the type of accommodation being requested, AND a copy of medical records OR other written proof of the diagnosis by an appropriate licensed medical professional.

*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 disabilities following procedures that are consistent with the Americans with Disabilities Act, Uniform Guidelines on Employee Selection Procedures and the Standards for Educational and Psychological Testing. This includes alternate test formats (e.g., oral instead of written) and test aids (e.g., Readers or large-print exam booklets).
- ) **Foreign Language Translations**  
An examinee with limited proficiency in English is permitted to hire and pay for a qualified interpreter/translator to assist the Exam Administrator in administering the Exam. The interpreter/translator needs to be fluent in both English and the examinee’s native language. The Interpreter/translator may have no personal relationship with the examinee. The interpreter/translator also may not interpret subjective opinions or provide cues to the examinee. Examinees who want to use an interpreter/translator must submit an Exams Accommodation Request Form at least 10 business days prior to the Exam date, listing the



credentials of the interpreter/translator. If the request is denied, an Appeal Request Form can be submitted within 30 days of the denial.

Examinees who want to take the Exam in English are permitted to use a bilingual English-Native Language dictionary (e.g., English-Spanish) while completing the Exam. Exam Administrators must report the use of a dictionary on an Incident Report Form for the Paper/Pencil based Exams or submit an online Incident Report for Online Exams and inspect the dictionary when the examinee checks in for the Exam. English language 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.

## **Approval or Denial Notifications**

Once an Exam Accommodation Request has been processed, both the examinee and Exam Administrator will be notified, via email, of the approval or denial of the accommodations. The examinee must bring the approval letter with them on the scheduled date of their exam and turn the approval letter in with their completed exam materials.

## ***When you Arrive at the Exam Site***

- ) Present your photo ID with signature to the Exam Administrator/Proctor. You cannot use a photocopy. You cannot take the Exam without a valid photo ID.
- ) Your Exam Administrator 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 Exam Administrator 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 Exam Administrator to start the Exam. Starting the Exam without permission from the Exam Administrator will result in disqualifying you from completing the Exam and removal from the Exam room.



## During the National Registry Exam

### National Registry Exam Overview

- Follow all of the Exam Administrator'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 Exam Administrator after two hours from the start of the Exam.
  - The only allowable reason for an Exam Administrator to grant additional time to an Examinee is if an Exam Accommodation Request Form 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.
- For paper/pencil Exams, multiple answers marked for a question will be counted as incorrect.
- Never leave a question blank. Blank answers are scored as wrong. 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 taken away. You will need to take 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.
  - **Paper/Pencil Exams:** The Exam Administrator will collect the Exam materials; return their ID and personal belongings.
  - **Online Exams:** The examinee will close the web browser; the Exam Administrator 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 Exam Administrator 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.
  - **Paper/Pencil Exams:** The Exam Administrator will collect the exam materials before the examinee leaves and will return the same materials upon the examinee's return.
  - **Online Exams:** 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 Exam Administrator will take them back to the Exam Portal screen and the examinee will log back into their account; the Exam Administrator 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.
- **Paper/Pencil Exams only:**
  - Return your Examinee Answer Sheet and your sealed Exam Booklet to the Exam Administrator. You cannot take exam materials with you or out of the exam site.



- Make sure your full legal name, phone number, email address, mailing address, and phone number is on your Examinee Answer Sheet.

## Paper/Pencil Exams

For this Exam, you will be given an Exam Packet by your Exam Administrator prior to the beginning of the exam. The Exam Packet is a resealable envelope that include two documents you will use:

1. *Exam Booklet* – Exam Administrator will give you one before you begin the exam.
2. *Examinee Answer Sheet* – this document is attached inside the Exam Booklet as the back cover. You will detach this document from your exam booklet when prompted from your Exam Administrator.

## Exam Booklet

Your National Registry *Exam Booklet* will be sealed inside the *Exam Packet Envelope* when you receive it. Before opening your Exam Packet, you must read and accept the *Examinee Test Use Agreement* printed on the front. If you do not want to accept the Agreement (not take the Exam), then you must return your Exam Packet to your Exam Administrator, unopened.

If you DO accept the Agreement, wait for your Exam Administrator to instruct you to proceed. Your consent will be noted by tearing the perforated strip on the back of the Exam Packet.

Once you pull the *Exam Booklet* out of the *Exam Packet Envelope*, you will need to print your name on the bottom right corner of the cover of your *Exam Booklet*. You must also hold onto your *Exam Packet Envelope* because you will need it once you complete your exam.

You can read the *Examinee Test Use Agreement* in **Appendix A** of this Handbook.

## Examinee Answer Sheet

The National Registry *Examinee Answer Sheet* is a bubbled answer sheet that is attached as the back cover of your *Exam Booklet*. You must detach your *Examinee Answer Sheet* and you will give your answers by filling in bubbles using a No. 2 lead pencil.

Darken each circle completely. If you decide to change an answer, erase the original answer completely. Incomplete erasing, stray marks, or multiple responses on the *Examinee Answer Sheet* could result in incorrect scoring.

The bubble is always to the right of its letter. You must completely fill in the circle that corresponds with your answer.

• Fill in appropriate boxes by printing neatly, one character per space provided, being careful not to touch any of the lines.

Correct

JOHN

Correct



Incorrect

JOHN

Incorrect



**\*\*NOTE: You may only use a No. 2 pencil on the Examinee Answer Sheet. Using anything other than a No. 2 pencil will not allow your answers to be properly recorded and/or scored.**



## Online Exams

If you are taking the Online Exam, 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.

### Completing the National Registry Online Exam

- ) Notify your Exam Administrator 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.

## After the Exam

### Exam Results

You will receive your official results (certificates or failure notifications with a diagnostics report) about 10 business days after you have completed your exam but can be longer or shorter depending on how quickly the exam materials are received by National Registry for scoring.

Please note, 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.

National Registry will:

- ) Provide 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.
- ) Provide a frameable certificate and wallet card for those who pass the exam.
- ) Register your certification status and keep 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 Exam Administrator with your consent.
- ) If you do not receive your exam results within 2 weeks of your exam date, contact Customer Care at National Registry of Food Safety Professionals by calling 800-446-0257 or by email at [customer.service@nrfsp.com](mailto: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 Conference for Food Protection (CFP) 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 diagnostics report to determine which areas/domains they need to review and improve on.



## Diagnosics Report

Every official exam result will provide a Diagnostics Report that breaks down each category of knowledge that is the focus of the exam. The Diagnostics 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.

## 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](mailto:Customer.Service@nrfsp.com).

Contact National Registry's Customer Care Department via phone 1-800-446-0257 or email [Customer.Service@nrfsp.com](mailto:Customer.Service@nrfsp.com) to request a Rescore Request Form.

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, Exam Administrator'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.

## Retesting Limit

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.

## 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](mailto: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

Check with your local regulatory authority for recertification requirements.

## Meeting Regulatory Requirements

While the National Registry Food Safety Manager Certification is national 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.

## Certificate Revocation or Denial

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

## 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](http://www.NRFSP.com), click on the **Exam Center** tab, then click the *Administrator Resources* link under the **Administer An Exam** section. Download the *Appeal Request Form*. Complete the form and fax or email to the Accreditation/Exam Security Department (fax: 407-226-3500 or email: [ExamSecurity@nrfsp.com](mailto: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.

## 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](mailto: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.

Rush delivery – 3-5 business days – is available for an additional \$20.00. Rush delivery Certificates are sent via UPS Ground. National Registry cannot ship rush deliveries to P.O. Boxes or APO/AE addresses.

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](http://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 Addresses:

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

### Email:

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

### Phone:

- ) Toll-free – 1-800-446-0257
- ) Local – 407-352-3830 (in the Orlando, FL area)
- ) Exam Security Hotline – 1-888-544-9688

### Fax:

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

### Hours of Operation:

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

### Website:

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



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

This National Registry Exam is secure, 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.

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

### **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 would 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.



## Reporting Security Breaches

NRFSP exam questions can cost \$400 or more per questions 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 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 to our Accreditation/Exam Security Department. Your identity will be kept confidential and secure.

## Who is eligible to take the Exam

Anyone may take the 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.

***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 Exam is offered nationwide. The Exam administration options are a paper and pencil version, proctored online through Diversys Learning, and computer-based testing at a Pearson VUE testing center, and through our remote proctoring service Proctor U.

Paper/pencil and in-person online Exams are scheduled by National Registry-approved Test Administrator/Proctors. If you are unable to locate a Test Administrator/Proctor, visit our website at [www.nrfsp.com](http://www.nrfsp.com) and select Trainer & Testing Locations, you may also contact National Registry's Customer Care Department via email at [customer.service@nrfsp.com](mailto:customer.service@nrfsp.com) or telephone at 1-800-446-0257.

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](http://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.

Should you wish to take the exam at home through our remote proctoring platform, the Proctor U network offers a safe and secure option to get certified from the comfort of your own home in a way that works best for your schedule. To schedule a reservation with Proctor U, go online to



<https://www.proctoru.com/>. You must also purchase an Exam or Activate an Online Voucher by going to <https://nrfsp.myvlp.com>.

## 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.

## 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 on page six of the Examinee Information Bulletin. 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 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 an alleged violation constitutes an imminent threat to the public, this procedure may be accelerated.



## 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 National Registry, 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”
- 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.

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, contact National Registry and ask for a reprint request form or visit the website at [www.NRFSP.com](http://www.NRFSP.com). There is an \$20 fee for each reprint requested.

## More on Food Safety

The following books and materials are helpful resources to learn more about food safety. Visit [www.nrfsp.com](http://www.nrfsp.com) for more information on available resources.

1. FDA 2017 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
2. Food Safety Management Principles, Chadwick House Group Limited, London, England
3. Food Safety First Principles, Chadwick House Group Limited, London, England
4. HealthGuard Food Manager Certification Training, NSF International, Ann Arbor, MI



## 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 – Examination Blueprint

The exam is based on 8 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.

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](http://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 **Examination Blueprint** and **Examination Content Outline** for a more detailed breakdown.

Duties and Tasks	Items
<b>Ensuring Personal Hygiene</b>	<b>13</b>
Inform that Improper Hygiene is #1 Cause of Foodborne Illness	2
Implement Illness Policy	2
Identify Potential Food Employee Illness	2
Establish Hygiene Policies	2
Train Food Employees on Handwashing	2
Monitor Food Employee Behaviors	1
Monitor Food Employee Glove Usage	2
<b>Managing Food Holding Time and Temperatures</b>	<b>11</b>
Monitor Time/Temperature for Hot Holding	2
Monitor Time/Temperature for Cooling	2
Monitor Time/Temperature for Cold Holding	2
Monitor Time/Temperature for Thawing	2
Verify Food Temperatures	1
Implement Time as a Public Health Control (TPHC)	1
Implement Date-Marking of Foods	1
<b>Preventing Contamination, Cross-Contamination, and Cross-Contact</b>	<b>12</b>
Address Biological Contamination Issues	2
Address Chemical Contamination Issues	2
Address Physical Contamination Issues	2
Address Allergen-Related Contamination Issues	1
Implement Hygiene-Related Intervention Strategies	1
Implement Cleaning and Sanitizing Intervention Strategies	2
Implement Storage and Separation Intervention Strategies	2
<b>Managing Cooking Times and Temperatures</b>	<b>4</b>
Measure and Monitor Food Temperatures	2
Monitor Time/Temperature for Reheating for Hot holding	1
Implement Procedures to Manage Non-Continuous Cooking of Raw Animal Foods	1



<b>Monitoring the Flow of Foods</b>	<b>10</b>
Manage Food Purchases	1
Receive Foods	1
Manage the Transportation and Delivery of Foods	2
Store Foods	2
Manage Food Preparation Policies	2
Ensure Safe Service and Self-Service of Food	2
<b>Actively Managing Controls in a Food Establishment</b>	<b>10</b>
Ensure Regulatory Compliance	2
Develop Food Safety Culture	2
Implement Food Safety Management Program	2
Verify Competence of Food Employees	2
Develop and Implement Food Defense Plan	1
Manage Crises/Emergencies	1
<b>Managing the Physical Food Establishment/Equipment Design and Maintenance</b>	<b>14</b>
Develop Plans for Food Establishment Design and Maintenance	1
Maintain water supply and waste disposal systems	1
Manage the design, installation and maintenance of food equipment	2
Ensure Equipment is Utilized Correctly	2
Maintain Toilet Rooms	1
Maintain Plumbing and Fixtures	2
Maintain Adequate Lighting	1
Maintain Adequate Ventilation	1
Manage Solid Waste and Recyclables	1
Preventing and Controlling Vermin and Pests (insects/rodents)	2
<b>Managing Cleaning and Sanitizing Activities</b>	<b>6</b>
Develop Cleaning and Sanitizing Procedures	2
Store and Maintain Cleaning and Sanitizing Materials, Tools, and Products	2
Conduct Cleaning and Sanitizing Procedures in the Food Establishment	2
<b>Total</b>	<b>80</b>