

## 1 Conference for Food Protection Committee FINAL Report

**COMMITTEE NAME:** Food Protection Manager Certification Committee

**COUNCIL (I, II, or III):** Council II

**DATE OF REPORT:** January 6, 2012

**SUBMITTED BY:** Joyce Jensen, REHS, CP-FS, Committee Chair

**COMMITTEE CHARGE(S):**

**Issue: 2010 II-020**

The Conference recommends that the Food Protection Manager Certification Committee (FPMCC), a standing committee of the Conference be charged to:

- 1) Continue working with the CFP Executive Board and the American National Standards Institute (ANSI)-CFP Accreditation Committee (ACAC) to maintain the *Standards for Accreditation of Food Protection Manager Certification Programs* in an up-to-date format.
  - Request that ANSI and the Certification Providers will examine all options for resolving the exam security and independence issues as they pertain to trainers serving as test administrators and come to consensus with a suggested action plan as follows:
    - By April of 2011, a recommended solution to be reviewed by the ANSI / Certification providers workgroup;
    - By June of 2011 the FPMCC, Certification Providers and ANSI have reached consensus on the recommended solutions;
    - The draft recommendations will be submitted to the Executive Board for their review at the August 2011 Board meeting;
    - Recommendations approved by the Executive Board will be submitted as an issue at the 2012 biennial meeting; and
    - Pending Conference approval, the new requirements will be implemented no later than January of 2013.
- 2) Investigate if the *Standards for Accreditation of Food Protection Manager Certification Programs* should create more alignment with ISO (International Standards Organization) 17024 and propose changes if needed.
- 3) Determine how Committee membership vacancies and change of membership representation are addressed in the Committee bylaws and propose changes if needed.
- 4) Report back to the Executive Board and the 2012 Biennial Meeting of the Conference for Food Protection.

## COMMITTEE ACTIVITIES AND RECOMMENDATIONS:

### **Meetings and Workgroup Assignments:**

The FPMCC was charged with very important work to be completed by the 2012 CFP Biennial meeting. To accomplish those charges, each committee member was asked to participate on at least one workgroup. The FPMCC Chair Joyce Jensen and Vice-Chair Jeff Hawley selected workgroup chairs as follows:

<u>Workgroup</u>	<u>Chair</u>	<u>Function</u>
<b>Logistics</b>	Geoff Luebkekmann	Arrange for meetings, conference calls, scribe assignments, and minutes
<b>Communications</b>	George Roughan	Prepare communication re: Standards, FAQ, and CFP webpage
<b>Standards</b>	Kate Piche	Maintain the Standards, and propose revisions
<b>Bylaws</b>	Vicki Every	Review and recommend revisions to FPMCC Bylaws
<b>ANSI/Providers</b>	Jeff Hawley	Examine all options for resolving the exam security and independence issues as charged by the 2010 CFP

The FPMCC held three face-to-face meetings: August 25-26, 2010 in Rosemont, IL; April 6-8, 2011 in Indianapolis, IN; and October 5-7, 2011 in Las Vegas, NV. In addition, a face-to-face ANSI/ Certification Provider Workgroup meeting was held December 13-15, 2010, in Orlando FL. A fourth FPMCC face-to-face meeting is scheduled on April 13, 2012, just prior to the 2012 CFP Biennial Meeting.

A new committee member orientation was presented just prior to our first face-to-face meeting on August 25, 2010. This orientation provided important information about the committee's history, the Standards (*Standards for Accreditation of Food Protection Manager Certification Programs*), the terminology, and about ANSI and ACAC so new members are better prepared to participate in the committee meetings. This 2010 PowerPoint presentation is available on the CFP website.

FPMCC conference calls (or webinars) were held on: December 7, 2010; February 10, 2011; March 22, 2011; June 24, 2011; and November 16, 2011. An additional conference call is scheduled for early 2012 to review the Communication Workgroups recommendations for the CFP FPMC webpage. Changes to the webpage will be worked out with CFP Executive Director and Assistant. In addition, numerous workgroup conference calls were held in preparation for the FPMCC meetings/calls.

### **Exam Security per Issue: 2010 II-020 1) and 2):**

Following the April 2010 CFP Biennial meeting, the FPMCC Chair and Vice Chair had the task to establish an ANSI-Certification Providers (ANSI-CP) Workgroup by June 2010 to begin the work on the charge to examine all options for resolving the exam security and independence issues as they pertain to trainers serving as test administrators, and come to consensus with a suggested action plan. The workgroup members agreed that John Marcello, with FDA's permission, should facilitate the problem resolution process to meet our committee charge.

The ANSI-CP Workgroup had monthly conference calls with homework assignments from the facilitator to clarify and quantify the exam security issues that were experienced by the certification providers or identified by ANSI. All data submitted were sanitized by the facilitator to allow for candid and accurate information being provided by all; it was necessary to understand the scope of the problem before addressing solutions. After much "homework" collecting, quantifying, and categorizing the security issues, the workgroup held a three day face-to-face meeting in December 2010 to complete the problem resolution process and establish the recommendations to be presented to the FPMCC.

The ANSI-CP Workgroup examined all of the exam security issues experienced by the certification providers. The workgroup established both short-term and long-term objectives for improving exam security. Recommendations were presented to address all of the short-term objectives for improvement of the entire testing process based on logistics, acceptability, cost, technology, and complexity. Recommended changes to the Standards were unanimously agreed on by the workgroup to address each of the security issues identified.

#### **Exam Security Recommendations:**

- **Exam Development** – Increase the exam form item bank from 600 to 1000.
- **Test Administrator/Proctor's Roles and Responsibilities** - Clearly delineate all Test Administrator/Proctor roles and responsibilities.
- **Training of Test Administrators/Proctors** - Require the certification organizations to provide a training program for Test Administrators/Proctors based on learning objectives that reflect their roles/responsibilities.
- **Verification of Test Administrators** - Require certification organizations to notify ANSI when Test Administrator/Proctor has been removed.
- **Exam Item Exposure** - Require certification organizations to have a system to track all examinations (exam books and/or answer sheets).
- **Exam Shipping and Handling** - Restructure Standards to include provisions that ensure security for all shipping and handling of exams by certification organizations and Test Administrators/Proctors.

- **Test Sites** - Require a private room accessible only to Test Administrators/Proctors and Examinees during test administration.
- **Certificates** - Require certification organizations to have a system to provide verification to the current validation of individual certificates.
- **Advertising Standards** - Test Administrator/Proctor cannot make statements or claims, nor have affiliation with any organization making statements or claims, such as guarantees of passing the exam.
- **Management Systems** - Include a new section to the Standards that contains requirements for the implementation of management systems that include document control, internal audits, and management review.

On March 22, 2011, the ANSI-CP Workgroup and John Marcello presented the Workgroup's process and recommendations to the FPMCC in a Webinar in preparation for the April 6-8, 2011, FPMCC meeting held in Indianapolis. Attached is the document "ANSI-Certification Providers Workgroup Report" that is a detailed summary report of the process the ANSI/Certification Providers Workgroup took to come to consensus on the recommendations.

At the April 2011 meeting the full FPMCC voted to accept the Workgroup's recommendations with just one opposing vote. The opposing concern was that while these recommendations increase exam security, they did not separate the roles of trainer and test administrator/proctor at this time. The FPMCC then began the specific work of incorporating the recommendations into the Standards. The recommended revision to the Standards, especially establishing the new Standard Section 9.0 - Management Systems, creates greater alignment with ISO (International Standards Organization) 17024 as identified in Issue: 2010 II-020.

As proposed in the FPMCC charges for 2014, the FPMCC will establish criteria and protocols to evaluate the effectiveness of the increased exam security resulting from these recommendations by December 2012. The results of the final evaluation of the exam security improvements will be presented to the 2016 CFP. At that time, the FPMCC will propose when and how FPMCC will move forward to meet the long-term objective to eliminate the inherent conflict of interest within the testing process and to meet all applicable nationally accepted personnel certification Standards based on the evaluation of exam security resulting from the implementation of the new Standards. This long-term objective will create alignment with International Standards Organization (ISO) 17024 per Issue: 2010 II-020.

These exam security recommendations resulted in the most substantial revision to the Standards since the Standards were adopted. Several of these recommendations have already been implemented by the certification organizations, who have reported a significant improvement in exam security as a result.

Using the FPMCC approved recommendations from the ANSI-CP Workgroup, the Standards Workgroup then drafted proposed revisions to address exam security and proposed additional clarifications to the Standards. This includes revisions to ensure terminology used was consistent

throughout the Standards and reorganization of the Standards to eliminate redundancy when possible.

A draft of the Standards revisions was presented to the CFP Executive Board at the August 30, 2011, meeting in Ann Arbor, Michigan. The Board asked questions and then voted to accept the report and recommendations presented by the FPMCC.

The FPMCC held a meeting in Las Vegas on October 5, 6, and 7, 2011, to refine the proposed revisions to the Standards to ensure clarity and consistency. A FPMCC conference call in November finalized the last of the wording changes made in a few areas.

The two FPMCC Issues submitted related to the *Standards for Accreditation of Food Protection Manager Certification Programs* have been separated into the substantive revisions related to exam security, and non-substantive cleanup revisions which include consistent terminology and a new numbering system. (See Issues titled “Standards - Strengthening Exam Security” and “Standards - Non-Substantive Revisions.”)

### **Evaluating Effectiveness of Revised Standards on Exam Security**

It is important to the FPMCC that the results of these revisions address the short term objectives as identified by the ANSI-CP Workgroup for: improving the entire testing process based on logistics, acceptability, cost, technology and complexity to enhance procedures and accountability of the test administrators, proctors and certification organizations; and to formalize a management system that creates systematic, continuous improvement process through document control, internal audits and management review.

The outcome of the proposed Standards revisions must then be evaluated to ensure that they are resulting in substantial improvement in exam security. The FPMCC is proposing a plan to work with ANSI to update the ANSI accreditation application to incorporate the final changes approved at the 2012 Biennial Meeting Standards, develop surveillance documents, establish an analysis framework and research plan for data collection and evaluation of improvement in exam security, complete a preliminary study to ensure that the evaluation tool works, and report to the 2014 Biennial Meeting.

Following the 2014 Biennial Meeting the FPMCC will then be prepared to complete an evaluation of the results of the 2012 Standards revision with a complete year of data from the certification organizations after implementation of the revised Standards. The FPMCC would then propose reporting back to the 2016 Biennial Meeting the results of the evaluation, and where the process is at relative to the long term objectives as identified by the ANSI-CP Workgroup for eliminating the inherent conflict of interest within the testing process and meeting all applicable nationally accepted certification standards.

The FPMCC understands that with improved surveillance and the implementation of the formal management systems (proposed new section of the Standards) there will be an initial increase of identified security breaches as compared to the information collected in 2010 by the ANSI-CP Workgroup. We recognize that this would not be reflecting an increase in actual security breaches, but rather a better system for identifying and reporting of these breaches.

To ensure that this evaluation work will be completed, the FPMCC has established the following work plan to be used for proposed FPMCC charges for both the 2012 and the 2014 Biennial Meetings of the Conference for Food Protection.

### **FPMCC Plan for Evaluation of the New Security Standards**

**April 2012** – Recommend to the CFP by approval of Continuing Charges to the FPMCC the formation of the Security Evaluation Workgroup for the purpose of starting the evaluation process by July 1, 2012.

**June 30, 2012** - Establish an ad hoc workgroup (Security Evaluation Workgroup) for the purpose of:

- 1) Drafting ANSI revisions to the accreditation application,
- 2) Developing surveillance documents, and
- 3) Establishing an analysis framework and research plan for data collection and evaluation of improvement in exam security.

The FPMCC Chair will form the Security Evaluation Workgroup which will include:

- ANSI representative
- ANSI field research design (data) subject matter expert
- CFP ACAC representative
- One representative from each Certification Organization
- FPMCC Chair & Vice Chair
- One food industry representative
- One food regulatory representative

The Security Evaluation Workgroup will formulate a foundation for quantitative/qualitative analysis that addresses the long term goal to eliminate the inherent conflict of interest within the testing process by reducing undue trainer influence (when a trainer acts as a test administration/proctor) on exam administration and report its results of the analysis at the CFP 2014 Biennial Meeting.

**July 2012** – The Security Evaluation Workgroup begins their work with a deadline to report findings to the FPMCC by December 1, 2012.

**August 2012** – The FPMCC members are approved for the 2012-14 biennium.

**October 2012** – The Security Evaluation Workgroup reports progress to full FPMCC meeting.

**December 1, 2012** – The FPMCC receives, reviews, and approves the report of the Security Evaluation Workgroup.

**June 30, 2013** – the deadline for full implementation of security Standards as approved at the 2012 Biennial Meeting.

**June through October 2013** – The collection period of data compiled by ANSI for preliminary review and validation of the research plan, data collection instruments, and methods.

**October or November 2013** – FPMCC meeting, prepare report for the 2014 Biennial Meeting.

**December 2013** – FPMCC draft Final Report and proposed Issues submitted for the 2014 Biennial Meeting.

**April 2014** - FPMCC reports findings and Issues to the 2014 CFP Biennial Meeting and recommends appropriate action.

**June 30, 2014** – “New Security Standards” that are approved at the 2012 CFP Biennial Meeting become auditable with one year of data, to coincide with ANSI accreditation assessment period of the Certification Organizations.

**Fall 2014** - FPMCC meeting; ANSI presents report to FPMCC on the quantitative/qualitative analysis findings on “New Security Standards” effectiveness.

**Fall 2014 to Fall 2015** – FPMCC formulates recommendations.

**December 2015/April 2016** - FPMCC reports findings and Issues to the 2016 CFP Biennial Meeting and recommends appropriate action.

### **FPMCC Bylaw Revisions (per Issue: 2010 II-020 3):**

The Bylaws Workgroup drafted revisions to the FPMCC Bylaws based on the charge and CFP Executive Board input from the August 24, 2010 meeting in Rosemont, Illinois. The Bylaw workgroup was formed at the August 25-26, 2010, FPMCC meeting in Rosemont. Vicki Everly, Workgroup Chair, sought input from Ruth Hendy, the CFP Constitution and Bylaw/Procedures Chair, to address consistence with the CFP Bylaws when possible. The Bylaws Workgroup was tasked to explore the following areas in the FPMCC Bylaws and, if necessary, to make recommendations for language changes:

- Term limits and membership retention.
- Special rules (to replace existing “modified” Robert’s Rules of Order language).
- Language Consistency – both within the FPMCC Bylaws and with the CFP Bylaws.
- Quorum language.
- Committee structure and voting (including workgroups and sub-committees).
- Removal of committee members for non-participation.
- Edit/revise “alternates” language.
- Edit to clarify “issue” terminology.
- Clarification of comments regarding adherence to CFP Bylaws and Robert’s Rules of Order.

Proposed Bylaw revisions were presented and discussed at the April 8, 2011 FPMCC meeting in Indianapolis, and the October 5, 2011 meeting in Las Vegas.

The two FPMCC Issues submitted related to the *Food Protection Manager Certification Committee Bylaws* have been separated into:

- a) the substantive revisions including the new language addressing membership from potential additional certification organizations, adding language to address alternate members and advisors to the committee; and
- b) non-substantive changes which include consistent and accurate terminology and updating to current procedures.

### **Communication Workgroup:**

It is a challenge to keep the information provided on the CFP web page up-to-date and current. The Communication Workgroup, with George Roughan as Chair, reviewed the CFP website. Concerns and broken links were identified, recommendations were provided, and many updates made as a result of their review. In addition, specific changes have been made to the Food Protection Manager Certification page.

The workgroup will continue to review and propose changes to update the webpage to keep it current and to make sure that the work of the FPMCC is available to all who want to keep up with the important work of the committee. Changes to the webpage will be approved by the FPMCC and then forwarded to the CFP Executive Assistant to post.

### **ANSI/ACAC:**

At the August 25-26, 2010 FPMCC meeting, the committee discussed and provided input to the American National Standards Institute (ANSI) regarding proposed amendments to the Accreditation application based on the changes to the Standard approved at the 2010 CFP Biennial Meeting. The FPMCC voted unanimously to accept the changes in the application as amended, and voted unanimously to establish an implementation date of July 2011, the beginning of the next application cycle.

At the August 30, 2011 CFP Executive Board meeting, the Board accepted the FPMCC nomination of Joyce Jensen to serve as one of the two CFP designated ANSI-CFP Accreditation Committee (ACAC) members to begin after her tenure as FPMCC Chair ends at the 2012 CFP Biennial Meeting. Lee Cornman continues to serve as the other ACAC member representing CFP.

### **Acknowledgments:**

The FPMCC would like to thank Dr. Roy Swift, Senior Director, Personnel Credentialing Accreditation Programs, with ANSI, for his work with the FPMCC. He has been a knowledgeable resource in personal certification, providing guidance that helped the FPMCC accomplish significant improvements to the Standards, especially over the past two years.

The FPMCC would like to thank John Marcello, Retail Food Specialist, FDA, for his facilitation of the ANSI-Certification Providers Workgroup. His organization skills and leadership through this process was outstanding. He helped the workgroup identify the problems and then led the group to find solutions that everyone could agree with.

The FPMCC would like to thank Dr. Cynthia Woodley, Vice President, Professional Testing Inc., for updating the orientation PowerPoint and presenting the new member orientation on August 25, 2010. Dr. Woodley was a long time member and past Chair of the FPMCC. This PowerPoint is available on the CFP website for anyone interested in the committee.

To assist with the logistics for the FPMCC meetings, a special thank you to:

- US Food Service for providing the meeting room for the August 25-26, 2010 FPMCC meeting in Rosemont, IL.
- Harris Teeter for hosting the December 7, 2010 conference call.
- National Registry for providing the meeting room and refreshments for the ANSI-Certification Providers workgroup December 14-16, 2010 in Orlando, FL.
- National Restaurant Association Solutions for hosting the February 10, 2011 FPMCC webinar/conference call.
- Prometric for hosting the March 22, 2011 webinar presented by John Marcello.
- The Florida Restaurant Association, the National Restaurant Association Solutions, and the National Registry for providing the meeting room and refreshments for the October 5-7, 2011 FPMCC meeting in Las Vegas, NV.

The Chair would like to recognize and thank the Vice-Chair Jeff Hawley, and the Workgroup Chairs: Kate Piche, Vicki Everly, George Roughan, and Geoff Luebkekmann. They embraced their responsibility to accomplish a significant amount of the committee work during the past two years.

Last, but not least, the Chair would like to recognize and thank the 2010-2012 FPMCC members, and the organizations/agencies they represent, which allowed them to participate on the FPMCC. Without our involved, committed, and active members, we would not have been able to achieve as much as we have. As a result of respectful debate and discussion, a significant impact of the credibility of the Food Protection Manager Certification has been accomplished.

**REQUESTED ACTION:**

The Committee submits the following Issues to the 2012 CFP Biennial Meeting:

- 1) Report - FPMCC (Food Protection Manager Certification Committee Final Report)
- 2) Standards - Strengthening Exam Security (*Standards for Accreditation of Food Protection Manager Certification Programs Security Revisions*)
- 3) Standards - Non-Substantive Revisions (*Standards for Accreditation of Food Protection Manager Certification Programs Non-Substantive Revisions*)
- 4) FPMCC Bylaw Revision (*Food Protection Manager Certification Committee Bylaws Revisions*)
- 5) FPMCC Bylaw Non-Substantive Revisions (*Food Protection Manager Certification Committee Bylaws Non-Substantive Revisions*)
- 6) FPMCC - New and Continuation Charges

**ATTACHMENTS:**

- 1) *Standards for Accreditation of Food Protection Manager Certification Programs* (with revisions tracked in legislative format)
- 2) *Food Protection Manager Certification Committee Bylaws* (with revisions tracked in legislative format)
- 3) ANSI-Certification Providers Workgroup Report (process and recommendations for resolving concerns with Food Protection Manager exam security)
- 4) Food Protection Manager Certification Committee Member Roster

**NEW OR CONTINUATION CHARGES:**

- 1) Continue working with the CFP Executive Board and the American National Standards Institute (ANSI)-CFP Accreditation Committee (ACAC) to maintain the *Standards for Accreditation of Food Protection Manager Certification Programs* in an up-to-date format.
- 2) Revise/Update the *Standards for Accreditation of Food Protection Manager Certification Programs* Preamble and Annexes.
- 3) Request approval of the formation of the Security Evaluation Workgroup by the FPMCC Chair for the purpose of starting the exam security evaluation process by July 1, 2012, with workgroup representation as follows:
  - ANSI representative,
  - ANSI field research design (data) subject matter expert
  - CFP ACAC representative
  - One representative from each Certification Organization
  - FPMCC Chair & Vice Chair
  - One food industry representative
  - One food regulatory representative
- 4) Evaluate the results of the Standards revisions as approved by the 2012 Biennial Meeting to ensure that they are resulting in substantial improvement in exam security. The FPMCC is proposing a plan to:
  - work with ANSI to update the ANSI accreditation application to incorporate the final Standards changes as approved at the 2012 Biennial Meeting,
  - develop surveillance documents,
  - establish an analysis framework and research plan for data collection and evaluation of improvement in exam security, and
  - complete a preliminary study to ensure that the evaluation tool works.
- 5) Report back to the Executive Board and the 2014 Biennial Meeting of the Conference for Food Protection.

# **ANSI-Certification Providers Workgroup Report**

## **Process and Recommendations for Resolving Concerns with Food Protection Manager Exam Security**

The following summary is based on the Webinar presentation to the FPMCC on March 22, 2011, identifying the process that the ANSI-Certification Providers Workgroup completed, and the recommendations they presented to the FPMCC for the April 2011 Committee meeting. The FPMCC accepted the workgroup recommendations and developed draft Standard Revisions to address all of the recommendations.

### **ANSI/Certified Provider Workgroup Members**

- John Marcello - Facilitator
- ANSI – Roy Swift
- ANSI-CFP Liaison – Lee Cornman
- CFP FPMCC – Jeff Hawley (Workgroup Chair), Joyce Jensen
- National Registry FSP – Larry Lynch
- NRA Solutions – Kate Piche
- Prometric – Ken Walters

### **Workgroup Meeting Structure**

- ANSI/Certification Providers identified primary spokesperson for their organization
- Consensus building voting process used (thumbs up; sideways; down)
- Issue introduced for discussion must be:
  - Specific and Clear,
  - Contain Rationale, and
  - Focus is on one Issue at a Time
- Commitment to complete all sub group assignments within agreed upon time frames

### **Problem Solving Process**

STEP 1 – Develop a Clear Problem Statement

STEP 2 – Analyze the Problem

STEP 3 – Generating Potential Solutions

STEP 4 – Selecting the Solution

STEP 5 – Implementing the Solution

STEP 6 – Evaluating the Solution

### **STEP 1 –Develop a Clear Problem Statement**

- Each workgroup member developed a problem statement and provided specific examples
- Workgroup members ranked and prioritized the problem statements
- Certification Provider were then assigned the task of providing “Actual” documented complaints pertaining to the administration of their exams
- Most Common Incident Reported for Each of the “Problematic Areas”

- Documented complaints were then collated and organized into one comprehensive matrix
  - 6 Credibility / Training of Proctors: Suspected Cheating
  - 59 Handling / Shipping of Exam Packages: Missing exams / incomplete exam returns / past due exams / retired exams
  - 52 Location / Site Irregularities: Lost exams by carrier / inventory errors by test administrators
  - 6 Breach of Provider’s T.A. Requirements: All candidates given same form of the exam
  
- After reviewing the complaint incident matrix, the workgroup added a 5th “problematic area” – Certification Provider’s Quality Assurance Controls for Test Administration / Test Administrators:
  - ▶ Document Control
  - ▶ Internal Audits
  - ▶ Management Review

## **STEP 2 – Analyzing the Problem**

- Workgroup conducted an assessment of how existing CFP Standards currently addressed the documented “problematic areas” and complaint incidents.
- Specific CFP Section numbers and provisions associated with each “problematic area” and complaint incident were added to the problem-solving matrix.
- Certification Providers identified quality assurance controls they had in place to address “problematic areas” and complaint incidences that are *in addition to* what is required in the CFP Standards.
- Provider’s QA controls were added to the Problem-Solving Matrix.
- Certification Providers identified quality assurance controls they had in place to address “problematic areas” and complaint incidences that are *in addition to* what is required in the CFP Standards.
- Provider’s QA controls were added to the Problem-Solving Matrix.

## **STEP 3 – Generating Potential Solutions**

ANSI / Certification Providers reviewed the problem solving matrix and generated potential solutions / options for minimizing incidents related to document test administration and exam security.

- For each potential solution, ANSI / Certification Providers included rationale as to how the recommendation / option would enhance the test administration process for Food Protection Manager Certification.
- 52 Potential Solutions / Options were generated for the five “Problematic Areas”
  - ▶ Credibility & Training of TA’s/Proctors (15 Solutions / Options)
  - ▶ Handling / Shipping of Exam Packages (10 Solutions / Options)
  - ▶ Location / Site Irregularities (10 Solutions / Options)
  - ▶ Breach of Provider’s T.A. Requirements (9 Solutions / Options)
  - ▶ Providers QA Process / Management System(8 Solutions / Options)

#### **STEP 4 – Selecting the Solution** (Completed at the Orlando Face-to-Face meeting)

- Workgroup reviewed, combined, and ranked potential solutions.
- Every potential option or solution was considered.
- Potential Solutions were roughly assessed using one or more of the criteria included in Step 4.

##### **Criteria used to Assess Solutions:**

- **Control** – The extent to which the solution is within the control of the FPMCC and CFP
- **Appropriateness** - The degree to which the solution resolves the problem
- **Resource Requirements** - The extent which resources (\$; people, etc.) are required for implement the solution
- **Return on Investment** - Cost-Benefit Analysis
- **Time** - Length of time it will take to resolve problem
- **Acceptability** - Degree to which people involved will accept the changes

##### **Refined and Clarified Problem Statement/Charge:**

“Examine all options for resolving the exam security and independence issues as they pertain to trainers serving as test administrators”

##### **Refined and Clarified Overarching Workgroup Objective:**

“Enhance the integrity of the entire testing process which included identification and analysis of root causes of security violations and recommended solutions”

##### **Outline a Strategic Direction:**

Identified Short-Term Objectives for improvement of the entire testing process based on logistics, acceptability, cost, technology, and complexity to:

- ▶ Enhance procedures & accountability of:
  - a. Test Administrators,
  - b. Proctors, and
  - c. Certification Organizations.
- ▶ Formalize a management system that creates systematic, continuous improvement process through:
  - a. Document Control,
  - b. Internal Audits, and
  - c. Management Review.

Identified Long-Term Objectives:

- ▶ Eliminate the inherent conflict of interest within the testing process.
- ▶ Meet all applicable nationally accepted personnel certification standards.

#### **STEP 5 – Implementing the Solution**

The FPMCC accepted the recommendations the ANSI-Certification Providers Workgroup presented. The workgroup provided a rough draft of proposed revisions to the Standards. The FPMCC felt it was important to make the Standard revisions clear and organized. The Standards Workgroup then worked on the details of fine tuning and

reorganizing the proposed revisions to Standard 5 and provided their recommendations to the FPMCC members in July. The draft recommendations will be submitted to the Executive Board in August 2011, for their review.

### **STEP 6 – Evaluating the Solution**

Criteria and Protocol will be established to assess the effectiveness of the short-term solutions:

- Identify and standardize the assessment criteria
- Establish time frames for implementation and evaluation of short term objectives
- Determine who will conduct the effectiveness assessment
- Ensure short term objectives are providing the level of control consistent with the work group's long-term objectives

### **Workgroup Recommendations for Changes to Standards**

**Exam Development** - On a quarterly basis have a minimum of 2 exam forms based on 1000 item bank (increased from 600).

**Test Administrator/Proctor's Roles and Responsibilities** - Standards must clearly delineate all Test Administrator/Proctor's roles and responsibilities.

**Training of Test Administrators/Proctors** - Require the certification organization to provide a training program for Test Administrator/Proctors based on learning objectives that reflect their roles/responsibilities.

**Verification of Test Administrators** - Require certification organization to notify ANSI when Test Administrator/Proctor has been removed.

**Exam Item Exposure** - Require the certification organization to have a system to track all examinations (exam books and/or answer sheets).

**Exam Shipping and Handling** - Restructure Standards to include provisions that ensure security for all shipping & handling of exams by the certification organization and Test Administrator/Proctors.

**Test Sites** - Require a private room accessible only to Test Administrator/Proctor and Examinees during test administration.

**Certificates** - Require the certification organization to have a system to provide verification to the current validation of individual certificates.

**Advertising Standards** – Test Administrator/Proctor cannot make statements or claims, or cannot have affiliation with any organization making statements or claims, such as guarantees of passing the exam.

**Management Systems** - Include a new section to the Standards that contains requirements for the implementation of management systems that include the following three components: Document Control; Internal Audits; and Management Review.

1. Document Control to include:

- ▶ Lists of all documents pertaining to the certification program
- ▶ Dates for documents approved for implementation by the certification organization
- ▶ Who within the certification organization is responsible for the documents
- ▶ Listing of individuals who have access to the documents

2. Internal Audits to include:

- ▶ Identification of critical activities
- ▶ Data to be collected and how often it is evaluated
- ▶ How an audit should be conducted
- ▶ Who can perform audits
- ▶ How evaluation of critical activities is determined during the audits
- ▶ Determine if any deficiencies have been found

3. Management review to include:

- ▶ At a minimum, an annual review of the results from internal audits
- ▶ A select management staff should comprise the committee that conducts the review
- ▶ Committee reviews the results of audits to determine:
  - √ if corrective actions are needed
  - √ if preventive actions are needed
- ▶ Determine effectiveness of corrective actions and preventive actions

In addition to the proposed changes to the Standards, the workgroup has requested the certification providers to collectively review their best practices / procedures and develop uniform, consistent test administration protocols for:

- ▶ Examination site conformity,
- ▶ Verbal instructions given to examinee at test site, and
- ▶ Classification of security breaches and/or infractions

Certification providers are assessing how they will deliver training programs to test administrators.

April 2010 2012 (January 5, 2012 draft)

# Conference for Food Protection

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## Standards for Accreditation of Food Protection Manager Certification Programs

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As Amended by at the 2010 2012 Biennial Meeting of the Conference for Food Protection

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### Preamble

The Conference for Food Protection, hereinafter referred to as the CFP, is an independent voluntary organization that has identified the essential components of a nationally recognized Food Protection Manager *Certification* Program and established a mechanism to determine if *certification organizations* meet these standards. The CFP Standards for *Accreditation* of Food Protection Manager *Certification* Programs is intended for all *legal entities* that provide *certification* for this profession. The standards have been developed after years of CFP's research into, and discussion about, Food Protection Manager *Certification* Programs.

All ~~certifying~~ *certification organizations* attesting to the *competency* of Food Protection Managers, including *regulatory authorities* that administer and/or deliver *certification* programs, have a responsibility to the individuals desiring *certification*, to the employers of those individuals, and to the public. ~~Certifying~~ *Certification organizations* have as a primary purpose the evaluation of those individuals who wish to secure or maintain Food Protection Manager *Certification* in accordance with the criteria and standards established through the CFP. ~~Certifying~~ *Certification organizations* issue *certificates* to individuals who meet the required level of *competency*.

The CFP standards are based on nationally recognized principles used by a variety of organizations providing *certification* programs for diverse professions and occupations. *Accreditation*, through the process recognized by CFP, indicates that the *certification organization* has been evaluated by a third party *accrediting organization* and found to meet or exceed all of the CFP's established standards.

To earn *accreditation*, the *certification organization* ~~must~~ shall meet the following CFP standards and provide evidence of compliance through the documentation requested in

the application. In addition, the *certification organization* ~~must~~ shall agree to abide by *certification* policies and procedures which are specified by the CFP Food Protection Manager Certification Committee, hereinafter referred to as the FPMC Committee, approved by the CFP, and implemented by the *accrediting organization*.

The *accrediting organization* shall verify and monitor continuing compliance with the CFP standards through the entire *accreditation* period. The CFP FPMC Committee will work directly with the *accreditation organization* to enhance and maintain *certification* policies and procedures that meet the specific needs of Food Protection Managers while ensuring a valid, reliable and *legally defensible* evaluation of *certification* programs.

The American National Standards Institute (ANSI) was selected as the *accrediting organization* for the CFP Standards for *Accreditation* of Food Protection Manager *Certification* Programs and assumed its duties in January, 2003. The CFP FPMC Committee continues to work within the Conference structure to monitor the criteria and selection process for the organization serving as the accrediting body for Food Protection Manager *Certification* Programs.

The CFP strongly encourages regulatory authorities and other entities evaluating credentials for Food Protection Managers to recognize and endorse these standards and the accreditation process. The CFP Standards for *Accreditation* of Food Protection Manager *Certification* Programs provides the framework for universal acceptance of individuals who have obtained their credentials from an *accredited certification program*. In the U.S Food and Drug Administration's ~~Model~~ Food Code, hereinafter referred to as the FDA Food Code, Section 2-102.44 20 recognizes Food Protection Manager *certificates* issued by an *accredited certification program* as one means of meeting the FDA Food Code's "Demonstration of Knowledge" requirement, ~~as prescribed in Section Paragraph~~ 2-102.11(B).

## **Modifications and Improvements**

The FPMC Committee followed the Conference directive to use the 1996 conference working document, Standards for Training, Testing and *Certification* of Food Protection Managers, in the development of accreditation standards. Extensive revision of this document was presented to CFP's ~~2000, and 2002~~ 2012 Biennial Meeting of the Conferences for Food Protection under the title, Standards for *Accreditation* of Food Protection Manager *Certification* Programs.

The charge to the FPMC Committee from the 2010 Biennial Meeting of the Conference for Food Protection resulted in revisions to the *Standards* to enhance the integrity of the entire testing process, which includes identification and analysis of root causes of security violations and implement solutions.

The revision and reformatting of the document were made after a comprehensive FPMC Committee review of each section. ~~The~~ This revision of the *Standards for Accreditation of Food Protection Manager Certification Programs*:

1. adds and improves definitions that are more precise and more consistent with terminology and definitions used in the *psychometric* community and by accreditation organizations;
- ~~2. italicizes defined terms throughout the document;~~
3. eliminates ambiguities in the 1996 conference working document pertaining to test development and administration;
4. identifies *certification organization* responsibilities to candidates, the public and the *accrediting organization*;
- ~~5. adds computer-based test standards; and~~
6. clarifies demonstration of *continued proficiency*;
2. reorganizes *Standards* to eliminate duplication and align with purpose;
3. modifies or creates *Standards* to better address professional credibility and training of test administrators/proctors; handling of examination packages; shipping irregularities; location (site) irregularities; and breach of the *certification organization's test administrators/proctors* protocols and requirements;
4. uses "test administrator/proctor" in the *Standards* to indicate duties for both "test administrator" and "proctor;" and
5. adds a standard for management systems.

## Annexes

The annexes located at the back of the document are NOT part of the standards, but provide information to guide those responsible for implementing or reviewing Food Protection Manager *Certification* Programs. Each of the annexes provides guidelines for specific responsibilities that impact the effective implementation of the Conference Standards for *Accreditation* of Food Protection Manager *Certification* Programs.

**Annex A** provides a "Code of Ethics" for *certification organizations* and test providers responsible for the design of the assessment tool used to measure a candidate's an examinee's competency. *Certification organizations* have a responsibility to ensure that the *certification* process is fair to the candidates examinees and protects their inherent rights.

**Annex B** provides some guidance to regulatory authorities that incorporate Food Protection Manager *Certification* as part of their requirements to obtain or retain a permit to operate. The CFP *Standards for Accreditation of Food Protection Manager Certification Programs* is designed to be a set of voluntary unifying national standards providing a mechanism for the universal acceptance of food protection managers who obtain their *certificates* from an *accredited certification program*.

Over the past 25 years, many regulatory authorities have developed their own Food Protection Manager *Certification* Programs. This has resulted in a variety of standards for *certification* programs. The CFP national standards for universal acceptance of *Certified Food Protection Managers* provide regulatory authorities reliable and *legally defensible* criteria for evaluating *certification* programs. In addition, they eliminate duplication of testing and additional cost for the industry.

*Regulatory authorities* that may not be in a position to eliminate their existing programs are encouraged to recognize food protection managers certified in accordance with these standards as fulfilling their program requirements. Annex B provides additional guidance, developed through the CFP, for the implementation of these regulatory *certification* programs.

## TABLE OF CONTENTS

*(Note: Table of Contents Titles, terminology, and page numbers will be changed as needed to reflect the 2012 Biennial Meeting of CFP approved revisions to the Standards.)*

			Page
I.	Section 1.0	Definitions	6
II.	Section 2.0	Purpose of Certification Organizations	12
III.	Section 3.0	Structure and Resources of Certification Organizations	13
IV.	Section 4.0	Food Safety Certification Examination Development	14
		Examination Development	14
		Job Analysis	15
		Psychometric Standards	15
		<u>Examination Development Security</u>	16
		<u>Examination Booklet Security</u>	16
		Periodic Review	17
		<b><u>Specific Procedures Requirements for Examination Standardization.</u></b>	17
V.	Section 5.0	Food Safety Certification Examination Administration	19
		Examination Administration	19
		<u>Security for Packing, Shipping, and Storing of Examination Materials</u>	19
		<u>Test Site Requirements</u>	19
		<u>Scoring</u>	19
		<u>Test Administrator/Proctor Role</u>	19
		<u>Test Administrator/Proctor Requirements</u>	19
		<u>Test Administrator/Proctor Renewal</u>	19
		<i>Instructor/Educator/Trainer as Test Administrator/Proctors.</i>	19
		<u>Test Administrator/Proctor Responsibilities</u>	19
		<u>Examination Security</u>	19
		Security of Food Safety Certification Examination Contents	19
		<del><u>Test Administrator and Proctor Qualifications, Training and Duties</u></del>	<del>19</del>
		Item & Examination Exposure	20
		<u>Certification Organization's Responsibility to Test Administrators/Proctors</u>	20
		<u>Test Administrator/Proctor Agreements</u>	20
		Examination Administration Manual	20
		<del>Packing, Shipping, Storage Test Materials</del>	<del>20</del>
		<del>Test Administrator</del>	<del>21</del>

		Proctor Qualifications	21
		Site Requirements	21
		Examination Scheduling	22
		Scoring and Reporting Requirements	22
<b>VI.</b>	<b>Section 6.0</b>	<b>Computer-Based Testing (CBT)</b>	<b>23</b>
		Computer-Based Test Development	23
		Computer-Based Testing Administration	23
		Due Process	24
<b>VII.</b>	<b>Section 7.0</b>	<b>Certification Organization Responsibilities to Candidates and to the Public</b>	<b>25</b>
		Responsibilities to Applicants for Certification	25
		Qualifications for Certification	25
		Effective Date of Certificate	25
		Replacement or Duplicate Certificates	25
		Discipline of Certificate Holders and Applicants	26
		Continued Proficiency	26
		Responsibilities to the Public and to Employers of Certified Personnel	26
		Misrepresentation	26
<b>VIII.</b>	<b>Section 8.0</b>	<b>Certification Organization Responsibilities to the Accrediting Organization</b>	<b>27</b>
		Application for Accreditation	27
		Summary Information	27
		Responsibilities to the Accrediting Organization	28
		Legal Challenges	
<b>VIII.</b>	<b>Section 9.0</b>	<b>Management Systems</b>	
<b>VIII. IX.</b>	<b>Annex A</b>	<b>Responsibilities of Professionals Involved in the Credentialing Process for Certified Food Protection Managers</b>	<b>29</b>
<b>IX. X.</b>	<b>Annex B</b>	<b>Guidelines for Regulatory Authorities Implementing Food Protection Manager Certification Programs</b>	<b>31</b>

## SECTION 1.0 - DEFINITIONS

### 1.0 Definitions

- 1.1 **Accreditation** means that an *accrediting organization* has reviewed a Food Protection Manager *Certification* Program and has verified that it meets standards set by the CFP (a review of a ~~*certifying certification organization*~~ by an independent organization using specific criteria, to verify compliance with Food Protection Management *Certification* Program Standards).
- 1.2 **Accrediting organization** means an independent organization that determines whether a Food Protection Manager *Certification* Program meets the standards set by the CFP.
- 1.3 **Accredited certification program** means a Food Protection Manager *Certification* Program that has been evaluated and listed by an *accrediting organization* accepted by the CFP and has met the CFP standards for such programs.
- a: A. refers to the *certification* process and is a designation based upon an independent evaluation of factors such as the sponsor's mission; organizational structure; staff resources; revenue sources; policies; public information regarding program scope, *continued proficiency*, discipline, and grievance procedures; and ~~test~~ examination development and administration.
- b: B. does not refer to training functions or educational programs.
- 1.4 **Algorithm** means a set of procedures or rules pertaining to the selection of ~~test~~ questions on an ~~exam~~ examination.
- 1.5 **Certificate** means documentation issued by a *certification organization*, verifying that an individual has complied with the requirements of an *accredited certification program*.
- 1.6 **Certification** means the process wherein a *certificate* is issued.
- 1.7 **Certification organization** means an organization that provides a *certification* program and issues the *certificate*.
- 1.8 **Certified Food Protection Manager** means a person who has demonstrated by means of a *food safety certification examination* to a ~~*certifying certification organization*~~ that he/she has the knowledge, skills and abilities required to protect the public from foodborne illness. Duties of such persons include but are not necessarily limited to:

- a. A. responsibility for identifying hazards in the day-to-day operation of a *food establishment* that provides food for human consumption;
  - b. B. development or implementation of specific policies, procedures or standards aimed at preventing foodborne illness;
  - c. C. coordination of training, supervision or direction of food preparation activities, and responsibility for taking corrective action as needed to protect the health of the consumer; and
  - d. D. responsibility for completion of in-house self-inspection of daily operations on a periodic basis to see that policies and procedures concerning food safety is are being followed.
- 1.9 Competency** means a defined combination of knowledge, skills, and abilities required in the satisfactory performance of a job.
- 1.10 Competency examination** means an instrument that assesses whether an individual has attained at least a minimum level of *competency* that has been determined to be necessary to perform effectively and safely in a particular occupation or job. It ~~must~~ shall be based on a thorough analysis of requirements for safe and effective performance.
- 1.11 Computer-adaptive testing** means a method of *computer-based testing* that uses *algorithms* based on the statistics of the ~~test~~ examination questions to determine the examinee's proficiency by selecting items at various difficulty levels.
- 1.12 Computer-based testing** means an examination administered on a computer.
- 1.13 Continued proficiency** means a *certification organization's* process or program designed to assess continued *competence* and/or enhance the *competencies* of *Certified Food Protection Managers*.
- 1.14 Demographic data** means the statistical data of a population, especially the data concerning age, gender, ethnic distribution, geographic distribution, education, or other information that will describe the characteristics of the referenced group.
- 1.15 Educator**, in this instance, means a teacher in a secondary or post-secondary program leading to a degree or *certificate* in a course of study that ~~that~~ includes *competencies* in prevention of foodborne illness.
- 1.16 Entry level performance** means carrying out job duties and tasks effectively at a level that does not pose a threat to public safety but not necessarily beyond that level. It requires safe performance of tasks expected of a worker who has had at least the minimal training (either in a formal school setting or on-the-job), but not long experience.

**1.17 Equivalency** (in “equivalent examinations”) means that there is specific *psychometric* evidence that various forms of an examination cover the same content and their respective passing scores represent the same degree of competence.

**1.18 Examination Booklet** means the paper version of the *food safety certification examination*.

**1.1819 Examination forms** means alternate sets of test *examination* questions (with at least 25% alternate questions) to assess the same *competencies*, conforming to the same *examination specifications*.

**1.1920 Examination specifications** means the description of the specific content areas of an examination, stipulating the number or proportion of items for each area of *competency* and the level of complexity of those items. The specifications are based on the *job analysis* and its verification.

**1.20 21 Examination version** means a test *an examination* in which the exact set of items in an *examination form* is presented in another order, language, manner or medium.

**1.22 Exposure Plan** means the policies and procedures in place to ensure that examination items are not exposed to examinees or other people that may result in an examination item being memorized and/or shared.-

**1.2123 Food establishment**

- a: A. Food establishment means an operation that stores, prepares, packages, serves, vends, or otherwise provides food for human consumption:
  - i: 1) such as a restaurant, satellite or catered feeding location, catering operation if the operation provides food directly to a consumer or to a conveyance used to transport people, market, vending location, conveyance used to transport people, institution, or food bank; and
  - ii: 2) that relinquishes possession of food to a consumer directly, or indirectly through a delivery service such as home delivery of grocery orders or restaurant takeout orders, or delivery service that is provided by common carriers.
- b: B. Food establishment includes including:
  - i: 1) an element of the operation such as a transportation vehicle or a central preparation facility that supplies a vending location or satellite feeding location unless the vending or feeding location is permitted by the *regulatory authority*; and
  - ii: 2) an operation that is conducted in a mobile, stationary, temporary or permanent facility or location; where consumption is on or off the premises; and regardless of whether there is a charge for the food.
- e: C. Food establishment does not include not including:

- ~~i.~~ 1) an establishment that offers only prepackaged foods that are not potentially hazardous;
- ~~ii.~~ 2) a produce stand that only offers whole, uncut fresh fruits and vegetables;
- ~~iii.~~ 3) a food processing plant;
- ~~iv.~~ 4) a kitchen in a private home if only food that is not potentially hazardous is prepared for sale or service at a function such as a religious or charitable organization's bake sale if allowed by law and if the consumer is informed by a clearly visible placard at sales or service locations that the food is prepared in a kitchen that is not subject to regulation and inspection by the *regulatory authority*;
- ~~v.~~ 5) an area where food that is prepared as specified in Subparagraph (c) (iv) of this definition is sold or offered for human consumption;
- ~~vi.~~ 6) a kitchen in a private home, such as a small family day-care provider; or a bed-and-breakfast operation that prepares and offers food to guests if the home is occupied, the number of available guest bedrooms does not exceed 6, breakfast is the only meal offered, the number of guests served does not exceed 18, and the consumer is informed by statements contained in published advertisements, mailed brochures, and placards posted at the registration areas that the food is prepared in a kitchen that is not regulated and inspected by the *regulatory authority*; or
- ~~vii.~~ 7) a private home that receives catered or home-delivered food.

**1.2224 Food safety certification examination** means an examination in food safety approved in accordance with the provisions of this program.

**1.2325 Instructor** means an individual who teaches a course that includes *competencies* in prevention of foodborne illness.

**1.26** **Item** means an examination question.

**1.2427 Item bank** means all of the items that have been developed for the several forms of an examination. It includes all of the items available to create *examination forms*.

**1.2528 Item sequence** means the presentation order of ~~test~~ examination items in an examination.

**1.2629 Job analysis** means the description of functions or tasks required for an individual to perform to entry level standards in a specific job or occupation, including information about the attributes required for that performance. It defines the performance dimension of a job and includes knowledge, skills, and abilities necessary to carry out the tasks.

a. A **Tasks** are the individual functions, whether mental or physical, necessary to carry out an aspect of a specific job.

b. B. **Knowledge, skills, and abilities (KSAs)** include the information and other

attributes that the worker ~~must~~ shall possess in order to perform effectively and safely. They include information and understanding as well as learned behaviors and natural attributes.

**1.2730 Legal entity** means an organization structured in a manner that allows it to function legally and be recognized as a responsible party within the legal system.

**1.2831 Legally defensible** means the ability to withstand a legal challenge to the appropriateness of the examination for the purpose for which it is used. The challenge may be made by actual or potential examinees or on behalf of the public. ~~Candidates'~~ Examinees' challenges may pertain to perceived bias of the examination or inappropriately chosen content. Challenges on behalf of the public may claim that the examination does not provide adequate measures of a ~~candidate's~~ an examinee's knowledge, skills, and abilities required to protect the consumer from foodborne illness.

**1.2932 Overexposure** means the relative frequency in which ~~a test~~ an examination item which is presented across all computerized tests has undermined the integrity of the ~~tests~~ examinations. Whether a test item is overexposed or not is based upon the type of ~~exam~~ examination test item (pictorial vs. written) and its frequency of use.

**1.3033 Proctor** means a person under the supervision of a *test administrator*, assisting by assuring that all aspects of an examination administration are being carried out with precision, with full attention to security and to the fair treatment of examinees. *Proctors* have the responsibility and ~~must~~ shall have the ability to observe examinee behaviors, accurately distribute and collect ~~test~~ examination materials, and assist the *test administrator* as assigned. They ~~must~~ shall have training or documented successful experience in monitoring procedures and ~~must~~ shall affirm in writing an agreement to maintain ~~test~~ examination security and to ~~assure~~ ensure that they have no conflict of interest. There must be at least one proctor for every 35 examinees. The proctor can also be a test administrator.

**1.3134 Psychometric** means scientific measurement or quantification of human qualities, traits, or behaviors.

**1.3235 Psychometrician** means a professional with specific education and training in development and analysis of ~~tests~~ examinations and other assessment techniques and in statistical methods. Qualifications may vary but usually include at least a bachelor's degree and a minimum of two formal courses in ~~test~~ examination development and a minimum of two in statistical methods.

**1.3336 Regulatory authority** means a government agency that has been duly formed under the laws of that jurisdiction to administer and enforce the law.

**1.3437 Reliability** means the degree of consistency with which a test an examination measures the attributes, characteristics or behaviors that it was designed to measure.

**1.3538 Retail food industry** means those sectors of commerce that operate *food establishments*.

**1.3639 Test administrator** means the individual at the test site who has the ultimate responsibility for conducting a *food safety certification examination*. ~~Test administrators must have training, documented successful experience, or a combination of experience and training in test administration and security procedures. They must provide written assurance of maintaining confidentiality of test contents and of adherence to standards and ethics of secure examination administration. Their responsibilities include but are not limited to:~~

- ~~a. verifying that the contents of the examination materials shipment matches the packing list;~~
- ~~b. assuring that the site conforms to requirements;~~
- ~~c. training and supervising *proctors*;~~
- ~~d. assuring accurate identification of examinees;~~
- ~~e. adherence to all procedures and instructions in the examination administration manual;~~
- ~~f. maintaining security of test materials;~~
- ~~g. assuring compliance with procedures for handling any breaches of security that may occur;~~
- ~~h. proper handling of completed examinations;~~
- ~~i. confidentiality of candidate scores; and~~
- ~~j. such unspecified duties as may be required for safe and secure administration of the examination.~~
- ~~k. of the examination.~~

The test administrator can also be a *proctor*.

**1.3740 Test encryption and decoding** means the security aspects of a computer examination to prevent the test examination from being read by unauthorized persons if downloaded or otherwise accessed without authorization. Encryption refers to how a computer examination is coded. Decoding refers to how the computer examination is translated back from the code.

**1.3841 Trainer**, in this instance, means a professional with appropriate expertise who conducts a course in food safety for applicants for *certification* as Food Protection Managers.

**1.3942 Validity** means the extent to which a test an examination score or other type of assessment measures the attributes it was designed to measure. In this instance, does the test examination produce scores that can help determine if examinees are competent to protect the public from foodborne illness in a *food establishment*.

## SECTION 2.0 – PURPOSE OF CERTIFICATION ORGANIZATIONS

### 2.0 Purpose of *Certification Organizations*

- 2.1 The *certification organization* shall have as a purpose the evaluation of those individuals who wish to secure or maintain Food Protection Manager *Certification* in accordance with the criteria and standards established through the CFP, and the issuance of *certificates* to individuals who meet the required level of *competency*.
- 2.2 A ~~*certifying*~~ *certification organization* responsible for attesting to the *competency* of Food Protection Managers has a responsibility to the individuals desiring *certification*, to the employers of those individuals, and to the public.
- 2.3 A *certification organization* for Food Protection Manager *Certification* Programs shall not be the *accrediting organization* nor may the *certification organization* have any conflict of interest with said *accrediting organization*.

## SECTION 3.0 – STRUCTURE AND RESOURCES OF CERTIFICATION ORGANIZATIONS

### 3.0 Structure and Resources of *Certification Organizations*

- 3.1 Structure of *certification organizations*.** The *certification organization* shall be incorporated as a *legal entity* (applies to the parent organization if the *certification organization* is a subsidiary of another organization).
- 3.2** A *certification organization* shall conform to all CFP standards for *accreditation* and demonstrate that the relationship between the *certification organization* and any related association, organization or agency ensures the independence of the *certification* program and its related functions.
- 3.3** If a *certification organization* provides both education and *certification*, the *certification organization* shall administratively and financially separate any education and *certification* functions that are specific to Food Protection Manager *Certification* to ensure that the *certification* program is not compromised. This may be satisfied if the governing structure documents to the *accrediting organization* the distinct separation of the two functions, confirming that no undue influence is exercised over either the education or the *certification* process by virtue of the structure within the association, organization, agency or another entity.
- 3.4 Resources of *Certification Organizations*.** A *certification organization* shall conform to all CFP standards for *accreditation* and demonstrate
- a. A the availability of financial resources to effectively and thoroughly conduct regular and ongoing *certification* program activities.
  - b. B that staff possesses the knowledge and skills necessary to conduct the *certification* program or has available and makes use of non-staff consultants and professionals to sufficiently supplement staff knowledge and skills.

## SECTION 4.0 – FOOD SAFETY CERTIFICATION EXAMINATION DEVELOPMENT

(Note; Subsection 4.17 has been modified, and Subsection 4.18 moved; the examination administration elements addressed by these subsections have been included in Section 5)

### 4.0 Food Safety Certification Examination Development

4.1 *Food safety certification examinations* administered by ~~accredited certifying programs~~ certification organizations shall comply fully with all criteria set by the CFP and ~~must~~ shall meet explicit and implicit standards to protect the public from foodborne illness. The accredited certification organization shall provide a food safety certification examination that:

- A. conforms to all CFP Standards for Accreditation of Food Protection Manager Certification Programs;
- B. has been developed from an item bank of at least 1000 questions; and
- C. on a quarterly basis is provided in at least two new examination forms in the English language.

4.2 Each *certification organization* ~~must~~ shall provide evidence that it meets the following professional requirements:

- a: A. ability to conduct or otherwise use a *legally defensible* and psychometrically valid *job analysis*;
- b: B. demonstrated experience in the development of psychometrically valid *competency examinations*;
- e: C. demonstrated capability to develop and implement thorough procedures for security of the *item bank*, printed, taped or computerized examinations, ~~exam~~ examination answer sheets, and ~~candidate~~ examinee scores;
- Ⓕ: D. data handling capabilities commensurate with the requirements for effective processing, reporting, and archiving of ~~candidate~~ examinee *food safety certification examination* scores; and
- e: E. demonstrated evidence of an understanding of and willingness to abide by the principles of fairness and due process.

4.3 The *certification organization* ~~must~~ shall provide complete information about the *food safety certification examination*, including that related to procedures and personnel involved in all aspects of the examination development and analysis. The information required for *accreditation* will include but is not necessarily limited to:

- a: A. complete description of the scope and usage of the examination;
- b: B. *job analysis* task list, with knowledge, skills, and abilities (KSAs);
- e: C. *examination specifications*;
- Ⓕ: D. the number of unduplicated items in the *item bank*;
- e: E. statistical performance of each item in the bank;
- f: F. number of *examination forms* and evidence of their *equivalence* to each other;
- g: G. description of method used to set passing score;

- h. H. copies of all logs, diaries, and personnel lists and descriptions kept as required in the development process;
  - i. I. summary statistics (~~Section 4.16 Periodic Review~~) for each *examination form*; and
  - j. J. names, credentials, and *demographic* information for all persons involved in the *job analysis*, item writing and review, and setting the passing score.
- 4.4 *Job Analysis.*** The content *validity* of a *food safety certification examination* shall be based on a psychometrically valid *job analysis* developed by *psychometricians* and a demographically and technically representative group of individuals with significant experience in food safety. The representative group ~~must~~ shall include but not necessarily be limited to persons with experience in the various commercial aspects of the *retail food industry*, persons with local, state or national regulatory experience in retail food safety, and persons with knowledge of the microbiology and epidemiology of foodborne illness, and ~~must~~ shall be sufficiently diverse as to avoid cultural bias and ensure fairness in content according to all federal requirements.
- 4.5** The *job analysis* ~~must~~ shall provide a complete description of the knowledge, skills, and abilities (KSAs) required to function competently in the occupation of *Certified Food Protection Manager*, with emphasis on those tasks most directly related to the *Certified Food Protection Manager's* role in the prevention of foodborne illness.
- 4.6** Detailed *food safety certification examination* specifications ~~must~~ shall be derived from a valid study of the *job analysis* tasks and their accompanying knowledge, skills, and abilities (KSAs) and ~~must~~ shall be appropriate to all aspects of the *retail food industry*. The *job analysis* ~~must~~ shall include consideration of scientific data concerning factors contributing to foodborne illness and its epidemiology. The *examination specifications*, consisting of percentage weights or number of items devoted to each content area, ~~must~~ shall be available to ~~candidates~~ examinees and to the public.
- 4.7** The *certification organization* or its contracted ~~test~~ examination provider ~~must~~ shall maintain a log and diary of the procedures and a list of the qualifications, identities, and *demographic data* of the persons who participated in development of the *job analysis* and of the *food safety certification examination specifications*. Those materials ~~must~~ shall be provided to the *accrediting organization* on demand.
- 4.8** ~~Certifying~~ The certification organizations ~~are~~ is required to systematically evaluate practices in the *retail food industry* to ~~assure~~ ensure that the *job analysis* on which an examination is based remains appropriate for the development of *food safety certification examinations* on which the universal credential is awarded. The maximum length of use for any *job analysis* is five years from the date of validation.
- 4.9 *Psychometric Standards.*** *Food safety certification examination* development, including setting the passing score, shall be based on the most recent edition of

*Standards for Educational and Psychological Testing*, developed jointly by the American Psychological Association, American Educational Research Association and National Council for Measurement in Education, and on all appropriate federal requirements (for example, Americans with Disabilities Act). *Food safety certification examinations* ~~must~~ shall be revised as needed to be in compliance with changes in the *Standards for Educational and Psychological Testing* or in any of the federal requirements.

- 4.10 The *food safety certification examination* development procedures shall ensure that the *competencies* assessed in the *accredited certification program* are those required for *competent entry level performance* in the role of *Certified Food Protection Manager*, as defined by law and industry standards, and that they focus on factors related to the prevention of foodborne illness in the *retail food industry*.
- 4.11 The *food safety certification examination* ~~must~~ shall be based on psychometrically valid procedures to ~~assure~~ ensure the relative equivalence of scores from various *examination forms*. The ~~certifying~~ *certification organization* ~~must~~ shall provide evidence of such equivalence as public information.
- 4.12 When the *food safety certification examination* is administered in a medium other than the common pencil-and-paper format, evidence ~~must~~ shall be provided to ~~assure~~ ensure that all *competencies* are assessed in a reliable manner and that the *validity* of the examination is preserved. Evidence of comparability with other *examination forms* ~~must~~ shall be provided.
- 4.13 When any form and/or *item bank* of the *food safety certification examination* is translated into a language other than that in which it is originally developed and validated, the developer of the examination ~~must~~ shall provide evidence of content *equivalency* of the translated version with the original *examination form* and/or *item bank*. The developer ~~must~~ shall provide a detailed description of the translation method(s), including the rationale for selecting the translation method(s), and ~~must~~ shall demonstrate congruence of items and instructions with those of the *examination form* and/or *item bank* that was translated. To avoid potential problems in translation of terms specific or idiomatic to the *retail food industry*, translation should be accomplished with the consultation of food safety personnel competent in the languages of both the original and the translated version of the *food safety certification examination*.
- 4.14 *Food safety certification examination* developers ~~must~~ shall maintain a log and diary of the procedures and a list of the qualifications, identities, and *demographic data* of the persons who participated in item development, examination development, translations, setting the passing score, and the statistical analyses of the ~~test~~ examination items and of the full examination. Those materials ~~must~~ shall be provided to the *accrediting organization* on demand.

All examinations ~~must~~ shall be delivered and administered in a format that ensures the security of the examination (i.e. in a secured environment with a test administrator/proctor.) Un-proctored examinations are not acceptable regardless of the mode of administration.

**4.15 Examination Development Security.** The ~~certifying~~ certification organization will demonstrate that procedures are developed and implemented to ~~assure~~ ensure that individual items, *item banks*, *food safety certification examinations* presented in all media (printed, taped and computerized), test answer sheets and ~~candidate-examinee~~ scores are and remain secure. Demonstration shall include an overall examination security plan that covers each step in the examination development, culminating in the production of the examination and administration process ~~beginning with examination and item development and including, but not limited to, transportation, administration, personnel, physical security, and disposition of secure materials.~~

**4.16 Periodic Review.** At least semiannually each ~~certifying~~ certification organization ~~must~~ shall report to the *accrediting organization*, providing a review of its *food safety certification examination(s)*. The report will include the following summary statistics for all examinations (for each ~~exam~~ examination used) administered during the preceding six months, as well as other information that may be reasonably requested by the *accrediting organization*:

- a. A. number of *food safety certification examinations* administered;
- b. B. mean;
- c. C. mode;
- d. D. standard deviation;
- e. E. range;
- f. F. *reliability* coefficient;
- g. G. number and percentage of ~~candidates~~ examinees passing the examination; and
- h. H. the statistics describing the performance of each item used on *food safety certification examinations* administered during the six-month period.

**4.17 Specific Procedures Requirements for Examination Standardization.**

**Administration.** *Certification organizations* ~~must~~ shall specify conditions and procedures for administering all *food safety certification examinations* in a standard manner ~~in order to assure~~ ensure that all ~~candidates~~ examinees are provided with the opportunity to perform according to their level of ~~competency~~ ability and to ~~assure~~ ensure comparability of scores. Examination Booklets shall be of high quality printing to ensure ease of reading. ~~Procedures must include, but not be limited to:~~

- a. ~~requirements for qualifications of test administrators and proctors and a suitable training program for each;~~
- b. ~~a complete administration manual describing each step of the test administration process and the rationale for each;~~
- c. ~~clear instructions for candidates both printed for distribution to candidates and read by the test administrator;~~

- d. — high quality printing of examination booklets to assure ease of reading;
- e. — specification of security procedures to assure lack of exposure of test items to unauthorized persons during testing and to prevent theft of examination items or booklets;
- f. — clear criteria (with rationale) for physical facilities for examination administration;
- g. — clear criteria (with rationale) and procedures for adaptations necessary to accommodate qualified candidates with disabilities; and
- h. — clear criteria (with rationale) and procedures for adaptations necessary to accommodate qualified candidates with literacy limitations that may require a reader.

- 4.18** — A *certification organization* must have a published, written policy regarding test-site interpretation of *food safety certification exams*. If a *certification organization* chooses to allow test-site interpretation of food safety exams when an exam is not available in the candidates' native language, the *certification organization* must have a published, formal application process available to all candidates. Procedures must include but not be limited to:
- a. — an application process for candidates that includes an evaluation and documentation component to determine the eligibility of the candidate for test-site interpretation;
  - a. — an application process for interpreters that includes clear and precise qualifications that must include but not be limited to the following:
    - i. — fluent in both languages;
    - ii. — have a recognized skill in interpretation;
    - iii. — trained in the principles of objective test administration;
    - iv. — have no personal relationship with the candidate (may not be another candidate, may not be a relative or friend of the candidate and may not be a co-worker, employer, or an employee of the candidate);
    - v. — may not be a *Certified Food Protection Manager* nor have any vested interest in Food Protection Manager certification or conflict of interest;
    - vi. — provide references or other proof attesting to the interpreter's competencies and professional acumen; and
    - vii. — agree in writing to maintain the security of the examination.
  - b. — must be in a proctored environment where the interpreter and candidate are not a distraction to other candidates; and
  - c. — must be in a proctored environment where the interpreter is not active as the *test administrator* or *proctor*.

## SECTION 5 – FOOD SAFETY CERTIFICATION EXAMINATION ADMINISTRATION

(Note: Sections in Standard 5 have been revised and reorganized. They are in the proposed order with the original section number struck out.)

**5.0 Food Safety Certification Examination Administration.** All sections of these Standards apply to Computer Based Testing (CBT) Administration except Section 5.1.

### **5.12 5.1 Security for Examination Booklets, Packing, Shipping, and Storage of Examination Materials.**

~~Security of the food safety certification examination materials must be maintained in shipments to and from the examination administration site, and must include but not necessarily be limited, and are subject to the following requirements:-~~

- ~~a. secure, tamper resistant packing is required for all materials in all phases of shipment; packing system must be designed to reveal any tampering or violation of the package's security;-~~

#### A. Securing examination booklets

1) Each individual examination booklet shall be secured in by using one of the following methods both prior to and after administration:

- a. enclosing in a sealed tamper-resistant package;
- b. shrink-wrapping;
- c. sealing on all three open sides with each seal of sufficient size to cover at least one square inch of the front side and to overlap and cover the same amount of space on the back side of the examination booklet; or
- d. using any other technology that ensures that only the examinee can view the contents of the examination booklet.

2) Only the examinee is allowed to break open the examination booklet the packaging or seals.

#### B. Packaging by certification organization

1) Each individual examination booklet shall be securely sealed before packing.

2) Secure tamper-resistant shipping material, such as Tyvek envelopes or similar materials that are designed to reveal any tampering or violation of the package's security, is required for all shipment of materials in all phases.

3) Packaging must include a packing list that contains:

- a. examination form language(s) or version(s) enclosed; and
- b. quantity of examinations enclosed.

~~b. shipping must be done by certifiable, traceable means so that its location can be determined at any given time; and~~

#### C. Shipping to the test administrator/proctor from the certification organization

1) Shipping shall be done by certifiable, traceable means, with tracking numbers so that the location can be determined at any given time.

2) A signature is required upon delivery.

- 3) Only an individual authorized by the *test administrator/proctor* may sign for the package.
- e. ~~the packing list must show the number of packages in the shipment and the exact contents of each.~~
- D. Storage by *test administrator/proctor*  
 The package(s) of *examination booklets* ~~must shall~~ be placed in secure storage secured at all times immediately upon delivery. ~~They must be kept in secure storage both before and after they are used.~~ Under no circumstances may *examination booklets*, examinee used answer sheets, or other examination materials be kept where other employees or the public has access.
- E. Shipping to the *certification organization* from the *test administrator/proctor*
- 1) After examination administration, *examination booklets* and answer sheets shall remain in secure storage until returned to *certification organization*.
  - 2) The following shall be in tamper-resistant shipping material:
    - a. all used and unused *examination booklets* for each examination administration;
    - b. examinees' used answer sheets; and
    - c. all required *certification organization* forms.
  - 3) Shipping shall be done within two business days following the examination date by certifiable, traceable means, with tracking numbers so that the location can be determined at any given time.
- F. Handling unused *examination booklets* that have been held for up to ninety days. The *test administrator/proctor* will:
- 1) assure ensure that all *examination booklets* are accounted for;
  - 2) package *examination booklets* securely as described above; and
  - 3) ship to the *certification organization* securely packaged and according to these *Standards* and the *Certification Organization's* instructions.

## **5.16 5.2 Test Site Requirements.**

Sites chosen for administering *food safety certification examinations* ~~must shall~~ conform to all legal requirements for safety, health, and accessibility for all qualified ~~candidates~~ examinees.

A. Additionally, the accommodations, lighting, space, comfort, and work space for taking the examination ~~must shall~~ reasonably allow all candidates-examinees to perform at their highest level of ~~competency~~ of ability.

**5.17**—B. Requirements at each *test* site include, but are not limited to:

- 1) a. accessibility in accordance with the requirements of the Americans with Disabilities Act, ~~must shall~~ be reasonably available for all qualified examinees, whether it be the main site for an administration or in an alternative site meeting all other requirements of the main site the examination administration occurs at the main examination location site, or at an alternative examination location site that meets the same location requirements as the main examination location site;
- 2) b. all sites ~~must conform~~ conformity to all fire safety and occupancy codes-requirements of the jurisdiction in which they are located;

- 3) ~~e. there must be~~ sufficient spacing between each examinee in the area in which the actual ~~testing~~ examination is conducted, or other appropriate and effective methods, to preclude any examinee from viewing another examinee's ~~test~~ examination;
- 4) ~~d. acoustics must allow~~ allowing each examinee to hear instructions clearly, using an electronic audio system if necessary;
- 5) ~~e. lighting at each examinee's work space must be~~ adequate for reading ~~fine print; and~~
- 6) ~~f. ventilation and temperature must be~~ appropriate for generally recognized health and comfort of examinees;
- 7) use of private room(s) where only examination personnel and examinees are allowed access during the examination administration; and
- 8) no further admittance into the test site once examination administration has begun.

**4.18 5.3A** ~~certification organization must shall~~ have a published, written policy regarding test-site ~~interpretation language translation of food safety certification exams-examinations.~~ If a ~~certification organization chooses to allow~~ allows test-site ~~interpretation language translation of a food safety certification exams-examination~~ when an ~~exam examination version~~ is not available in the ~~candidates' native~~ examinees' requested language, the ~~certification organization must shall~~ have a published, formal application process available to all ~~candidates potential examinees.~~ Procedures ~~must shall~~ include but not be limited to:

- a. A. An application process for ~~candidates potential examinees~~ that includes an evaluation and documentation component to determine the eligibility of the ~~candidate potential examinee~~ for test-site interpretation language translation,
- b. B. An application process for ~~interpreters translators~~ that includes clear and precise qualifications that ~~must shall~~ include but not be limited to the following:
  - i. 1) being fluent in both languages;
  - ii. 2) have a recognized skill in interpretation language translation;
  - iii. 3) trained in the principles of objective test examination administration;
  - iv. 4) have no personal relationship with the ~~candidate examinee~~ (may not be another ~~candidate examinee~~, may not be a relative or friend of the ~~candidate examinee~~ and may not be a co-worker, employer, or an employee of the ~~candidate examinee~~);
  - v. 5) ~~may not be being~~ a *Certified Food Protection Manager* nor ~~have~~ having any vested interest in Food Protection Manager certification or conflict of interest;
  - vi. 6) provide references or other proof attesting to the ~~interpreter's~~ translator's competencies and professional acumen; and
  - vii. 7) agree in writing to maintain the security of the examination.

- e. C. ~~must be in a~~ A proctored environment where the interpreter translator and candidate examinee are not a distraction to other candidates examinees, and
- d. D. ~~must be in a~~ A proctored environment where the interpreter translator is not active as the test administrator ~~or~~ proctor.

~~5.19~~ **5.4 Scoring and Reporting Requirements.** ~~Completed answer sheets and test booklets (used and unused) must be shipped by the *test administrator* according to the *certification organization's* written security procedures.~~

~~5.20~~ Scoring will be done only by means authorized by the certification organization and approved by the accrediting organization.

A. Only the *certification organization* may score the examination by methods approved by the *accrediting organization*. No official scoring is to be done at the test site.

~~5.21~~ B. *Food safety certification examination* scores will not be released as being official until verified and approved by the *certification organization*.

~~5.22~~ C. Examinee scores will be confidential, available only to the examinee and to persons or organizations approved in writing by the examinee.

~~5.23~~ D. Score reports will be available to examinees in a time frame specified in the application, which will not ~~be later than~~ exceed fifteen business days following the administration of the *food safety certification examination*. If there is a delay due to problems in verification or authentication of scores, examinees will be so informed and an approximate date for release of the scores will be announced. The *certification organization* will have ongoing communication with examinees and with the *test administrator/proctor* until the scores are verified and released.

~~5.5~~ **Test Administrator/Proctor(s) Role.** *Test administrators/proctors shall have successfully completed the certification organization's specific training in examination administration and security procedures. They shall provide written assurance of maintaining confidentiality of examination contents, of adhering to the certification organization's standards and ethics of secure examination administration, and of agreeing to abide by the certification organization's policies, procedures, and rules.*

~~5.6~~ The *certification organization* shall ensure that all *test administrators* and *proctors* meet the competency requirements established by the *certification organization*, and comply with all requirements of the *certification organization*.

~~5.6~~ **Test Administrator/Proctor Requirements.** To serve as a *test administrator/proctor* for an accredited *certification organization* the qualified individual shall complete the *certification organization's*:

A. signed Application;

B. non-Disclosure Agreement (NDA);

C. training program for *test administrators/proctors*; and

D. conflict of Interest Disclosure Agreement (can be a part of the NDA).

**5.7 Test Administrator/Proctor Renewal.** Test administrators/proctors shall renew the training program for test administrators/proctors and Non-Disclosure Agreement with the certification organization every three (3) years.

**5.3 5.8 Instructor/Educator/Trainer as Test Administrator/Proctor.** ~~When an instructor/educator/trainer of food safety training administers, proctors or monitors a food safety certification examination from an accredited certification program, the accredited certification organization shall provide a food safety certification examination that:~~

- ~~\_\_\_\_\_ a. \_\_\_\_\_ conforms to all CFP standards;~~
- ~~\_\_\_\_\_ b. \_\_\_\_\_ has been developed from an item bank of at least 600 questions, and~~
- ~~\_\_\_\_\_ c. \_\_\_\_\_ minimally on a quarterly basis, is based on a new examination form.~~

~~The certifying organization must have a plan that demonstrates it has controlled for item and examination exposure. The exposure plan must take into account the number of times a test item and form/version is administered.~~

When a person acts as an instructor/educator/trainer and a test administrator/proctor, that person relinquishes the role of instructor/educator/trainer when acting in the role of test administrator/proctor and acts solely as a representative agent of the certification organization.

**5.9 Test Administrator/Proctor Responsibilities.**

**A. 5.18 Examination Scheduling.** Schedule examinations. Food safety certification examinations must shall be scheduled far enough in advance to allow for timely shipment of supplies or pre-registration for computer-based examinations.

**B. Ensure no destruction of examination booklet materials or computer equipment;** \_\_\_\_\_

**C. At all times:**

- 1) handle examination materials securely;
- 2) ensure test site conformity;
- 3) space examinees per protocol;
- 4) ensure examinees' rights;
- 5) ensure confidentiality of examinees' personal information;
- 6) ensure standardized procedures are followed;

**D. Before the examination:**

- 1) check examinees' identification;
- 2) check for and exclude unauthorized objects;
- 3) distribute examination materials;
- 4) read instructions to examinees verbatim;
- 5) ensure examinees complete information section of answer sheet or online registration form.

**E. During the examination:**

- 1) supervise proctors;
- 2) monitor examinees during examination;
- 3) identify and document cheating incidents;
- 4) check for and exclude unauthorized objects;
- 6) identify and document environmental distractions.

F. After the examination

- 1) collect and return *examination booklets* and answer sheets to *certification organization* or close computer based testing session;
- 2) report possible security breaches and examination administration irregularities in compliance with the *certification organization's* policies.

~~5.13~~ ~~Test administrators are responsible for the organization and administration of all examination site activities and procedures, and for the accurate identification of each examinee. They are also responsible for supervision of the activities of proctors. When the instructor/educator/trainer also serves in the role of test administrator, it is important that the individual clearly recognizes the difference in those two roles.~~

~~5.14 Proctors shall work under the direction of the test administrator. They have the responsibility and must have the ability to observe examinee behaviors, accurately distribute and collect test materials, and assist the test administrator as assigned.~~

~~5.15~~ 5.10 The number of approved *proctors* assigned to a *test administrator* ~~must~~ shall be sufficient to allow each examinee to be observed and supervised to ~~assure~~ ensure conformance to security requirements. There shall be no less than one *test administrator/proctor* for the first thirty-five examinees, plus one additional *test administrator* or *proctor* for each additional 35 examinees or fraction thereof.

5.11 Examination Security

~~5.1~~ A. All aspects of *food safety certification examination* administration are to be conducted in a manner that maximizes the security of the examinations, in keeping with the public protection mandate of the CFP. This ~~must~~ shall be accomplished in a manner that ensures fairness to all ~~candidates~~ examinees.

B. All examinees shall begin taking the examination at the same time. No examinee shall be admitted into the test site once examination administration has begun.

~~5.2 Security of Food Safety Certification Examination Contents. Food safety certification examinations must be presented in a manner that allows absolutely no one other than the examinees to see the contents of the booklet or alternative medium, both before, and after the examination is administered.~~

~~5.9~~ C. Where ~~special~~ reasonable accommodations ~~must~~ shall be made for otherwise qualified ~~candidates~~ examinees under provisions of the Americans with Disabilities Act, ~~arrangements must~~ care shall be taken to ensure that security of the examination is maintained. Arrangements shall be such that the *food safety certification examination* contents are not revealed to any test administration

personnel with any conflict of interest. A written affirmation to that effect and a written nondisclosure statement from the individual who was chosen to assist the otherwise qualified ~~candidate~~ examinee shall be provided to the *certification organization*.

**5.10 5.12** The *certification organization* ~~must~~ shall provide procedures to be followed in any instance where the security of a *food safety certification examination* is, or is suspected to be, breached.

A. Included ~~must~~ shall be specific procedures for handling and for reporting to the ~~accrediting~~ *certification organization*, any suspected or alleged:

- 1) cheating incidents;
- 2) lost or stolen ~~booklets~~ examination materials;
- 3) intentional or unintentional divulging of ~~test~~ examination items by examinees or ~~test~~ examination administration personnel; or
- 4) any other incidents perceived to have damaged the security of the examination or any of its individual items.

B. Corrective actions to guard against future security breaches ~~must~~ shall be established and implemented.

C. Documentation of corrective actions and their effectiveness ~~must~~ shall be made available to the ~~accreditation body~~ accrediting organization.

**5.8 5.13 Item & Examination Exposure.** ~~The *certification organization* must demonstrate it has controlled for item and examination exposure. An exposure plan must take into account the number of times a test item and *examination form*/version is administered, that no *examination form* is retained for any test administration or by any *test administrator/proctor* for more than 90 days; and that at all times it can account for all copies of all used and unused *examination forms* before being returned to the *certification organization*.~~

The *certification organization* shall have an *exposure plan* that:

- A. controls for *item* and examination exposure;
- B. accounts for the number of times an *examination item, examination form, and examination version* is administered;
- C. ensures that no *examination form* is retained by any *examination administration* personnel for more than 90 days;
- D. at all times accounts for all copies of all used and unused *examination booklets*; and
- E. systematically and actively demonstrates that every used answer sheet, *examination booklet*, and any other examination materials and answer keys are accounted for to prevent, reduce, or eliminate examination exposure.

**5.4 ~~Test Administrator/Proctor Qualifications, Training and Duties.~~**

**5.14 ~~Certification Organization's Responsibility to Test Administrators/Proctors.~~**

A. The *certification organizations* must shall specify the responsibilities of ~~test administrators and of proctors~~ test administrator/proctor, set minimum criteria for approval of ~~test administrators and for~~ proctors, and provide ~~suitable programs~~ of a training program to enable ~~persons~~ applicants to meet ~~those~~ the approval

criteria. Responsibilities, duties, qualifications and training of *test administrators* and */proctors* ~~must shall~~ be directed toward assuring standardized, secure examination administration and fair and equitable treatment of examinees. Policies and procedures for taking corrective action(s) when any *test administrator* or *proctor* fails to meet job responsibilities ~~must be implemented and documented.~~

- 5.5** B. The *certification organization* shall define and provide descriptions for the roles of *test administrators*; */proctors*, and *certification organization* personnel that will clearly delineate clearly indicating the responsibilities of each for these roles. The *certification organization* shall demonstrate how it ensures that all certification personnel, including as well as *test administrators* and */proctors*, understand and practice the procedures identified for their roles.
- C. *Test administrator/proctor* training programs shall include:
- 1) specific learning objectives for all of the activities of *test administrator/proctor*; and
  - 2) an assessment component that shall be passed before an examinee for *test administrator/proctor* will be approved.

- 5.7 5.15 Test Administrator/Proctor Agreements.** The *certification organization* shall enter into a formal agreement with the *test administrator/proctor* and ~~shall assess and monitor the performance of *test administrators* and *proctors* in accordance with all documented procedures and agreements.~~ The formal agreement shall at a minimum ~~include~~, address:
- A. provisions that relate to code of conduct;
  - B. conflicts of interest; and
  - C. a statement of consequences for breach of the agreement.

- 5.16** The *certification organization* shall assess and monitor the performance of *test administrators/proctors* in accordance with all documented procedures and agreements.

- 5.17** The *certification organizations* is not permitted to hire, contract with, or use the services of any person or organization that claims directly or indirectly to guarantee passing any certification examination. *Instructors/educators/trainers* making such a claim, whether as an independent or as an employee of another organization making the claim, are not eligible to serve as *test administrators/proctors* for any *certification organization*.

- 5.18** Policies and procedures for taking corrective action(s) when any *test administrator* or *proctor* fails to meet job responsibilities shall be implemented and documented. *Test administrators/proctors* that have been dismissed by the *certification organization* for infraction of policies or rules, incompetence, ethical breaches, or compromise of examination security will be reported to the *accrediting organization*.

5.19 The *certification organization* shall provide documentation that verifies compliance with the 1:35 ratio (*test administrator/proctor: examinees*).

~~5.14~~ **5.20 Examination Administration Manual.**

The *certification organization* ~~must~~ shall provide each *test administrator/proctor* with a manual detailing the requirements for all aspects of the *food safety certification examination* administration process. The **Examination Administration Manual** shall include a standardized script for the paper examination *test administrator/proctor* to read to examinees before the examination commences. For computer based tests (CBT), standardized instructions shall be available for examinees to read.

5.21 **Examination Scripts.** Separate scripts/instructions may be created for different delivery channels or *certification organizations*. *Certification organizations* may customize elements of the scripts to fit their particular processes, but each script shall contain the following:

A. Introduction to the Examination Process

- 1) composition of the examination (number of questions, multiple choice, etc.);
- 2) time available to complete the examination;
- 3) role of the *test administrator/proctor*;
- 4) process for restroom breaks; and
- 5) process for responding to examinee comments and questions.

B. Copyright and Legal Responsibilities

- 1) description of what constitutes cheating on the examination;
- 2) penalties for cheating; and
- 3) penalties for copyright violations.

C. Examination Process

- 1) maintaining test site security;
- 2) description of examination components unique to the *certification organization* (*examination booklet, answer sheet completion, computer process in testing centers, etc.*);
- 3) instructions for proper completion of personal information on answer sheets/online registration and *examination booklets*;
- 4) instructions on properly recording answers on answer sheets or online; and
- 5) instructions on post-examination administration process.

## SECTION 6.0 – COMPUTER-BASED TESTING (CBT)

**6.0 Computer-Based Test Development and Administration** All sections of these Standards apply to Computer Based Testing (CBT) Administration except Section 5.1.

**6.1 Computer-Based Test Development.** *Examination specifications for computer-based testing must shall* describe the method for development, including the *algorithms* used for test item selection, the item response theory model employed (if any), and examination *equivalency* issues.

**6.2** Items ~~must~~ shall be evaluated for suitability for computer delivery, be reviewed in the delivery medium, and be reviewed in the presentation delivery medium. Assumptions ~~must~~ shall not be made that items written for delivery via a paper/pencil medium are suitable for computer delivery nor should it be assumed that computer test items are suitable for paper/pencil delivery.

**6.3** When *examination forms* are computer-generated, whether in *Computer-Adaptive Testing (CAT)* or in a simple linear *algorithm*, the *algorithm* for item selection and the number of items in the *item bank* from which the examination is generated shall ~~assure-~~ensure that the items are protected from *overexposure*. Item usage statistics ~~must~~ shall be provided for all available items in the pool.

**6.4 Computer-Based Testing Administration.** Where examination environments differ (for example, touch screen versus mouse) evidence ~~must~~ shall be provided to demonstrate equivalence of the examinees' scores.

**6.5** Tutorials and/or practice tests ~~must~~ shall be created to provide the examinees adequate opportunity to demonstrate familiarity and comfort with the computer test environment.

**6.6** If the time available for computer delivery of an examination is limited, comparability of scoring outcomes with non-timed delivery of the exam ~~must~~ shall be demonstrated. Data ~~must~~ shall be gathered and continually analyzed to determine if scoring methods are comparable.

**6.7** Evidence of security in the *computer-based testing* environment ~~must~~ shall be provided. Factors affecting test security include, but are not limited to, examinee workspace, access to personal materials, level of examinee monitoring, and *test encryption and decoding*.

**6.8** Documentation of precautions to protect *examination forms* and the *item bank* from unauthorized access ~~must~~ shall be provided.

**6.9** Policies and procedures regarding the recording and retention of the *item sequence* and item responses for each examinee ~~must~~ shall be developed and followed. Computer examinations using a unique sequence of items for each examinee ~~must~~ shall

record the information necessary to recreate the sequence of items and examinee responses on the computer examination.

**6.10** Systems and procedures ~~must~~ shall be in place to address technical or operational problems in examination administration. For example, the examination delivery system ~~must~~ shall have the capability to recover examinee data at the appropriate point in the testing session prior to test disruption. Policies regarding recovery for emergency situations (such as retesting) ~~must~~ shall be developed.

**6.11 Due Process.** ~~Candidates must~~ Examinees shall be provided with any information relevant to *computer-based testing* that may affect their performance or score. Examples of such information might include but not be limited to: time available to respond to items; ability to change responses; and instructions relating to specific types of items.

## SECTION 7.0 – CERTIFICATION ORGANIZATION RESPONSIBILITIES TO ~~CANDIDATES~~ EXAMINEES AND THE PUBLIC

**7.0** ~~A Certification Organization's Responsibilities to Candidates~~ Examinees and the Public.

**7.1** **Responsibilities to Applicants for Certification.** A ~~certifying~~ certification organization shall:

- ~~a.~~A. not discriminate among applicants as to age, sex, race, religion, ethnic origin, disabilities or marital status and shall include a statement of non-discrimination in announcement of the *certification* program;
- ~~b.~~B. make available to all applicants information regarding formalized procedures for attainment of *certification* and provide evidence to the *accrediting organization* of the implementation of the policy;
- ~~c.~~C. have a formal policy for the periodic review of application and examination procedures to ensure that they are fair and equitable and shall give evidence to the accreditation organization of the implementation of the policy (~~Section 4.17~~);
- ~~d.~~D. provide evidence that competently proctored testing sites are readily accessible (~~Section 5.4~~);
- ~~e.~~E. provide evidence of uniformly prompt reporting of *food safety certification examination* results to applicants (~~Section 5.19, 5.9, 5.11 and 5.12~~);
- ~~f.~~F. provide evidence that applicants failing the *food safety certification examination* are given information on general areas of deficiency;
- ~~g.~~G. provide evidence that each applicant's *food safety certification examination* results are held confidential (~~Sections 4.0 5.17 and 5.18~~); and
- ~~h.~~H. have a formal policy on appeals procedures for applicants questioning eligibility or any part of the *accredited certification program*.

**7.2** **Qualifications for Initial Certification.** To become a *Certified Food Protection Manager* an individual ~~must~~ shall pass a *food safety certification examination* from an *accredited certification program* recognized by the CFP. The *certificate* shall be valid for no more than 5 years.

~~7.3~~ ~~**Effective Date of Certificate**~~ ~~Certificates~~ issued and electronic listing of ~~certificate~~ holders maintained by *accredited certification programs* shall identify the *food safety certification examination* form recognized by the ~~accrediting-organization~~ and specify the date the examination was taken.

**7.3** **Individual Certification Certificates:**

- A. Each certification organization will maintain a secure system with appropriate backup or redundancy to provide verification of current validity of individual certification certificates.

B. Certificates shall include, at a minimum:

- 1) issue date/date examination was taken;
- 2) length of time of certification validity;
- 3) name and certification mark of certification organization;
- 4) ANSI accreditation mark;
- 5) name of certified individual;
- 6) unique certificate number;
- 7) name of certification;
- 8) contact information for the certification organization; and
- 9) examination form identifier

C. Replacement or duplicate certificates issued through an accredited certification organization shall carry the same issue date, or date of examination, as the original certificate, and will be documented by the certification organization.

~~7.4 **Replacement or Duplicate Certificate.** Replacement or duplicate certificates issued through an accredited certification program shall carry the same effective date as the original, with an expiration worded in such a manner that indicates the certification will be valid for no more than five years.~~

**7.5 Discipline of Certificate Holders and Applicants.** A certification organization shall have formal certification policies and operating procedures including the sanction or revocation of the certificate. These procedures shall incorporate due process.

**7.6 Continued Proficiency.** An accredited certification program shall include a process or program for assessing continued competence that includes an examination component at an interval of no more than five years. The outcome of the process or program ~~must~~ shall demonstrate that the person has maintained the minimum competencies as determined by the current Job Task Analysis.

**7.7 Responsibilities to the Public and to Employers of Certified Personnel.** A certification organization shall maintain a registry of individuals certified. Any title or credential awarded by the certification organization shall appropriately reflect the Food Protection Manager's daily food safety responsibilities and shall not be confusing to employers, consumers, related professions, and/or other interested parties.

**7.8** Each accredited certification program ~~must~~ shall have a published protocol for systematically investigating problems presented by users of the Program, including specific concerns about examination items, administration procedures, treatment of ~~candidates~~ examinees, or other matters involving potential legal defensibility of the examination or program. The protocol will include a published time frame for reporting findings to the User.

**7.9 Misrepresentation.** Only Food Protection Manager *Certification* Programs that conform to all requirements of *Standards for Accreditation of Food Protection Manager Certification Programs* and are accredited by the agent selected by the CFP as the *accrediting organization* for such programs are allowed to refer to themselves as being accredited. Those programs may not make any other reference to the CFP in their publications or promotional materials in any medium.

## SECTION 8.0 – CERTIFICATION ORGANIZATION RESPONSIBILITIES TO THE ACCREDITING ORGANIZATION

- 8.0** *Certification Organization Responsibilities to the Accrediting Organization.*
- 8.1** *Certifying A certification organizations seeking accreditation for development and/or administration of a certification program shall provide at least the following information, as well as other information that might be requested by the accrediting organization:*
- ~~a.~~A. The the name and complete ownership of the *legal entity*.
  - ~~b.~~B. The the address, telephone/fax number(s) and other contact information of the *certification organization's* headquarters.
  - ~~e.~~C. The the name, position, address and telephone/fax/e-mail information of the contact person for projects related to the CFP Standards for *Accreditation of Food Protection Manager Certification Programs*.
  - ~~d.~~D. ~~Sueh~~ such fiscal information as may be needed to establish evidence of ability to carry out obligations under these standards.
- 8.2** **Summary Information.** *A certifying certification organization shall:*
- ~~a.~~A. provide evidence that the mechanism used to evaluate individual competence is objective, fair, and based on the knowledge and skills needed to function as a *Certified Food Protection Manager* (~~Sections 4.3 and 4.4~~);
  - ~~b.~~B. provide evidence that the evaluation mechanism is based on standards which establish *reliability* and *validity* for each form of the *food safety certification examination* (~~Sections 4.3, 4.4 and 4.6~~);
  - ~~e.~~C. provide evidence that the pass/fail levels are established in a manner that is generally accepted in the *psychometric* community as being fair and reasonable (~~Section 4.9~~);
  - ~~d.~~D. have a formal policy of periodic review of evaluation mechanisms and shall provide evidence that the policy is implemented to ensure relevance of the mechanism to knowledge and skills needed by a *Certified Food Protection Manager* (~~Sections 4.8 and 4.16~~);
  - ~~e.~~E. provide evidence that appropriate measures are taken to protect the security of all *food safety certification examinations* (~~Sections 5.2 through and including 5.15~~);
  - ~~f.~~F. publish a comprehensive summary or outline of the information, knowledge, or functions covered by the *food safety certification examination* (~~Section 4.6~~);
  - ~~g.~~G. make available general descriptive materials on the procedures used in examination construction and validation and the procedures of administration and reporting of results (~~Section 4.7~~); and
  - ~~h.~~H. compile at least semi-annually a summary of *certification* activities, including number of applicants, number tested, number passing, number failing, and number certified (~~Sections 4.16~~).

**8.3 Responsibilities to the *Accrediting Organization*.** The *certification organization* shall:

- ~~a~~-A make available upon request to the *accrediting organization* copies of all publications related to the *certification* program,
- ~~b~~-B advise the *accrediting organization* of any proposed changes in structure or activities of the ~~certifying~~ *certification organization*,
- ~~e~~-C advise the *accrediting organization* of substantive change in *food safety certification examination* administration,
- ~~d~~-D advise the *accrediting organization* of any major changes in testing techniques or in the scope or objectives of the *food safety certification examination*,
- ~~e~~-E annually complete and submit to the *accrediting organization* information requested on the current status of the Food Protection Manager *Certification* Program and the *certification organization*,
- ~~f~~-F submit to the *accrediting organization* the report requirements information specified for the Food Protection Manager *Certification* Program, and
- ~~g~~-G be re-accredited by the *accrediting organization* at least every 5 years.

## **SECTION 9.0 – MANAGEMENT SYSTEMS**

**9.0** Each *certification organization* shall have a formal management system in place to facilitate continuous quality improvement and produce preventive and corrective actions.

**9.1.** The **management system** shall contain the following three components.

A. Document control to include:

- 1) lists of all documents pertaining to the certification organization;
- 2) dates for documents approved for implementation by the certification organization;
- 3) the person(s) within the certification organization responsible for the documents; and
- 4) listing of individuals who have access to the documents.

B. Internal audits to include:

- 1) identification of critical activities;
- 2) data collection process and evaluation schedule;
- 3) audit methodology and evaluation process;
- 4) the person(s) authorized to perform audits; and
- 5) report audit findings and identify corrective action required.

C. A Management Review that includes:

- 1) a documented annual review of internal audit results;
- 2) a management group that conducts the review;
- 3) a review of the audit results to determine corrective actions needed;
- 4) a review of the audit results to determine preventive actions needed; and
- 5) the effectiveness of corrective and preventive actions taken.

## ANNEX A

### Responsibilities of the Professionals Involved in the Credentialing Process for Certified Food Protection Managers

Accepted June 1997

Recognizing that the justification for regulating entrance to the occupation of *Certified Food Protection Manager* is to protect the safety and welfare of the public; and

recognizing that the responsibility and liability for overseeing the protection of safety and welfare of the public lies with those governmental jurisdictions at Federal, state and local levels having the power to set forth laws regulating entrance to and performance in occupations; and

recognizing that the rights of the public at large and of those members of that public who wish to enter an occupation ~~must~~ shall be balanced in terms of fairness and due process in the form of a credentialing process for admitting qualified persons to perform in that occupation; and

recognizing that the *validity* of any credentialing process for *Certified Food Protection Managers* is dependent on unbiased application of all aspects of that process, requiring careful determination of the competencies necessary to prevent foodborne illness, unbiased education and training for acquisition of those competencies, and fair assessment practices to ~~assure~~ ensure that individuals have achieved mastery of the competencies;

therefore, professionals involved in the credentialing process for *Certified Food Protection Managers* accept responsibilities based on those considerations.

Assessment tools will be developed to be free from bias due to characteristics that have no bearing on the competencies being measured. Such characteristics as gender, ethnicity, race, socioeconomic status, age, and any other concerns unrelated to ability to apply the required competencies will not be allowed to create differences in ~~candidate~~ examinee scores.

Actual or potential conflicts of interest that might influence judgment or performance of examination developers, *test administrators* ~~or~~ */proctors, instructors/trainers/educators, instructors/educators/trainers* or other participants in the credentialing process will be disclosed.

Items for *competency* assessments will be selected to be a representative sample of the full spectrum of the competencies determined by the CFP and by federal guidelines to be

necessary to protect the public from foodborne illness, regardless of the training/education program undertaken by the applicants being tested.

Training/education will be based upon the full spectrum of the competencies agreed upon as being necessary to protect the public from foodborne illness, unbiased by any knowledge of the contents of the *competency* assessment for the credential.

Administration of the assessment instrument will be done with professional attention to security of the *food safety certification examination* to ~~assure~~ ensure current and continued *validity* of the examination and of the credential that is earned through its use.

Professionals and organizations will develop and implement full quality assurance procedures to ensure the accuracy of assessment decisions and the integrity of the entire credentialing process.

The rights of those who are assessed will be recognized and protected.

## ANNEX B

### Guidelines for Regulatory Authorities Implementing Food Protection Manager Certification Programs

- B1.** Each permitted *food establishment* should have a minimum of one designated *Certified Food Protection Manager* who is accountable for food safety.

Documentation of *certification* of *Certified Food Protection Manager(s)* should be maintained at each *food establishment* and shall be made available for inspection by the *regulatory authority* at all times.

- B2.** A *Certified Food Protection Manager* is responsible for:
- a. identifying hazards in the day-to-day operation of a *food establishment*;
  - b. developing or implementing specific policies, procedures or standards aimed at preventing foodborne illness;
  - c. coordinating training, supervising or directing food preparation activities and taking corrective action as needed to protect the health of the consumer; and
  - d. conducting in-house self-inspection of daily operations on a periodic basis to see that policies and procedures concerning food safety are being followed.

- B3.** **Qualifications for *Certification*.** To become a *Certified Food Protection Manager*, an individual ~~must~~ shall pass a *food safety certification examination* from an accredited ~~certifying program~~ *certification organization* recognized by the CFP. The CFP recognizes the importance and need for the provision of food safety training for all food employees and managers. The CFP recommends the content of food protection manager training be consistent with paragraph 2-102.11 (C) of the most recent FDA Food Code. the CFP promotes the information contained in the FDA Food Code as well as content outlines based on job tasks analyses, provided on the CFP website, which may be of value in developing or evaluating training.

- B4.** Regulatory authorities should work with the *certification organization* on a mutually agreeable format, medium and time frame for the submission of score reports pertaining to the administration of *food safety certification examinations*.

## Food Protection Manager Certification Committee Bylaws

### Preamble

The Food Protection Manager Certification Committee, hereinafter referred to as the Committee, of the Conference for Food Protection, hereinafter referred to as the Conference, exists to carry out charges assigned via the Conference Issue process and from the Conference Executive Board, hereinafter referred to as the Board, relating to food protection manager training and certification ~~issues~~ and operates within the objectives stated in the Constitution and Bylaws of the Conference.

#### **Article I. Name.**

The Name of the Committee is Food Protection Manager Certification Committee.

#### **Article II. Objectives.**

- Section 1. Systematically identify and address issues concerning Food Protection Manager Certification Programs.
- Section 2. Adopt sound, uniform accreditation standards and procedures that are accepted by the Conference.
- Section 3. Promote uniformity among all jurisdictions that subscribe to the principles of the Conference by obtaining their recognition and adoption of the Conference Standards for Accreditation of Food Protection Manager Certification Programs.
- Section 4. Promote strategies to enhance equivalence among food protection manager certificates issued by certifying organizations.
- Section 5. Establish and refine policies and standards to which certifying organizations shall conform.

#### **Article III. Organization and Operation.**

- Section 1. The Committee is a standing committee within the Conference ~~and as such shall receive its charges from the Board.~~
- Section 2. The Committee shall consider all ~~issues~~ Issues charged to the Committee ~~by the Board. The committee and~~ shall work to develop consensus. The Board may submit charges to the Committee at any time. The Committee is to deliberate the charges expeditiously, or within the time frame determined by the Board or the Committee Chair.

- Section 3. The Committee shall use the protocol established in these Bylaws to address its charges ~~from the Board~~.
- Section 4. All Committee recommendations shall be submitted as Issues to the Conference for deliberation. The Committee shall follow the protocol for Issue submission as established ~~in the Conference Bylaws~~ by the Conference.
- Section 5. All ~~issues~~ Issues, intellectual properties, and/or inventions created by the Committee and approved by the ~~voting a~~ Assembly of the Conference ~~Delegates~~ become the property of the Conference.

#### **Article TBD. Quorum**

A quorum to conduct Committee meetings and conference calls shall be the presence or participation of one more than half of the filled Committee positions. A Committee quorum shall be considered a sufficient number for voting on issues under deliberation. The decisions resulting from a quorum vote shall be deemed representative of the Committee.

#### **Article IV. Composition of Organizational Components and Eligibility Requirements for Serving in Official Capacities.**

- Section 1. The Committee shall be chaired by a Chair and Vice-Chair. Prior to each biennial Conference meeting, the incoming Chair and Vice-Chair shall be selected by the outgoing committee. The Chair, Vice-Chair and committee members ~~appointed by the Chair of Council II and shall be approved by the Board.~~
- ~~Section 2. The Council II Chair shall select the Committee Chair and Vice-Chair. The Chair and Vice-Chair shall not be selected from the same group constituency affiliation.~~
- Section ~~2~~ 3. The Committee Chair and Vice-Chair shall serve until the conclusion of the next biennial Conference meeting. ~~At the conclusion of the conference meeting, the incoming Council II Chair will initiate the selection process for the Chair and Vice-Chair of the Committee.~~
- Section ~~3~~ 4. The Committee Chair and Vice-Chair may serve consecutive terms with approval of the Board at the discretion of the Council II Chair. The Council II Chair shall obtain recommendations from members of the Committee on qualified candidates.

#### **Article V. Committee Structure and Representation.**

- Section 1. To be eligible to serve on the Committee as a voting member or non-voting alternate, individuals must commit in writing to active participation and be approved by the Conference Chair and the Board.

Section 2. The Committee Chair and Vice-Chair, ~~and/or Council II Chair~~ will select committee members and alternates from the list of volunteers or recruit volunteers as appropriate to balance the committee as delineated ~~under Article IV. Committee Structure and Representation~~ in these Bylaws. In the event of a Committee vacancy with no designated alternate in that constituency, the Chair will first recruit from the remaining list of volunteers provided during the initial Committee selection process.

Section 3. The composition of the Committee is a balanced representation of industry, regulatory, academia, certification ~~providers~~ organizations, training providers, and consumers. The Committee membership representation shall consist of a maximum of twenty-eight (28) thirty (30) full members votes from the following constituencies in addition to the Chair and Vice-Chair:

Subsection 1. Nine (9) representatives from regulatory agencies with food safety responsibilities:

- a. Two (2) from State regulatory agencies;
- b. Two (2) from local regulatory agencies;
- c. Two (2) from federal government agencies; ~~with retail food program responsibilities.~~
- d. Three (3) “At Large” appointments; ~~(\*At Large representation — agencies with primary regulatory food safety responsibilities.)~~

Subsection 2. Nine (9) industry representatives:

- a. Three (3) from the foodservice (restaurant) industry;
- b. Three (3) from the retail food store industry; and
- c. Three (3) “At Large” appointments. (\*At large selections may include professional or trade organizations that directly represent the restaurant, retail food, institutional foodservice, and food vending segments of the industry, and whose mission incorporates a public health protection component.)

Subsection 3. ~~Three (3)~~ Five (5) total votes for certification providers organizations that are accredited by the Conference’s accreditation process. All accredited certification organizations who volunteer will be given a voting position on the Committee; if more than five (5) organizations participate on the Committee, fractional but equal voting rights will be calculated as established in these Bylaws;

Subsection 4. Three (3) Food Protection Manager training providers;

Subsection 5. Two (2) representatives from academia, and

Subsection 6. Two (2) consumer/independent representatives/public members.

Section 4. Committee members will serve a two (2) year term, concurrent with the cycle of the biennial Conference meeting. Committee members are eligible to serve for consecutive terms contingent upon \_\_\_\_\_.

~~Subsection 1. Indication of written interest to serve on the Committee.~~

~~Subsection 2. The availability of membership based on the representation requirements set forth in Article IV, Section 1.~~

~~Subsection 3. An assessment by the Committee Chair and Council II Chair, Vice-Chair, and the incoming Chair of the Committee to ensure a balance between members who have previously served on the Committee and new members.~~

Section 5. In the event of a surplus or insufficient number of volunteers in a category, the Council II Chair may consult with the outgoing Committee Chair to identify potential candidates for appointment to the Committee. Up to two (2) non-voting alternates will be included on the Committee roster each for industry, regulatory, academia, training providers, and consumers to best represent the category of each constituency. Each certification organization participating on the Committee may designate one (1) alternate from their own organization.

Section 6. The incoming Chair of the Committee shall make every effort to retain at least 50% of the Committee membership for a continuing term. This retention is recommended due to the complexity of issues, the need to retain continuity of Committee functions, and the short time frame between biennial Conference meetings.

Section 7. In the event a Committee member changes constituency during their term, the Chair may consider them for any open seat on the Committee which needs representation from their constituency or consider any open alternate position. If the Chair determines that there are no appropriate openings available, the Committee member will be asked to resign from the committee.

## **Article VI. Committee Organization, Operation, and Meetings**

Section 1. The Committee shall receive its direction from the Board. The Board shall assign the Committee its charges as ~~ratified~~ approved during the biennial Conference meeting. The Board may assign additional charges to the Committee to ensure that the Conference Standards for Accreditation of Food Protection Manager Certification Programs and accreditation process are administered in a fair and responsible manner.

Section 2. The Committee shall meet at least annually and at the biennial Conference meeting. All Committee meetings are open to anyone to attend. In addition to

meetings, the Committee shall schedule conference calls, as deemed appropriate, for addressing issues under deliberation. In the event that sensitive, financial or proprietary information is under consideration by the Committee, the Chair shall have the option to conduct a closed an executive session until the confidential portion of the proceedings has been concluded.

~~Section 3. — Committee meetings shall be conducted under the direction of the Chair. The Committee Chair shall call and preside at all meetings of the Committee.~~

~~Section 4. — When the Committee Chair is absent, is unable to act, or refuses to act, the Vice-Chair shall perform the duties of the Committee Chair. When the Vice-Chair acts in place of the Chair, the Vice-Chair shall have all the powers and be subject to all restrictions upon the Committee Chair.~~

~~Section 5. — A modified Robert's Rules of Order shall provide the framework for conducting Committee meetings and deliberations. The modification will allow some discussion between Committee members without having Chair recognition before entering into the dialogue. The Chair may at any time, request that Committee members be recognized before speaking to maintain an orderly process~~

~~Section 6. — Guests and/or observers shall be recognized by a Committee member and/or the Chair before addressing the Committee.~~

Section 3 7. In addition to the charges and issues received from the Board, Committee members may submit issues Issues and alternative recommendations to the Committee for discussion. Issues and recommendations introduced by Committee members shall be submitted using the Conference format.

- ~~• State the problem or issue.~~
- ~~• Discuss the key impacts of the issue on the accreditation process or Food Protection Manager Certification Programs.~~
- ~~• Provide a recommended solution to the issue. All alternative positions to Committee issues must be presented with a clear recommended solution.~~

~~Section 8. — The Committee Chair may designate ad hoc workgroups to conduct research, study proposals, develop procedures or recommendations related to complex issues and/or charges. Workgroups shall provide written reports and recommendations to the Committee for deliberation. (note – moved to Article VII, section 8)~~

~~Section 9. — A quorum to conduct Committee meetings and conference calls shall be the presence of one more than half of the filled Committee positions. A Committee quorum shall be considered a sufficient number for voting on issues under deliberations. The decisions resulting from a quorum vote shall be deemed representative of the Committee. In the event of a lack of a quorum, the Chair may vote to make up the quorum. (note – moved to New Article)~~

~~Section 10. — When a quorum of the Committee participates in a meeting or a conference call the Chair may call for a vote by the Committee on the motions before it.~~

Section ~~4~~ 11. Voting.

Subsection 1. A consensus building decision process will be used. When Committee members are asked to vote, each member will be able to express one of three positions.

- A thumb up indicates agreement with the issue on the floor
- A thumb sideways means the position on the floor is not the member's optimal solution, but they can accept the position
- A thumb down indicates that a member does not agree with the issue on the floor and would like an alternative recommendation considered.

The Committee Chair shall provide an opportunity for the dissenting member(s) to express the alternative position(s). After discussion of these alternative positions, the Chair will call for a final vote from the Committee.

Subsection 2. Except for certification organizations, all voting Committee members and alternates designated for that meeting shall have one (1) vote.

Subsection 3. All certification organizations accredited by the Conference's accreditation process participating on the Committee shall not to exceed a total of five (5) votes.

- If more than five (5) certification organizations volunteer to participate on the Committee, the five (5) votes allocated to certification organizations shall be fractionalized (evenly divided).
- The voting fraction shall be determined when the final committee membership is approved by the Board and shall remain in effect until the next biennial Conference meeting.
- Each certification organization shall be allowed no more than one (1) vote or one (1) voting fraction at any meeting.

~~Section 12~~ Subsection 4. The Vice-Chair may voice positions on issues. ~~When the Committee Chair conducts a meeting, the Vice-Chair and~~ may vote on all matters before the Committee.

~~Section 13~~ Subsection 5. The Chair is a non-voting member of the Committee, ~~with the following exceptions. In the event of a tie when the Committee Vice-Chair is not present and the process must go forward, the Chair may cast the deciding vote. The Chair may vote in the event a quorum is needed. I;~~ however, in the event of a tie, the Chair may vote as the tie-breaker.

~~Section 14.~~ ~~The Chair may obtain affirmation from the Committee on some administrative items without proceeding through the formal motion, discussion and voting process defined in Robert's Rules of Order.~~

Section †5. Committee funding. The Board may allocate funds to the Committee for its charges. These funds may be used to contract the services of outside experts to assist the Committee, attend meetings with potential accreditation entities, and other miscellaneous expenses that the Committee must incur, e.g., use of meeting rooms. Funding shall not be allocated to cover an individual Committee member's travel or per diem expenses to attend meetings ~~unless such expenditures are deemed essential to the completion of the Committee's charge. Expenditures to fund a Committee member's travel expenses must receive the concurrence of two-thirds (2/3) of the voting members of the Committee.~~ Committee funding may be used only as directed by the Board.

## **Article VII. Duties of the Committee Chair**

Section 1. The Chair and Vice Chair, with the approval of the Board ~~and the Council II Chair~~, shall select Committee members in accordance with ~~Article IV~~ these Bylaws.

Section 2. The Chair, with concurrence of two-thirds (2/3) of the voting members of the Committee may appoint non-voting Ex-Officio consultants and advisors to the Committee in accordance with ~~Article VIII~~ these Bylaws.

Section 3. The Chair shall preside at all meetings of the Committee, except as provided in ~~Article VII, Section †~~ these Bylaws.

Section 4. The Chair shall coordinate the arrangement of meetings and conference calls and ensure that meeting dates and locations are posted in advance on the Conference web site.

Section 5. The Chair shall be responsible for distributing to Committee members and other meeting participants an agenda for the meeting or conference call. This agenda may be distributed by email, fax, mail, or other suitable means.

Section 6. The Chair may assign a Committee member, using a rotation basis or other appropriate means among all Committee members, to take minutes during designated meetings and conference calls.

Section 7. The Chair shall be responsible for distributing minutes of all Committee meetings or conference calls in a timely manner, usually within three weeks of the event.

~~Section 8. The Chair shall be responsible for preparing written or oral reports to the Board detailing the activities and expenditures of the Committee. The Chair shall be called upon to report at the biennial Conference meeting on the activities of the Committee.~~

Section 8. The Chair may designate ad hoc workgroups to conduct research, study proposals, and develop procedures or recommendations related to complex issues and/or

charges. Workgroups shall provide written reports and recommendations to the Committee for deliberation. (note – moved from Article VI, section 8)

~~Section 9. The Chair shall provide an annual written Committee budget report to Committee members and the Board.~~

### **Article VIII. Duties of the Committee Vice-Chair**

Section 1. In the event the Chair is unable to perform the duties of the Chair, the Vice-Chair shall act as Chair.

Section 2. When acting as Chair, the Vice-Chair shall perform all the necessary duties for the Committee as outlined in ~~Article VI~~ these Bylaws.

Section 3. The Vice-Chair shall perform all duties assigned by the Chair.

### **Article IX. Duties of Committee Members / Alternates**

~~Section 1. A Committee member's tenure shall be carried out in accordance with Article IV, Section 2.~~

Section 1 ~~2~~. Committee members shall have the responsibility to notify the Committee Chair of their inability to attend a meeting or participate on a conference call at least fifteen (15) days prior to the scheduled meeting or conference call. For any committee member that is unable to attend a scheduled meeting or conference call, an alternate will be assigned. Selection of the designated alternate will be agreed upon by the Committee Chair and the absent member and chosen to best represent the constituency of the absent member. The member may submit in writing a designated representative in his/her place to the Chair. This designated alternate may vote on issues before the committee only during the specified meeting or conference call.

Section 2 ~~3~~. Committee members ~~or designated representative~~ and alternates shall have the responsibility to review for comment standards, reports, recommendations, issues or other Committee documents distributed within the time frames designated by the Committee.

Section 3 ~~4~~. Committee members ~~or designated representative~~ and alternates shall have the responsibility to complete work assignments within time frames designated by the Committee.

Section 4 ~~5~~. Committee members ~~or designated representative~~ and alternates shall have the responsibility to notify the Committee Chair or the Chair's designee of their inability to complete a work assignment.

Section ~~5~~ 6. Committee members that do not participate ~~or provide a designated representative~~ for three (3) consecutive meetings and/or conference calls shall have their continued participation as Committee member assessed by the Committee Chair and evaluated by the Committee. The Committee member may be subject to being removed from their membership position. Removal of a Committee member for failure to perform duties as specified in ~~Article VIII~~ these Bylaws, shall require the concurrence of two-thirds (2/3) of the voting members of the Committee.

#### **Article X. Committee Consultants and Advisors**

Section 1. The Committee may contract the services of a consultant for issues beyond the scope of the Committee's expertise, if deemed necessary or if charged by the Board. The Committee Chair may identify a consultant or assign a consultant to an ad hoc workgroup with the approval of the full Committee.

Section 2. Contractual obligations for consultant services shall have the concurrence of two-thirds (2/3) of the voting members of the Committee and be approved by the Board.

Section 3. Committee consultants and Conference appointments to the Accreditation Committee shall serve as non-voting Ex-Officio members of the Committee.

~~Section 4. Funds for outside consultants shall come from the Committee budget, as determined by the Board.~~

Section 4. The Chair and Vice-Chair may invite, with approval from the Committee, advisors or subject matter experts to participate in meetings and conference calls, if it is determined that such individuals would provide additional information, insight, clarification, guidance or other assistance to the Committee, for a specified purpose. These advisors or subject matter experts will be non-voting guests in meetings and conference calls.

#### **Article XI. Workgroups**

Section 1. The Committee Chair may designate ad hoc workgroups to address the charges of the Board and complete the duties of the Committee.

Section 2. Each workgroup shall select a group leader who is responsible to report group activities to the Committee Chair and Vice-Chair.

Section 3. Workgroups shall report to the Committee Chair and Vice-Chair as determined by the Committee Chair. These reports shall also be disseminated to the full Committee.

## **Article XII. Committee Reports**

- Section 1. The Committee Chair shall be responsible for preparing written or oral reports to the Board detailing the activities and expenditures of the Committee. (*note – moved from Article VII, duties of the chair*) Written reports submit a status report of the Committee’s activities shall be submitted to the Council II Chair no later than thirty (30) days prior to the Board meetings as required by the Conference procedures.
- Section 2. The Committee Chair shall coordinate the development of a final report of the Committee activities to ~~the Council II~~ with recommended actions. The final report shall be done ~~in advance of the Conference meeting~~ as part of an Issue submission and ~~The submitted Issue containing the report shall comply with all the Conference procedures and time lines pertaining to the submission of Issues for deliberation.~~
- Section 3. The Committee Chair, Vice-Chair, or ~~the Committee Chair’s~~ designee as specified in writing to the ~~Chair of Council II~~ Chair, shall be in attendance when Council II meets during the Conference meeting to present and discuss the Committee’s report and any ~~issues~~ Issues submitted by the Committee.

## **Article XIII. Amendments**

The Food Protection Manager Certification Committee Bylaws may be altered, amended, or repealed by two-thirds (2/3) vote of the Committee and final concurrence from the Board. An ad hoc ~~task workgroup~~ chaired by the Vice Chair may be appointed by the Chair of the Committee to make recommendations to the Bylaws for consideration by the Board.

CFP Food Protection Manager Certification Committee Bylaws  
Revised Bylaws approved 2010 ~~Conference~~ Biennial Meeting

**Committee Name:**  
**Food Protection Manager Certification Committee**

<b>First Name</b>	<b>Last Name</b>	<b>Company /Employer Name</b>	<b>City</b>	<b>State</b>	<b>Role</b>
Julie	Albrecht	Univ of Nebraska/ Lincoln, Nutrition & Health Sciences Dept	Lincoln	NE	Member
Rose Mary	Ammons	Environmental Health Testing (National Registry)	Tampa	FL	Alternate
Anthony	Carotenuto	Navy and Marine Corps Public Health Center	Portsmouth	VA	Member
Lee	Comman	FL Dept of Agriculture & Consumer Services	Tallahassee	FL	ACAC Representative
Larry	Edwards	FDA/ORA/Retail Food Specialist	Falls Church	VA	Alternate
Vicki	Everly	(Retired) Santa Clara Co Environmental Health		CA	Member
Ron	Grimes	NSF International	Ann Arbor	MI	Member
Patrick	Guzzle	Idaho Dept of Health and Welfare	Boise	ID	Member
Aggie	Hale	Fl. Dept. of Agriculture	Tallahassee	FL	Member
Jeffrey	Hawley	Harris Teeter, Inc.	Matthews	NC	Vice-Chair
Paul	Hineman	National Restaurant Association Solutions	Chicago	IL	Alternate
Lynn	Hodges	USDA-Office of Outreach, Education & Employee Training	Dallas	TX	Advisor
Christine	Hollenbeck	NEHA Entrepreneurial Zone	Denver	CO	Member
Keith	Jackson	Performance Food Group	Richmond	VA	Member
Joyce	Jensen	Lincoln-Lancaster Co. Health Dept	Lincoln	NE	Chair
Teresa	Lee	City of Rosenberg	Rosenburg	TX	Member
Geoff	Luebkemann	Florida Restaurant & Lodging Association	Tallahassee	FL	Member
Larry	Lynch	Environmental Health Testing (National Registry)	Orlando	FL	Member
Thomas	McMahan	Supervalu, Inc.	Boise	ID	Member
David	McSwane	Indiana University	Indianapolis	IN	Member
Cassandra	Mitchell	Fairfax County Health Department	Fairfax	VA	Member
Dianna	Pasley	Schnuck Markets, Inc.	St. Louis	MO	Member
Tara	Paster	Paster Training, Inc.	Pottstown	PA	Member
Kate	Piche'	National Restaurant Association Solutions	Chicago	IL	Member
Susan	Quam	Wisconsin Restaurant Association Education Foundation	Madison	WI	Member
Todd	Rossow	Publix Super Markets, Inc.	Lakeland	FL	Member
George	Roughan	TAP Series, LLC	Agoura Hills	CA	Member
Davene	Sarrocchio-Smith	Lake County General Health District	Painesville	OH	Member
Roy	Swift	American National Standards Institute	Washington	DC	ANSI Representative
Bill	Vear	MindLeaders, Inc.	Dublin	OH	Member
Kenneth	Walters	Prometric	St. Paul	MN	Member
Patricia	Welch	Illinois Department of Public Health	Springfield	IL	Member
Brian	Wickman	Compass Group	Clyde Twp	MI	Member
Lauire	Williams	FDA/CFSAN/Office of Food Safety	College Park	MD	Advisor
Sharon	Wood	H-E-B Grocery Company	San Antonio	TX	Member