Conference for Food Protection – Committee FINAL Report

Template approved: 08/14/2013

Committee Final Reports are considered DRAFT until deliberated and acknowledged by the assigned Council at the Biennial Meeting

COMMITTEE NAME: Food Protection Manager Certification Committee (FPMCC)

COUNCIL or EXECUTIVE BOARD ASSIGNMENT: Executive Board

DATE OF REPORT: December 9, 2013 Revised 2/26/2013

SUBMITTED BY: Jeff Hawley, Chair

COMMITTEE CHARGE: Issue #: 2012 II-017

Charge: The Conference recommends the following charges be assigned to the Food Protection Manager Certification Committee (FPMCC) for the 2012-2014 biennium:

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 as needed the *Standards for Accreditation of Food Protection Manager Certification Programs* Preamble and Annexes.

3) By July 1, 2012, the FPMCC chair will request approval of the formation of a Security Evaluation Workgroup for the purpose of initiating the exam security evaluation process; workgroup representation will include:

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

4) Evaluate the results of the exam security evaluation process and Standards revisions approved by the 2012 CFP Biennial Meeting to ensure that they are resulting in substantial improvement of 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 document;
- establishment 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
- develop a timeline for continued improvement.

5) Report back to the Executive Board and the 2014 Biennial Meeting of the Conference for Food Protection.

COMMITTEE CHARGE: Issue #: 2012 II-030

Charge: Transition of the CFP Standard to the ISO/IEC 17024 Standard

The Conference recommends the Food Protection Manager Certification Committee (FPMCC) study the International Standard ISO/IEC 17024: Conformity Assessment - General Requirements for Bodies Operating Certification of Persons.

The committee should explore the viability of transitioning from the Conference Standard to the ISO standard in a manner that ensures the Conference's ongoing control over the accreditation process associated with the Conference's accreditation.

COMMITTEE CHARGE: Issue #: 2012 II-031

Charge: Adoption of ISO/IEC 17024 Standard for Personnel Certification Programs

The Conference recommends the Food Protection Manager Certification Committee (FPMCC) review and consider the recognition of ISO/IEC 17024 "Conformity Assessment - General Requirements for Bodies Operating Certification of Persons" as an equivalent standard to the Conference of Food Protection *Standards for Accreditation of Food Protection Manager Certification Program*, and consider acceptance of a certification organization accredited by the American National Standards Institute (ANSI) against ISO/IEC 17024 as meeting the Conference standard. Thus, an organization achieving accreditation by ANSI against ISO/IEC 17024 would also simultaneously receive accreditation against the Conference Standard. FPMCC will report recommendations back to the 2014 Biennial Meeting.

COMMITTEE ACTIVITIES AND RECOMMENDATIONS:

1. Progress on Overall Committee Activities:

The Food Protection Manager Certification Committee held 3 face-to-face meetings: October 4-5, 2012, in Baltimore, MD, May 15-16, 2013, Orlando, FL, and October 2-4, 2013, San Francisco, CA. In addition, a face-to-face meeting of the Security Evaluation Workgroup was held December 18, 2012 in Denver, CO. A fourth FPMCC face-to-face meeting is planned for May 2, 2014, prior to the 2014 biennial meeting. The committee and workgroups had additional conference calls throughout the 2-year period.

A. The FPMCC has 4 standing workgroups, and formed 2 additional workgroups to address charges from the 2012 biennial meeting. These are the workgroups and their chairs:

1. Standards – Kate Piche
2. Security Evaluation – Christine Hollenbeck
3. Standards Comparison – Tara Paster, Sharon Wood, Jay Neal
4. Communications – George Roughan
5. Bylaws – Sharon Wood, Tom McMahan
6. Logistics – Geoff Luebkemann

Issue #: 2012 II-017

B. The FPMCC Standards Workgroup was re-formed at the October 4-5, 2012, committee meeting in
Baltimore. This workgroup included Kate Piche (Workgroup Chair), Davene Sarrocco-Smith, Laurie
Williams, Julie Albrecht, Liz Corchado, Keith Jackson, Therese Pilonetti, Lisa Staley, Kathy Louden and
Yao-Wen Huang.

At the October 4, 2012, meeting the workgroup received these tasks:

1. Deliberate and formulate recommendations to FPMCC on appropriate inclusion of ethics content from Annex A of the CFP Standards for Accreditation of Food Protection Manager Certification Programs (hereafter referred to as CFP Standards) into the CFP Standards;
2. Review the Preamble to the Standards to identify potential revisions and formulate related recommendations to the FPMCC;
3. Add definitions for “examinee” and “potential examinee”.

a. In addition, at the May 2013 Executive Board meeting in Orlando, the Board charged the FPMCC to clarify section 5.17 of the standards. The matter centers on entities administering a certification exam, the relationship between those entities and the certifying organization, and entities that only provide training and perform no exam administration. Specifically discussed were the terms "contracted to," "directly or indirectly … guarantee," and marketing claims that could be construed as offering exam "pass assistance." A concern exists that such claims may violate section 5.17 of the *Standards for Accreditation of Food Protection Manager Certification Programs (hereafter, referred to as the The CFP Standards.)*

b. Revisions to the CFP Standards were recommended to incorporate information from Annex A, add definitions to improve clarity, and additional minor adjustments for clarity, consistency and accuracy. These revisions include:

1) Add content from "Annex A" into the Preamble and into two subsections of *The CFP Standards* in Section 4.0
2) With Annex A content incorporated into *The CFP Standards*, the current "Annex B" becomes the new "Annex A"
3) Depending on the context, replaced the undefined term "applicant" in *The CFP Standards* with term(s): "potential examinee" and/or "examinee"
4) Added "Examination Developers" definition.
5) Added "Examinee" definition and italicized "examinee" to identify as a defined word
6) Added "Potential Examinee" definition and italicized "potential examinee" to identify as a defined word
7) Revising the numbering scheme within Section 4.0
8) Adding clarification language to Section 5.17
9) Fixed typo in Section 8.0 title

(See attached **Revised Standards**)

Issue #: 2012 II-017

C. The FPMCC Security Evaluation Workgroup is a new workgroup that was formed at the October 4-5, 2012, committee meeting in Baltimore. This workgroup included Christine Hollenbeck (Chair), Vijay Krishna (ANSI), Don Ford (ANSI-Field Research Design), Joyce Jensen (ACAC), Kate Piche (NRA Solutions), Linda Waters (Prometric), Liz Corchado (National Registry), Michael Sperber (360 Training), Tom McMahan (Food Industry), Davene Sarrocco-Smith (Regulatory), and Jeff Hawley (FPMCC Chair). This work group was tasked to address item #4 of Issue # 2012 II-017.

The Security Evaluation Workgroup met December 18, 2012 in Denver, CO, hosted by NEHA.

1. From previous committee work, test security issues identified by the certification providers had been divided into 5 categories:

a. Professional Credibility and Training of Proctors
b. Handling of Exam Packages/Shipping Irregularities
c. Location/Site Irregularities
d. Breach of Provider's Test Administration Requirements
e. Provider's Quality Assurance for Test Administration & Test Administrators

2. The goal was to address each of these categories to improve Food Protection Manager Certification test security by reducing the number and impact of test security breaches. Dr. Don Ford (ANSI) led the workgroup in the development of an "evaluation blueprint" (see attached Security Evaluation Blueprint), and 2 documents to be used for capturing data from the certification providers (see attached "Security Evaluation Workgroup Self-Report" and "Examinee Test Security Questionnaire". The 2 data collection documents will be used to help evaluate the effectiveness of the new security standards adopted at CFP 2012 biennial meeting. These documents were presented to the FPMCC January 31, 2013, and approved by FPMCC in February 2013.

3. To evaluate the data, and determine if the new security standards are effective, the first step was to establish a baseline from data collected before the new standards were implemented. Certification providers (NRA Solutions, Prometric and National Registry) were asked to provide security data collected from July 1, 2009-June 30, 2010. The data was provided to Dr. Ford as requested. The baseline data was aggregated and reported in summary for all 3 certification providers.

4. The next step was for the certification providers to use the new data collection documents in a pilot program. Certification providers were asked to gather security data from July 1, 2012-June 30, 2013, and submit the information to Dr. Ford. Again, Dr. Ford aggregated and summarized the data for the certification providers. This pilot program will provide a preliminary review and validation of the research plan, data collection tools, and methods.

5. The pilot program was implemented, and data was collected from the certification providers for the period of July 1, 2009-June 30, 2010, and compared to data collected for the period of July 1, 2012-June 30, 2013, to evaluate the effectiveness of the new security standards adopted at the CFP 2012 Biennial Meeting. Dr. Ford presented this information to the FPMCC at the October 2-4, 2013 meeting. (See attached **Security Evaluation Workgroup Presentation**)

a. Summer 2014 - Following the pilot program, certification providers will gather security data for the period of July 1, 2013-June 30, 2014, based on the new standards. This information will be submitted to Dr. Ford by the 4 current certification providers: 360Training, National Registry, NRA Solutions, and Prometric.

b. Fall 2014 - The aggregate security data for July 1, 2013-June 30, 2014 will be analyzed by Dr. Ford, and compared to baseline security data collected from July 1, 2009-June 30, 2010. This information will be presented to the FPMCC at their fall

2014 meeting. The committee will review the information to determine the effectiveness of the established security standards.

c. Fall 2014 – Fall 2015 - FPMCC formulates recommendations based on the security data collected from the certification providers, and analyzed by Dr. Ford.

d. December 2015/April 2016 - FPMCC reports findings and submits Issues to the 2016 CFP Biennial
Meeting with recommendations for appropriate action.

Issue #: 2012 II-030 and Issue #: 2012 II-031

D. The FPMCC Standards Comparison Workgroup is a new workgroup that was formed at the October 4-5, 2012, committee meeting in Baltimore. Workgroup members include: Tara Paster, (Co-Chair), Sharon Wood (Co-Chair), Jay Neal (Co-Chair), Vijay Krishna, Michael Sperber, Keith Jackson, Davene Sarrocco-Smith, Laurie Williams, Angela Sanchez, Larry Lynch, Kathy Loudon, Kate Piche, Susan Quam, Cassandra Mitchell, Courtney Holbrook, Bryan Chapman, Yao-wen Huang, and Sandra Kovach.

1. This workgroup was asked to review and compare the current CFP Standards with the ISO/IEC 17024 (2012) Standard. The workgroup addressed the applications associated with each, and reported their findings to the FPMCC at the May 2013 meeting. Co-Chairs Tara Paster, Jay Neal, and Sharon Wood established assignments and deadlines for deliverables for the workgroup.–

2. Immediately following the Fall 2012 committee meeting in Baltimore, University of Houston Professor Dr. Jay Neal recruited Gina Whitley to assist in providing an independent analysis of the ISO/IEC 17024 Standard and the CFP Standards. Vijay Krishna provided the Accreditation Control and Clarification Statement for the workgroup, and also copies of the ISO/IEC 17024 Standard for the workgroup co-chairs.

3. Workgroup members and other contributors were assigned various tasks from October 2012 through March 2013 to meet the workgroup's deadlines. These tasks included:
   a. Comparison of the *draft* ISO/IEC 17024 and *final* ISO/IEC 17024;
   b. Initial comparison of ISO/IEC 17024 and the CFP Standards;
   c. Development of an ISO/IEC - CFP comparison form;
   d. Section review assignments of the comparison documents;
   e. Final review of the comparison document; and
   f. Conference call to prepare the final document to be presented to the committee.

4. The Standards Comparison Workgroup presented their findings at the FPMCC meeting in May 2013. Based on the information presented, the FPMCC voted **unanimously** that transitioning to ISO/IEC 17024 in a manner that ensures the CFP's

continual control over the food protection manager certification accreditation process is **not** feasible at this time (See Committee Charge above for Issue #: 2012 II-030).

5. The Standards Comparison Workgroup recommended to the committee that ISO/IEC 17024 is **not** equivalent to the CFP Standards, and therefore, should not be accepted as meeting the CFP Standard. (See attached **Standards Comparison Report**) However, consensus could not be reached. The committee asked the workgroup to continue their work in comparing the current CFP Standards to ISO/IEC 17024 to determine if the ISO/IEC Standard is equivalent to the CFP Standards. The workgroup was asked to review sections 4, 5, 6, 8, and 9 in *The CFP Standards*, and comparable sections in the ISO/IEC 17024 Standard, and report back to the committee at the October 2013 meeting. The committee also asked the workgroup to also explore the possibility of incorporating components of ISO/IEC 17024 Standard into *The CFP Standards*.

6. At the October 2013 committee meeting the chairs of the Standards Comparison Workgroup recapped the workgroup charge (2012 CII-031) and methodology used to compare *The CFP Standards* and ISO/IEC 17024. The workgroup again recommended to the committee that ISO/IEC 17024 is **not** equivalent to the CFP Standards. ISO/IEC 17024 is generic to personnel certification, while *The CFP Standards* are specific to food safety and more prescriptive. *The CFP Standards* require a job task analysis based on knowledge, skills and abilities related to food safety.

7. The Standards Comparison Workgroup determined there are many useful and valid components in both standards, and there is some equivalency in various sections of both standards. However, numerous food safety components of *The CFP Standards* are not included in the ISO/IEC 17024 Standard.

8. **The Standards Comparison Workgroup, and the FPMCC, by consensus, finds that ISO/IEC 17024 is not equivalent to *The CFP Standards* (Issue #: 2012 II-031), based on an independent analysis produced by University of Houston researchers, and twice reviewed by the workgroup.**

9. By unanimous vote the FPMCC recommends that CFP charge FPMCC to determine the process and requirements for acceptance of ISO/IEC 17024 for food manager certification as an additional option to and without impact to the existing *Standards for Accreditation of Food Protection Manager Certification Programs*. (See attached new charge)

E. FPMCC Bylaws Workgroup

Bylaws Workgroup members were Sharon Wood (chair), Thomas McMahan, and Michael Sperber. Proposed bylaws revisions were presented by this workgroup, and discussed at the October 2013 FPMCC meeting in San Francisco, CA. The recommended revisions were non-substantive, and were to provide clarity, consistency and accuracy. The revisions were unanimously approved by the FPMCC. (See attached **FPMCC Bylaws**)

F. Communications Workgroup

Communications Workgroup members were George Roughan (chair), Larry Lynch, Bryan Chapman and Geoff Luebkemann. This workgroup was asked by the committee to investigate developing a secure area on the www.foodprotect.org website for FPMCC documentation development and review by committee members. Working with the concept of little to no cost, a secure area was developed by the company operated by FPMCC committee member George Roughan, and posted at www.tapseries.com for demonstration purposes. Entrance to the secure area is accessed through Google Drive, a free file management feature offered by Google. Google user names and passwords were established for each FPMCC workgroup. TAP Series programming staff will assist the www.foodprotect.org web master in its development.

1. George Roughan demonstrated to the FPMCC at the May 2013 meeting a password protected website for posting and sharing working documents. The committee supported the concept, and recommended that it be presented and demonstrated to the Executive Board at their August 2013 meeting, for consideration of utilizing this program on the CFP website.

2. Communications Workgroup Chair George Roughan presented "Google docs" document sharing functionality to the CFP Executive Board at their meeting in Louisville in August 2013. The Board asked him to pilot this through the FPMCC. At the FPMCC meeting in San Francisco committee members expressed concerns about rights, editing, security, and government IT constraints. An Electronic Documents Workgroup was established to pilot the program. Workgroup members include George Roughan, Craig Douglas, Sharon Wood, Kathy Louden, Geoff Heinicke, Tara Paster, Larry Lynch, Bryan Chapman, and Tom McMahan. The workgroup will report their findings back to the FPMCC Chair, who will report back to the Executive Board. (See attached **Secure Document Workgroup Report** and **Instructions for Creating Secure Document Sharing Account**)

G. Logistics Workgroup

The Logistics Workgroup was chaired by Geoff Luebkemann, with other committee members participating as needed. This work group provided the following planning and support to FPMCC:

1. Compiled and maintained email and membership rosters for ccommittee membership;
2. Coordinated lodging and meeting needs for the ccommittee's meetings;
3. Polled the Committee membership for conference call meeting dates;
4. Produced minutes of meetings and conference calls.

Acknowledgements

The FPMCC would like to thank Dr. Don Ford, Lead Assessor, ANSI Certificate Accreditation Program & Lead Evaluator, Certified Professional Food Manager Program, for his work with the

FPMCC. He is a valuable resource to the FPMCC in developing and analyzing security evaluation information. We look forward to continue working with Dr. Ford over the next 2 years.

Special thanks to:

- Prometric for hosting our FPMCC meeting, October 2012 in Baltimore, MD.
- NEHA for hosting the FPMCC Security Evaluation Workgroup, December 2012 in Denver, CO.
- Florida Restaurant and Lodging Association, National Restaurant Association Solutions, and National Registry for providing the meeting room and refreshments for the May 2013 meeting in Orlando, FL, and the October 2013 meeting in San Francisco, CA.

The FPMCC Chair would like to recognize and thank past Chair Joyce Jensen for her guidance and mentoring in the transition from serving as Vice-Chair to Chair of the FPMCC.

The Chair would also like to recognize and thank Vice-Chair Christine Hollenbeck, and workgroup chairs: Kate Piche, Sharon Wood, Tara Paster, Jay Neal, Tom McMahan, George Roughan, Christine Hollenbeck, and Geoff Luebkemann. They have been very diligent in fulfilling their responsibilities, and have enabled the committee to complete our assigned charges successfully.

And lastly, the Chair would like to recognize and thank the 2012-2014 FPMCC members, and the organizations/agencies they represent, which allowed them to participate on the FPMCC. Without the commitment and support of individuals and their organizations/agencies we would not have been able to complete our assigned charges.

2. **Recommendations for consideration by Council:**

The FPMCC requests that the Conference recommends continuation of the following charges (from Issue #: 2012 II-017) assigned to the Food Protection Manager Certification Committee (FPMCC) for the 2014-2016 biennium:

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. Evaluate the results of the exam security evaluation process and Standards revisions approved by the 2012 CFP Biennial Meeting to ensure that they are resulting in substantial improvement of exam security.

3. Report back to the Executive Board and the 2016 Biennial Meeting of the Conference for Food Protection.

4. The FPMCC would like to thank the Committee for all of its hard work and acknowledgement of this report.

CFP ISSUES TO BE SUBMITTED BY COMMITTEE:

The FPMCC is submitting the following four Issues including attachments:

Issue 1: FPMCC Final Report

Issue 2: CFP FPMCC Standards Revisions

Issue 3: FPMCC Bylaw Revisions

Issue 4: ISO/IEC 17024 as an Option to CFP Standards

CONTENT ATTACHMENTS:

Food Protection Manager Certification Committee Bylaws (draft October 2013)

Food Protection Manager Standards (draft 10 28 13)

FPMC Examinee Test Security Questions

FPMCC Security Evaluation Blueprint

Instructions for Creating Secure Document Sharing Account

Secure Document Workgroup Report

Security Evaluation Self-Report

Security Evaluation Workgroup Presentation

Standards Comparison Report

COMMITTEE MEMBER ROSTER (attached):

CFP FPMCC Committee Roster 2012-2014

Committee Name: Food Protection Manager Certification Committee

Last Name	First Name	Position (Chair/Member)	Constituency	Employer	City	State	Telephone	Email
Albrecht	Julie	Voting Member	Academia	Univ of Nebraska/ Lincoln, Nutrition & Health Sciences Dept	Lincoln	NE	(402) 472-8884	jalbrecht1@unl.edu
Balli	Petra	Voting Member	Consumer/Independent	Aramark	Philadelphia	PA	(267) 235-6642	balli-petra@aramark.com
Benton	Angela	Alternate	Consumer/Independent	Jetro/Restaurant Depot	College Point	NY	(718) 939-6400	abenton@jetrord.com
Bhatt	Chirag	Voting Member	Industry-Food Svc	Bloomin Brands	Tampa	FL	(813) 282-1225	chiragbhatt@bloominbrands.com
Carotenuto	Anthony	Voting Member	Regulatory-Federal	Navy and Marine Corps Public Health Center	Portsmouth	VA	(757) 953-0712	anthony.carotenuto@med.navy.mil
Chapman	Bryan	Voting Member	Training Provider	Abovetraining.com	Oren	UT	(801) 494-1879	bchapman@abovetraining.com
Connell	Kevin	Voting Member	Industry-At large	Wawa	Wawa	PA	(610) 505-4964	kevin.c.connell@wawa.com
Corchado	Liz	Alternate	Other-Cert Provider	Environmental Health Testing (National Registry)	Orlando	FL	(800) 446-0257	lcorchado@nrfsp.com
Cornman	Lee	ACAC Representative	ACAC	FL Dept of Agriculture & Consumer Services	Tallahassee	FL	(850) 245-5595	lee.cornman@freshfromflorida.com
Crownover	David	Alternate	Other-Cert Provider	National Restaurant Association Solutions	Chicago	IL	(312) 715-5396	dcrownover@restaurant.org
Douglas	Craig	Voting Member	Other-Cert Provider	360Training	Austin	TX	(512) 539-2754	craig.douglas@360training.com
Gordon	Christopher	Voting Member	Regulatory-State	Va. Dept of Health	Richmond	VA	(804) 864-7417	christopher.gordon@vdh.virginia.gov
Guzzle	Patrick	Voting Member	Regulatory-State	Idaho Dept of Health and Welfare	Boise	ID	(208) 334-5938	guzzlep@dhw.idaho.gov
Halbrook	Courtney	Voting Member	Industry-At large	Brinker International	Dallas	TX	(972) 770-1291	courtney.halbrook@brinker.com
Hawley	Jeff	Chair	Industry-Retail	Harris Teeter Supermarkets, Inc.	Matthews	NC	(704) 844-3098	jhawley@harristeeter.com
Heinicke	Geoff	Voting Member	Regulatory-At Large	City of Plano Health Dept	Plano	TX	(972) 941-7143	geoffreyh@plano.gov
Hollenbeck	Christine	Vice-chair	Other-Association	NEHA Entrepeneurial Zone	Denver	CO	(303) 756-9090	chollenbeck@neha.org
Huang	Yao-Wen	Alternate	Academia	University of Georgia	Athens	GA	(760) 296-8391	huang@uga.edu

Committee Name: Food Protection Manager Certification Committee

Jackson	Keith	Voting Member	Consumer/Independent	Performance Food Group	Richmond	VA	(804) 484-7975	keithjackson@pfgc.com
Jensen	Joyce	ACAC Representative	ACAC	Lincoln-Lancaster Co. Health Dept	Lincoln	NE	(402) 441-8033	jjensen@lincoln.ne.gov
Krishna	Vijay	ANSI Representative	ANSI	American National Standards Institute	Washington	DC	(202) 331-3614	vkrishna@ansi.org
Lang	Jeff	Voting Member	Regulatory-Local	Lane County Health Dept	Eugene	OR	(541) 683-6354	jeffrey.lang@co.lane.or.us
Louden	Kathy	Voting Member	Regulatory-At Large	Minneapolis Environmental Health Program	Minneapolis	MN	(612) 673-3869	kathy.louden@minneapolismn.gov
Luebkemann	Geoff	Voting Member	Industry-Food Svc	Florida Restaurant & Lodging Association	Tallahassee	FL	(850) 224-2250	gluebkemann@frla.org
Lynch	Larry	Voting Member	Other-Cert Provider	Environmental Health Testing (National Registry)	Orlando	FL	(800) 446-0257	llynch@nrfsp.com
Marra	Paul	Alternate	Industry-retail	Wegmans	Rochester	NY	(585) 328-2550	paul.marra@wegmans.com
McMahan	Thomas	Alternate	Industry-Retail	Meijer	Grandville	MI	(616) 249-6035	thomas.mcmahan@meijer.com
McMillion	Ryan	Alternate	Other-Cert Provider	Prometric	Baltimore	MD	(443) 455-6244	ryan.mcmillion@prometric.com
Neal	Jay	Voting Member	Academia	University of Houston	Houston	TX	(713) 743-2652	jneal@central.uh.edu
Paster	Tara	Voting Member	Other-Training Provider	Paster Training, Inc.	Pottstown	PA	(610) 970-1776	tara.paster@pastertraining.com
Piche'	Kate	Voting Member	Other-Cert Provider	National Restaurant Association Solutions	Chicago	IL	(312) 261-5348	kpiche@restaurant.org
Pilonetti	Therese	Voting Member	Regulatory-State	CO Dept of Public Health	Denver	CO	(303) 692-3642	therese.pilonetti@state.co.us
Quam	Susan	Voting Member	Industry-Food Svc	Wisconsin Restaurant Association Education Foundation	Madison	WI	(608) 270-9950	squam@wirestaurant.org
Rossow	Todd	Voting Member	Industry-Retail	Publix Super Markets, Inc.	Lakeland	FL	(863) 688-1188	todd.rossow@publix.com
Roughan	George	Voting Member	Other-Training Provider	TAP Series, LLC	Agoura Hills	CA	(818) 889-8799	groughan@chimsol.com
Sanchez	Angela	Voting Member	Industry-Food Svc	CKE Restaurants	Ontario	CA	(714) 254-4556	asanchez@ckr.com
Sarrocco-Smith	Davene	Voting Member	Regulatory-Local	Lake County General Health District	Painesville	OH	(440) 350-2543	dsarroccosmith@lcghd.org

Committee Name: Food Protection Manager Certification Committee

Staley	Lisa	Voting Member	Regulatory-At Large	Maryland Dept of Health	Baltimore	MD	(410) 767-8407	lstaley@dhmh.state.md.us
Steck	David	Alternate	Training Provider	Serve It Up Safe	Tampa	FL	(813) 781-8884	dave@serveitupsafe.com
Tryba	Casamir	Voting Member	Industry-retail	Big Y	Springfield	MA	(413) 504-4450	tryba@bigy.com
Waters	Linda	Voting Member	Other-Cert Provider	Prometric	Baltimore	MD	(443) 455-8121	linda.waters@prometric.com
Williams	Laurie	Advisor/Consultant	FDA	FDA/CFSAN/Office of Food Safety	College Park	MD	(301) 436-2938	Laurie.Williams@fda.hhs.gov
Wood	Sharon	Voting Member	Industry-Retail	H-E-B Grocery Company	San Antonio	TX	(210) 938-6511	wood.sharon@heb.com

FPMCC Bylaw Revisions
(Approved by FPMCC, October 2013)

Overview of Changes:
1. Changes to Article VIII, Section 8:
a) Addition of the verbiage to the first sentence: “to address the charges of the Board and complete the duties of the Committee.”
b) Moved the second sentence that reads, “Workgroups shall provide written reports and recommendations to the Committee for deliberation.” to Article XII, Section 3.

2. Changes to Article XII:
a) Changed order of Sections 1-3 to improve the flow of information
b) Removed second sentence in Section 3, reworded the sentence, and then moved to Section 2 of the same Article.

3. Changes to Article XIV:
a) Added new verbiage to the end of the first sentence: “and then submitted as an Issue during the next biennial meeting.”
b) Removed the second sentence as it was now reworded into the first sentence and no longer needed.

4. Change to footer to reflect: “Revised Bylaws pending approval at 2014 Biennial Meeting”

Strikethrough font indicates content being removed; underline indicates content added

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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 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.

Section 2. The Committee shall consider all Issues charged to 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.

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 by the Conference.

Section 5. All Issues, intellectual properties, and/or inventions created by the Committee and approved by the Assembly of Delegates become the property of the Conference.

Article IV. 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 V. 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 shall be approved by the Board.

The Chair and Vice-Chair shall not be selected from the same constituency affiliation.

Section 2. The Committee Chair and Vice-Chair shall serve until the conclusion of the next biennial Conference meeting.

Section 3. The Committee Chair and Vice-Chair may serve consecutive terms with approval of the Board.

Article VI. 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 will select committee members and alternates from the list of volunteers or recruit volunteers as appropriate to balance the committee as delineated 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 organizations, training providers, and consumers. The Committee membership representation shall consist of a maximum of thirty (30) full votes from the following constituencies:

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; and

d. Three (3) “At Large” appointments;

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. Five (5) total votes for certification 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 then 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 an assessment by the Committee Chair and Vice-Chair to ensure a balance between members who have previously served on the Committee and new members.

Section 5. 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 VII. 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 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 an executive session until the confidential portion of the proceedings has been concluded.

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

Section 4. 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.

Subsection 4. The Vice-Chair may voice positions on issues and may vote on all matters before the Committee.

Subsection 5. The Chair is a non-voting member of the Committee; however, in the event of a tie, the Chair may vote as the tie-breaker.

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. Committee funding may be used only as directed by the Board.

Article VIII. Duties of the Committee Chair

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

Section 3. The Chair shall preside at all meetings of the Committee, except as provided in 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 may designate ad hoc workgroups to conduct research, study proposals, and develop procedures or recommendations related to complex issues and/or charges to address the charges of the Board and complete the duties of the Committee. ~~Workgroups shall provide written reports and recommendations to the Committee for deliberation.~~

Article IX. 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 these Bylaws.

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

Article X. Duties of Committee Members/Alternates

Section 1. 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. This designated alternate may vote on issues before the committee only during the specified meeting or conference call.

Section 2. Committee members 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. Committee members and alternates shall have the responsibility to complete work assignments within time frames designated by the Committee.

Section 4. Committee members 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. Committee members that do not participate 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 these Bylaws, shall require the concurrence of two-thirds (2/3) of the voting members of the Committee.

Article XI. 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. 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 XII. 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.~~ Workgroups shall report to the Committee Chair and Vice-Chair as determined by the Committee Chair.

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.~~ Workgroups shall provide written reports and recommendations to the full Committee for deliberation.

Article XIII. 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. Written reports of the Committee's activities shall be submitted as required by the Conference procedures.

Section 2. The Committee Chair shall coordinate the development of a final report of the Committee activities to Council II with recommended actions. The final report shall be done as part of an Issue submission and shall comply with all Conference procedures.

Section 3. The Committee Chair, Vice-Chair, or designee as specified in writing to the 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 submitted by the Committee.

Article XIV. 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, and then submitted as an Issue during the next biennial meeting. ~~An ad hoc 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.~~

Security Evaluation Blueprint [Final 1-28-13]

Project: **Food Protection Manager Certification training test security**

Client:ANSI, FPMCC, CFP

Key Stakeholders: _All the above, plus members of Security Evaluation Workgroup and constituencies they represent (food industry, food regulatory agencies, certification bodies, etc.)__

Selected Interventions Description: Recommended solutions to address test security issues – 1) Professional Credibility and training of Proctors 2) Handling of exam packages/shipping irregularities 3) Handling location/site Irregularities 4) Breach of provider's test administration requirements 5) Provider's quality assurance for test Administration & test administrators (These were chosen as the most cost effective and easiest to implement.)

Steps to Evaluation Planning

1. **Establish the evaluation baseline**.

   A. Organization Goal: Improve Food Manager Certification test security by reducing the percentage and impact of test security breaches.

B. Organization Measures: percentage (calculated from raw data provided by each provider) of documented test security breaches occurring annually in 2009-10 as a baseline year and estimate of their negative impact on integrity of food protection testing (using NRA scale of High & Mid severity)

   Data Source: certification providers, ANSI

   ✓ Existing measures ☐ New measure

   Performance Goal One: Proctors/Test Administrators receive initial training and retraining every 3 years

   Performance Measures: __1. percentage of proctors/test administrators trained/retrained in 2009-10 vs. 2012-13. 2. number of proctor violations of standard (by category) and number/types of disciplinary action in 09-10 vs. 12-13. 3. Number of Revocations by category in 09-10 vs. 12-13. 4. Change in content of training from 09 to 12.

Data Source: _certification providers_____

√ Existing measures (violations, revocations) √ New measure (training)

Performance Goal Two: Reduce exam packaging and shipping irregularities

Performance Measures: Number of lost exam booklets, # of lost completed answer sheets, causes of losses/missing items by category

Data Source: certification providers

√ Existing measures ☐ New measures

Performance Goal Three: Reduce test site irregularities

Performance Measure: Percentage of test site irregularities, causes of test site irregularities broken down by test administration type (onsite, online, test center, etc.)

Data Sources: certification providers, test examinee survey, internal audit results, exam location checklists (from proctor)

√ Existing measure (location checklist) √ New measures (survey, internal audit)

Performance Goal Four: Reduce test administration irregularities

Performance Measures: 1. Percentage of violations related to test administration irregularities (breach of protocols, cheating), 2.causes of violations by category, 3. # exam versions available at any one time, 4. frequency of exam form revisions

Data Sources: certification providers, ANSI assessors, test examinees (hotline for # of violations, surveys)

√ Existing measures ☐ New measures

Performance Goal Five: Improve test administration and administrator quality assurance

Performance Measures: 1. Number of documented management quality assurance systems and the components of the systems in place, 2. number of breaches of quality assurance system, 3. qualitative measures of what has been

implemented as of 2013 4. what corrective actions have been identified and implemented as a result of internal audits.

Data Sources: certification providers (internal audit), ANSI assessors, document review of internal audit reports

☐ Existing measure √ New measures

2. Create the evaluation design.

A. Evaluation question for organization goal: Do the five interventions adopted by FPMCC improve Food Manager certification test security as measured by the percentage and negative impact of test security breaches? (Executive summary – have we had a positive impact on test security?, which of the 5 interventions worked best/worst and recommendations for what else should be done to improve test security.)

B. Evaluation questions for performance goals:

1) Do Proctors/Test Administrators receive training and retraining every 3 years as measured by the percentage of Proctors and test administrators who attend training and retraining and successfully pass.

2) Is the number of exam packaging and shipping irregularities reduced as measured by the percentage and causes of lost and missing exams/completed answer sheets?

3) Is the percentage of test site irregularities reduced as reported by certification providers and test examinees?

4) Is the percentage of test administration irregularities reduced as reported by certification providers, test examinees and ANSI assessors?

5) Does having a management quality assurance system help to identify and implement corrective actions to improve test security?

C. Evaluation Design Model: Pre-Post Single Group Design. Pre will be based on July 1, 2009-June 30, 2010 as a baseline. Post will

be based on July 1, 2013-June 30, 2014 reporting. Pilot data to test the tools will be collected based on July 1, 2012-June 30, 2013. All data will be aggregated and reported as a single group summary, with no between-group (certification providers) analysis to avoid anti-trust problems.

M(measurement)1=7/2009-6/2010 Baseline, M2=7/2012-6/2013 Pilot Results, M3=7/2013-6/2014

T(treatments)=security interventions 1-5 M1 → M2 → T → M3 Final pre-post evaluation compares M1 to M3. M2 used for formative evaluation (fine-tune tools and data collection process).

D. Data collection methods: surveys of providers and test examinees, existing documentation of test security compiled by ANSI and certification providers

E. Evaluation tools – for M1, M2 and M3

X Surveys 1. Certification providers to report on baseline 2009-10 data and implementation of the 5 interventions (on ANSI-provided form to report 2012 results), 2. test examinees to report on test administration and test sites (generic survey incorporated into provider's current survey – Don to produce questions, each provider to implement in their own way, sample of 100 responses per provider for pilot data.)

☐ Focus group No

☐ Interview No

X Observation No new observation, but will access ANSI Assessor & Mystery Shopper observation data

X Document examination ANSI assessor reports of test security problems and their causes, Certification Bodies' reports/self-assessment of test security breaches and their causes

X Test/Assessment Data forensics Certification bodies' reports of item exposure, regional differences in security trends, misuse of items, response pattern analysis, cheat detection. Corrective actions taken to address documented cases of cheating.

3. Specify Data Analysis

(Details will be included in appendices for reference)

A. Quantitative Analysis Methods: Survey data: descriptive statistics (means, modes, standard deviation) correlations (5 interventions & organization/performance goals), statistical significance of interventions (inferential – Analysis of Variance (ANOVA), within-group comparison of pre-post data)

B. Qualitative Analysis Methods: Document analysis: thematic, comparative (M1, M2 and M3). We should keep in mind that there may be an initial increase in reported security breaches due to greater attention to the problem – corrective actions and root cause analysis of breaches is very important to report.

4. Specify resource requirements

Resource requirements needed to conduct an evaluation include:

Evaluator labor – Dr. Ford will devote approximately 12-15 days to this project

Provider labor – Certification Bodies will devote approximately 1-2 days to provide survey data

Examinee labor – Test examinees will devote approximately 5-10 minutes to provide post-exam survey data

FPMCC labor – Committee members will spend approximately 4-5 days in meetings and reviews of evaluation work

Computing resources – Dr. Ford will use his existing computer and software.

5. Create evaluation schedule

- Schedule covers planning the evaluation, designing and developing it, implementing it, and conveying its results (see the following page for details).

Evaluation Phases	Steps	Data Source	Data Collection Method	Stakeholders Who Need This Information	Person Responsible	Due By
Evaluation Planning (Part I)	1. Establish the evaluation design 2. Specify data analysis 3. Identify resource requirements 4. Create evaluation schedule	FPMCC SEW	Document Examination	FPMCC, ANSI	Don Ford FPMCC SEW	12/18/12 √ 12/18/12 √
Formative Evaluation (Part II)	1. Root cause evaluation 2. Establish the evaluation baseline (09-10 data) 3. Initial debugging of tools 4. Expert/Don review 5. Present to FPMCC 6. FPMCC approval 7. FPMCC meeting 8. Pilot testing 9. Isolate intervention's effects 10. Report to FPMCC	FPMCC, ANSI, Providers FPMCC SEW	Surveys Document examination	FPMCC, ANSI	FPMCC SEW Providers Don Ford Providers/Don Don/ SEW FPMCC FPMCC SEW Providers Don Ford FPMCC SEW	2012(complete)√ 4/30/13 1/14/13 √ 1/28/13 √ 1/31/13 3/1/13 5/15-5/16/2013 7/2012-6/2013 Data by 9/2013 9/2013 10/2013
Summative Evaluation (Part III)	1. Collect summative data 2. Isolate intervention's effects 3. Report to FPMCC	Providers, Examinees, ANSI	Surveys Document examination	ALL	Providers/ANSI Don Ford FPMCC SEW	7/2013 - 6/2014 7/2014 9/2014

√ denotes completion

Security Evaluation Self-Report (rev 08/13)

Name of person completing the self-report

Date

Phone Number

Reporting Period: **7/1/12 - 6/30/13**

Total Number of Proctors/Test Administrators

Total Number of Tests Administered

Total Number of Test Sites

Directions: Please provide baseline data for the period listed above. Use estimates where exact figures are missing, but indicate this with EST. ***Complete and return by September 1, 2013.***

1. What percentage of your new proctors/test administrators received initial training upon hire?

2. What percentage of your proctors/test administrators have completed retraining within the past 3 years?

3. How many proctor/test administrator violations were documented?

4. How many disciplinary actions did you undertake?

5. What were the most frequent reasons for violations and disciplinary actions?

Violations	Disciplinary Actions
1	1
2	2
3	3
4	4
5	5

6. How many revocationsof proctor/test administrators' testing privileges occurred?

7. What were the most frequent reasons for revocations?

Revocation reasons?
1
2
3
4
5

8. How many exam booklets were lost?

9. How many completed answer sheets were lost?

10. What were the most frequent reasons for lost exams/answer sheets?

Lost reasons?

1
2
3
4
5

11. How many site irregularities (unsecured, inadequate size, poor environment, etc.) were identified by location checklists?

12. How many test site irregularities occurred in each type of center?

Onsite?	
Online?	
Test Center?	
Other?	

13. What were the most frequent reasons for test site irregularities?

Irregularity reasons?

1
2
3
4
5

14. How many test administration irregularities (cheating, protocol breaches, etc.) occurred?

15. What were the most frequent reasons for test administration irregularities?

Irregularity reasons?

1
2
3
4
5

16. How many versions of the exam were used at any one test administration?

17. How many times did you revise the exam form?

18. Did you have a documented management quality assurance system in place?

Yes

No *[If No, skip items 19-21]*

19. What were the major components of your management QA system?

QA System Components?

1
2
3
4
5

20. How many breaches of your QA system occurred?

21. What were the most frequent reasons for QA system breaches?

Breach reasons?

1
2
3
4
5

22. What types of data forensics did you employ?

Data forensic types?

1
2
3
4
5

23. How many documented cases of cheating did you have?

24. What corrective actions did you take to combat cheating?

Corrective actions?

1
2
3

4
5

25. What additional relevant information, if any, do you wish to share?

FPMC Examinee Test Security Questions

Purpose

The following questions ask examinees to report on any problems they observe with test sites and test administration that could affect the security of the test and the validity of the results. **Please select at least one question from each category for inclusion in future post-test examinee surveys.** This will allow us to evaluate the effectiveness of new measures to improve exam sites and administration.

Exam Location Questions [Select at least one]

Directions: Please answer the following questions about the location where you took your exam by selecting the response that comes closest to your perception.

1. The exam location was an appropriate environment to take a test.

Strongly Agree	Agree	Disagree	Strongly Disagree

2. The exam location was free of noise and other distractions.

Strongly Agree	Agree	Disagree	Strongly Disagree

3. There was enough spacing between examinees so others could not read my exam answers.

Strongly Agree	Agree	Disagree	Strongly Disagree

[OR Yes/No response]

4. No one came into the exam location after the exam had begun.

Strongly Agree	Agree	Disagree	Strongly Disagree

[OR Yes/No response]

FPMC EXAMINEE TEST SECURITY QUESTIONS

Directions: Please answer the following questions about the administration of your exam by selecting the response that comes closest to your perception.

5. I was provided with clear directions about taking my exam.

Strongly Agree	Agree	Disagree	Strongly Disagree

6. The exam proctor/administrator was present at all times during the exam.

Strongly Agree	Agree	Disagree	Strongly Disagree

[OR Yes/No response]

7. The exam proctor/administrator helped by giving clues or exam answers.

Strongly Agree	Agree	Disagree	Strongly Disagree

[OR Yes/No response]

8. Examinees helped each other by sharing answers during the exam.

Strongly Agree	Agree	Disagree	Strongly Disagree

[OR Yes/No response]

9. Examinees had access to materials/resources during the exam that helped in answering exam questions.

Strongly Agree	Agree	Disagree	Strongly Disagree

[OR Yes/No response]

FPMC EXAMINEE TEST SECURITY QUESTIONS

10. I observed cheating going on during the exam.

Strongly Agree	Agree	Disagree	Strongly Disagree

[OR Yes/No response]

11. Please describe any problems you observed during the exam.

(rev 3/4/13)

American National Standards Institute

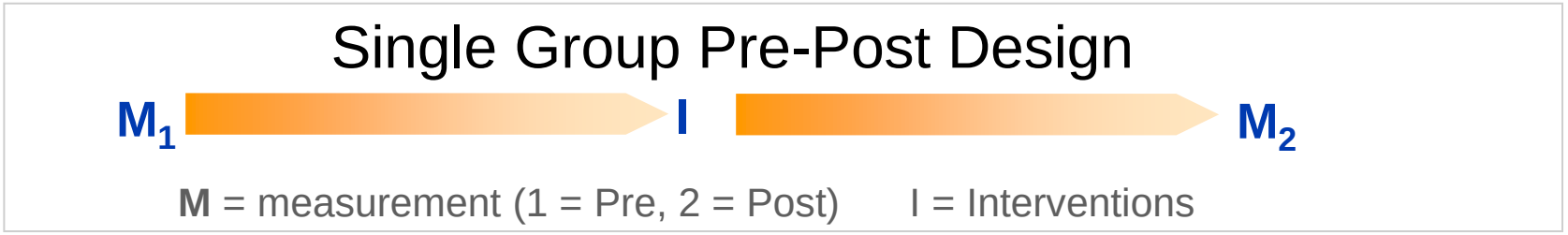
Security Evaluation Work Group
Baseline & Formative Self-Report Findings

Donald J. Ford, Ph.D.
Lead Assessor, ANSI Certificate Accreditation Program &
Lead Evaluator, Certified Professional Food Manager Program

SEWG Background

- Work Group formed to address test security concerns arising from the CPFM exam under ANSI CFP certification
- Dr. Ford asked to design and conduct evaluation study of past, current and future test security breaches and remedies
- Evaluation proceeds in three stages:
  1. Baseline study of the 2009-10 year to pilot test self-report data collection and establish a pre-assessment point from which to measure progress
  2. Interim study of the 2012-13 year to assess progress in addressing test security issues
  3. Post-assessment of the 2013-14 year and future years to measure progress and track trends in CPFM test security

Evaluation Methodology



- Self-reporting via questionnaire
- Data aggregated and reported as single group only (no within-group comparisons)
- Time Periods:
  - Baseline (Pre) – July 2009 – June 2010
  - Pilot (Formative) – July 2012 – June 2013
  - Post (Summative) - July 2013 – June 2014
  - Trending – Annually after 2014 as part of ANSI surveillance

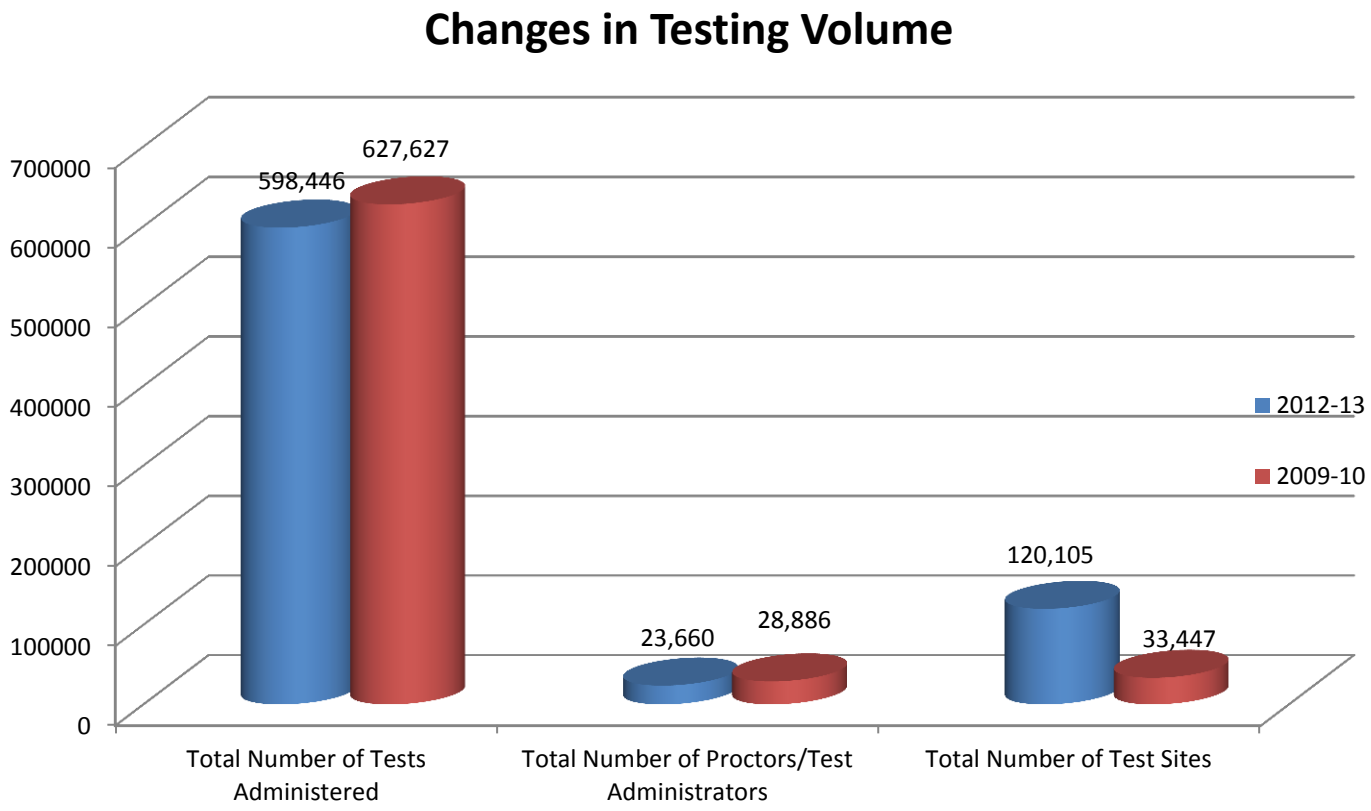
Summary of Evaluation Findings

- Small number of test security violations, but once is one too many
  - Widely publicized cheating incident costly to test integrity
- About 6% of proctors/administrators are disciplinary problems
  - Better screening, selection, retraining and discipline needed
- Test administration and shipping irregularities are problematic
  - Better tracking and enforcement of existing rules needed

Summary of Evaluation Findings (cont'd)

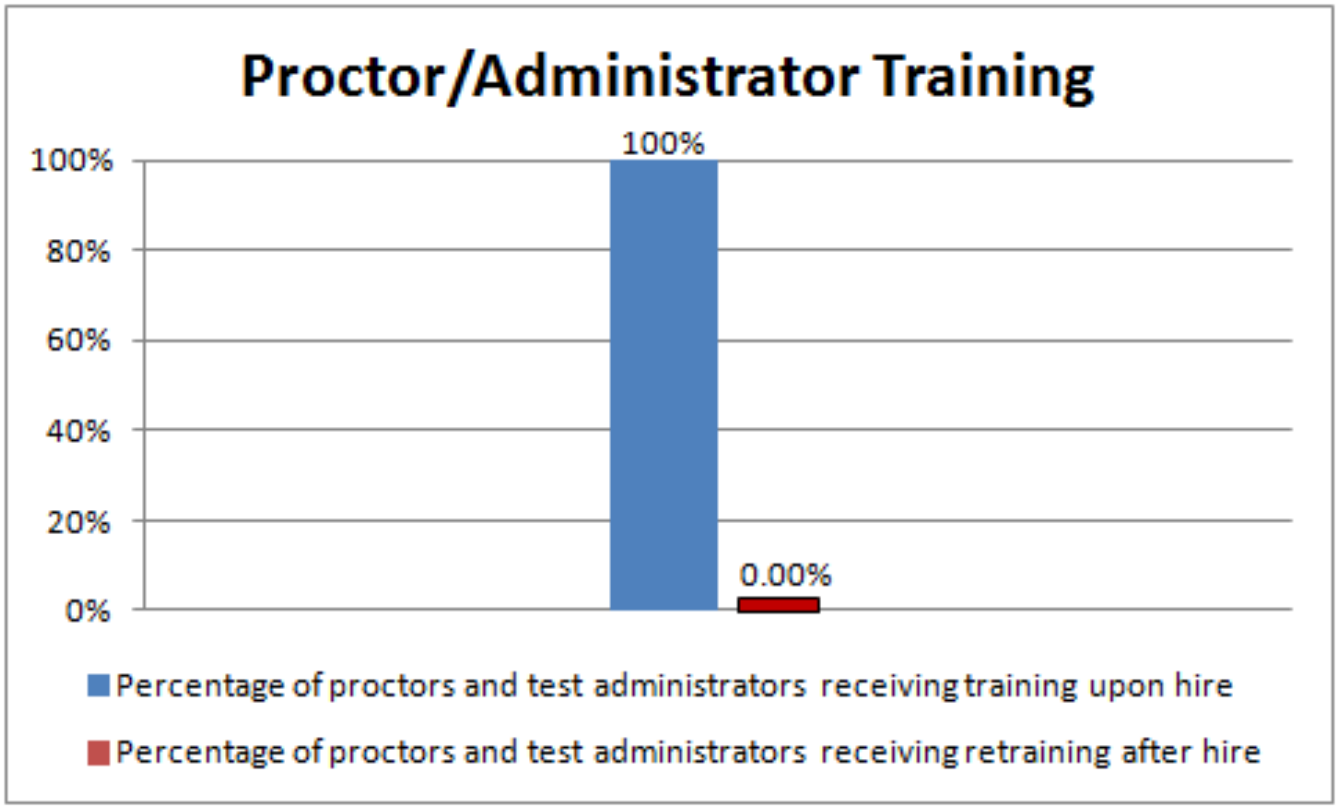
- Significant efforts being made to prevent test security breaches
  - Best practices should be disseminated to all providers
- Management QA System fully implemented in 2012-13
  - After full implementation, number of breaches should decline

Changes in Testing Volume



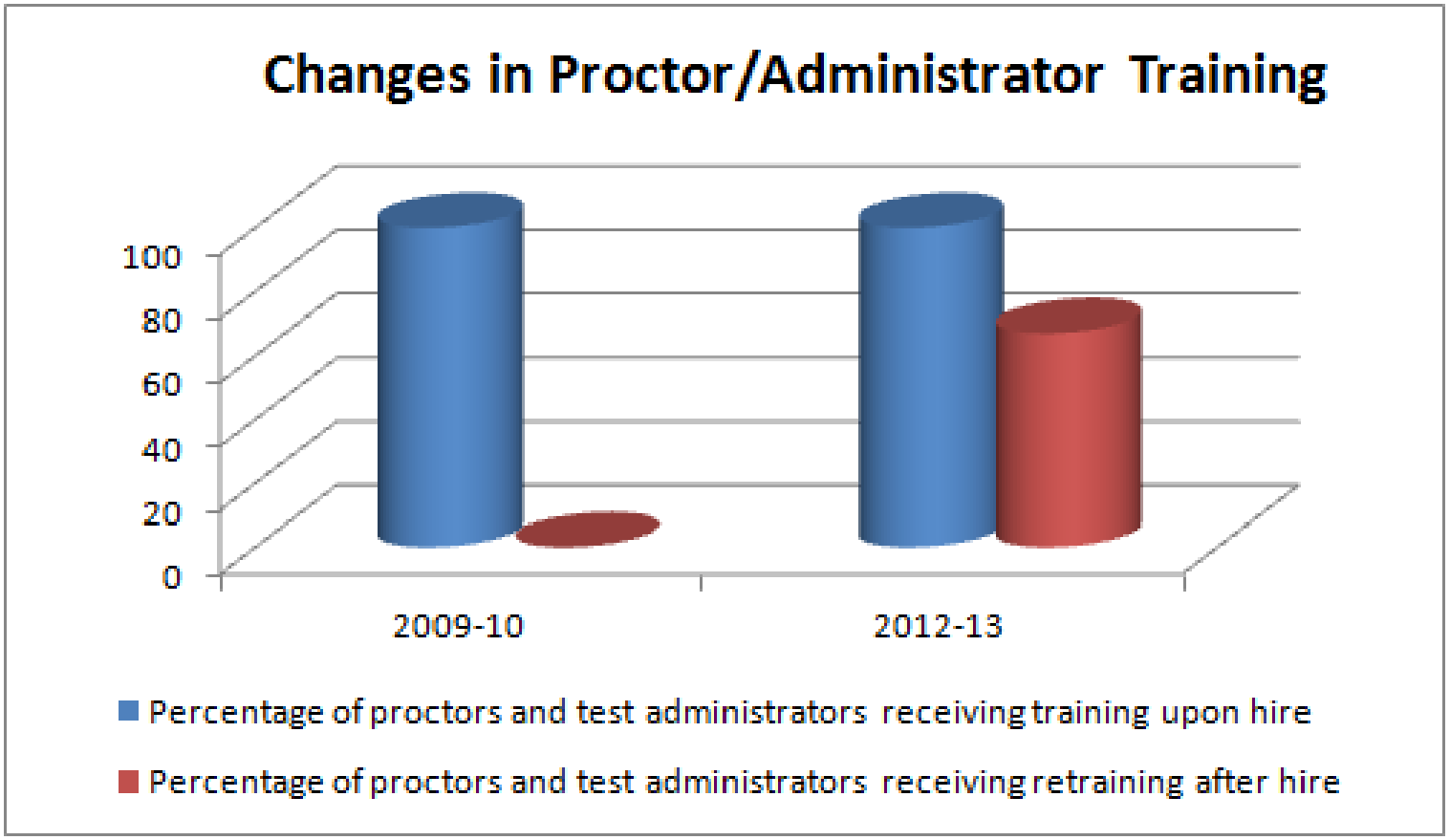
- Total tests and proctors are decreasing, while test sites are increasing.

Goal One: Provide Training for Proctors/Administrators



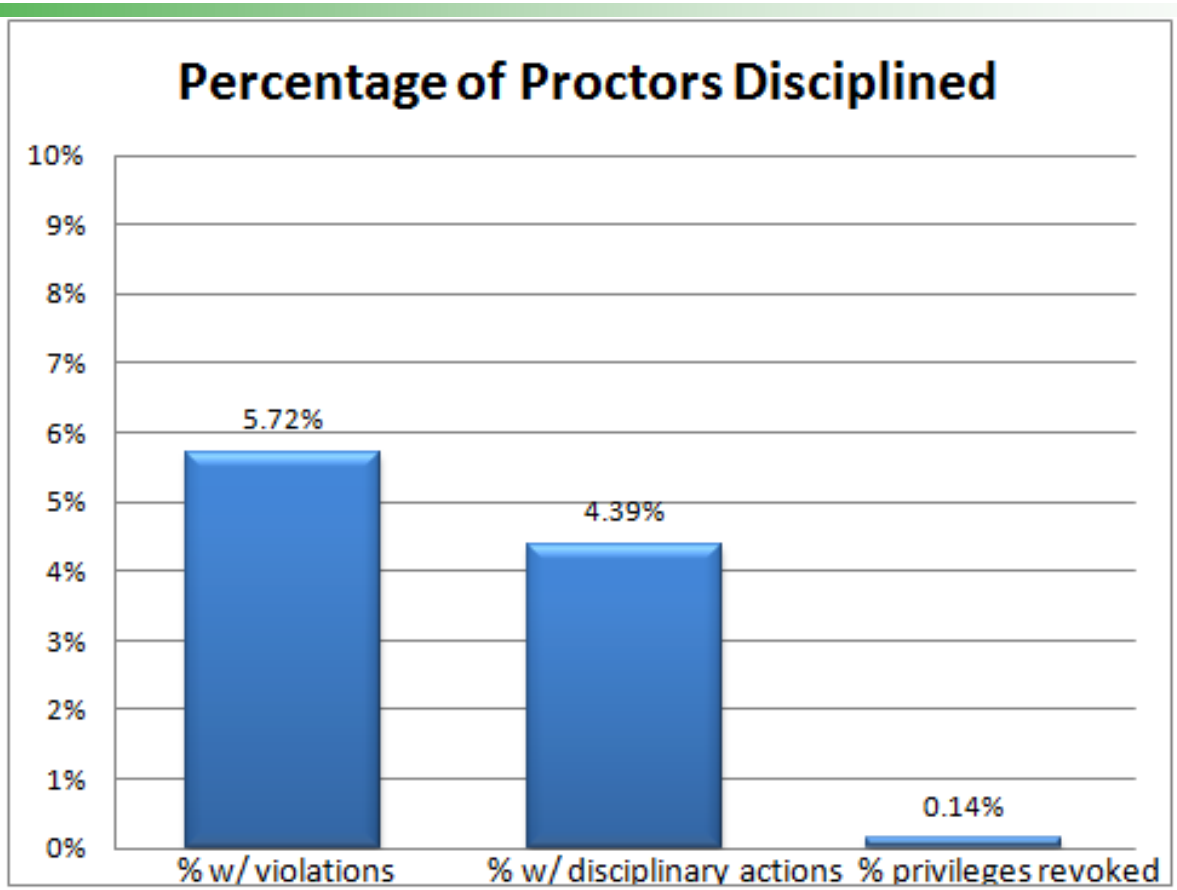
- No retraining required or done in 2009-10

Change in Retraining



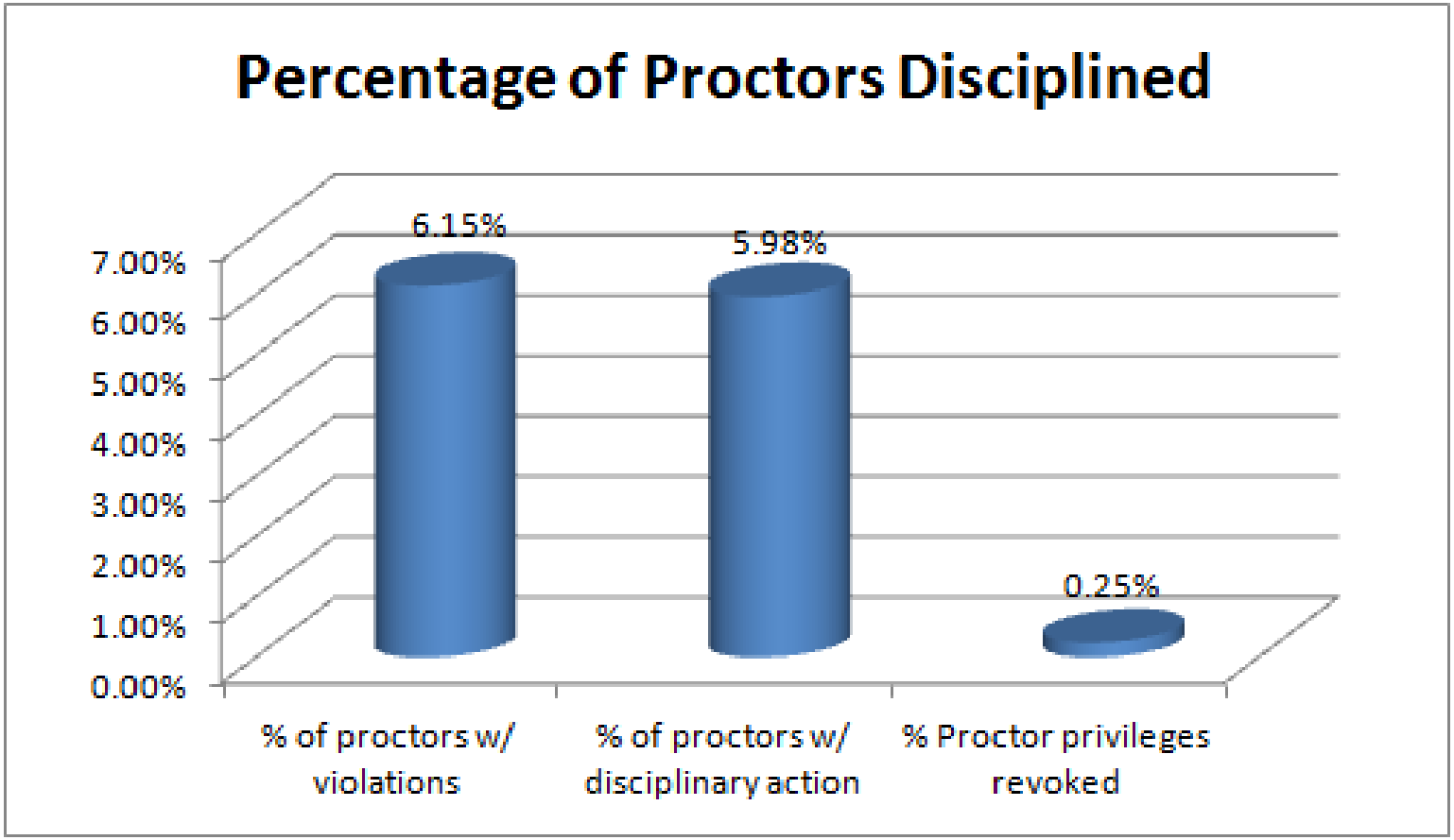
- Retraining underway in 2012-13. Will be completed by 2014.

Goal One: Enforce Proctor/Administrator Disciplinary Actions



- In 2009-10, though nearly 6% had violations, only 3% of violators were removed.

Changes in Proctor/Administrator Disciplinary Actions



- In 2012-13, violations up slightly, % of violators removed nearly doubled.

Primary Reasons for Violations

1. Not returning materials via traceable carrier within 24 hours of administering the exam.
2. Using regular mail to return tests instead of traceable mail
3. Missing exam booklets/completed answer sheets
4. Returned materials included improper staggering of exam versions or class rosters completed inaccurately
5. Failure to grade online examination
6. Exam irregularities, including review of examination booklet by someone other than examinee
7. Failure to monitor exam / examinees allowed to talk in foreign language
8. Not signing and returning a non-disclosure agreement
9. Proctor collusion in cheating

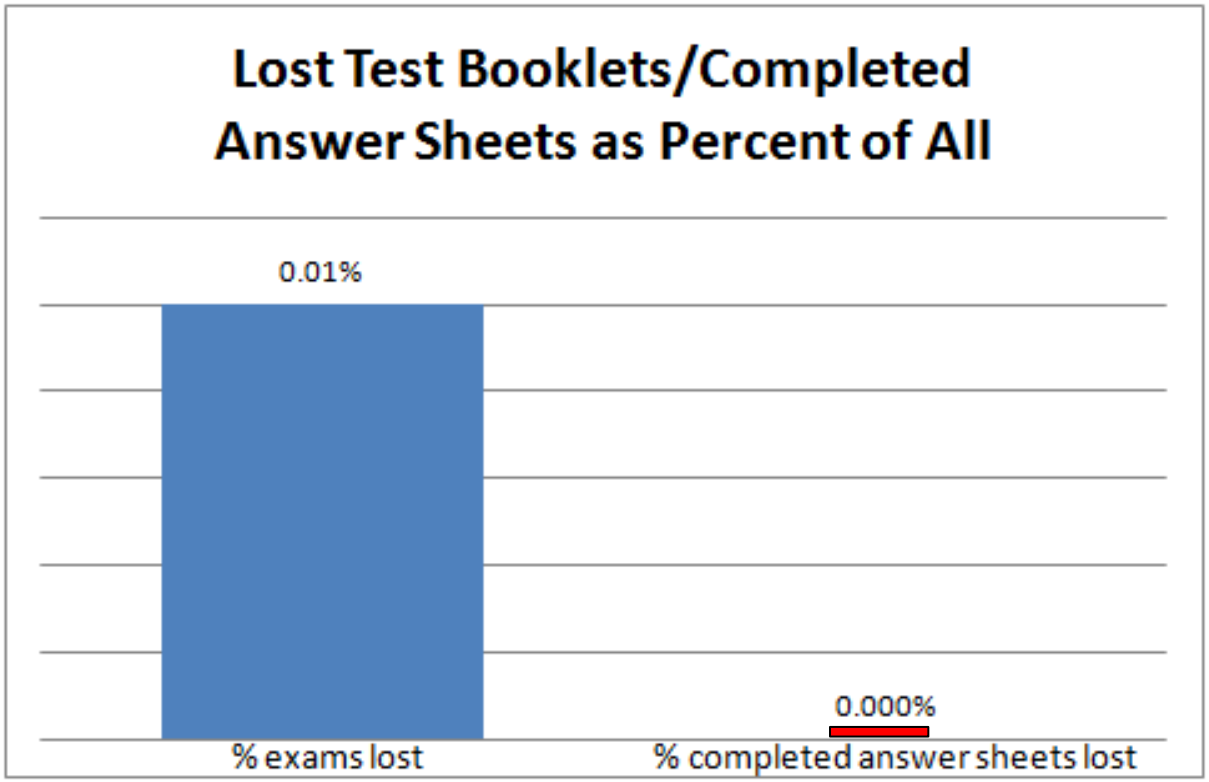
Most Common Disciplinary Actions

1. One year probation period, violation is issued and recorded in the proctor's file (after 3 such violations, proctor is suspended)
2. Exam Security Survey sent to Proctor. One-year Probation period. Warning - if extenuating circumstances, Revocation for repeat offenders
3. Violation is issued and recorded in file for 1st violation, Revocation after 3 violations
4. Warning on first offense, Second offense: one year probation, repeat offenders: permanent probation
5. One-year Probation period for 1st offense, Revocation for Proctor if severe or repeated
6. One year Probation period and Examinees required to re-test
7. Proctor is made inactive and not allowed to conduct testing until forms/ booklets are returned
8. Warning for 1st offense, suspension for repeated offenses

Most Frequent Reasons for Revocation/ Suspension of Proctors

1. Confirmed case of cheating with proctor/administrator collusion, such as providing answers/coaching
2. Allowed examinees to use notes during exam
3. Repeated violations of 24 hour exam return policy
4. Missing exams, rosters or answer sheets upon return of test materials
5. Repeated complaints about proctor/administrator behavior
6. Public food health officials created unauthorized independent businesses to offer food safety training and certification
7. Failure to grade online examinations
8. Failure to cooperate with test security investigation

Goal Two: Reduce Exam Packaging and Shipping Irregularities

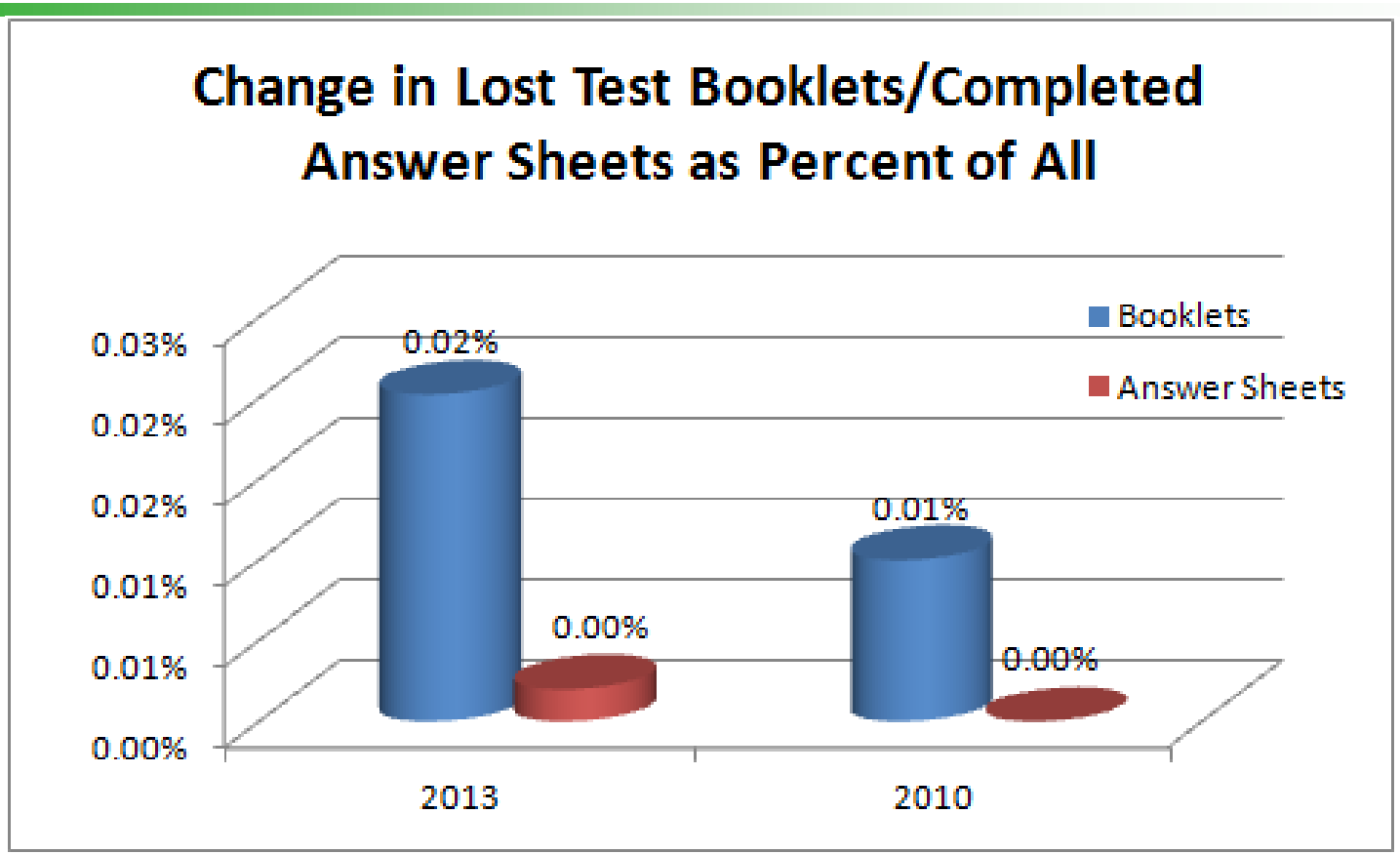


- In 2010, 1 out of 10,000 exams lost, compromising test security and causing frequent test revisions

Most Frequent Reasons for Lost Exams/ Answer Sheets

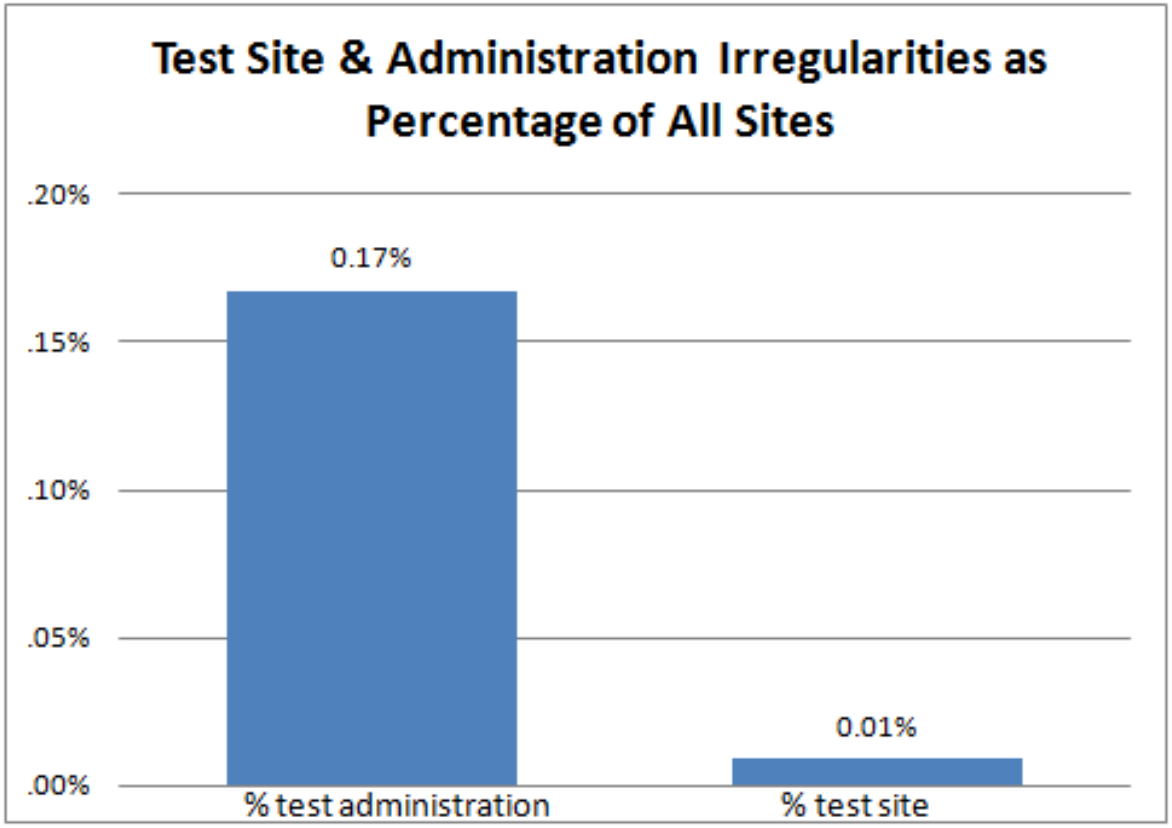
1. Proctors improperly disposed of unused exams – shredding, trashing, or stealing
2. Carrier lost the package
   - Regular mail is not reliable
   - Even traceable carriers lose packages sometimes
3. Proctors lost extra exams/answer sheets

Changes in Lost Materials



- Increase in reported lost materials from 2010 to 2013, Most likely due to increased detection & reporting.

Goal Three: Reduce Test Site Irregularities



- Administration problems are much more numerous than test site problems

Most Frequent Reasons for Test Administration Irregularities

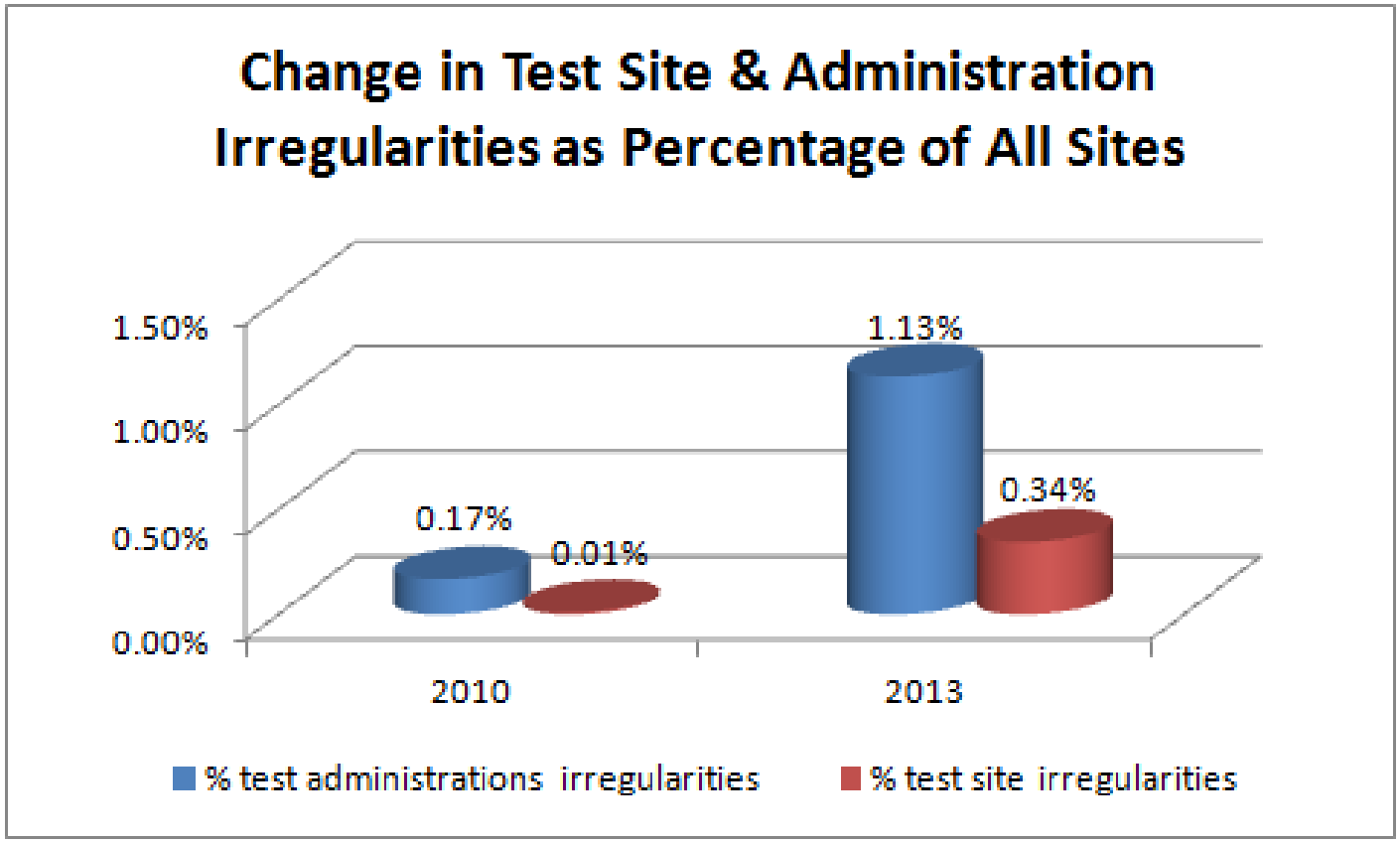
1. Failure to follow shipping policies
2. Failure to follow policies and procedures for proctoring
3. Cell phones or electronic devices were allowed into the exam room.
4. 2 candidates taking the same form of the exam were seated next to each other.
5. Candidates were allowed to talk in a foreign language during the exam

Most Frequent Reasons for Test Site Irregularities in 2010*

1. Exam was given in a restaurant during service
2. Examinees were allowed to sit too close together
3. Testing site interrupted by outsiders/noise

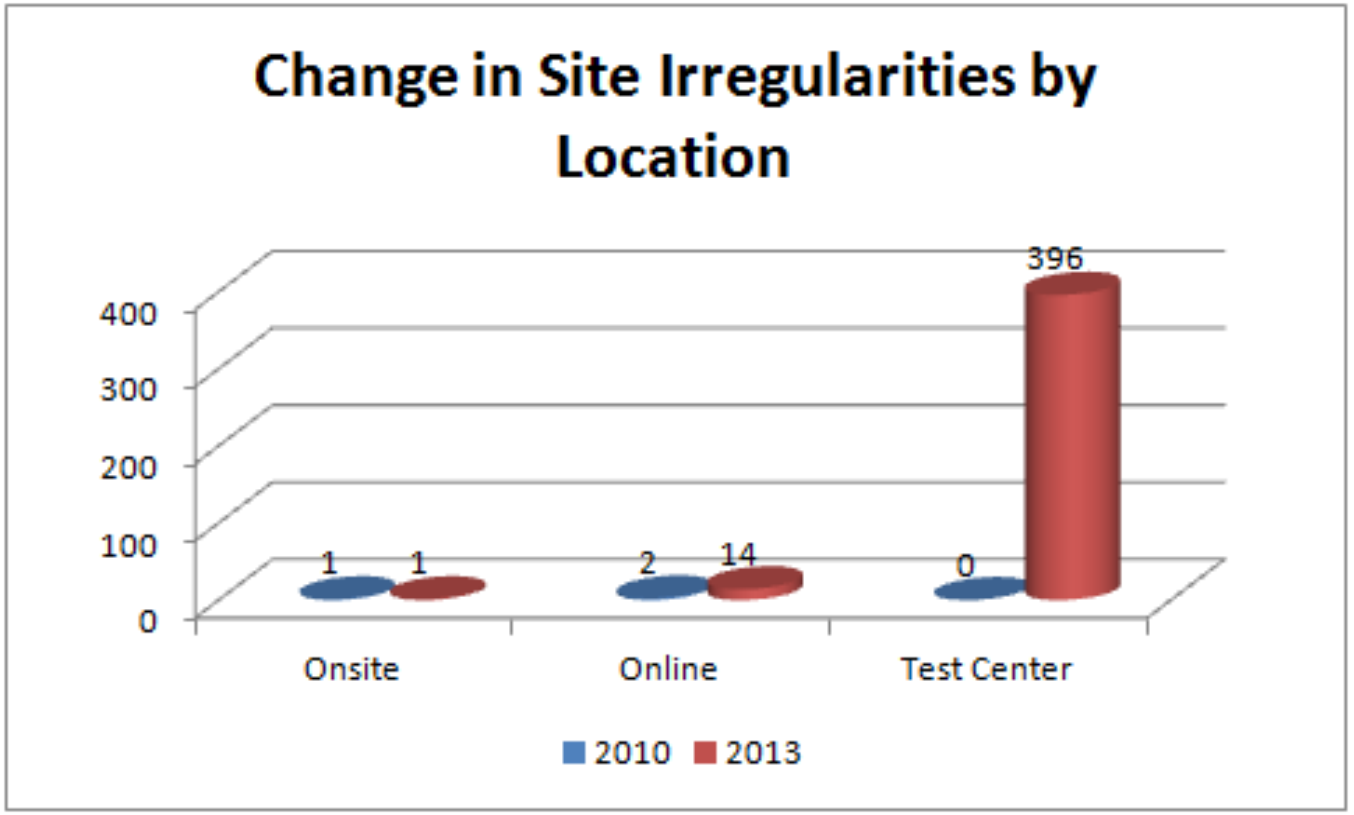
*One provider could not report data on site irregularities in 2010

Changes in Test Irregularities



- Increase in reported irregularities probably due to increased detection

Where Test Site Irregularities Occur

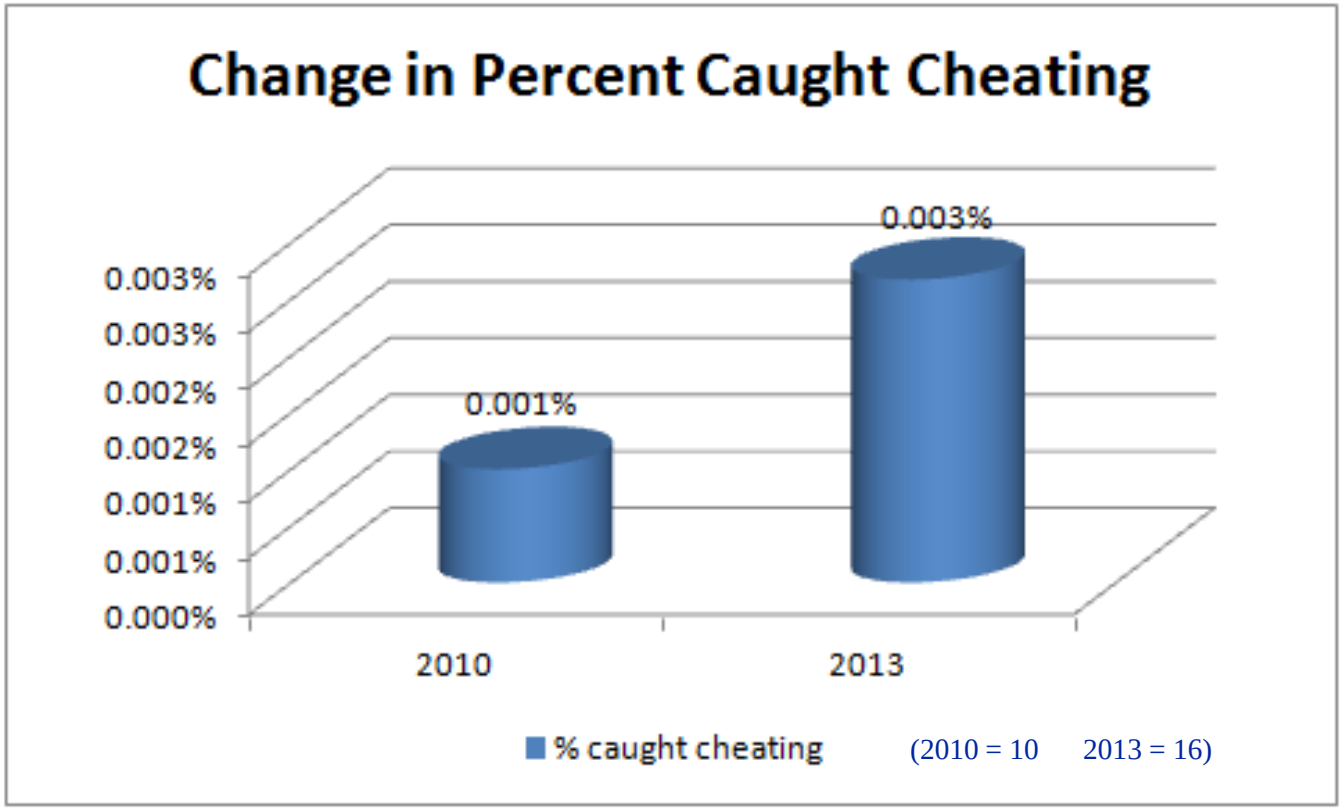


- All test sites pose risks. Increase likely due to better detection and reporting

Reasons for Site Irregularities – 2013

1. 122 cases of incorrect test taker demographic information which was corrected on site
2. 50 cases of candidates not having the proper identification
3. 46 cases of technical glitches at test center delaying test start
4. Delays in starting test because of scheduling mixup
5. Proctors left the door of the examination room open, exposing test takers to excessive noise

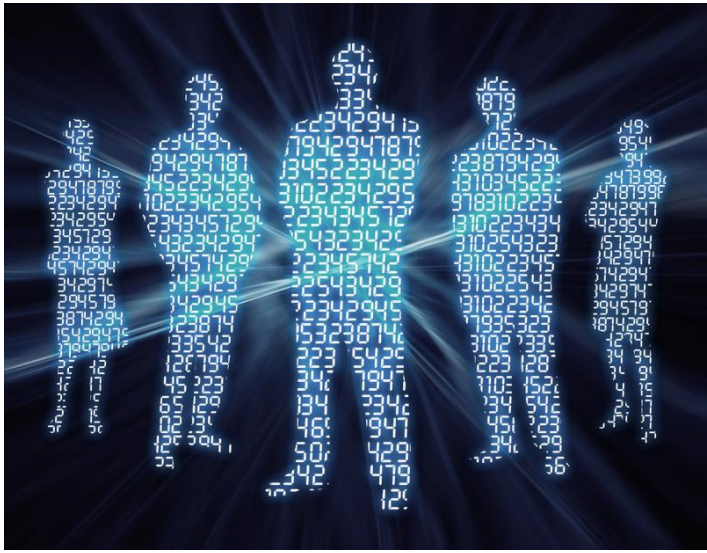
Goal Four: Reduce Cheating and Test Administration Irregularities



- Though rare, cheating even once is a serious test security problem, especially when enabled by proctors

Data Forensics Employed to Combat Cheating

1. Item Analysis
2. Group Analysis
3. Item Difficulty (p-value) Analysis
4. Point Biserial Correlation
5. Pass Rate Analysis
6. Detailed Item Response Analysis
7. Score Irregularity Reports
8. Web Surveillance – Google Alerts
9. Incident Response Investigation



Most Frequent Corrective Actions Taken To Combat Cheating

1. Item overlap among exam forms was decreased to limit item exposure
2. More exam forms developed per quarter to lessen exam form exposure
3. Limit the number of candidates per table to increase spacing
4. Conduct monthly data forensic detection analysis
5. Proctor checklist and script developed to help proctors ensure they administer exam correctly
6. Proctors required to sign performance agreements and pass retraining
7. Revoked scores and denied future testing for examinees caught cheating
8. Revoked Proctor/Administrator privileges for those caught colluding in cheating

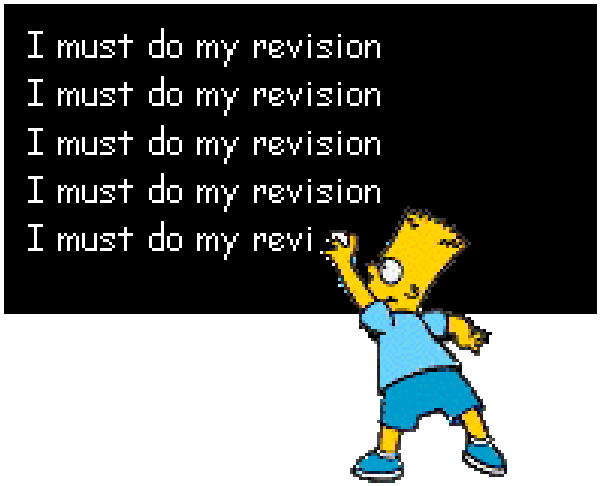
Test Versions and Revisions

Versions Employed:

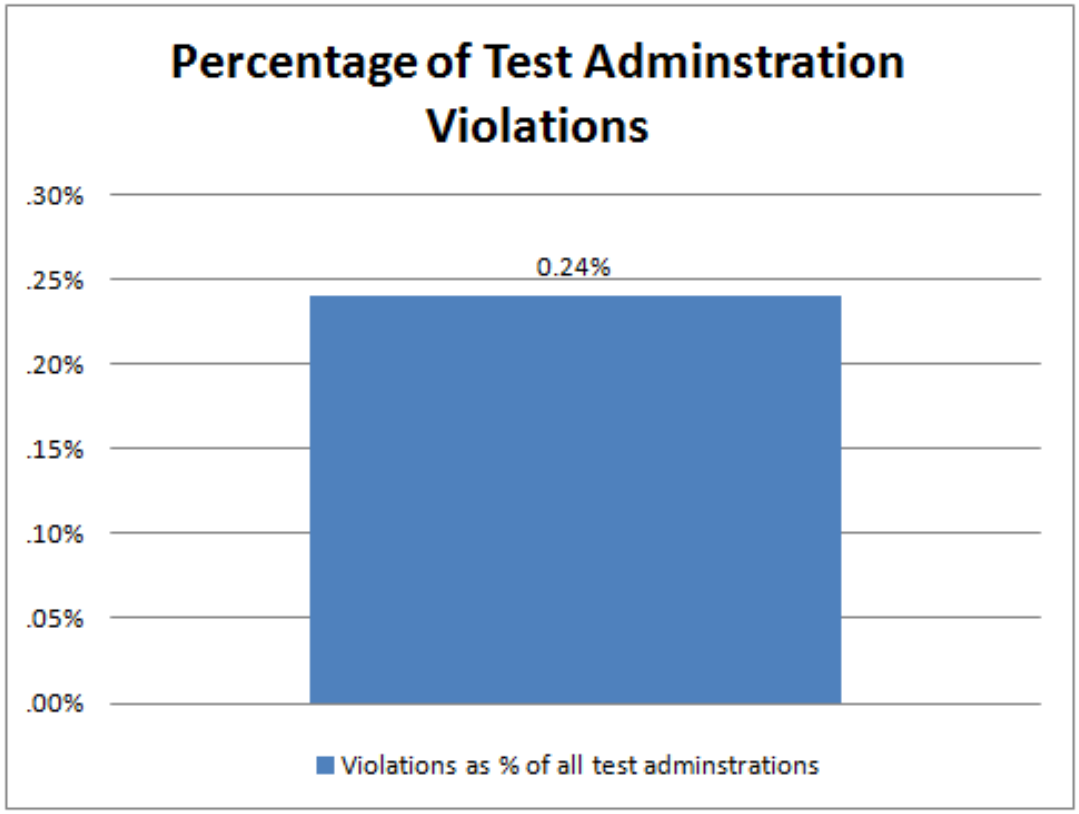
- Minimum of 2 versions/administration
- Maximum of 8 versions used

Revision Frequency:

- Minimum of yearly
- Maximum of monthly



Test Administration Violations

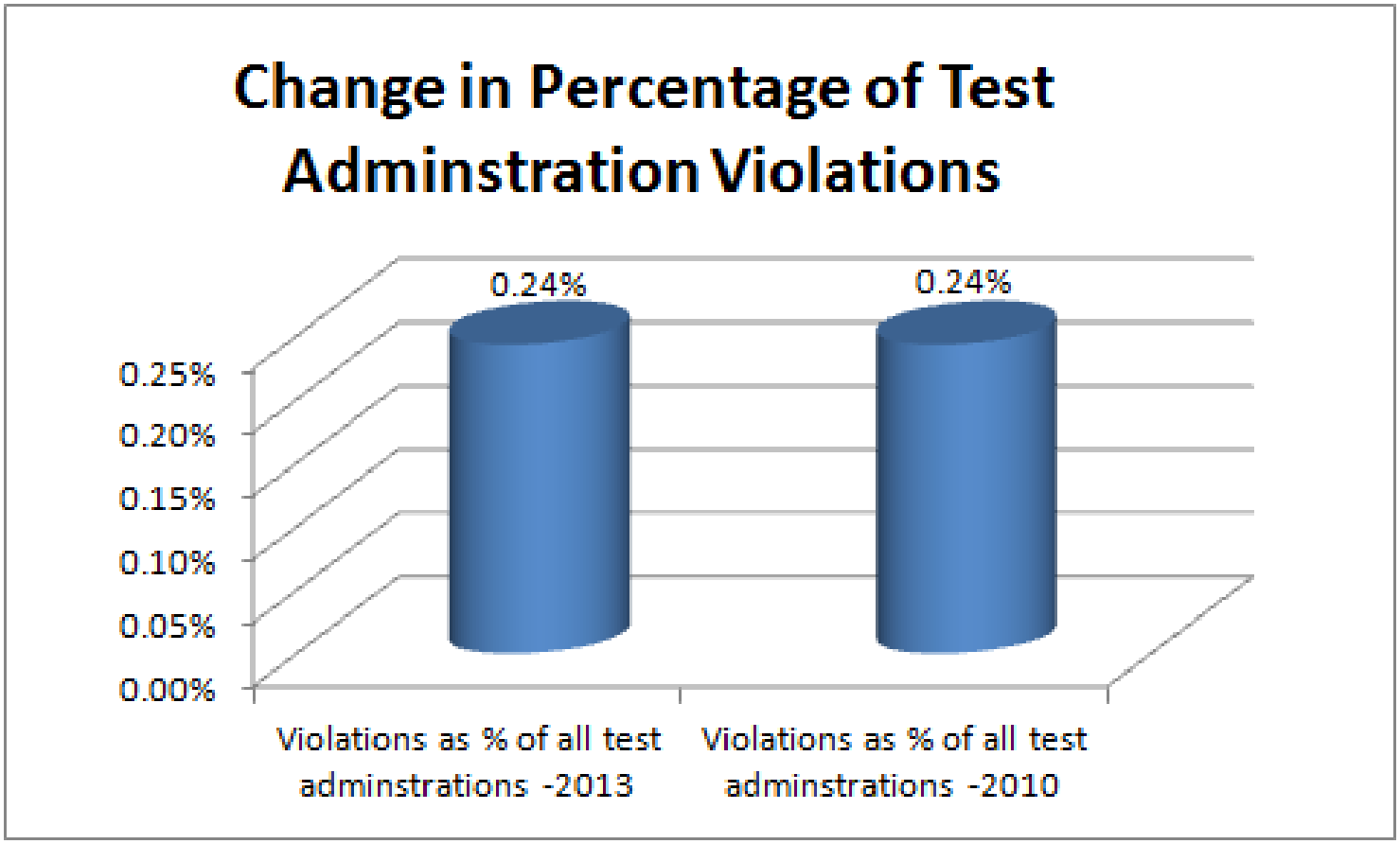


- Two out of a thousand test administrations contain a violation, compromising validity and reliability

Most Frequent Reasons for Test Administration Irregularities

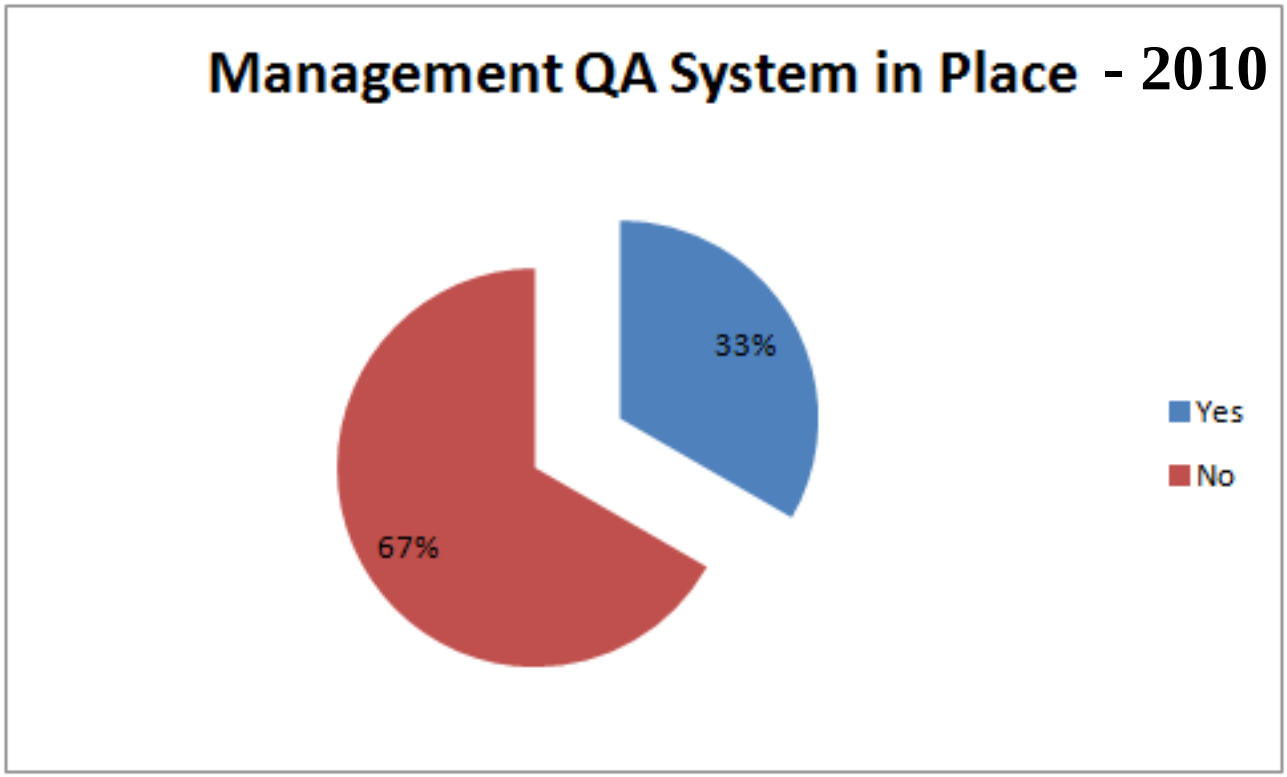
1. More exam booklets opened than answer sheets
2. Use of exam booklet more than once
3. Failure to monitor examinees during entire exam
4. Self-administration of exam
5. Proctor collusion in cheating

Change in Percentage of Administration Violations



- No change in percent of violations over past 3 years.

Goal Five: Improve Test Quality Assurance



- Only 1 of 3 providers had QA system in 2009-10 and it was incomplete

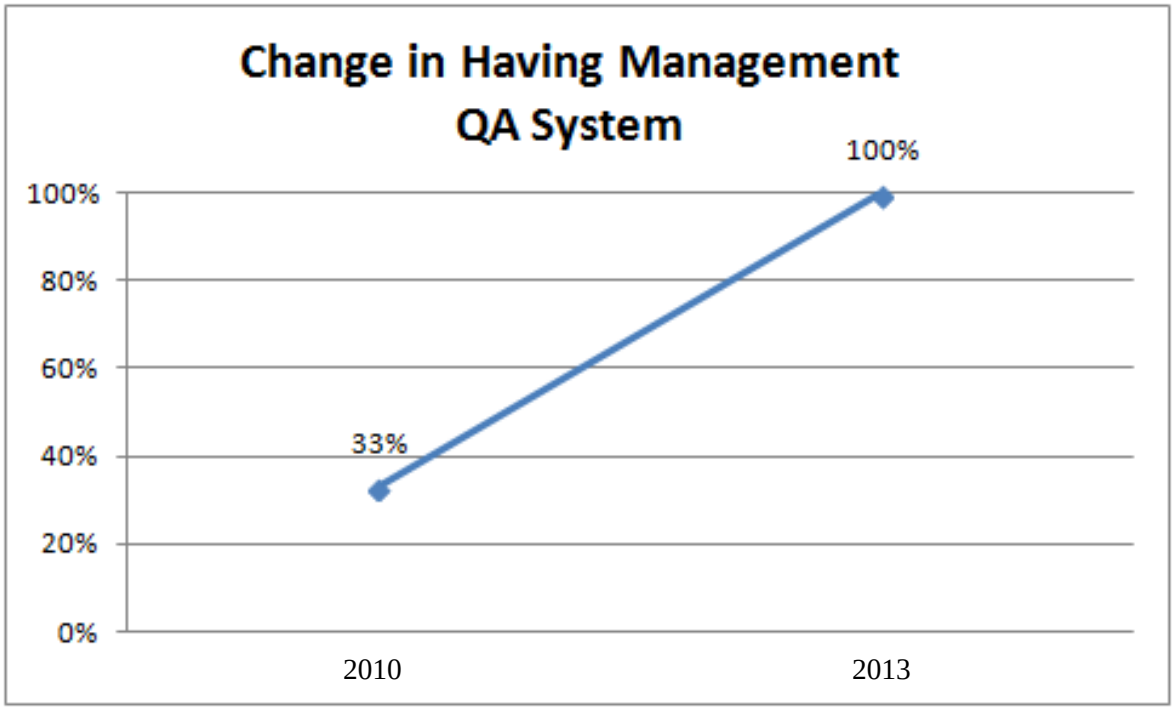
QA System Elements in Place -2010

- Quality control at each step in test production, storing, shipping, and receiving materials back from test sites
- Stringent rules for how test materials are to be handled and accounted for

Most Frequent Reasons for QA System Breaches

1. Materials returned out of order. Exams are required to be staggered in a certain way to increase their security.
2. Failure to return test materials on time
3. Lost test booklets/completed answer sheets
4. Candidates did not sign their rosters individually or signature was blank
5. Forensics uncovered possible cheating

Changes in QA System in 2013



- All providers now have a Management QA system in place. Some elements still being fully implemented.

Management QA System Elements - 2013

- Document/Material Controls
- Internal Audits
- Management review systems- continual improvement
- Corrective actions/preventive actions to address deficiencies
- 3rd party accreditations & certifications
- Forensic Data Analysis of exam performance
- Test Administration Security Survey included in exam forms w/Incident Reports.

Provider Perceptions of Test Security Breaches

- "Public perception of diminished reliability and integrity of the exam and the organizations providing it"
- "We serve as an industry gatekeeper, ensuring that people legitimately earn the credentials they seek to achieve."
- "We proactively take preventive, and corrective actions to ensure there is no negative impact to the integrity of food protection testing and food safety as the result of a test security breach."
- "We are a trusted test development and delivery provider to more than 400 organizations worldwide. On their behalf, we securely deliver an average of 10 million exams per year."

Recommendations

- Proctors/Administrators:
  - Provide retraining regularly
  - Increase screening and selection standards
  - Vigorously apply disciplinary actions against offenders
- Shipping Irregularities:
  - Use traceable carriers only, especially those with high reputation for security and reliability
  - Enforce rules for shipping

Recommendations (cont'd)

- Test Sites/Administration:
  - Standardize test site requirements across all providers
  - Share best practices for administration
- Test Cheating:
  - Share best practices for data forensics and cheating detection
  - Encourage test-takers to report cheating (whistleblower hotline)
- QA System:
  - Fully implement for all providers
  - Use it as preventive mechanism

Future Steps

- Present findings to key stakeholders
- Fine tune data collection methods as needed
- Compare the pilot year to the baseline year to look for improvements
- Conduct summative post analysis after 2014 year when all test security improvements have been fully implemented
- Include test security evaluation as part of ANSI annual surveillance and monitor trends

Final CFP / ISO Comparison of Standards

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
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.	**A 1.4** The certification body has a responsibility to ensure that only those persons who demonstrate competence are awarded certification. **1.0 Scope** This International Standard contains principles and requirements for a body certifying persons against specific requirements, and includes the development and maintenance of a certification scheme for persons. NOTE For the purposes of this International Standard, the term "certification body" is used in place of the full term "certification body for persons", and the term "certification scheme" is used in place of the full term "certification scheme for persons".	**YES**	**YES**	These are not 100% equivalent. The intent of the individual in not the same.
2.2 A 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.	**A 3** Competence of the personnel of the certification body is necessary to deliver certification that provides confidence. **4.2** The certification body shall be responsible for, shall retain authority for, and shall not delegate, its decisions relating to certification, including the granting, maintaining, recertifying, expanding and reducing the scope of the certification, and suspending or withdrawing the certification.	**YES**	**YES**	

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
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.	**A 1.6** The certification body should act in a responsible manner so as to provide confidence to interested parties in its competence, impartiality and integrity. **4.3.1** The certification body shall document its structure, policies and procedures to manage impartiality and to ensure that the certification activities are undertaken impartially. The certification body shall have top management commitment to impartiality in certification activities. The certification body shall have a statement publicly accessible without request that it understands the importance of impartiality in carrying out its certification activities manages conflict of interest and ensures the objectivity of its certification activities. **4.3.2** The certification body shall act impartially in relation to its applicants, candidates and certified persons. **4.3.7** The certification body shall analyze, document and eliminate or minimize the potential conflict of interests arising from the certification of activities of persons. The certification body shall document and be able to demonstrate how it eliminates, minimizes or manages such threats. All potential sources of conflict of interest that are identified, whether they arise from within the certification body, such as assigning responsibilities to personnel, or from the activities of other persons, bodies or organizations, shall be covered.	**YES**	**YES**	The overall intent of these sections is to eliminate any conflicts of interests.

Final CFP / ISO Comparison of Standards

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
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).	**4.1** The certification body shall be a legal entity, or a defined part of a legal entity, such that it can be held legally responsible for its certification activities. A governmental certification body is deemed to be a legal entity on the basis of its governmental status.	**YES**	**YES**	These are identical.
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.	**4.2** The certification body shall be responsible for, shall retain authority for, and shall not delegate, its decisions relating to certification, including the granting, maintaining, recertifying, expanding and reducing the scope of the certification, and suspending or withdrawing the certification.	**YES**	**YES**	ISO is more detailed and requires documentation and the CFP Standard does not require documentation. These clauses separate the certification organization from the certification program. ISO 5.1.2 has more precision as to the details of this clause.
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	**4.3.1** The certification body shall document its structure, policies and procedures to manage impartiality and to ensure that the certification activities are undertaken impartially. The certification body shall have top management commitment to impartiality in certification activities. The certification body shall have a statement publicly accessible without request that it understands the importance of impartiality in carrying out its certification activities, manages conflict of interest and ensures the objectivity of its certification activities. **4.3.6** The certification body shall identify threats to its impartiality on an ongoing basis. This shall include those	**YES**	**NO**	CFP 3.3 has more precision in regards to the separation of educational and certification functions. The intent of ISO 4.3.1 and 4.3.6 are similar describing impartiality, influence and threats. This is management and impartiality. What about ISO 5.2? Structure of the Certification body in relation to training and 5.2.3?

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
process by virtue of the structure within the association, organization, agency or another entity.	threats that arise from its activities, from its related bodies, from its relationships, or from the relationships of its personnel. However, such relationships do not necessarily present a body with a threat to impartiality.			
3.4 Resources of Certification Organizations. The certification organization shall conform to all CFP standards for accreditation and demonstrate	**4.3.7** The certification body shall analyze, document and eliminate or minimize the potential conflict of interests arising from the certification of activities of persons. The certification body shall document and be able to demonstrate how it eliminates, minimizes or manages such threats. All potential sources of conflict of interest that are identified, whether they arise from within the certification body, such as assigning responsibilities to personnel, or from the activities of other persons, bodies or organizations, shall be covered. **4.3.8** Certification activities shall be structured and managed so as to safeguard impartiality. This shall include balanced involvement of interested parties (see definition 3.21).	**YES**	**NO**	CFP 3.4 discusses conformity while ISO 9.2.6 discusses conformity when work is performed by a 3rd party. This is not exactly the same intent. ISO 10.2.7 goes into detail to discuss non-conformity issues.
3.4 A the availability of financial resources to effectively and thoroughly conduct regular and ongoing certification program activities.	**4.4** The certification body shall have the financial resources necessary for the operation of a certification process and have adequate arrangements (e.g. insurance or reserves) to cover associated liabilities.	**YES**	**YES**	These are identical.

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3.4 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.	**6.1** **6.1.1** The certification body shall manage and be responsible for the performance of all personnel involved in the certification process. **6.1.2** The certification body shall have sufficient personnel available with the necessary competence to perform certification functions relating to the type, range and volume of work performed. **6.1.3** The certification body shall define the competence requirements for personnel involved in the certification process. Personnel shall have competence for their specific tasks and responsibilities. **6.1.4** Documented instructions shall be provided to personnel describing their duties and responsibilities. These instructions shall be kept up-to-date. **6.1.5** The certification body shall maintain up-to-date personnel records, including relevant information, e.g. qualifications, training, experience, professional affiliations, professional status, competence and known conflicts of interest. **6.1.6** Personnel acting on the certification body's behalf shall keep confidential all information obtained or created during the performance of the body's certification activities, except as required by law or where authorized by the applicant, candidate or certified person.	**YES**	**YES**	The intent of these clauses are equivalent however, ISO 6.1 has specific sub clauses to describe management, staffing, competence, instruction, record keeping, and confidentiality of personnel.

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	6.1.7 The certification body shall require its personnel to sign a document by which they commit themselves to comply with the rules defined by the certification body, including those relating to confidentiality, impartiality and conflict of interests. NOTE Where permitted by law, an electronic signature is acceptable. **6.1.8** When a certification body certifies a person it employs, the certification body shall adopt procedures to maintain impartiality.			
4.0 Food Safety Certification Examination Development				
4.1 Food safety certification examinations administered by accredited certification organizations shall comply fully with all criteria set by the CFP and 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:	**6.2.2.1** Examiners shall meet the requirements of the certification body. The selection and approval processes shall ensure that examiners: a) understand the relevant certification scheme; b) are able to apply the examination procedures and documents; c) have competence in the field to be examined; d) are fluent, both in writing and orally, in the language of examination: in circumstances where an interpreter or a translator is used, the certification body shall have procedures in place to ensure that it does not affect the validity of the examination; e) have identified any known conflicts of interest to ensure impartial judgments are made.	**YES**	**YES**	While CFP is food safety specific, the overall intent of these clauses is the same. This basic standard is consistent. There is often confusion with the use of food-specific terminology in the CFP standard but ultimately the goal is to certify an individual's basic knowledge. In the case of CFP it is food safety specifically. In the case of ISO 17024 it is directly related to the skills defined by the scope of the program but is not inconsistent with a scope specifically designed for a food manager.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
4.1 A conforms to all CFP Standards for Accreditation of Food Protection Manager Certification Programs;	**6.2.2.1** Examiners shall meet the requirements of the certification body. The selection and approval processes shall ensure that examiners: f) understand the relevant certification scheme; g) are able to apply the examination procedures and documents; h) have competence in the field to be examined; i) are fluent, both in writing and orally, in the language of examination: in circumstances where an interpreter or a translator is used, the certification body shall have procedures in place to ensure that it does not affect the validity of the examination; j) have identified any known conflicts of interest to ensure impartial judgments are made.	**YES**	**YES**	While CFP is food safety specific, the overall intent of these clauses is the same. This basic standard is consistent. There is often confusion with the use of food-specific terminology in the CFP standard but, ultimately, the goal is to certify an individual's basic knowledge. In the case of CFP it is food safety specifically. In the case of ISO 17024 it is directly related to the skills defined by the scope of the program but is not inconsistent with a scope specifically designed for a food manager.
4.1 B has been developed from an item bank of at least 1000 questions; and		**YES**	**YES**	The CFP is specific in this regards. CFP must be specific in this standard. Because trainers have unfettered access to certificate candidates there is an unavoidable exposure of test items due to interaction between proctor/ trainer and examinee. The larger bank of questions mitigates some of the risk of exposure presuming the CB converts them to a wider variety of test forms over a more frequent period of time. The industry loses, however, because the need to maintain the bank size mandates meetings throughout the year adding to the cost of certification.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
4.1 C on a quarterly basis is provided in at least two new examination forms in the English language.		**YES**	**YES**	The CFP is specific in this regards. CFP Must be specific in this standard. Because trainers have unfettered access to certificate candidates there is an unavoidable exposure of test items due to interaction between proctor/ trainer and examinee. The larger bank of questions mitigates some of the risk of exposure presuming the CB converts them to a wider variety of test forms over a more frequent period of time. The 2-form quarterly change is an insufficient frequency when compared against the total volume of candidates. The inevitability of exposure will <Reviewer did not finish sentence>.
4.2 Each certification organization shall provide evidence that it meets the following professional requirements:				
4.2 A ability to conduct or otherwise use a legally defensible and psychometrically valid job analysis;	**9.3.1** Examinations shall be designed to assess competence based on, and consistent with, the scheme, by written, oral, practical, observational or other reliable and objective means. The design of examination requirements shall ensure the comparability of results of each single examination, both in content and difficulty, including the validity of fail/pass decisions.	**YES**	**YES**	The overall intent is the same however ISO does not use the term "legally defensible". The expectation of specifically identifying "legally defensible" as a term relevant to the standard in that the body of law

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				defending validly developed certification programs presumes legal defensibility. The weakness in the CFP standard necessitated specifically identifying legal defensibility.
4.2 B demonstrated experience in the development of psychometrically valid competency examinations;	**8.4a** The certification body shall have documents to demonstrate that, in the development and review of the certification scheme, the following are included: the involvement of appropriate experts;	**YES**	**NO**	The terms used here are experience vs. appropriate experts. One could argue that if the experts are appropriate that they will have demonstrated the proper experience necessary in the development of the exams. The use of "demonstrated experience" and "appropriate experts" can be interchanged. Certification assessors working with ANSI understand the relationship of the language and assess CBs accordingly.
4.2 C demonstrated capability to develop and implement thorough procedures for security of the item bank, printed, taped or computerized examinations, examination answer sheets, and examinee scores:	**7.4 Security** **7.4.1** The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur. **7.4.2** Security policies and procedures shall include provisions to ensure the security of examination	**YES**	**NO**	Security is an important issue for both organizations however, each group details different aspects. First, let's make sure that we understand that we're dealing with "standards'" not groups. That said, "Demonstrating capability to develop..." is very different from

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	materials, taking into account the following: a) the locations of the materials (e.g. transportation, electronic delivery, disposal, storage, examination center); b) the nature of the materials (e.g. electronic, paper, test equipment); c) the steps in the examination process (e.g. development, administration, results reporting); d) the threats arising from repeated use of examination materials. **7.4.3** Certification bodies shall prevent fraudulent examination practices by: a) requiring candidates to sign a non-disclosure agreement or other agreement indicating their commitment not to release confidential examination materials or participate in fraudulent test-taking practices; b) requiring an invigilator or examiner to be present; c) confirming the identity of the candidate; d) implementing procedures to prevent any unauthorized aids from being brought into the examination area; e) preventing candidates from gaining access to unauthorized aids during the examination; f) monitoring examination results for indications of cheating.			developing document policies and procedures as prescribed in 17024. ISO 17024 is very clear in the development of a documented management system that ensures the integrity of the entire certification process. For consumers there is the assurance that an individual taking that exam is certified by a program that has been documented and approved. The CFP standard remains weak in a more simplistic application.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
4.2 D data handling capabilities commensurate with the requirements for effective processing, reporting, and archiving of examinee food safety certification examination scores; and	**10.2.4 Control of records** The certification body shall establish procedures to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of its records related to the fulfillment of this International Standard. The certification body shall establish procedures for retaining records for a period consistent with its contractual and legal obligations. Access to these records shall be consistent with the confidentiality arrangements. NOTE For requirements for records on applicants, candidates and certified persons, see also 7.1.	**YES**	**NO**	CFP 4.2 D is specific to archiving exam scores while ISO 10.2.4 describes overall procedures for all record keeping including exam scores. First, let's make sure that we understand that we're dealing with "standards"' not groups. That said, "Demonstrating capability to develop..." is very different from developing document policies and procedures as prescribed in 17024. ISO 17024 is very clear in the development of a documented management system that ensures the integrity of the entire certification process. For consumers there is the assurance that an individual taking that exam is certified by a program that has been documented and approved. The CFP standard remains weak in a more simplistic <Reviewer did not finish sentence>.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
4.2 E demonstrated evidence of an understanding of and willingness to abide by the principles of fairness and due process.	**8 Certification schemes**	**YES**	**NO**	These are essentially the same however, the wording is different. Terms such as demonstrate and document and implement are used respectively. I'm not sure the intent is the same for these two sections. The ISO Standard speaks specifically to the "fairness" of the exam, while the CFP Standard seems more directed to the overall process. Demonstrated evidence is, in of itself, a lower demonstration of performance than the specific procedures demanded of CBs under 9.3.5
4.3 The certification organization 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:	**8.4** The certification body shall have documents to demonstrate that, in the development and review of the certification scheme, the following are included: a) the involvement of appropriate experts; b) the use of an appropriate structure that fairly represents the interests of all parties significantly concerned, without any interest predominating; c) the identification and alignment of prerequisites, if applicable, with the competence requirements; d) the identification and alignment of the assessment mechanisms with the competence requirements;	**YES**	**NO**	While these clauses are similar, ISO details more information concerning the development of the certification scheme, the CFP document gives more specific direction in the following sub clauses. Again, ISO is more prescriptive in aligning measurement tools, industry experts, etc., as part of the policies and procedures. ANSI holds ISO accredited organizations to a higher standard in identifying subject matter experts and development processes in the exam

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	e) a job or practice analysis that is conducted and updated to: - identify the tasks for successful performance; - identify the required competence for each task; - identify prerequisites (if applicable); - confirm the assessment mechanisms and examination content; - identify the re-certification requirements and interval. NOTE Where the certification scheme has been developed by an entity other than the certification body, the job or practice analysis might already be available as part of that work. In this case, the certification body can obtain details from the scheme documentation for verification.			creation. The CFP standard remains open- ended and open to loose interpretation by both CBs and assessors. While, at face value, it may not seem like a weakness, it opens the door to less reputable firms achieving accreditation under CFP but delivering a program that may not effectively certify individuals.
4.3 A complete description of the scope and usage of the examination;	**8.2** A certification scheme shall contain the following elements: a) scope of certification; b) job and task description; c) required competence; d) abilities (when applicable); e) prerequisites (when applicable); f) code of conduct (when applicable). NOTE 1 A code of conduct describes the ethical or	**YES**	**NO**	Again, CFP states "complete descript" and the ISO document gives specific directives. The open-ended nature of the CFP requirements leaves the standard open for interpretation and risks.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	personal behavior required by the scheme. NOTE 2 Abilities can include physical capabilities such as vision, hearing and mobility.			
4.3 B job analysis task list, with knowledge, skills, and abilities (KSAs);		**NO**	**YES**	The following CFP sub clauses give specific details that are not included in the ISO document. I would say yes here, that the intent is substantially equivalent to section 8.4 (e) of ISO The CFP Standard is specific to food safety and, because of the specificity, mandated development related to food managers. The more in-depth approach of 17024 allows CBs to develop against a specific scheme/ scope.
4.3 C *examination specifications;*		**NO**	**NO**	The following CFP sub clauses give specific details that are not included in the ISO document. Section 8.4 (e) of ISO covers "a job or practice analysis", "identify tasks", "required competence for each task", etc. Section 8.4 (e) of ISO covers "a job or practice analysis", "identify tasks", "required competence for each task", etc.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
				The CFP Standard is specific to food safety and, because of the specificity, mandated development related to food managers. The more in-depth approach of 17024 allows CBs to develop against a specific scheme/ scope.
4.3 D The number of unduplicated items in the item bank;		**NO**	**NO**	The following CFP sub clauses give specific details that are not included in the ISO document. The CFP Standard is specific to food safety and, because of the specificity, mandated development related to food managers. The more in-depth approach of 17024 allows CBs to develop against a specific scheme/ scope.
4.3 E statistical performance of each item in the bank;		**NO**	**NO**	The following CFP sub clauses give specific details that are not included in the ISO document. I would say YES here. 4.3E of CFP seems equivalent to 9.3.5 in ISO. 9.3.5 in ISO addresses collecting and maintaining statistical data, although not as specific as CFP which requires this on every item in the bank. The CFP Standard is specific to food safety and, because of the specificity, mandated development related to food

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
				managers. The more in-depth approach of 17024 allows CBs to develop against a specific scheme / scope.
4.3 F number of examination forms and evidence of their equivalence to each other;		**NO**	**NO**	The following CFP sub clauses give specific details that are not included in the ISO document. The CFP Standard is specific to food safety and, because of the specificity, mandated development related to food managers. The more in-depth approach of 17024 allows CBs to develop against a specific scheme / scope.
4.3 G description of method used to set passing score;		**NO**	**NO**	The following CFP sub clauses give specific details that are not included in the ISO document. The CFP Standard is specific to food safety and, because of the specificity, mandated development related to food managers. The more in-depth approach of 17024 allows CBs to develop against a specific scheme/ scope.
4.3 H copies of all logs, diaries, and personnel lists and descriptions kept as required in the development process;		**NO**	**NO**	The following CFP sub clauses give specific details that are not included in the ISO document.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
				The CFP Standard is specific to food safety and, because of the specificity, mandated development related to food managers. The more in-depth approach of 17024 allows CBs to develop against a specific scheme / scope.
4.3 I summary statistics for each examination form; and		**NO**	**NO**	The following CFP sub clauses give specific details that are not included in the ISO document. I would say YES here as above based on equivalency to 9.3.5 in ISO The CFP Standard is specific to food safety and, because of the specificity, mandated development related to food managers. The more in-depth approach of 17024 allows CBs to develop against a specific scheme/ scope.
4.3 J names, credentials, and demographic information for all persons involved in the job analysis, item writing and review, and setting the passing score.	**8.4** The certification body shall have documents to demonstrate that, in the development and review of the certification scheme, the following are included: a) the involvement of appropriate experts; b) the use of an appropriate structure that fairly represents the interests of all parties significantly concerned, without any interest predominating;	**YES**	**NO**	CFP standard is much more prescriptive as to documentation of names, credentials, etc. Again, the specificity of 17024 leaves nothing to interpretation strengthening the value of the ISO standard.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	c) the identification and alignment of prerequisites, if applicable, with the competence requirements; f) the identification and alignment of the assessment mechanisms with the competence requirements; g) a job or practice analysis that is conducted and updated to: - identify the tasks for successful performance; - identify the required competence for each task; - identify prerequisites (if applicable); - confirm the assessment mechanisms and examination content; - identify the re-certification requirements and interval. NOTE Where the certification scheme has been developed by an entity other than the certification body, the job or practice analysis might already be available as part of that work. In this case, the certification body can obtain details from the scheme documentation for verification.			
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 shall include but not necessarily be limited to persons with experience in the various commercial aspects	**8.4b** The certification body shall have documents to demonstrate that, in the development and review of the certification scheme, the following are included: the use of an appropriate structure that fairly represents the interests of all parties significantly concerned, without any interest predominating;	**YES**	**NO**	ISO 8.4b uses the term "all interested parties" while the CFP lists specific segments of the food industry. The ISO standard is designed to support accredited organizations that wish to certify people in other professions. The open approach but specificity of the processes allows them to expand certification scopes.

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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 shall be sufficiently diverse as to avoid cultural bias and ensure fairness in content according to all federal requirements.				That said, it is important here that the CFP standard remain prescriptive so it is not intended to certify individuals in other, unrelated or even related fields.
4.5 The job analysis 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.	**8.4b** The certification body shall have documents to demonstrate that, in the development and review of the certification scheme, the following are included: the use of an appropriate structure that fairly represents the interests of all parties significantly concerned, without any interest predominating;	**YES**	**YES**	The intent of these clauses are equivalent. Other than the specificity of the food safety components of 4.5 the expected outcome here is the same.
4.6 Detailed food safety certification examination specifications shall be derived from a valid study of the job analysis tasks and their accompanying knowledge, skills, and abilities (KSAs) and shall be appropriate to all aspects of the retail food industry. The job analysis 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, shall be available to examinees and to the public.		**NO**	**NO**	This clause is food safety specific and is outside of the scope of the ISO document. Again, this clause must be specific because the CFP program is food only. However assessed organizations must provide even more robust information detailed throughout standard 8.4 in the ISO Standard. In fact the ISO standard holds CBs to a higher standard.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
4.7 The certification organization or its contracted examination provider 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 shall be provided to the accrediting organization on demand.	**6.1.5** The certification body shall maintain up-to-date personnel records, including relevant information, e.g. qualifications, training, experience, professional affiliations, professional status, competence and known conflicts of interest.	**NO**	**NO**	The people who participate in exam development (4.7) are very different from those who work for the CB. In 6.1.5 ISO seeks to ensure that those who work within the CB have the qualifications to effectively and fairly manage a certification program. This is VERY different than 4.7.
4.8 The certification organization is required to systematically evaluate practices in the retail food industry to 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.	**8.5** The certification body shall ensure that the certification scheme is reviewed and validated on an on-going, systematic basis.	**YES**	**YES**	These clauses are similar in that the CFP document must be prescriptive because it is food- specific. The ISO standard recognizes that the CB must demonstrate in the development of the certification the basis for a term of validity.
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		**NO**	**NO**	I agree that there is not an equivalent section in the ISO standard for CFP section 4.9, but I disagree with this statement. This clause (4.9) although it does mention "food safety certification" is not food safety specific. It intends to utilize best practices of the agencies mentioned (American Psychological Assoc., American

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Education, and on all appropriate federal requirements (for example, Americans with Disabilities Act). Food safety certification examinations 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.				Educational Research Association, etc.) which are not food safety agencies. The ISO Standard does mandate demonstration of a criterion referenced passing score as well as overarching requirements for fairness. Again, because the CFP standard has been designed as industry-specific the need to be more prescriptive in defining the process and references for exam development are needed.
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.	**9.2.3** The assessment shall be planned and structured in a manner which ensures that the scheme requirements are objectively and systematically verified with documented evidence to confirm the competence of the candidate.	**YES**	**YES**	These clauses are compatible. 4.10 is more of a statement rather than defining the assessment methodology. It is about identifying the competencies. 9.2.3 focuses more on the assessment methodology and links to the criterion reference methodology. See answer above.
4.11 The food safety certification examination shall be based on psychometrically valid procedures to ensure the relative equivalence of scores from various examination forms. The certification organization shall provide evidence of such equivalence as public information.	**9.2.4** The certification body shall verify the methods for assessing candidates. This verification shall ensure that each assessment is fair and valid.	**YES**	**NO**	Documents discuss the validity and verification however, CFP 4.11 discusses the relative equivalence of scores from carious examination forms and the ISO document does not discuss this.

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				I would say NO here. 9.2.4 is more suited with the intent of 9.2.3 above which aligns with CFP 4.10. I do not think CFP 4.11 and ISO 9.2.4 are equivalent in intent at all. Equivalency is not the same as assessment methodology. Equivalency means that Sharon Wood and Larry Lynch take two different exams forms from the same CB; we have an equal opportunity to pass that exam. In this case we need to be sure that we have weighted the questions against specific criteria. The ISO standard does not presume a specific methodology is presumed so the CB must validate both the methodology and equivalency.
4.12 When the food safety certification examination is administered in a medium other than the common pencil-and-paper format, evidence shall be provided to 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 shall be provided.	**9.3.1** Examinations shall be designed to assess competence based on, and consistent with, the scheme, by written, oral, practical, observational or other reliable and objective means. The design of examination requirements shall ensure the comparability of results of each single examination, both in content and difficulty, including the validity of fail/pass decisions.	**YES**	**YES**	These clauses are equivalent. I'll agree with this one.

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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 shall provide evidence of content equivalency of the translated version with the original examination form and/or item bank. The developer shall provide a detailed description of the translation method(s), including the rationale for selecting the translation method(s), and 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.		**NO**	**NO**	The ISO document does not discuss exams being translated into languages other than that which it was originally developed. If you go back and read 9.3.1 you'll see that it is a determinant of equivalence and validity. Because the CFP standard is industry specific it has to have language specific to translation. However CBs who develop exam programs under 17024 must demonstrate equivalence across a wide variety of spectra including language.
4.14 Food safety certification examination developers 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 examination	**6.1.5** The certification body shall maintain up-to-date personnel records, including relevant information, e.g. qualifications, training, experience, professional affiliations, professional status, competence and known conflicts of interest.	**YES**	**NO**	CFP 4.14 and ISO 6.1.5 discuss record keeping of individuals who contributed to the development of the materials. CFP 4.14 also discusses the administering of the exams and that they must be proctored. ISO 9.3.3 vaguely refers to this in terms of criteria for administering exams.

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items and of the full examination. The materials shall be provided to the accrediting organization on demand. All examinations 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.				See 4.7/6.1,5 for part 1. For the second part, Herein lies one of the greatest misconceptions of the ISO Standard. If you look at 9.3.3 it becomes the responsibility of the CB to develop and demonstrate the secure conditions for administering the exam. A presumption has been promulgated that the exam cannot be administered by trainers. That is NOT true. It can be as long as the CB can demonstrate a clear and effective security process.
4.15 Examination Development Security. The certification organization will demonstrate that procedures are developed and implemented to ensure that individual items, item banks, food safety certification examinations presented in all media (printed, taped and computerized), test answer sheets and 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.	**7.4 Security** **7.4.1** The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur. **7.4.2** Security policies and procedures shall include provisions to ensure the security of examination materials, taking into account the following: e) the locations of the materials (e.g. transportation, electronic delivery, disposal, storage, examination centre); f) the nature of the materials (e.g. electronic, paper, test equipment); g) the steps in the examination process (e.g.	**YES**	**NO**	Again, both documents stress the importance of security however; ISO 7.4.1 and ISO 7.4.2 include the provisions necessary for ensuring the security of examination materials. Once again, herein lies one of the greatest misconceptions of the ISO Standard. If you look at 9.3.3 it becomes the responsibility of the CB to develop and demonstrate the secure conditions for administering the exam. A presumption has been promulgated that the exam cannot be administered by trainers. That is NOT true. It can be as long as the CB can demonstrate a clear and effective

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	development, administration, results reporting); h) the threats arising from repeated use of examination materials. **7.4.3** Certification bodies shall prevent fraudulent examination practices by: g) requiring candidates to sign a non-disclosure agreement or other agreement indicating their commitment not to release confidential examination materials or participate in fraudulent test-taking practices; h) requiring an invigilator or examiner to be present; i) confirming the identity of the candidate; j) implementing procedures to prevent any unauthorized aids from being brought into the examination area; k) preventing candidates from gaining access to unauthorized aids during the examination; l) monitoring examination results for indications of cheating.			security process.
4.16 Periodic Review. At least semiannually each certification organization 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 examination used) administered during the preceding six months, as well as other information that may be reasonably requested by the accrediting organization:	**8.5** The certification body shall ensure that the certification scheme is reviewed and validated on an on-going, systematic basis.	**YES**	**NO**	4.16 references a review by the accrediting organization. 8.5 mandates a reviewed internally by staff and a scheme committee That review would ultimately be reviewed by an accrediting body.

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4.16 A number of food safety certification examinations administered;		**NO**	**NO**	These components are not included in the ISO document. Section 9.2.4 mandates the fairness of the exam. It must remain opened ended because the assessment methodology may be different. As a result, assessors would look at a variety of criteria that determine exam fairness and accuracy which is the ultimate outcome of measuring the various statistical outcomes of exam form analysis (which, in the case of CFP misses median).
4.16 B mean;		**NO**	**NO**	These components are not included in the ISO document.
4.16 C mode;		**NO**	**NO**	These components are not included in the ISO document.
4.16 D standard deviation;		**NO**	**NO**	These components are not included in the ISO document.
4.16 E range;		**NO**	**NO**	These components are not included in the ISO document.
4.16 F reliability coefficient;		**NO**	**NO**	These components are not included in the ISO document.
4.16 G number and percentage of examinees passing the examination; and		**NO**	**NO**	These components are not included in the ISO document.
4.16 H the statistics describing the performance of each item used on food safety certification examinations administered during the six-month period.		**NO**	**NO**	These components are not included in the ISO document.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
4.17 Requirements for Examination Standardization. Certification organizations shall specify conditions and procedures for administering all food safety certification examinations in a standard manner to ensure that all examinees are provided with the opportunity to perform according to their level of ability and to ensure comparability of scores. Examination Booklets shall be of high quality printing to ensure ease of reading.	**9.3 Examination process** **9.3.1** Examinations shall be designed to assess competence based on, and consistent with, the scheme, by written, oral, practical, observational or other reliable and objective means. The design of examination requirements shall ensure the comparability of results of each single examination, both in content and difficulty, including the validity of fail/pass decisions. **9.3.2** The certification body shall have procedures to ensure a consistent examination administration. **9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored. NOTE Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc. **9.3.4** When technical equipment is used in the examination process, the equipment shall be verified or calibrated where appropriate. **9.3.5** Appropriate methodology and procedures (e.g. collecting and maintaining statistical data) shall be documented and implemented in order to reaffirm, at justified defined intervals, the fairness, validity, reliability and general performance of each examination, and that all identified deficiencies are corrected.	**YES**	**YES**	The CFP clause is specific to exam administration. The ISO clause encompasses both design and delivery and is specific in its expectations.

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5.0 Food Safety Certification Examination Administration				
5.0 *Food Safety Certification Examination Administration*. All sections of these Standards apply to Computer Based Testing (CBT) Administration except Section 5.1.	**ISO 9.3.2** The certification body shall have procedures to ensure a consistent examination administration. **ISO 7.4.1** The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur.	**NO**	**NO**	CFP is certainly more prescriptive. This is good and bad. The prescription reduces variability, but also restricts the exam providers ability to set their own industry best practices, and competitive advantage. The exam providers should be able to input processes according to industry best practices as part of their accreditation process. This fosters innovation and better products and services. The onus would be on ANSI to regulate "best practices". The other side, however, is that it also is much more subjective in interpretation of "best practices". ISO 9.3.2 and 7.4.1 may apply Agree ISO 17024 provides procedures and guidelines for the framework of the exam administration, CFP provides very specific procedures for the proctor.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
5.1 Security for Examination Booklets.	**7.4.2** Security policies and procedures shall include provisions to ensure the security of examination materials, taking into account the following: • the locations of the materials (e.g. transportation, electronic delivery, disposal, storage, examination center); • the nature of the materials (e.g. electronic, paper, test equipment); • the steps in the examination process (e.g. development, administration, results reporting); • the threats arising from repeated use of examination materials.	**NO**	**NO**	CFP goes into great detail to discuss many specific aspects of security while the ISO document states that policies and procedures shall be in place regarding the location of materials, the nature of the materials, the steps of the process regardless of the format (electronic or paper) and reducing threats. Upon CFP having an established foundation for the various aspects of exam security, appears that the requirement for security policies and procedures would be met. This difference is again prescription vs. subjectivity, best practices, and processes of exam providers. When all is said and done, what is the point of all the exam security if a signature is not required to receive exams? The process here is not the same. One is very prescriptive and one relies on the processes of an organization. If CFP section 5.9 does not have ISO equivalent, then CFP section 5.1 does not have ISO equivalent. ISO does not have detailed security; CFP is precise on examination booklet security.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
5.1A *Securing Examination Booklets*	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 A 1) Each individual *examination booklet* shall be secured by using one of the following methods both prior to and after administration:	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 A 1a.) Enclosing in a sealed tamper-resistant package;	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 A 1b.) Shrink-wrapping;	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 A 1c.) 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	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 A 1d.) Using any other technology that ensures that only the examinee can view the contents of the *examination booklet*.	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 A 2) Only the examinee is allowed to break open the *examination booklet* packaging or seals.	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
5.1 B Packaging by *certification organization*.	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 B 1) Each individual *examination booklet* shall be securely sealed before packing.	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 B 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.	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 B 3) Packaging must include a packing list that contains:	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 B 3a.) *Examination form* language(s) or version(s) enclosed; and	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 B 3b.) Quantity of examinations enclosed.	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 C Shipping to the *test administrator/proctor* from the *certification organization.*	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
5.1 C 1) Shipping shall be done by certifiable, traceable means, with tracking numbers so that the location can be determined at any given time.	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 C 2) A signature is required upon delivery.		**NO**	**NO**	ISO does not specifically state that signatures are required. Nevertheless, this would not be of concern if is specified in our policies and procedures required in ISO 7.4.2
5.1 C 3) Only an individual authorized by the *test administrator/proctor* may sign for the package.		**NO**	**NO**	ISO does not specifically state that signatures are required. Nevertheless, this would not be of concern if is specified in our policies and procedures required in ISO 7.4.2. ISO does not require a signature.
5.1 D Storage by *test administrator/proctor*. The package(s) of *examination booklets* shall be secured at all times immediately upon delivery. Under no circumstances may *examination booklets*, examinee used answer sheets, or other examination materials be kept where other employees or the public has access.	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 E Shipping to the *certification organization* from the *test administrator/proctor*	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
5.1 E 1) After examination administration, *examination booklets* and answer sheets shall remain in secure storage until returned to *certification organization*.	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 E 2) The following shall be in tamper-resistant shipping material:	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 E 2a.) All used and unused *examination booklets* for each examination administration;	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 E 2b.) Examinees' used answer sheets; and	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 E 2c.) All required *certification organization* forms	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 E 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.	**7.4.2**	**NO**	**NO**	No time frames at all mentioned in ISO. Substantially UN-equivalent
5.1 F Handling unused *examination booklets* that have been held for up to ninety days. The *test administrator/proctor* will:	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 F 1) Ensure that all *examination booklets* are accounted for;	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
5.1 F 2) package *examination booklets* securely as described above; and	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.1 F 3) Ship to the certification organization securely packaged and according to these *Standards* and the *Certification Organization's* instructions.	**7.4.2**	**NO**	**NO**	One reviewer believed that since these are not 100% the same, than these are not equivalent.
5.2 Test Site Requirements. Sites chosen for administering *food safety certification examinations* shall conform to all legal requirements for safety, health, and accessibility for all qualified examinees.	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration. **9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored. NOTE Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc. **9.3.4** When technical equipment is used in the examination process, the equipment shall be verified or calibrated where appropriate. **9.3.5** Appropriate methodology and procedures (e.g. collecting and maintaining statistical data) shall be documented and implemented in order to reaffirm, at justified defined intervals, the fairness, validity, reliability and general performance of each examination, and that all identified deficiencies are corrected.	**NO**	**NO**	The CFP document is concerned with the specific testing site while the ISO document looks at consistency, criteria for conditions, and calibration of equipment. The ISO document is more precise in details however, the intent is compatible. These do not appear to be the same. One deals with ADA and the actual site. The ISO standard is mainly about exam develop design and process. It seems like 9.3.3 is compatible but the others are not exactly compatible. This section is about exam design & results & has nothing to do with test site. Remove.
5.2 A Additionally, the accommodations, lighting, space, comfort, and work space for taking the examination shall reasonably allow	**9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored.	**YES**	**YES**	These clauses are equivalent.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
examinees to perform at their highest level of ability.	NOTE Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc.			
5.2 B Requirements at each test site include, but are not limited to:		**YES**	**YES**	CFP 5.2. B 1 specifically states that the requirements of the ADA and reasonable accommodations be provided while ISO 9.2.5 states that the certification body shall accommodate special needs. YES CFP Standards are stricter, ISO is "loosely" Equivalent
5.2 B 1) Accessibility in accordance with the requirements of the Americans with Disabilities Act, shall be reasonably available for all qualified examinees, whether 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;	**9.2.5** The certification body shall verify and accommodate special needs, within reason and where the integrity of the assessment is not violated, taking into account national regulation [see 9.1.2 e)].	**YES**	**YES**	The ISO document does not specifically address fire safety. It is only alluded to in the NOTE. YES CFP 5.2. B 1 specifically states that the requirements of the ADA and reasonable accommodations be provided while ISO 9.2.5 states that the certification body shall accommodate special needs.
5.2 B 2) conformity to all fire safety and occupancy requirements of the jurisdiction in which they are located;	**9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored.	**YES**	**YES**	These clauses are compatible however, CFP 5.2.B.3 specifically addresses spacing between examinees.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	NOTE Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc.			YES The ISO document does not specifically address fire safety. It is only alluded to the in the NOTE.
5.2 B 3) Sufficient spacing between each examinee in the area in which the actual examination is conducted, or other appropriate and effective methods, to preclude any examinee from viewing another examinee's examination;	**9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored. NOTE Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc.	**YES**	**YES**	CFP 5.2. B 1 specifically states that the requirements of the ADA and reasonable accommodations be provided while ISO 9.2.5 states that the certification body shall accommodate special needs. YES These clauses are compatible however, CFP 5.2.B.3 specifically addresses spacing between examinees.
5.2 B 4) Acoustics allowing each examinee to hear instructions clearly, using an electronic audio system if necessary;	**9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored. NOTE Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc.	**YES**	**YES**	These clauses are compatible however, CFP 5.2.B.3 specifically addresses the acoustics.
5.2 B 5) Lighting at each examinee's work space adequate for reading	**9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored. NOTE Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc.	**YES**	**YES**	These clauses are compatible however, CFP 5.2.B.3 specifically addresses lighting.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
5.2 B 6) Ventilation and temperature appropriate for generally recognized health and comfort of examinees;	**9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored. NOTE Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc.	**YES**	**YES**	These clauses are compatible however, CFP 5.2.B.3 specifically addresses ventilation and temperature within the testing center.
5.2 B 7) Use of private room(s) where only examination personnel and examinees are allowed access during the examination administration; and		**NO**	**NO**	This is not addressed in the ISO document. This is important for a consistent and maximized learning and testing experience
5.2 B 8) No further admittance into the test site once examination administration has begun.		**NO**	**NO**	This is not addressed in the ISO document.
5.3 Test Site Language Translation. A *certification organization* shall have a published, written policy regarding test site language translation of *food safety certification examinations*. If a *certification organization* allows test site language translation of a *food safety certification examination* when an *examination version* is not available in the examinees' requested language, the *certification organization* shall have a published, formal application process available to all potential examinees. Procedures shall include but not be limited to:	**9.2.5** The certification body shall verify and accommodate special needs, within reason and where the integrity of the assessment is not violated, taking into account national regulation [see 9.1.2 e)].			ISO does not address translations "Special Needs" is defined as a physical disability, learning difficulties or behavioral problem. With this is mind, language translation is NOT a special need. CFP standard has specifics just for language translations.
5.3 A An application process for potential examinees that includes an evaluation and documentation component to determine the		**NO**	**NO**	This is not addressed in the ISO document.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
eligibility of the potential examinee for test site language translation,				
5.3 B An application process for translators that includes clear and precise qualifications that shall include but not be limited to the following:		**NO**	**NO**	This is not addressed in the ISO document.
5.3 B 1) being fluent in both languages;		**NO**	**NO**	This is not addressed in the ISO document.
5.3 B 2) Have a recognized skill in language translation;		**NO**	**NO**	This is not addressed in the ISO document.
5.3 B 3) Trained in the principles of objective examination administration;		**NO**	**NO**	This is not addressed in the ISO document.
5.3 B 4) Have no personal relationship with the examinee (may not be another examinee, may not be a relative or friend of the examinee and may not be a co-worker, employer, or an employee of the examinee);	**4.3.6** The certification body shall identify threats to its impartiality on an ongoing basis. This shall include those threats that arise from its activities, from its related bodies, from its relationships, or from the relationships of its personnel. However, such relationships do not necessarily present a body with a threat to impartiality. NOTE 1 A relationship that threatens the impartiality of the body can be based on ownership, governance, management, personnel, shared resources, finances, contracts, marketing (including branding) and payment of a sales commission or other inducement for the referral of new applicants, etc. NOTE 2 Threats to impartiality can be either actual or	**YES**	**NO**	CFP 5.3.B.4 discusses impartiality between translators and examinees while ISO 4.3.6 discusses impartiality in general terms may include personnel. Relationship in the standard is between the Translator and the examinee NOT the certification body. Section does not apply.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	perceived. NOTE 3 A related body is one which is linked to the certification body by common ownership, in whole or part, and has common members of the board of directors, contractual arrangements, common names, common staff, informal understanding or other means, such that			
5.3 B 5) Not being a *Certified Food Protection Manager* nor having any vested interest in Food Protection Manager certification or conflict of interest;	**9.4.4** The decision on certification of a candidate shall be made solely by the certification body on the basis of the information gathered during the certification process. Personnel who make the decision on certification shall not have participated in the examination or training of the candidate.	**YES**	**NO**	CFP 5.3.B.5 discusses vested interests between translators and examinees while ISO 9.4.4 discusses impartiality in general terms which may include personnel. Keep in mind, Translator might work for a college, business, or ethnic newspaper, etc.? ISO 9.4.4 does not apply because it is about the candidate who takes the exam NOT the translator.
5.3 B 6) Provide references or other proof attesting to the translator's competencies and professional acumen; and		**NO**	**NO**	This is not addressed in the ISO document.
5.3 B 7) Agree in writing to maintain the security of the examination.	**6.1.7** The certification body shall require its personnel to sign a document by which they commit themselves to comply with the rules defined by the certification body, including those relating to confidentiality, impartiality and conflict of interests.	**NO**	**NO**	ISO 6.1.7 requires all personnel to sign a document committing to comply with all rules set by the certification body.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	Could be viewed differently if Translator is considered a member of the certification provider but how do you define that?			NO Keep in mind Translator might work for a College or business, or ethnic newspaper, etc.?
5.3 C A proctored environment where the translator and examinee are not a distraction to other examinees, and	**9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored. NOTE Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc.	**NO**	**NO**	CFP 5.3.C.A discusses vested interests between translators and examinees while ISO 9.3.3 discusses criteria for conditions in general terms.
5.3 D A proctored environment where the translator is not active as the *test administrator/proctor*.	**6.2.3.1** The certification body shall have a documented description of the responsibilities and qualifications of other personnel involved in the assessment process (e.g. invigilators).			These sub clauses are similar however, ISO 6.2.3.1 is a generality. ISO does not specify translator as "other personnel" or if even permitted to be used
5.4 Scoring.				
5.4 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.	**9.4.2** Decisions for granting, maintaining, recertifying, extending, reducing, suspending or withdrawing certification shall not be outsourced. **9.4.4** The decision on certification of a candidate shall be made solely by the certification body on the basis of the information gathered during the certification process. Personnel who make the decision on certification shall not have participated in the examination or training of the candidate. **9.4.5** The personnel who make certification decisions shall ha e sufficient knowledge of and experience with the certification process to determine if the certification	**YES**	**YES**	ISO 9.4.2 can be interpreted to include criteria for scoring of exams. 9.4.2 Does not apply. Sections 9.4.4 and 9.4.5 are more applicable

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	requirements have been met.			
5.4 B *Food safety certification examination* scores will not be released as being official until verified and approved by the *certification organization*.		**NO**	**NO**	This is not addressed in the ISO document.
5.4 C Examinee scores will be confidential, available only to the examinee and to persons or organizations approved in writing by the examinee.		**NO**	**NO**	This is not addressed.
5.4 D Score reports will be available to examinees in a time frame specified in the application, which will not 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.		**NO**	**NO**	This is not addressed in the ISO document.
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	**6.1.4** Documented instructions shall be provided to personnel describing their duties and responsibilities. These instructions shall be kept up-to-date. **6.1.7** The certification body shall require its personnel to sign a document by which they commit themselves to		**YES**	These sub clauses are equivalent. YES, but "Ethics" are missing from ISO.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
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.	comply with the rules defined by the certification body, including those relating to confidentiality, impartiality and conflict of interests.			
5.6 *Test Administrator/Proctor(s)* Requirements. To serve as a *test administrator/proctor* for an accredited *certification organization* the qualified individual shall complete the *certification organization's*:	**6.1.3** The certification body shall define the competence requirements for personnel involved in the certification process. Personnel shall have competence for their specific tasks and responsibilities. **6.2.3.1** The certification body shall have a documented description of the responsibilities and qualifications of other personnel involved in the assessment process (e.g. invigilators) 3.11 "invigilator": person authorized by the certification body who administers or supervises an examination, but does not evaluate the competence of the candidate. Note: These include committee members and volunteers	**YES**	**YES**	ISO sections 6.1.3, 6.2.3.1 may apply
5.6 A Signed Application;	**6.1.7** The certification body shall require its personnel to sign a document by which they commit themselves to comply with the rules defined by the certification body, including those relating to confidentiality, impartiality and conflict of interests.	**YES**	**YES**	These sub clauses are equivalent.
5.6 B non-Disclosure Agreement (NDA);	**6.1.7** The certification body shall require its personnel to sign a document by which they commit themselves to comply with the rules defined by the certification body, including those relating to confidentiality, impartiality and conflict of interests.			These sub clauses are equivalent.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
5.6 C Training program for *test administrators/proctors*; and	**6.1.3** The certification body shall define the competence requirements for personnel involved in the certification process. Personnel shall have competence for their specific tasks and responsibilities			These sub clauses are equivalent. This seems unnecessary to have in such detail. It should be sufficient to have a training program requirement and that each provider formulates their best process and strategy for accomplishing that. ANSI could then verify. ISO 6.1.3 applies not ISO 6.1.7
5.6 D Conflict of Interest Disclosure Agreement (can be a part of the NDA).	**6.1.7** The certification body shall require its personnel to sign a document by which they commit themselves to comply with the rules defined by the certification body, including those relating to confidentiality, impartiality and conflict of interests.	**YES**	**YES**	These sub clauses are equivalent.
5.7 *Test Administrator/Proctor(s)* 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.		**NO**	NO	This seems a little illogical. A certification is good for 5 years, but the training for a proctor good for three? Part of the longevity and continued accreditation for providers is to have good processes in place, which ANSI will validate and review. Not addressed in ISO.
5.8 *Instructor/Educator/Trainer* as *Test Administrator/Proctor*. When a person acts as an *instructor/educator/trainer* and a *test administrator/proctor*, that person relinquishes	**6.1.8** When a certification body certifies a person it employs, the certification body shall adopt procedures to maintain impartiality.	**NO**	**NO**	These clauses are similar however, they are not equivalent. The overall intent is the same.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
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*.	**9.4.4** The decision on certification of a candidate shall be made solely by the certification body on the basis of the information gathered during the certification process. Personnel who make the decision on certification shall not have participated in the examination or training of the candidate. **5.2.3** Offering training and certification for persons within the same legal entity constitutes a threat to impartiality. A certification body that is part of a legal entity offering training shall: b) demonstrate that all processes performed by the certification body are independent of training to ensure that confidentiality, information security and impartiality are not compromised; c) not give the impression that the use of both services would provide any advantage to the applicant; e) ensure that personnel do not serve as an examiner of a specific candidate they have trained for a period of two years from the date of the conclusion of the training activities: this interval may be shortened if he certification body demonstrates it does not compromise impartiality. **6.2.2.3** If an examiner has a potential conflict of interest in the examination of a candidate, the certification body shall undertake measures to ensure that the confidentiality and impartiality of the examination are not compromised. These measures shall be recorded.			The intent is very different; separation versus non-separation of trainer from proctor. ISO sections 9.4.4, 6.2.2.3 and 5.2.3 may apply. Also, an "examiner" by definition ISO 3.10 "person competent to conduct and score an examination, where the examination requires professional judgment." A Test Administrator/ Proctor cannot "score" an examination.
5.9 *Test Administrator/Proctor* Responsibilities. If section 5.9 of CFP standard does Not have ISO equivalent, then I do not believe that	If CFP Standard 5.1 is believed to have an ISO equivalent, then the closest ISO equivalents for some of the items in this section would be ISO sections 7.4.2, 7.4.3, 9.3.2, 9.3.3. Something to think about.			

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section 5.1 of CFP standards has an ISO equivalent either. Consistency in what is considered "Equivalent" & apple to apple comparison of the 2 standards				
5.9 A Schedule examinations. *Food safety certification examinations* shall be scheduled far enough in advance to allow for timely shipment of supplies or pre-registration for computer-based examinations.		**NO**	**NO**	This is not addressed in the ISO document.
5.9 B Ensure no destruction of *examination booklet* materials or computer equipment;	**7.4.2** Security policies and procedures shall include provisions to ensure the security of examination materials, taking into account the following: a) the locations of the materials (e.g. transportation, electronic delivery, disposal, storage, examination center); b) the nature of the materials (e.g. electronic, paper, test equipment); c) the steps in the examination process (e.g. development, administration, results reporting); d) the threats arising from repeated use of examination materials	**NO**	**NO**	This is not addressed in the ISO document. ISO 7.4.2 a-d may apply
5.9 C At all times:		**NO**	**NO**	This is not addressed in the ISO document.
5.9 C 1) Handle examination materials securely;	**7.4.2** Security policies and procedures shall include provisions to ensure the security of examination materials, taking into account the following:	**NO**	**NO**	This is not addressed in the ISO document. ISO 7.4.2 a may apply

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	a) the locations of the materials (e.g. transportation, electronic delivery, disposal, storage, examination center);			
5.9 C 2) Ensure test site conformity;	**9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored. Note: Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc.	**NO**	**NO**	This is not addressed in the ISO document. ISO 9.3.3 may apply
5.9 C 3) Space examinees per protocol;	**9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored. Note: Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc.	**NO**	**NO**	This is not addressed in the ISO document. These seem more like internal processes that each provider should incorporate individually. ISO 9.3.3 may apply
5.9 C 4) Ensure examinees' rights;		**NO**	**NO**	This is not addressed in the ISO document.
5.9 C 5) Ensure confidentiality of examinees' personal information;		**NO**	**NO**	This is not addressed in the ISO document.
5.9 C 6) Ensure standardized procedures are followed;		**NO**	**NO**	This is not addressed in the ISO document.
5.9 D Before the examination:		**NO**	**NO**	This is not addressed in the ISO document.
5.9 D 1) Check examinees' identification;	**7.4.3 c** Certification bodies shall prevent fraudulent examination practices by: c) confirming the identity of	**NO**	**YES**	This is not addressed in the ISO document.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	the candidate			SO 7.4.3 c may apply
5.9 D 2) Check for and exclude unauthorized objects;	**7.4.3 d & e** Certification bodies shall prevent fraudulent examination practices by: d) implementing procedures to prevent any unauthorized aids from being brought into the examination area: e) preventing candidates from gaining access to unauthorized aids during the examination.	**NO**	**YES**	This is not addressed in the ISO document. ISO 7.4.3 d & e may apply
5.9 D 3) Distribute examination materials;	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration**.**	**NO**	**NO**	This is not addressed in the ISO document. ISO 9.3.2 may apply.
5.9 D 4) Read instructions to examinees verbatim;		**NO**	**NO**	This is not addressed in the ISO document.
5.9 D 5) Ensure examinees complete information section of answer sheet or online registration form.		**NO**	**NO**	This is not addressed in the ISO document.
5.9 E During the examination:	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration. **9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored. Note: Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc.	**NO**		This is not addressed in the ISO document. ISO 9.3.2 and 9.3.3 may apply
5.9 E 1) Supervise proctors;		**NO**	**NO**	This is not addressed in the ISO document.
5.9 E 2) Monitor examinees during examination;		**NO**	**NO**	This is not addressed in the ISO document.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
5.9 E 3) Identify and document cheating incidents;		**NO**	**NO**	This is not addressed in the ISO document.
5.9 E 4) Check for and exclude unauthorized objects;	**7.4.3 d & e** Certification bodies shall prevent fraudulent examination practices by: d) implementing procedures to prevent any unauthorized aids from being brought into the examination area: e) preventing candidates from gaining access to unauthorized aids during the examination	**NO**	**YES**	This is not addressed in the ISO document. ISO 7.4.3 d & e may apply.
5.9 E 6) Identify and document environmental distractions.		**NO**	**NO**	This is not addressed in the ISO document.
5.9 F After the examination		**NO**	**NO**	This is not addressed in the ISO document.
5.9 F 1) Collect and return *examination booklets* and answer sheets to *certification organization* or close computer based testing session;		**NO**	**NO**	This is not addressed in the ISO document.
5.9 F 2) Report possible security breaches and examination administration irregularities in compliance with the *certification organization's* policies.		**NO**	**NO**	This is not addressed in the ISO document.
5.10 The number of approved *proctors* assigned to a *test administrator* shall be sufficient to allow each examinee to be observed and supervised to ensure		**NO**	**NO**	This is not addressed in the ISO document.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
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.				
5.11 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 shall be accomplished in a manner that ensures fairness to all examinees.	**7.4.1** The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur. **7.4.2** Security policies and procedures shall include provisions to ensure the security of examination materials, taking into account the following: the locations of the materials (e.g. transportation, electronic delivery, disposal, storage, examination center); the nature of the materials (e.g. electronic, paper, test equipment); the steps in the examination process (e.g. development, administration, results reporting); the threats arising from repeated use of examination		**NO**	This comparison is similar to previous sub clauses concerning security. Both entities are concerned with security issues and while the CFP document is specific in terms of food safety criteria, ISO 7.4 gives more specific direction concerning security than the CFP document. Disagree with that statement. Demonstration is NOT "Substantially Equivalent' ISO 9.3.2 and 9.3.3 may apply; but are not equivalent.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	materials. **9.3.2** The certification body shall have procedures to ensure a consistent examination administration. **9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored. Note: Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc.			
5.11 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.		**NO**	**NO**	This is not addressed in the ISO document.
5.11 C Where reasonable accommodations shall be made for otherwise qualified examinees under provisions of the Americans with Disabilities Act, 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 examinee shall be provided to the *certification organization*.	**4.3.1** The certification body shall document its structure, policies and procedures to manage impartiality and to ensure that the certification activities are undertaken impartially. The certification body shall have top management commitment to impartiality in certification activities. The certification body shall have a statement publicly accessible without request that it understands the importance of impartiality in carrying out its certification activities, manages conflict of interest and ensures the objectivity of its certification activities. **4.3.2** The certification body shall act impartially in relation to its applicants, candidates and certified persons.		**YES**	The intent of these clauses are similar.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
5.12 The *certification organization* 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.	**ISO 7.4.1** The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur**.**	**NO**		This is not addressed in the ISO document. ISO 7.4.1 may apply; not as detailed as CFP.
5.12 A Included shall be specific procedures for handling and for reporting to the *certification organization*, any suspected or alleged:	**ISO 7.4.1** The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur**.**	**NO**	**NO**	This is not addressed in the ISO document. ISO 7.4.1 may apply; not as detailed as CFP.
5.12 A 1) cheating incidents;	**ISO 7.4.1** The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur.	**NO**	**NO**	This is not addressed in the ISO document. ISO 7.4.1 may apply; not as detailed as CFP.
5.12 A 2) Lost or stolen examination materials;	**ISO 7.4.1** The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur**.**	**NO**	**NO**	This is not addressed in the ISO document.
5.12 A 3) Intentional or unintentional divulging of examination *items* by examinees or examination administration personnel; or	**ISO 7.4.1** The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur**.**	**NO**	**NO**	This is not addressed in the ISO document. ISO 7.4.1 may apply; not as detailed as CFP.
5.12 A 4) Any other incidents perceived to have damaged the security of the	**ISO 7.4.1** The certification body shall develop and document policies and procedures necessary to ensure	**NO**	**NO**	This is not addressed in the ISO document.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
examination or any of its individual *items*.	security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur**.**			ISO 7.4.1 may apply; not as detailed as CFP.
5.12 B Corrective actions to guard against future security breaches shall be established and implemented.	**ISO 7.4.1** The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur**.**	**NO**	**YES**	This is not addressed in the ISO document. ISO 7.4.1 may apply.
5.12 C Documentation of corrective actions and their effectiveness shall be made available to the *accrediting organization*.		**NO**	**NO**	
5.13 *Item* and Examination Exposure. The *certification organization* shall have an *exposure plan* that:		**NO**	**NO**	This is not addressed in the ISO document.
5.13 A Controls for *item* and examination exposure;		**NO**	**NO**	This is not addressed in the ISO document.
5.13 B Accounts for the number of times an *examination item*, *examination form*, and *examination version* is administered;		**NO**	**NO**	This is not addressed in the ISO document.
5.13 C Ensures that no *examination form* is retained by any *examination administration* personnel for more than 90 days.		**NO**	**NO**	This is not addressed in the ISO document.
5.13 D At all times accounts for all copies of all used and unused *examination booklets*; and		**NO**	**NO**	This is not addressed in the ISO document.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
5.13 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.		**NO**	**NO**	This is not addressed in the ISO document.
5.14 *Certification Organization's* Responsibility to *Test Administrators/Proctors.*				
5.14 A The *certification organization* shall specify the responsibilities of *test administrator/proctor*, set minimum criteria for approval of *test administrators/proctors*, and provide a training program to enable applicants to meet the approval criteria. Responsibilities, duties, qualifications and training of *test administrators/proctors* shall be directed toward assuring standardized, secure examination administration and fair and equitable treatment of examinees.	**6.1.3** The certification body shall define the competence requirements for personnel involved in the certification process. Personnel shall have competence for their specific tasks and responsibilities. **6.1.4** Documented instructions shall be provided to personnel describing their duties and responsibilities. These instructions shall be kept up-to-date.	**NO**	**NO**	This is not addressed in the ISO document. ISO 6.1.3 and 6.1.4 may apply; nothing about providing a training program is in these sections.
5.14 B The *certification organization* shall define and provide descriptions for the roles of *test administrators/proctors*, and *certification organization* personnel clearly indicating the responsibilities for these roles.	**6.1.4** Documented instructions shall be provided to personnel describing their duties and responsibilities. These instructions shall be kept up-to-date.		**NO**	These sub clauses are comparable however; the CFP asks the certification organization to demonstrate how it ensures that test administrators/proctors understand

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
The *certification organization* shall demonstrate how it ensures that all certification personnel, as well as *test administrators/proctors*, understand and practice the procedures identified for their roles.				their roles and responsibilities.
5.14 C *Test administrator/proctor* training programs shall include:				
5.14 C 1) Specific learning objectives for all of the activities of *test administrator/proctor*; and		**NO**	**NO**	This is not addressed in the ISO document.
5.14 C 2) An assessment component that shall be passed before an examinee for *test admistrator/proctor* will be approved.		**NO**	**NO**	This is not addressed in the ISO document.
5.15 Test Administrator/Proctor Agreements. The *certification organization* shall enter into a formal agreement with the *test administrator/proctor*. The formal agreement shall at a minimum address:	**6.1.7** The certification body shall require its personnel to sign a document by which they commit themselves to comply with the rules defined by the certification body, including those relating to confidentiality, impartiality and conflict of interests.			One could interpret ISO 6.1.7 which requires personnel to sign a document committing themselves to comply with the rules as a formal agreement suggested in CFP 5.15 ISO is not specific, too loosely worded.
5.15 A Provisions that relate to code of conduct;		**NO**		This is not addressed in the ISO document.
5.15 B Conflicts of interest; and	**6.1.7** The certification body shall require its personnel to sign a document by which they commit themselves to comply with the rules defined by the certification body, including those relating to confidentiality, impartiality and conflict of interests.	**NO**	**YES**	This is not addressed in the ISO document. YES

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	4.3.7 The certification body shall analyze, document and eliminate or minimize the potential conflict of interests arising from the certification of activities of persons. The certification body shall document and be able to demonstrate how it eliminates, minimizes or manages such threats. All potential sources of conflict of interest that are identified, whether they arise from within the certification body, such as assigning responsibilities to personnel, or from the activities of other person, bodies or organizations, shall be covered**.**			
5.15 C Consequences for breach of the agreement.		**NO**	**NO**	This is not addressed in the ISO document.
5.16 The *certification organization* shall assess and monitor the performance of *test administrators/proctors* in accordance with all documented procedures and agreements.	**6.1.1** The certification body shall manage and be responsible for the performance of all personnel involved in the certification process	**YES**	**YES**	These sub clauses are comparable. An "examiner" by definition 3.10 "person competent to conduct and score an examination, where the examination requires professional judgment. A Test Administrator/ Proctor is not an "examiner".
5.17 The *certification organization* 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*		**NO**	**NO**	This is not addressed in the ISO document. This is quite unclear. There is nothing wrong with the guarantee of passing an exam, so long that the actual guarantee context is correct. If a training provider lets you take their course or online training as many times as it takes to pass the exam

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
organization.				then this is the business of the training provider not the exam provider. Guaranteeing can lead to past problems that lead to the tightening of the CFP Standards.
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*.	**6.2.2.2** The certification body shall monitor the performance of the examiners and the reliability of the examiners' judgments. Where deficiencies are found, corrective actions shall be taken.	**YES**	**NO**	These sub clauses are comparable. Not comparable. An "examiner" by definition 3.10 "person competent to conduct and score an examination, where the examination requires professional judgment.
5.19 The *certification organization* shall provide documentation that verifies compliance with the 1:35 ratio (*test administrator/proctor*: examinees).		**NO**	**NO**	This is not addressed in the ISO document.
5.20 Examination Administration Manual. The *certification organization* 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	**6.1.4** Documented instructions shall be provided to personnel describing their duties and responsibilities. These instructions shall be kept up-to-date. **9.3.2** The certification body shall have procedures to ensure a consistent examination administration**.**	**NO**	**NO**	This is not addressed in the ISO document. ISO 6.1.4 and 9.3.2 may apply; elements are missing ISO is too vague.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
Administration Manual shall include a standardized script for the paper examination *test administrator/proctor* or 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:	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration.	**YES**	**NO**	These sub clauses are comparable. ISO 9.3.2 may apply.
5.21 A Introduction to the Examination Process	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration.	**NO**	**NO**	This is not addressed in the ISO document. ISO 9.3.2 may apply. ISO is too vague.
5.21 A 1) Composition of the examination (number of questions, multiple choice, etc.);	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration**.**	**NO**	**NO**	This is not addressed in the ISO document. ISO 9.3.2 may apply. ISO is too vague.
5.21 A 2) Time available to complete the examination;	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration **9.3.3** Criteria for conditions for administering	**NO**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this section.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	examinations shall be established, documented and monitored.			ISO 9.3.2 may apply. ISO is too vague.
5.21 A 3) Role of the *test administrator/proctor*;	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration **9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored	**YES**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this section. ISO 9.3.2 may apply. ISO is too vague.
5.21 A 4) Process for restroom breaks; and	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration **9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored	**YES**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this section. ISO 9.3.2 may apply. ISO is too vague.
5.21 A 5) Process for responding to examinee comments and questions.	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration **9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored**.**	**YES**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this section. ISO 9.3.2 may apply. ISO is too vague.
5.21 B Copyright and Legal Responsibilities	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration.	**YES**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this section. ISO 9.3.2 may apply.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
				ISO is too vague.
5.21 B 1) Description of what constitutes cheating on the examination;	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration. **9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored**.**	**YES**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this section. One reviewer thinks this is not correct because, the CFP section is about the Examination Script Content. No ISO sections cover impropriety in any manner implied or otherwise. Ramifications too costly. Clarification is imperative. ISO is too vague.
5.21 B 2) Penalties for cheating; and	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration **9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored	**YES**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this section. ISO 9.3.2 may apply. One reviewer thinks this is not correct because, the CFP section is about the Examination Script Content. No ISO sections cover impropriety in any manner implied or otherwise. Ramifications too costly. Clarification is imperative. ISO is too vague.
5.21 B 3) Penalties for copyright violations.	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration**.** **9.3.3** Criteria for conditions for administering examinations shall be established, documented and	**YES**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this section. ISO 9.3.2 may apply.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	monitored.			One reviewer thinks this is not correct, because, the CFP section is about the Examination Script Content. No ISO sections cover impropriety in any manner implied or otherwise. Ramifications too costly. Clarification is imperative. ISO is too vague.
5.21 C Examination Process	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration**.** **9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored.	**YES**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this section. ISO 9.3.2 may apply. The CFP section is about the Examination Script Content. ISO has no specific criteria.
5.21 C 1) Maintaining test site security;	**7.4.1** The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur. **7.4.2** Security policies and procedures shall include provisions to ensure the security of examination materials, taking into account the following: the locations of the materials (e.g. transportation, electronic delivery, disposal, storage, examination center);	**YES**	**NO**	As mentioned above, security issues are addressed in the CFP document however, ISO 7.4 includes more scenarios. ISO scenarios are for examination materials NOT test site security therefore it does not apply. ISO section is about maintaining test site security. This section is the "Examination Script" which ISO does not require.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	the nature of the materials (e.g. electronic, paper, test equipment); the steps in the examination process (e.g. development, administration, results reporting); 9.3.3 Criteria for conditions for administering examinations shall be established, documented and monitored. May be more applicable to the Examination Script Content regarding test site security?			
5.21 C 2) Description of examination components unique to the *certification organization* (*examination booklet*, answer sheet completion, computer process in testing centers, etc.);	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration.	**YES**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this section. One reviewer disagrees because this is Maintaining test site security in the "Examination Script" which ISO does not require.
5.21 C 3) Instructions for proper completion of personal information on answer sheets/online registration and *examination booklets*;	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration**.**	**YES**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this section. One reviewer disagrees, because this is Maintaining test site security in the "Examination Script" which ISO does not require.
5.21 C 4) Instructions on properly recording answers on answer sheets or online; and	**9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored.	**YES**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this section. ISO 9.3.3 is about conditions not the

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
				examination itself. Don't think it applies. One reviewer disagrees, because this is in the "Examination Script" which ISO does not require.
5.21 C 5) Instructions on post-examination administration process.		**YES**	**NO**	These sub clauses are comparable however the CFP document is more specific than ISO in this 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.	**9.2.1** The certification body shall implement the specific assessment methods and mechanisms as defined in the certification scheme.	**NO**	**Yes**	This is not addressed in the ISO document. The intent is substantially equivalent. Just because ISO does not speak specifically to computer based testing does not mean it does not allow for computer based testing. ISO section 9.3.3 speaks to having requirements for the administration of examinations and ISO section 9.3.4 speaks to technical equipment used in the examination process needing to be calibrated (this section may refer to tools used to carry out the examination such as technical instruments vs. taking the examination on a computer.
6.1 Computer-Based Test Development. *Examination specifications* for *computer-*	**9.3.4** When technical equipment is used in the examination process, the equipment shall be verified or	**NO**	**YES**	This is not addressed in the ISO document.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
based testing 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.	calibrated where appropriate. **9.3.5** Appropriate methodology and procedures (e.g. collecting and maintaining statistical data) shall be documented and implemented in order to reaffirm, at justified defined intervals, the fairness, validity, reliability and general performance of each examination, and that all identified deficiencies are corrected.			ISO document is very vague and does not specifically address computerized testing but does generalize requirements for the examination process to be the same regardless of how it is administered and references that specific assessment methods and mechanisms as defined in the certification scheme. As stated above, just because ISO does not speak to use of computer administered tests directly does not mean they prohibit it. Within ISO it broadly requires there to be criteria in place to ensure that examinations are all administered appropriately.
6.2 *Items* shall be evaluated for suitability for computer delivery, be reviewed in the delivery medium, and be reviewed in the presentation delivery medium. Assumptions 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.	**9.3.1** Examinations shall be designed to assess competence based on, and consistent with, the scheme, by written, oral, practical, observational or other reliable and objective means. The design of examination requirements shall ensure the comparability of results of each single examination, both in content and difficulty, including the validity of fail/pass decisions. **9.3.2** The certification body shall have procedures to ensure a consistent examination administration	**NO**	**YES**	This is not addressed in the ISO document. ISO document (9.3.1) does not speak to computerized test questions but it does generally speak to the examination design be able to ensure comparability of results and 9.3.2 speaks to ensuring a consistent examination administration.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
6.3 When *examination forms* are computer-generated, whether in C*omputer-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 ensure that the *items* are protected from *overexposure*. *Item* usage statistics shall be provided for all available *items* in the pool.	**7.4.2** Security policies and procedures shall include provisions to ensure the security of examination materials, taking into account the following: the locations of the materials (e.g. transportation, electronic delivery, disposal, storage, examination centre); the nature of the materials (e.g. electronic, paper, test equipment); the steps in the examination process (e.g. development, administration, results reporting); the threats arising from repeated use of examination materials.	**NO**	**YES**	This is not addressed in the ISO document. ISO Section 7.4.2 broadly speaks to having procedures in place to guard against security threats arising from the repeated use of examinations. Whereas CFP speaks directly to the use of linear algorithms to safeguard against security threats from overexposure of exam materials.
6.4 *Computer-Based Testing* Administration. Where examination environments differ (for example, touch screen versus mouse) evidence shall be provided to demonstrate equivalence of the examinees' scores.		**NO**	**YES**	This is not addressed in the ISO document. ISO generally speaks in Section 9.3.1 to ensuring that the design of the examination be such to ensure comparability of the scores.
6.5 Tutorials and/or practice tests shall be created to provide the examinees adequate opportunity to demonstrate familiarity and comfort with the computer test environment.	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration.	**NO**	**NO**	This is not addressed in the ISO document. This is not mentioned in the ISO document. However, ISO does speak in Section 9.3.2 to having procedures to ensure consistent examination

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
				administration. CFP speaks to the use of Tutorials and practice tests to familiarize examinees with the environment with the purpose of ensuring a consistent examination administration.
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 shall be demonstrated. Data shall be gathered and continually analyzed to determine if scoring methods are comparable.		**NO**	**NO**	This is not addressed in the ISO document.
6.7 Evidence of security in the *computer-based testing* environment 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*.	**7.4.1** The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur. **7.4.2** Security policies and procedures shall include provisions to ensure the security of examination materials, taking into account the following: the locations of the materials (e.g. transportation, electronic delivery, disposal, storage, examination center); the nature of the materials (e.g. electronic, paper, test equipment); the steps in the examination process (e.g. development, administration, results reporting);	**YES**	**YES**	CFP goes into great detail to discuss many specific aspects of security while the ISO document states that policies and procedures shall be in place regarding the location of materials, the nature of the materials, the steps of the process regardless of the format (electronic or paper) and reducing threats.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	the threats arising from repeated use of examination materials.			
6.8 Documentation of precautions to protect *examination forms* and the *item bank* from unauthorized access shall be provided.	**7.4.3** Certification bodies shall prevent fraudulent examination practices by: requiring candidates to sign a non-disclosure agreement or other agreement indicating their commitment not to release confidential examination materials or participate in fraudulent test-taking practices; requiring an invigilator or examiner to be present; confirming the identity of the candidate; implementing procedures to prevent any unauthorized aids from being brought into the examination area; preventing candidates from gaining access to unauthorized aids during the examination; monitoring examination results for indications of cheating.	**YES**	**YES**	CFP goes into great detail to discuss many specific aspects of security while the ISO document states that policies and procedures shall be in place regarding the location of materials, the nature of the materials, the steps of the process regardless of the format (electronic or paper) and reducing threats.
6.9 Policies and procedures regarding the recording and retention of the *item sequence* and *item* responses for each examinee shall be developed and followed. Computer examinations using a unique sequence of *items* for each examinee shall record the information necessary to recreate the sequence of *items* and examinee responses on the computer examination.	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration.	**NO**	**YES**	This is not addressed in the ISO document. The intent is substantially equivalent. Just because ISO does not speak specifically to item sequence for computer based tests does not mean the intent is not equivalent. ISO Section 9.3.2 broadly speaks to having procedures in place to ensure consistent exam administration.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
6.10 Systems and procedures shall be in place to address technical or operational problems in examination administration. For example, the examination deliver system shall have the capability to recover examinee data at the appropriate point in the testing session prior to test disruption. Policies regarding recover for emergency situations (such as retesting) shall be developed.	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration. **9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored. NOTE Conditions can include lighting, temperature, separation of candidates, noise, candidate safety, etc. **9.3.4** When technical equipment is used in the examination process, the equipment shall be verified or calibrated where appropriate. **9.3.5** Appropriate methodology and procedures (e.g. collecting and maintaining statistical data) shall be documented and implemented in order to reaffirm, at justified defined intervals, the fairness, validity, reliability and general performance of each examination, and that all identified deficiencies are corrected.	**NO**	**YES**	This is not addressed in the ISO document. The intent is substantially equivalent. ISO 9.3.2-9.3.5 broadly speaks to examination criteria which include having procedures in place to ensure consistent exam administration. This may include procedures to address technical or operational problems.
6.11 Due Process. 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*.	**9.3.2** The certification body shall have procedures to ensure a consistent examination administration. **9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored.	**NO**	**YES**	This is not addressed in the ISO document. ISO 9.3.2 & 9.3.3 broadly speak to having criteria in place for exam administration and criteria for conditions for administering examinations. The intent seems to be equivalent.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
Section 7.0 Certification Organization Responsibilities to Examinees and the Public				
7.0 A *certification organization's* Responsibilities to Examinees and the Public.				
7.1Responsibilities to Applicants for *Certification.* A *certification organization* shall:				
7.1 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;	**4.3.1** The certification body shall document its structure, policies and procedures to manage impartiality and to ensure that the certification activities are undertaken impartially. The certification body shall have top management commitment to impartiality in certification activities. The certification body shall have a statement publicly accessible without request that it understands the importance of impartiality in carrying out its certification activities, manages conflict of interest and ensures the objectivity of its certification activities.	**YES**	**YES**	These sub clauses are similar however, CFP 7.1.A addresses discrimination issues specifically and ISO 4.3.1 and ISO 9.2.5 address issues of impartiality and accommodating special needs.
7.1 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;	**9.1.1** Upon application, the certification body shall make available an overview of the certification process in accordance with the certification scheme. As a minimum, the overview shall include the requirements for certification and its scope, a description of the assessment process, the applicant's rights, the duties of a certified person and the fees.	**YES**	**YES**	These sub clauses are comparable.
7.1 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	**8.5** The certification body shall ensure that the certification scheme is reviewed and validated on an on-going, systematic basis.	**YES**	**YES**	These sub clauses are comparable.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
accreditation organization of the implementation of the policy;				
7.1 D Provide evidence that competently proctored testing sites are readily accessible;	**9.3.3** Criteria for conditions for administering examinations shall be established, documented and monitored.	**YES**	**YES**	These sub clauses are comparable.
7.1 E Provide evidence of uniformly prompt reporting of *food safety certification examination* results to applicants;		**NO**	**NO**	This is not addressed in the ISO document.
7.1 F Provide evidence that applicants failing the *food safety certification examination* are given information on general areas of deficiency;		**NO**	**NO**	This is not addressed in the ISO document.
7.1 G Provide evidence that each applicant's *food safety certification examination* results are held confidential; and	**7.3.1** The certification body shall establish documented policies and procedures for the maintenance and release of information. **7.3.2** The certification body shall, through legally enforceable agreements, keep confidential all information obtained during the certification process. These agreements shall cover all personnel.	**YES**	**YES**	These sub clauses are comparable. ISO also addresses confidentiality of all information obtained in the certification process (assumption would include personal information such as address, phone number, etc.); CFP only addresses confidentiality of results.
7.1 H Have a formal policy on appeals procedures for applicants questioning eligibility or any part of the *accredited certification program*.	**9.8.1** The certification body shall have a documented process to receive, evaluate and make decisions on appeals. The appeals-handling process shall include at least the following elements and methods: the process for receiving, validating and investigating the appeal, and for deciding what actions are to be taken in response to it, taking into account the results of previous	**YES**	**YES**	These sub clauses are comparable.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	similar appeals; tracking and recording appeals, including actions undertaken to resolve them; ensuring that, if applicable, appropriate corrections and corrective actions are taken.			
7.2 Qualifications for Initial *Certification*. To become a *Certified Food Protection Manager* an individual 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.	**9.3.1** Examinations shall be designed to assess competence based on, and consistent with, the scheme, by written, oral, practical, observational or other reliable and objective means. The design of examination requirements shall ensure the comparability of results of each single examination, both in content and difficulty, including the validity of fail/pass decisions.	**YES**	**YES**	These sub clauses are comparable.
7.3 *Individual Certification Certificates:*				
7.3 A Each *certification organization* will maintain a secure system with appropriate backup or redundancy to provide verification of current validity of individual *certification certificates*.	**10.2.4 Control of records** The certification body shall establish procedures to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of its records related to the fulfillment of this International Standard. The certification body shall establish procedures for retaining records for a period consistent with its contractual and legal obligations. Access to these records shall be consistent with the confidentiality	**YES**	**YES**	These sub clauses are comparable.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	arrangements. NOTE For requirements for records on applicants, candidates and certified persons, see also 7.1.			
7.3 B *Certificates* shall include, at a minimum:				
7.3 B 1) Issue date/date examination was taken	**9.4.8** The certificates shall contain, as a minimum, the following information: f) the effective date of certification and date of expiry.	**YES**	**YES**	These sub clauses are equivalent.
7.3 B 2) Length of time of *certification* validity;	**9.4.8** The certificates shall contain, as a minimum, the following information: f) the effective date of certification and date of expiry.	**YES**	**YES**	These sub clauses are equivalent.
7.3 B 3) Name and *certification* mark of *certification organization*;	**9.4.8** The certificates shall contain, as a minimum, the following information: c) the name of the certification body;	**YES**	**YES**	These sub clauses are equivalent.
7.3 B 4) ANSI *accreditation* mark;		**NO**	**NO**	This is not addressed in the ISO document.
7.3 B 5) Name of certified individual;	**9.4.8** The certificates shall contain, as a minimum, the following information: a) the name of the certified person;	**YES**	**YES**	These sub clauses are equivalent.
7.3 B 6) Unique *certificate* number;	**9.4.8** The certificates shall contain, as a minimum, the following information:	**YES**	**YES**	These sub clauses are equivalent.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	b) a unique identification;			
7.3 B 7) Name of *certification*;		**NO**	**NO**	This is not addressed in the ISO document.
7.3 B 8) Contact information for the *certification organization*; and		**NO**	**NO**	This is not addressed in the ISO document.
7.3 B 9) Examination form identifier	**9.4.8** The certificates shall contain, as a minimum, the following information: d) a reference to the certification scheme, standard or other relevant documents, including issue date, if relevant;	**YES**	**YES**	These sub clauses are equivalent.
7.3 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*.		**NO**	**NO**	ISO also states that ownership of the certification is retained by the certifying body.
7.4 THIS IS MISSING FROM THE OFFICIAL DOCUMENT				
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	**9.5.1** The certification body shall have a policy and (a) documented procedure(s) for suspension or withdrawal of the certification, or reduction of the scope of certification, which shall specify the subsequent actions by the certification body.	**NO**	**YES**	These sub clauses are similar however the terminology is different. CFP requests a formal policy while refers only to policy. Is the formality of this significant?

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
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 shall demonstrate that the person has maintained the minimum competencies as determined by the current Job Task Analysis.	**9.6.1** The certification body shall have (a) documented procedure(s) for implementation of the recertification process, in accordance with the certification scheme requirements. **9.6.2** The certification body shall ensure during recertification activities that it confirms continued competence of the certified person and ongoing compliance with current scheme requirements by the certified person.	**YES**	**YES**	These sub clauses are comparable.
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.	**7.1.1** The certification body shall maintain records. The records shall include a means to confirm the status of a certified person. The records shall demonstrate that the certification or recertification process has been effectively fulfilled, particularly with respect to application forms, assessment reports (which include examination records) and other documents relating to granting, maintaining, recertifying, expanding and reducing the scope, and suspending or withdrawing certification.	**YES**	**YES**	These sub clauses are comparable.
7.8 Each *accredited certification program* 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	**9.9.1** The certification body shall have a documented process to receive, evaluate and make decisions on complaints.	**YES**	**YES**	These sub clauses are comparable.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
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.		**NO**	**NO**	This is not addressed in the ISO document.
8.0 Certification Organization Responsibilities to the Accrediting Organization				
8.1Application for *Accreditation.* *A certification organization* 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:*				
8.1 A the name and complete ownership of the legal entity.	**4.1 Legal and contractual matters** The certification body shall be a legal entity, or a defined	**YES**	**NO**	These clauses are equivalent. Don't agree they are not equivalent.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	part of a legal entity, such that it can be held legally responsible for its certification activities. A governmental certification body is deemed to be a legal entity on the basis of its governmental status.			ISO states there must be a legal entity where CFP asks for the name and complete ownership. Potentially can see how ownership is different than focusing on the legal entity aspect.
8.1 B The address, telephone/fax number(s) and other contact information of the *certification organization's* headquarters.		**NO**	**NO**	This is not addressed in the ISO document.
8.1 C 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.		**NO**	**NO**	This is not addressed in the ISO document.
8.1 D Such fiscal information as may be needed to establish evidence of ability to carry out obligations under these standards.	**4.4 Finance and liability** The certification body shall have the financial resources necessary for the operation of a certification process and have adequate arrangements (e.g. insurance or reserves) to cover associated liabilities.	**Yes**	**Yes**	These clauses are equivalent.
8.2 Summary Information. A *certification organization* shall:				
8.2 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*;	**5.1.2** The certification body shall document its organizational structure, describing the duties, responsibilities and authorities of management, certification personnel and any committee. When the certification body is a defined part of a legal entity, documentation of the organizational structure shall include the line of authority and the relationship to other	**YES**	**NO**	These sub clauses are similar if the consideration is accepting ISO as an equivalent standard. However; when considering replacing the CFP Standards with ISO, the ISO document requires more specific rigorous details concerning the certification body.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	parts within the same legal entity. The party/parties or individuals responsible for the following shall be identified: policies and procedures relating to the operation of the certification body; implementation of the policies and procedures; finances of the certification body; resources for certification activities; development and maintenance of the certification schemes; assessment activities; decisions on certification, including the granting, maintaining, recertifying, expanding, reducing, suspending or withdrawing of the certification; contractual arrangements.			These sections are not similar. ISO is referring to certification body where CFP is referring to competency of Food Protection Manager. ISO 3.6 is a better match "competence: ability to apply knowledge and skills to achieve results". But this section is very vague and general. Agree that ISO 3.6 is a better match but is not as explicit as what is in the CFP Standards. Also there is great significance to the fact that the CFP Standards focus on a specific job: Food Protection Manager versus ISO which could be anything including a completely different standard of food safety knowledge.
8.2 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*;	**7.2.2** The certification body shall make publicly available without request information regarding the scope of the certification scheme and a general description of the certification process.	**YES**	**NO**	These sub clauses are similar if the consideration is accepting ISO as an equivalent standard. However; when considering replacing the CFP Standards with ISO, the ISO document requires more specific rigorous details concerning the examination reliability and validity.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
				Disagree, these sections are not similar. ISO talks about making documents public where CFP demands evidence that mechanism is reliable, valid and complies with standard. Agree there is a significant difference between the specificity in the CFP standards and ISO is too vague to be certain these are sufficiently equivalent.
8.2 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;		**NO**	**NO**	This is not addressed in the ISO document.
8.2 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*;	**8.5** The certification body shall ensure that the certification scheme is reviewed and validated on an on-going, systematic basis.	**NO**	**NO**	This is not directly addressed in the ISO document. 8.5 is not talking about the periodic review of the evaluation mechanism but of the certification scheme. When you look to see what is included in the certification scheme there is not a direct requirement that specifically addresses having a policy of periodic review of evaluation mechanisms and providing evidence that the policy is implemented to ensure the relevance of the mechanisms to the knowledge

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
				and skills of a CFPM. ISO 8.5 would relate more to CFP standard 4.8.
8.2 E Provide evidence that appropriate measures are taken to protect the security of all *food safety certification examinations*:	**10.1 General** The certification body shall establish, document, implement and maintain a management system that is capable of supporting and demonstrating the consistent achievement of the requirements of this International Standard. In addition to meeting the requirements of Clauses 4 to 9, the certification body shall implement a management system in accordance with either option A or option B, as follows: option A: a general management system which fulfills the requirements of 10.2; or option B: a body that has established and maintains a management system, in accordance with the requirements of ISO 9001, and that is capable of supporting and demonstrating the consistent fulfillment of the requirements of this International Standard (ISO/IEC 17024), fulfills the management system requirements of 10.2.	**NO**	**NO**	ISO 10.1 comes closer to requiring the certification organization to provide evidence to the accrediting body that appropriate measures to protect exam security are in place. This comparison is similar to previous sub clauses concerning security. Both entities are concerned with security issues and while the CFP document is specific in terms of food safety criteria, ISO 7.4 gives more specific direction concerning security that the CFP document.
8.2 F Publish a comprehensive summary or outline of the information, knowledge, or functions covered by the *food safety certification examination*;		**NO**	**NO**	This is not addressed in the ISO document.
8.2 G Make available general descriptive materials on the procedures used in examination construction and validation and the procedures of administration and reporting of results; and	**9.1.1** Upon application, the certification body shall make available an overview of the certification process in accordance with the certification scheme. As a minimum, the overview shall include the requirements for certification and its scope, a description of the	**NO**	**NO**	CFP is more specific to exam. ISO more general to entire certification scheme process.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	assessment process, the applicant's rights, the duties of a certified person and the fees.			
8.2 H Compile at least semi-annually a summary of *certification* activities, including number of applicants, number tested, number passing, number failing, and number certified.		**NO**	**NO**	This is not addressed in the ISO document.
8.3 Responsibilities to the *Accrediting Organization*. The *certification organization* shall:				
8.3 A Make available upon request to the *accrediting organization* copies of all publications related to the *certification* program,	**7.2.2** The certification body shall make publicly available without request information regarding the scope of the certification scheme and a general description of the certification process.	**MAYBE**	**NO**	The intent is similar but the specifics are not equivalent. We would like ANSI to weigh in on this. ISO states it should make it public. Not sure why any of these documents would be made public. CFP mandates these documents must be made available to accrediting organization. These two sections are not equivalent.
8.3 B Advise the *accrediting organization* of any proposed changes in structure or activities of the *certification organization*,	**10.2.3 Control of documents** The certification body shall establish procedures to control the documents (internal and external) that relate to the fulfillment of this International Standard. The procedures shall define the controls needed to: c) ensure that changes and the current revision status of documents are identified;	**NO**	**NO**	These clauses are not equivalent and we were not able to locate anything in the ISO Standards that is similar. There is a significant difference between notifying the accreditation agency before you do something versus after the fact and only as part of your annual documentation.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
8.3 C Advise the *accrediting organization* of substantive change in *food safety certification examination* administration,		**NO**		
8.3 D Advise the *accrediting organization* of any major changes in testing techniques or in the scope or objectives of the *food safety certification examination*,	**10.2.3 Control of documents** The certification body shall establish procedures to control the documents (internal and external) that relate to the fulfillment of this International Standard. The procedures shall define the controls needed to: approve documents for adequacy prior to issue; review and update as necessary and re-approve documents; ensure that changes and the current revision status of documents are identified; ensure that relevant versions of applicable documents are provided at points of use; ensure that documents remain legible and readily identifiable; ensure that documents of external origin are identified and their distribution controlled; prevent the unintended use of obsolete documents and	**NO**	**NO**	These clauses are not equivalent and we were not able to locate anything in the ISO Standards that is similar. There is a significant difference between notifying the accreditation agency before you do something versus after the fact and then only as part of your annual documentation.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	apply suitable identification if they are retained for any purpose. NOTE Documentation can be in any form or type of medium.			
8.3 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*,		**NO**	**NO**	This is not addressed in the ISO document. This CFP section is vague and not quite sure what information the accrediting organization would request. I would think it is referring to irregularities or non- conformities.
8.3 F Submit to the *accrediting organization* the report requirements information specified for the Food Protection Manager *Certification* Program, and		**NO**	**NO**	This is not addressed in the ISO document.
8.3 G Be re-accredited by the *accrediting organization* at least every 5 years.		**NO**	**NO**	This is not addressed in the ISO document.
9.0 Management Systems				

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
9.1 Each *certification organization* shall have a formal management system in place to facilitate continuous quality improvement and produce preventive and corrective actions. The management system shall contain the following three components.	**10.2.1** The certification body shall establish, document, implement and maintain a management system that is capable of supporting and demonstrating the consistent achievement of the requirements of this International Standard. The certification body's top management shall establish and document policies and objectives for its activities. The top management shall provide evidence of its commitment to the development and implementation of the management system in accordance with the requirements of this International Standard. The top management shall ensure that the policies are understood, implemented and maintained at all levels of the certification body's organization. The certification body's top management shall appoint a member of management who, irrespective of other responsibilities, shall have responsibility and authority that include: a) ensuring that processes and procedures needed for the management system are established, implemented and maintained; b) reporting to top management on the performance of the management system and any need for improvement.	**YES**	**YES**	Maybe, CFP's 9.1 meets ISO's 10.2.1 in that both certifications require having a management system in place and promote continual improvement; however, ISO's 10.2.1 also requires setting objectives, providing evidence of management commitment, internal communication, appointing a management representative to implement and maintain the system, and reporting to top management on system performance and improvement. These sub clauses are similar if the consideration is accepting ISO as an equivalent standard. However; when considering replacing the CFP Standards with ISO, the ISO document requires more specific rigorous tasks of the certification body.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	ISO Documentation Requirement • Management System policies • Objectives			
9.1 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. CFP Documentation Requirement • List of documents • List of authorized individuals with access	**10.2.2** Applicable requirements of this International Standard shall be documented. The certification body shall ensure that the management system documentation is provided to all relevant personnel. **10.2.3** Control of documents The certification body shall establish procedures to control the documents (internal and external) that relate to the fulfillment of this International Standard. The procedures shall define the controls needed to: a) approve documents for adequacy prior to issue; b) review and update as necessary and re-approve documents; c) ensure that changes and the current revision status of documents are identified; d) ensure that relevant versions of applicable documents are provided at points of use; e) ensure that documents remain legible and readily identifiable; f) ensure that documents of external origin are identified and their distribution controlled; g) prevent the unintended use of obsolete documents and apply suitable identification if they are retained for any purpose.	**Partially**	**Partially**	Yes, CFP's 9.1 A 2. meets ISO 10.2.3 (a) requiring documents to system shall be approved. And, CFP's 9.1 A (3) meets ISO's 10.2.1 in that an authorized person is appointed for document control. No, ISO's 10.2.2 and 10.2.3 does not meet CFP's 9.1 A (4) because there is no requirement for a list of individuals who have document access. No, CFP's 9.1 A does not show how the documents are to be controlled; whereas, ISO's 10.2.3 defines the requirements for (b) reviewing, updating, and re-approving documents, (c) ensuring changes and current revision status are identified, (d) ensuring relevant versions are at point of use, (e) documents legible and identifiable, (f) external document distribution controlled (g) control of obsolete documents.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	ISO Documentation Requirement • Procedure for document control			In the instance of considering replacing the CFP Standards with ISO, the ISO document requires more specific rigorous tasks of the certification body in some areas but not in others. Agree sections are similar. ISO more specific and stricter for certification body. CFP section is very vague and general, lacks any specifics
9.1 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. CFP Documentation Requirement • Audit methods • Report of audit results	**10.2.6** Internal audits **10.2.6.1** The certification body shall establish procedures for internal audits to verify that it fulfills the requirements of the International Standard and that the management system is effectively implemented and maintained. **10.2.6.2** An audit program shall be planned, taking into consideration the importance of the processes and areas to be audited, as well as the results of previous audits. **10.2.6.3** Internal audits shall be performed at least once every 12 months. The frequency of internal audits may be reduced if the certification body demonstrates that its management system continues to be effectively implemented in accordance with this International	**YES**	**YES**	Yes, CFP's 9.1.B (3) meets ISO 10.2.6.1 for establishing procedures / methods for internal audits. Yes, CFP's 9.1.B (1, 2) meets ISO's 10.2.6.2 in that CFP identifies critical activities and ISO requires planning to take into consideration the importance of the areas to be audited (high risk areas / priority auditing). Both standards require audit preparation such as planning and data collection. Maybe, CFP's 9.1.B has no minimum timeframe while ISO's 10.2.6.3 has a required annual frequency of

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	Standard and has proven stability. **10.2.6.4** The certification body shall ensure that: a) internal audits are conducted by competent personnel, knowledgeable in the certification process, auditing and the requirements of this International Standard; b) auditors do not audit their own work; c) personnel responsible for the area audited are informed of the outcome of the audit; d) any actions resulting from internal audits are taken in a timely and appropriate manner; e) any opportunities for improvement are identified. <u>ISO Documentation Requirement</u> • Procedures for internal audits • Report of audit results			performing internal audits. Maybe, CFP's 9.1.B (4) meets ISO's 10.2.6.4 (a). Both standards require authorized / competent individuals to conduct the audits; however, ISO has additional requirements for auditors. ISO 10.2.6.4 states that (b) auditors shall not audit their own work, and (c) personnel of the area being audited are informed of audit results. Maybe, CFP's 9.1.B (5) meets ISO's 10.2.6.4 (d, e) in that actions taken as a result of the audit are identified (corrective actions); however, ISO adds to this requirement a time limit for these actions and opportunities for improvement to be identified. In the instance of considering replacing the CFP Standards with ISO, the ISO document requires more specific rigorous tasks of the certification body in some areas but not in others.

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
9.1 C. 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. <u>CFP Documentation Requirement</u> • Results of Management Review	**10.2.5** Management Review **10.2.5.1** The certification body's top management shall establish procedure to review its management system at planned intervals, in order to ensure its continuing suitability, adequacy and effectiveness, including the stated policies and objectives related to the fulfillment of this International Standard. These reviews shall be conducted at least once every 12 months and shall be documented. **10.2.5.2** Review input The input to the management review shall include information related to the following: a) results of internal and external audits (e.g. accreditation body assessment); b) feedback from applicants, candidates, certified persons and interested parties related to the fulfillment of this International Standard; c) safeguarding impartiality; d) the status of preventive and correctives actions; e) follow-up actions from previous management reviews; f) the fulfillment of objectives; g) changes that could affect the management system; h) appeals and complaints.			Maybe, CFP's 9.1.C (1) meets ISO's 10.2.5.1 Both standards require a management review to be conducted annually, and include corrective and preventive actions from results of audits as input to the review; however, ISO has several additional requirements. ISO's 10.5.2 also requires input to the review from: (a) external audits in addition to the internal audits, (b) applicant feedback, (c) information regarding safeguarding impartiality, (d) follow-up actions from previous management reviews, (e) fulfillment of determined objectives, (f) any changes affecting system, and (g) complaints. Maybe, CFP's 9.1.C (5) meets ISO's 10.2.5.3 (a) The output / outcome from the management review for CFP is the effectiveness of corrective and preventive actions taken, and ISO's output from the review is the effectiveness of the entire management system and its

CFP Standards for Accreditation of Food Protection Manager Certification Programs (2012) and CFP Required Documentation	ISO/IEC 17024:2012 International Standard: Conformity assessment – General requirements for bodies operating certification of persons and ISO Required Documentation	Evaluation	Committee's Evaluation	Demonstration of Compliance Substantially Equivalent?
	10.2.5.3 Review output The output from the management review shall include as a minimum decisions and actions related to the following: a) improvement of the effectiveness of the management system and its processes; b) improvement of the certification services related to the fulfillment of this International Standard: c) resource needs. <u>ISO Documentation Requirement</u> • Procedures for Management Review • Results of Management Review			processes, not just the effectiveness achieved from actions taken of correcting and preventing nonconformities.

Instructions for Creating a Secure Document Sharing Account

Each participant will need a personal Gmail email address to work on documents. If a participant does not already have a personal Gmail email account, then before continuing with these instructions, follow these steps:

1. Go to google.com in your web browser
2. Click Sign Up in the top right corner
3. Fill out information as required
4. Create Gmail address
5. There is no cost for this account

Group Leader (Setting up a working document)

1. Get team members Gmail account email addresses
2. Go to your Gmail account at https//docs.google.com
3. On the left side of the screen select either Create or download a document
4. Once a document has been created, or downloaded, select the document and from the top right corner of the screen select Share
5. Input each team members Gmail account email address and assign their participation level:
    a. Edit - allows the participant to make changes to the document
    b. Comment - allows the participant to make comments but not changes
    c. View - only allows the participant to see the document
6. Next, select “Done” and an email will be sent letting the participant know he or she has been invited
7. Only those invited can access the document

Collaboration:

1. Go to Google.com and select Sign In from the top right-hand corner.
2. Login using your Gmail account.
3. Click on the “Drive” tab at the top of your screen.
4. Click on “Shared with me” from the side-panel.
5. This will display the document you have been invited to share.
6. Select the document

Working on a Document

1. At the top right of the screen will be color coded taps with letters in them. Each represents a logged in participant. Editors will also have a cursor in their color. When it is placed on the document it is seen by all participants. Putting a cursor on top of a cursor brings up the name of the participant.
2. A group can work on a document at the same time by either using a conference call or by text messaging. To use text messaging select the button next to the Comments button. This will start a text string.

3. If a participant is reviewing the document alone comments can be left by highlighting the part of the document being commented on and selecting the Comments button at the top right of the screen. When the comment is made it stays next to the place on the document highlighted until it has been discussed and resolved by selecting Resolved. The comment than leaves the document but remains in the Comments log. It can be reloaded for further comment if needed.
4. Activity can also be tracked by selecting File from the top left of the screen and selecting See Revision History. This will be up a list of every action taken by participant(s) name(s), day and time and action taken.
5. The documents work like simple versions of Word, Excel and Power Point. Once the type is selected further development features can be activated as needed.

Communications Sub Committee Working Group Secure Document Findings and Recommendations.

Written by: Communications Sub Committee Chair, George Roughan, on October 23, 2013

Background

Based on the original charge to develop a password secure document sharing feature for use by the FPMCC preliminary pass code programming was developed with graphic menus and placed on an active web site. Next, a document working tool was selected for use inside the pass coded menu areas. When the two features were combined it was discovered that the selected working tool, Google Docs, had a robust security capability which made the pass code programming and menus redundant. By removing the pass code programming from the process it simplified access to the online document. Further, it removed any need for the foodprotect.org Web Master's involvement and any associated costs of that involvement. For these reasons, the working group reviewed only the tool, Google Docs.

Meeting and Findings

Based on these findings a phone conference meeting was held on October 23, 2013. The working group consisted of FPMCC members George Roughan, Tom McMahon, Craig Douglas, and Geoffrey Heinicke.

The tool allows a group leader to establish a document. Documents can be in a number of forms, documents, spreadsheets, graphics and presentations. Having selected a form the leader using Gmail accounts invites participants to work on the document. There are four levels of participants. Owner (leader - can invite/uninvited and make changes to the document), Editor (can make changes to the document), Commenter (cannot change the document but can provide comments for consideration) and Viewer (can only see the document). The levels are set when the leader is sending the invitations.

There are a number of ways of working on a document. Collaboratively, through either a phone conference call while logged into Google Docs or through a live text messing feature offered in Google Docs. Participants can also work on a document alone by leaving highlighted comments for review by others. These comments can be set to automatically be sent to other participants by email to alert that a new comment has been made. Google Docs also provides a history log that shows all activity by participants involved with the document, the day and time of each action, and what was done. Besides these security and communications features the different forms of documents have many of the use features found in Word, Excel or Power Point. Google Docs being based on these commonly used programs greatly lowers the learning curve for most participants.

Recommendations

After the work group finished the review it was unanimously decided that the tool fulfills the change by providing different CFP bodies the ability to create a secure online place for collaborative document development. It is the recommendation of the working group that a basic "how to" document be created. Initially, this document would be made available to members of the FPMCC sub-committee chairs and heads of working groups. These bodies will be asked to use this tool in any future or ongoing

document development and to provide feedback about their use experience. If the experiences are generally positive, the goal would be to report the results to the Board with the recommendation that all CFP bodies use this tool and that the “how to” document be posted on the foodprotect.org web site.

End of Report

Conference for Food Protection

Standards for Accreditation of Food Protection Manager Certification Programs

As Amended at the 2014 Biennial Meeting of the Conference for Food Protection

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 *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. *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. *Certification organizations* issue *certificates* to individuals who meet the required level of *competency*.

The professionals involved in the credentialing process for *Certified Food Protection Managers* shall ~~R~~recognize~~ing~~ that the justification for regulating entrance to the occupation of *Certified Food Protection Manager* is to:

- protect and promote food ~~the~~ safety for the ~~and~~ welfare of the public~~; and recognizing~~
- ensure that the responsibility and liability for overseeing the protection of safety and welfare of the public lies with those governmental jurisdictions at the Federal, state and local levels having the power to set forth laws regulating entrance to and performance in this occupations~~; and~~
- ensure that the rights of the public at large and of those members of ~~that~~ the public who wish to enter ~~an~~ this occupation 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~~ ensure that the *validity* of the ~~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 ensure that individuals have achieved mastery of the competencies;

~~t~~Therefore, professionals involved in the credentialing process for *Certified Food Protection Managers* accept responsibilities based on the~~o~~se considerations.

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* shall meet the following CFP standards and provide evidence of compliance through the documentation requested in the application. In addition, the *certification organization* 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 Food Code, hereinafter referred to as the

FDA Food Code, Section 2-102.20 recognizes Food Protection Manager *certificate*s issued by an *accredited certification program* as one means of meeting the FDA Food Code's "Demonstration of Knowledge" requirement in Section 2-102.11.

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 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~~ examination process, which includeds identification and analysis of root causes of security violations and implementation of solutions.

The revision and reformatting of the document were made after a comprehensive FPMC Committee review of each section. 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. 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 is NOT part of the standards, but provides information to guide those responsible for implementing or reviewing Food Protection Manager *Certification* Programs. Each of tThe 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* responsible for the design of the assessment tool used to measure an examinee's *competency. Certification organizations* have a responsibility to ensure that the *certification* process is fair to the examinees and protects their inherent rights.~~

Annex AB 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 *certificate*s 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 Manager*s 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~~ A provides additional guidance, developed through the CFP, for the implementation of these regulatory *certification* programs.

TABLE OF CONTENTS

TABLE OF CONTENTS (continued)

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 *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. 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 examination development and administration.

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 questions on an 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 *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. responsibility for identifying hazards in the day-to-day operation of a *food establishment* that provides food for human consumption;

B. development or implementation of specific policies, procedures or standards aimed at preventing foodborne illness;

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. responsibility for completion of in-house self-inspection of daily operations on a periodic basis to see that policies and procedures concerning food safety 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 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 *algorithm*s based on the statistics of the examination questions to determine the *examinee's* proficiency by selecting *item*s 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 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*.

1.19 Examination Developers means the individuals involved in the process of creating the Food Safety Certification Examination.

1.20~~19~~ Examination forms means alternate sets of examination questions (with at least 25% alternate questions) to assess the same *competencies*, conforming to the same *examination specifications*.

1.21~~0~~ Examination specifications means the description of the specific content areas of an examination, stipulating the number or proportion of *item*s for each area of *competency* and the level of complexity of those *item*s. The specifications are based on the *job analysis* and its verification.

1.22~~1~~ Examination version means an examination in which the exact set of *item*s in an *examination form* is presented in another order, language, manner or medium.

1.23~~2~~ Examinee means a person who takes an examination.

1.24~~2~~ Exposure Plan means the policies and procedures in place to ensure that examination *item*s are not exposed to *examinees* or other people that may result in an examination *item* being memorized and/or shared.-

1.25~~3~~ Food establishment

A. Food establishment means an operation that stores, prepares, packages, serves, vends, or otherwise provides food for human consumption:
   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
   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. including:
   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
   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.

C. not including:
   1) an establishment that offers only prepackaged foods that are not potentially hazardous;
   2) a produce stand that only offers whole, uncut fresh fruits and vegetables;

3) a food processing plant;
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*;
5) an area where food that is prepared as specified in Subparagraph (c) (iv) of this definition is sold or offered for human consumption;
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
7) a private home that receives catered or home-delivered food.

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

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

1.286 Item means an examination question.

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

1.3028 Item sequence means the presentation order of examination *item*s in an examination.

1.3129 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 **Tasks** are the individual functions, whether mental or physical, necessary to carry out an aspect of a specific job.

B. **Knowledge, skills, and abilities (KSAs)** include the information and other attributes that the worker shall possess in order to perform effectively and safely. They include information and understanding as well as learned behaviors and natural attributes.

1.320 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.

1.33~~1~~ 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. *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 an *examinee's* knowledge, skills, and abilities required to protect the consumer from foodborne illness.

1.34~~2~~ Overexposure means the relative frequency in which an examination *item* which is presented across all computerized tests has undermined the integrity of the examinations. Whether a test *item* is overexposed or not is based upon the type of examination test *item* (pictorial vs. written) and its frequency of use.

1.35 Potential examinee means a person capable of taking an examination.

1. 36~~3~~ 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 shall have the ability to observe *examinee* behaviors, accurately distribute and collect examination materials, and assist the *test administrator* as assigned. They shall have training or documented successful experience in monitoring procedures and shall affirm in writing an agreement to maintain examination security and to 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*.

1.37~~4~~ Psychometric means scientific measurement or quantification of human qualities**,** traits, or behaviors.

1.38~~5~~ Psychometrician means a professional with specific education and training in development and analysis of 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 examination development and a minimum of two in statistical methods.

1.39~~6~~ Regulatory authority means a government agency that has been duly formed under the laws of that jurisdiction to administer and enforce the law.

1.40~~37~~ Reliability means the degree of consistency with which an examination measures the attributes, characteristics or behaviors that it was designed to measure.

1.41~~38~~ Retail food industry means those sectors of commerce that operate *food establishments*.

1.42~~39~~ Test administrator means the individual at the test site who has the ultimate responsibility for conducting a *food safety certification examination*. The *test administrator* can also be a *proctor*.

1.43~~0~~ Test encryption and decoding means the security aspects of a computer examination to prevent the 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.

1.4~~4~~1 Trainer, in this instance, means a professional with appropriate expertise who conducts a course in food safety for *potential examinees* ~~applicants~~ for *certification* as Food Protection Managers.

1.4~~5~~2 Validity means the extent to which an examination score or other type of assessment measures the attributes it was designed to measure. In this instance, does the 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 *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. the availability of financial resources to effectively and thoroughly conduct regular and ongoing *certification* program activities.

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

4.0 ***Food Safety Certification Examination*** **Development.**

4.1 *Food safety certification examinations* administered by *accredited certification organizations* shall comply fully with all criteria set by the CFP and 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* shall provide evidence that it meets the following professional requirements:

A. ability to conduct or otherwise use a *legally defensible* and psychometrically valid *job analysis*;

B. demonstrated experience in the development of psychometrically valid *competency examinations*;

C. demonstrated capability to develop and implement thorough procedures for security of the *item bank,* printed, taped or computerized examinations, examination answer sheets, and *examinee* scores;

D. data handling capabilities commensurate with the requirements for effective processing, reporting, and archiving of *examinee food safety certification examination* scores; and

E. demonstrated evidence of an understanding of and willingness to abide by the principles of fairness and due process.

4.3 The *certification organization* 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 complete description of the scope and usage of the examination;
B. *job analysis* task list, with knowledge, skills, and abilities (KSAs*);*
C. *examination specifications*;
D. the number of unduplicated *item*s in the *item bank*;

E. statistical performance of each *item* in the bank;
F. number of *examination forms* and evidence of their *equivalence* to each other;
G. description of method used to set passing score;
H. copies of all logs, diaries, and personnel lists and descriptions kept as
f required in the development process;
I. summary statistics for each *examination form*; and
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 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 shall be sufficiently diverse as to avoid cultural bias and ensure fairness in content according to all federal requirements.

4.5 The *job analysis* 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 shall be derived from a valid study of the *job analysis* tasks and their accompanying knowledge, skills, and abilities (KSAs) and shall be appropriate to all aspects of the *retail food industry*. The *job analysis* 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 *item*s devoted to each content area, shall be available to *examinees* and to the public.

4.7 The *certification organization* or its contracted examination provider 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 shall be provided to the *accrediting organization* on demand.

4.8 The *certification organization* is required to systematically evaluate practices in the *retail food industry* to 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* 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* shall be based on psychometrically valid procedures to ensure the relative equivalence of scores from various *examination forms*. The *certification organization* shall provide evidence of such equivalence as public information.

4.12 The *food safety certification examination* ~~Assessment tools will~~ shall 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 *examinee* scores.

4.13~~2~~ When the *food safety certification examination* is administered in a medium other than the common pencil-and-paper format, evidence shall be provided to 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* shall be provided.

4.14~~3~~ 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 shall provide evidence of content *equivalency* of the translated version with the original *examination form* and/or *item bank*. The developer shall provide a detailed description of the translation method(s), including the rationale for selecting the translation method(s), and shall demonstrate congruence of *item*s 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.*

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

4.16~~4~~ ~~*Food safety certification*~~ *Examination Developers* 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 examination *item*s and of the full examination. Those materials shall be provided to the *accrediting organization* on demand.

All examinations 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.

4.175 Examination Development Security. The *certification organization* will demonstrate that procedures are developed and implemented to ensure that individual *item*s, *item banks, food safety certification examinations* presented in all media (printed, taped and computerized), test answer sheets and *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.

4.186 Periodic Review. At least semiannually each *certification organization* 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 examination used) administered during the preceding six months, as well as other information that may be reasonably requested by the *accrediting organization*:

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

4.197 Requirements for Examination Standardization. *Certification organizations* shall specify conditions and procedures for administering all *food safety certification examinations* in a standard manner to ensure that all *examinees* are provided with the opportunity to perform according to their level of ability and to ensure comparability of scores. *Examination Booklets* shall be of high quality printing to ensure ease of reading.

SECTION 5 – FOOD SAFETY CERTIFICATION EXAMINATION ADMINISTRATION

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

5.1 **Security for *Examination Booklets.***

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* packaging or seals.

B. Packaging by c*ertification 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.

C. Shipping to the *test administrator/proctor* from the c*ertification 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.

D. Storage by *test administrator/proctor.*

The package(s) of *examination booklet*s shall be secured at all times immediately upon delivery. 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 c*ertification 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 c*ertification 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) 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.

5.2 Test Site Requirements.

Sites chosen for administering *food safety certification examination*s shall conform to all legal requirements for safety, health, and accessibility for all qualified *examinees*.

A. Additionally, the accommodations, lighting, space, comfort, and work space for taking the examination shall reasonably allow *examinees* to perform at their highest level of ability.

B. Requirements at each test site include, but are not limited to:
   1) accessibility in accordance with the requirements of the Americans with Disabilities Act, shall be reasonably available for all qualified *examinees*, whether 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) conformity to all fire safety and occupancy requirements of the jurisdiction in which they are located;
   3) sufficient spacing between each *examinee* in the area in which the actual examination is conducted, or other appropriate and effective methods, to preclude any *examinee* from viewing another *examinee's* examination;
   4) acoustics allowing each *examinee* to hear instructions clearly, using an electronic audio system if necessary;
   5) lighting at each *examinee's* work space adequate for reading
   6) ventilation and temperature 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.

5.3 Test Site Language Translation.

A *certification organization* shall have a published, written policy regarding test site language translation of *food safety certification examinations*. If a *certification organization* allows test site language translation of a *food safety certification examination* when an *examination version* is not available in the *examinees'* requested language, the *certification organization* shall have a published, formal application process available to all *potential examinees*. Procedures shall include but not be limited to:

A. An application process for *potential examinees* that includes an evaluation and documentation component to determine the eligibility of the *potential examinee* for test site language translation,

B. An application process for translators that includes clear and precise qualifications that shall include but not be limited to the following:
   1) being fluent in both languages;
   2) have a recognized skill in language translation;
   3) trained in the principles of objective examination administration;
   4) have no personal relationship with the *examinee* (may not be another *examinee*, may not be a relative or friend of the *examinee* and may not be a co-worker, employer, or an employee of the *examinee*);
   5) not being a *Certified Food Protection Manager* nor having any vested interest in Food Protection Manager certification or conflict of interest;
   6) provide references or other proof attesting to the translator's competencies and professional acumen; and
   7) agree in writing to maintain the security of the examination.

C. A proctored environment where the translator and *examinee* are not a distraction to other *examinees*, and

D. A proctored environment where the translator is not active as the *test administrator*/*proctor*.

5.4 Scoring.

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.

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

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

D. Score reports will be available to *examinees* in a time frame specified in the application, which will not 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 c*ertification 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 ***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.

5.8 ***Instructor/Educator/Trainer* as *Test Administrator*/*Proctor*.**
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. Schedule examinations. *Food safety certification examination*s 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 booklet*s 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.

5.10 The number of approved *proctors* assigned to a *test administrator* shall be sufficient to allow each *examinee* to be observed and supervised to 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.

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 shall be accomplished in a manner that ensures fairness to all *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.

C. Where reasonable accommodations shall be made for otherwise qualified *examinees* under provisions of the Americans with Disabilities Act, 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 *examinee* shall be provided to the *certification organization*.

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5.12 The *certification organization* 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 shall be specific procedures for handling and for reporting to the *certification organization*, any suspected or alleged:
   1) cheating incidents;
   2) lost or stolen examination materials;
   3) intentional or unintentional divulging of examination *item*s by *examinees* or examination administration personnel; or
   4) any other incidents perceived to have damaged the security of the examination or any of its individual *item*s.

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

C. Documentation of corrective actions and their effectiveness shall be made available to the *accrediting organization*.

5.13 ***Item* and Examination Exposure.**-
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.

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

A. The *certification organizations* shall specify the responsibilities of *test administrator/proctor*, set minimum criteria for approval of *test administrators /proctors*, and provide a training program to enable *potential examinees* ~~applicants~~ to meet the approval criteria. Responsibilities, duties, qualifications and training of *test administrators/proctors* shall be directed toward assuring standardized, secure examination administration and fair and equitable treatment of *examinees*.

B. The *certification organization* shall define and provide descriptions for the roles of *test administrators*~~,~~ */proctors,* and *certification organization* personnel clearly indicating the responsibilities for these roles. The *certification organization* shall demonstrate how it ensures that all certification personnel, *as well as test administrators/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.

5.15 Test Administrator/Proctor Agreements. The *certification organization* shall enter into a formal agreement with the *test administrator/proctor*. The formal agreement shall at a minimum address:

A. provisions that relate to code of conduct;

B. conflicts of interest; and

C. 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.*

In order to retain the integrity of the *certification* process, 5.17 is intended to provide *Certification Organizations* a method of evaluating individuals' and/or organizations' claims to guarantee passing any *certification examination* if they are performing the role of *instructor/educator/trainer* and *proctor/administrator*. This area of the Standard does not apply to training organizations and their employees not contracted to a *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*).

5.20 Examination Administration Manual.
The *certification organization* 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 booklet*s;
   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* shall describe the method for development, including the *algorithm*s used for test *item* selection, the *item* response theory model employed (if any), and examination *equivalency* issues.

6.2 *Item*s shall be evaluated for suitability for computer delivery, be reviewed in the delivery medium, and be reviewed in the presentation delivery medium. Assumptions shall not be made that *item*s written for delivery via a paper/pencil medium are suitable for computer delivery nor should it be assumed that computer test *item*s 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 *item*s in the *item bank* from which the examination is generated shall ensure that the *item*s are protected from *overexposure*. *Item* usage statistics shall be provided for all available *item*s in the pool.

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

6.5 Tutorials and/or practice tests 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 shall be demonstrated. Data shall be gathered and continually analyzed to determine if scoring methods are comparable.

6.7 Evidence of security in the *computer-based testing* environment 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 shall be provided.

6.9 Policies and procedures regarding the recording and retention of the *item sequence* and *item* responses for each *examinee* shall be developed and followed. Computer examinations using a unique sequence of *item*s for each *examinee* shall record the information necessary to recreate the sequence of *item*s and *examinee* responses on the computer examination.

6.10 Systems and procedures shall be in place to address technical or operational problems in examination administration. For example, the examination delivery system 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) shall be developed.

6.11 **Due Process.** *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 *item*s; ability to change responses; and instructions relating to specific types of *item*s.

SECTION 7.0 – CERTIFICATION ORGANIZATION RESPONSIBILITIES TO *POTENTIAL EXAMINEES,* *EXAMINEES* AND THE PUBLIC

7.0 A *certification organization's* Responsibilities to *Examinees* and the Public.

7.1 Responsibilities to *Potential Examinees* and/or *Examinees* ~~Applicants~~ for *Certification*. A *certification organization* shall:

A. not discriminate among *potential examinees* and *examinees* ~~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. make available to all *potential examinees* and *examinees* ~~applicants~~ information regarding formalized procedures for attainment of *certification* and provide evidence to the *accrediting organization* of the implementation of the policy;

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;

D. provide evidence that competently proctored testing sites are readily accessible;

E. provide evidence of uniformly prompt reporting of *food safety certification examination* results to *examinees* ~~applicants~~;

F. provide evidence that *examinees* ~~applicants~~ failing the *food safety certification examination* are given information on general areas of deficiency;

G. provide evidence that each *examinee's* ~~applicant's~~ *food safety certification examination* results are held confidential; and

H. have a formal policy on appeals procedures for *potential examinees* and *examinees* ~~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 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 *Individual Certification* C*ertificates:*

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*.

7.5 **Discipline of *Certificate* Holders and *Examinees* ~~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 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* shall have a published protocol for systematically investigating problems presented by users of the Program, including specific concerns about examination *item*s, administration procedures, treatment of *examinees and potential 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 Application for *Accreditation*. *A certification organization*s 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. the name and complete ownership of the *legal entity*.

B. the address, telephone/fax number(s) and other contact information of the *certification organization's* headquarters.

C. 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. such fiscal information as may be needed to establish evidence of ability to carry out obligations under these standards.

8.2 Summary Information. A *certification organization* shall:

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*;

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*;

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;

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*;

E provide evidence that appropriate measures are taken to protect the security of all *food safety certification examination*s;

F publish a comprehensive summary or outline of the information, knowledge, or functions covered by the *food safety certification examination*;

G make available general descriptive materials on the procedures used in examination construction and validation and the procedures of administration and reporting of results; and

H compile at least semi-annually a summary of *certification* activities, including number of *examinees* ~~applicants~~, number tested, number passing, number failing, and number certified.

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

A. make available upon request to the *accrediting organization* copies of all publications related to the *certification* program,

B. advise the *accrediting organization* of any proposed changes in structure or activities of the *certification organization*,

C. advise the *accrediting organization* of substantive change in *food safety certification examination* administration,

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 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 submit to the *accrediting organization* the report requirements information specified for the Food Protection Manager *Certification* Program, and

G be re-accredited by the *accrediting organization* at least every 5 years.

SECTION 9.0 – MANAGEMENT SYSTEMS

9.0 Management Systems.

9.1. Each c*ertification* o*rganization* shall have a formal management system in place to facilitate continuous quality improvement and produce preventive and corrective actions. 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 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 Manager*s 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 ensure that individuals have achieved mastery of the competencies;

therefore, professionals involved in the credentialing process for *Certified Food Protection Manager*s 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 examinee scores.

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

*Item*s 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 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 A ~~B~~

Guidelines for Regulatory Authorities Implementing Food Protection Manager Certification Programs

~~B~~A1. 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.

~~B~~A2. A *Certified Food Protection Manager* is responsible for:

1) identifying hazards in the day-to-day operation of a *food establishment*;

2) developing or implementing specific policies, procedures or standards aimed at preventing foodborne illness;

3). coordinating training, supervising or directing food preparation activities and taking corrective action as needed to protect the health of the consumer; and

4) conducting in-house self-inspection of daily operations on a periodic basis to see that policies and procedures concerning food safety are being followed.

~~B~~A3. Qualifications for *Certification*. To become a *Certified Food Protection Manager*, an individual shall pass a *food safety certification examination* from an accredited *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. ~~t~~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.

~~B~~A4. 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*.