Conference for Food Protection – Committee FINAL Report

Template approved: 08/14/2013
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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 <u>Standards Workgroup</u> 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 <u>Standards Comparison Workgroup</u> 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**)

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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