

Conference for Food Protection Executive Board Meeting Committee Report

COMMITTEE NAME: Food Protection Manager Certification Committee

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

DATE OF REPORT: December 1, 2011

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

COMMITTEE CHARGE(S):

Issue: 2010 II-020

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

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

ACTION REQUESTED:

1. Accept FPMCC Final Report.
2. Accept the New or Continuing Charges for the 2012-2014 FPMCC

COMMITTEE MEMBERSHIP:

Attached is a complete roster of the FPMCC membership.

PROGRESS REPORT / COMMITTEE ACTIVITIES WITH ACTIVITY DATES:

Meetings and Workgroup Assignments:

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

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

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

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

FPMCC conference calls (or webinars) were held on: December 7, 2010; February 10, 2011; March 22, 2011; June 24, 2011; and November 16, 2011. An additional conference

call is scheduled for early 2012 to review the Communication Workgroups recommendations for the CFP FPMC webpage. Changes to the webpage will be worked out with CFP Executive Director and Assistant. In addition, numerous workgroup conference calls were held in preparation for the FPMCC meetings/calls.

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

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

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

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

Exam Security Recommendations:

- **Exam Development** – Increase the exam form item bank from 600 to 1000.
- **Test Administrator/Proctor's Roles and Responsibilities** - Clearly delineate all Test Administrator/Proctor roles and responsibilities.
- **Training of Test Administrators/Proctors** - Require the certification organization to provide a training program for Test Administrators/Proctors based on learning objectives that reflect their roles/responsibilities.
- **Verification of Test Administrators** - Require certification organization to notify ANSI when Test Administrator/Proctor has been removed.

- **Exam Item Exposure** - Require certification organizations to have a system to track all examinations (exam books and/or answer sheets).
- **Exam Shipping and Handling** - Restructure Standards to include provisions that ensure security for all shipping and handling of exams by certification organizations and Test Administrators/Proctors.
- **Test Sites** - Require a private room accessible only to Test Administrator/Proctor/Examinees during test administration.
- **Certificates** - Require certification organizations to have a system to provide verification to the current validation of individual certificates.
- **Advertising Standards** - Test Administrator/Proctor cannot make statements or claims, nor have affiliation with any organization making statements or claims such as guarantees of passing the exam.
- **Management Systems** - Include a new section to the Standards that contains requirements for the implementation of management systems that include document control, internal audits, and management review.

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

At the April 2011 meeting the FPMCC voted to accept these recommendations with just one opposing vote. The opposing concern was that while these recommendations increase exam security, they did not separate the roles of trainer and test administrator/proctor at this time. The FPMCC then began the specific work of incorporating the recommendations into the Standards. The recommended revision to the Standards, especially establishing the new Standard Section 8 - Management Systems, creates greater alignment with ISO (International Standards Organization) 17024 as identified in Issue: 2010 II-020.

The FPMCC will establish criteria and protocols to evaluate the effectiveness of the increased exam security resulting from these recommendations. The FPMCC will determine when and how FPMCC will move forward to meet the long-term objectives to "eliminate the inherent conflict of interest within the testing process and to meet all applicable nationally accepted personnel certification Standards" based on the evaluation of exam security resulting from the implementation of the new Standards. The long-term objectives will create alignment with International Standards Organization (ISO) 17024 per Issue: 2010 II-020.

These recommendations resulted in the most substantial revisions to the Standards since they were adopted. Many of these recommendations have already been implemented by the certification providers resulting in significant improvement in exam security.

The Standards Workgroup drafted the proposed revisions to incorporate the exam security and proposed additional clarifications to the Standards. This includes revisions to ensure terminology used was consistent throughout the Standards and reorganization of the Standards to eliminate redundancy when possible.

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

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

The two FPMCC Issues submitted related to the *Standards for Accreditation of Food Protection Manager Certification Programs* have been separated into the substantive revisions related to exam security, and non-substantive cleanup revisions which include consistent terminology and a new numbering system.

Evaluating Effectiveness of Revised Standards on Exam Security

It is important to the FPMCC that the results of these changes that address the short term goals as identified by the ANSI-CP Workgroup are evaluated to ensure that they are resulting in substantial improvement in FPM exam security. To do so, an evaluation tool will be developed and used to report findings back to the FPMCC and to the CFP. The implementation of the Standards changes, the development of an evaluation tool, a pilot study to ensure that the evaluation tool is working and the evaluation of the results of the improved security Standards will take several years.

The FPMCC understands that with improved surveillance and the implementation to the formal Management Systems initially there will be an increase of security breaches identified as compared to the information collected in 2010 by the ANSI-CP Workgroup. We recognize that this would not be reflecting an increase in actual security breaches but rather a better system for identifying and reporting of these breaches.

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

FPMCC “New Security Standards” Evaluation Work Plan

June 30, 2012 - form an ad hoc workgroup for the purpose of

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

Ad hoc workgroup representatives:

- ANSI representatives, including a field research design (data) SME
- CFP ACAC member
- Certification Organization representatives
- FPMCC Chair & Vice Chair
- A food industry representative
- A regulatory representative

The ad hoc workgroup will formulate foundation for quantitative analysis that addresses the long term goal of reducing “undue trainer influence” on exam administration and results to report at the 2014 Biennial CFP Meeting.

July 2012 – the ad hoc workgroup begins their work

August 2012 – the FPMCC members are approved for 2012-14 cycle; seek additional work time to fully implement the 2010 charges, from January 2013 to June 2013, to coincide with commencement of the 2013 ANSI assessment period

October 2012 – the ad hoc workgroup reports to full FPMCC meeting

December 1, 2012 – the FPMCC receives, reviews, and approves report of the ad hoc workgroup

January 1, 2013/June 30, 2013 – the deadline established/requested for full implementation of “New Security Standards” per 2010 Biennial Meeting charge

June through October 2013 – “pilot data” collection period, data compiled by ANSI; preliminary review and validation the research plan, data collection instruments, and methods

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

December 2013 – FPMCC Final Report submitted for the 2014 Biennial Meeting.

June 30, 2014 – “New Security Standards” become auditable with one year of data, to coincide with ANSI assessment

Fall 2014 - FPMCC meeting; ad hoc workgroup presents report to FPMCC on the quantitative/qualitative analysis findings on “New Security Standards” effectiveness

Fall 2014 to Fall 2015 – FPMCC formulates recommendations

December 2015/April 2016 - FPMCC reports findings to 2016 CFP Biennial Meeting and recommends action accordingly

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

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

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

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

The two FPMCC Issues submitted related to the *Food Protection Manager Certification Committee Bylaws* have been separated into: the substantive revisions including the new language addressing membership from potential additional certification organizations, adding language to address alternate members, and advisors to the committee; and non-substantive changes which include consistent and accurate terminology and updating to current procedures.

Communication Workgroup:

It is a challenge to keep the information provided on the CFP Web page up-to-date and current. The Communication workgroup, George Roughan Chair, reviewed the CFP website. Concerns identified, broken links, and recommendations were provided and many updates made as a result of their review. In addition, specific changes have been made to the Food Protection Manager Certification page. The workgroup will continue to review and propose changes to update the webpage to keep it current and to make sure that the work of the FPMCC is current and available to all who want to keep up with the important work of the committee.

ANSI/ACAC:

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

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

Acknowledgments:

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

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

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

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

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

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

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

REQUESTED ACTION:

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

- 1) FPMCC Final Report (Food Protection Manager Certification Committee Final Report)
- 2) Strengthening Examination Security in *Standards* (*Standards for Accreditation of Food Protection Manager Certification Programs Security Revisions*)
- 3) *Standards* Non-Substantive Revisions (*Standards for Accreditation of Food Protection Manager Certification Programs Non-Substantive Revisions*)
- 4) *FPMCC Bylaw* Revision (*Food Protection Manager Certification Committee Bylaws Revision*)
- 5) *FPMCC Bylaw* Non-Substantive Revisions (*Food Protection Manager Certification Committee Bylaws Non-Substantive Revisions*)

ATTACHMENTS:

- 1) *Standards for Accreditation of Food Protection Manager Certification Programs*
- 2) *Food Protection Manager Certification Committee Bylaws*
- 3) ANSI-Certification Providers Workgroup Process and Recommendations for Resolving Concerns with Food Protection Manager Exam Security
- 4) Food Protection Manager Certification Committee Member Roster

NEW OR CONTINUATION CHARGES:

- 1) Continue working with the CFP Executive Board and the American National Standards Institute (ANSI)-CFP Accreditation Committee (ACAC) to maintain the *Standards for Accreditation of Food Protection Manager Certification Programs* in an up-to-date format.
- 2) Revise/Update the *Standards for Accreditation of Food Protection Manager Certification Programs* Preamble and Annexes.
- 3) Complete the pilot evaluation process, based on the initial impact of the revised *Standards*, to ensure that the evaluation tool will examine the components and outcomes of the additional exam security *Standards* as needed. The evaluation tool will then be used by the FPMCC in the 2014-2016 Biennium to determine if additional exam security requirements are needed to further insure credibility of the Food Protection Manager Certification Accreditation.
- 4) Report back to the Executive Board and the 2014 Biennial Meeting of the Conference for Food Protection.