

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: July 28, 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.

BOARD ACTION REQUESTED:

1. Accept Committee Report.
2. Approval of the Recommended Solution and Proposed Standard Revisions per the Charge for Issue 2010 II-020.
3. Approval of Joyce Jensen to serve as an ANSI/Conference for Food Protection Accreditation Committee (ACAC) member with a term to begin following the 2012 CFP Biennial Meeting.

COMMITTEE MEMBERSHIP:

Attached is a complete roster of the FPMCC membership.

Victoria Griffith with Clyde's Restaurant Group resigned from the committee as she has not had the time to participate. Lynn Hodges with the USDA has not been able to participate and has been dropped by the Chair from the voting membership. Lynn has been encouraged to participate as a consultant, similar to FDA representative.

PROGRESS REPORT / COMMITTEE ACTIVITIES WITH ACTIVITY DATES:

April 6-8, 2011, FPMCC Meeting

The FPMCC held a face-to-face meeting following the April 2011, CFP Executive Board Meeting in Indianapolis, Indiana. The committee appreciates CFP and the Hyatt Regency for providing the meeting room. There were 20 or 21 voting members present at each of the four half-day meeting sessions. Roy Swift with ANSI and several guests attended the meeting. Each of the five FPMCC workgroups provided an update on their work.

The FPMCC reviewed the recommendations by the ANSI/Certification Providers Workgroup on exam security. In preparation for the April meeting, the workgroup process and recommendations were presented to the FPMCC through a webinar by John Marcello, the workgroup facilitator, on March 22, 2011. At the April meeting, the FPMCC was prepared to vote on the recommendations and develop the proposed revisions to the Standard which reflects these recommendations.

Attached is a summary of the process the ANSI/Certified Providers Workgroup took to come to consensus on the recommendations. This report is based off of the webinar presentation. The workgroup examined all of the exam security issues experienced by the certification providers. The workgroup established both short and long term objectives for improving exam security. Recommendations were made to address all of the short term objectives for improvement of the entire testing process based on logistics, acceptability, cost, technology, and complexity.

Recommendations:

- **Exam Development** – Increase the exam form item bank from 600 to 1000.
- **Test Administrator/Proctor's Roles and Responsibilities** - Clearly delineate all TA/Proctor's roles and responsibilities.

- **Training of Test Administrators/Proctors** - Require the certification organization to provide a training program for TA/Proctors based on learning objectives that reflect their roles/responsibilities.
- **Verification of Test Administrators** - Require certification organization to notify ANSI when TA/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 & handling of exams by certification organizations and TA/Proctors.
- **Test Sites** - Require a private room accessible only to TA/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** - TA/Proctor cannot make statements or claims, or 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.

These recommendations will result in the most substantial changes to the Standard since they were adopted. Many of these recommendations have already been implemented by the certification providers resulting in significant improvement in exam security.

The FPMCC voted to accept these recommendations with just one opposing vote. The opposing concern was while these recommendations increase exam security, they did not separate the roles of trainer and test administrator/proctor.

The long term objectives recommended by the workgroup were to “eliminate the inherent conflict of interest within the testing process and to meet all applicable nationally accepted personnel certification standards.” That would include the separation of test administrators/proctors and trainers. The long term objectives will be incorporated into the committee charges for the future, to prevent them from being lost over time.

The FPMCC will establish criteria and protocol 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 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 2).

The Standards Workgroup also proposed several revisions to the Standards. This included revisions to ensure terminology used was consistent throughout the Standards and need to eliminate redundancy when possible.

The Bylaws Workgroup presented drafted changes to the FPMCC Bylaws. Based on the work done so far and the input provided by Ruth Hendy, the Bylaws Workgroup will complete recommendations before October FPMCC meeting on the following:

- 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.
- Wordsmith “alternates” language.
- Edit to clarify “issue” terminology.
- Clarification of comments regarding adherence to CFP Bylaws and Robert’s Rules of Order.

Vicki Everly informed the committee that she will be retiring from the Santa Clara County Health Department effective the end of June. She expressed a willingness and desire to continue serving on the FPMCC until April 2012, but felt that it should be up to the committee to decide since she will no longer be a regulator. Vicki excused herself for the discussion and decision. The FPMCC voted unanimously to have Vicki stay.

The FPMCC was still looking for nominations to serve on the ANSI/CFP Advisory Committee (ACAC). Three people were mentioned as possible nominees and it was determined that Vice Chair Jeff Hawley would verify their interest in serving and ask for a statement from each candidate for the committee to review prior to a vote.

Conference Calls

A conference call was held on June 24, 2011, to get an update from the ANSI/Providers Workgroup and the Standards Workgroup to ensure that we are meeting our CFP Issue: 2010 II-020 charge deadlines. The logistics for a face-to-face committee meeting were confirmed for Las Vegas, Nevada, to begin on October 5, 2011 at 1 pm. and conclude by October 7, 2011, at 12 noon.

Proposed Standard Revisions for Increased Exam Security

Attached is a draft of the revisions to the Standards based on the exam security recommendations. The FPMCC will review and may fine tune the wording once more prior to submitting as an issue for the 2012 CFP Biennial Meeting. A separate Issue will be submitted by the committee for the non-substantial revisions to the Standards such as terminology clean up.

ACAC Nomination Report from Jeff Hawley

The Food Protection Manager Certification Committee conducted an e-vote to select a candidate to recommend to the CFP Executive Board for the vacant position on ACAC. We followed the process recommended by Jeff Lineberry. The 2 candidates were Joyce Jensen and Roger Hancock. On May 23, 2011, Joyce Jensen notified the committee that she is temporarily stepping aside as committee chair since she is one of the candidates. Therefore, Jeff Hawley was acting chair during this process. We had a motion and second to vote on the 2 candidates: Roger Hancock and Joyce Jensen. That was followed by a 9-day e-mail discussion period. At the end of the discussion period we had a 4-day e-voting period June 6-9. For the vote to be valid we needed a quorum of 14 committee members to vote.

There were 24 votes cast. Joyce Jensen received 16 votes; Roger Hancock received 8 votes. I notified the FPMC Committee with the results, and how each person voted.

Based on the voting results, the Food Protection Manager Certification Committee recommends to the CFP Executive Board that Joyce Jensen be elected to serve on ACAC. Recognizing that she would not be able to serve concurrently as chair of the FPMC Committee and on ACAC, if she is appointed by the Board, her term on ACAC would begin following the 2012 CFP biennial conference. (Note: I have discussed this with Joyce, and she understands, and is in agreement of these terms.)

This was a hard decision for the committee, in that both are strong candidates that have been actively involved with CFP and the FPMC Committee. The committee members who voted for Joyce cited the following factors that influenced their decision:

- Her involvement in the current issues concerning separation of trainer and test proctor, and how she has guided the FPMC Committee through this.
- Serving as Chair of the committee through significant changes and challenges.
- Current involvement in CFP and the FPMC Committee.
- Thorough understanding of the standards, the certification process, and current issues.
- Unbiased, impartial approach in leading the committee.
- Her experience and wealth of knowledge from serving on the committee since 2001, and committee chair since 2008.

The committee members who voted for Roger cited these factors in voting for him:

- His past involvement with CFP and the FPMC Committee, and is a past chair of the committee.
- He is committed to food safety and the certification process.
- Having Roger on ACAC would provide more balance since his background is in the food industry. Lee Cornman (the other ACAC rep from this committee) is regulatory. And Joyce is regulatory.
- His experience leading FMI, CFP, and the food safety program of a major retailer have provided exposure to all the certification providers and processes, giving him a better foundation to act in an advisory role.

Resolving the Test Administration Issues for CFP Food Protection Manager's Certification

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

ANSI/Certified Provider Workgroup Members

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

Workgroup Meeting Structure

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

Problem Solving Process

STEP 1 – Develop a Clear Problem Statement

STEP 2 – Analyze the Problem

STEP 3 – Generating Potential Solutions

STEP 4 – Selecting the Solution

STEP 5 – Implementing the Solution

STEP 6 – Evaluating the Solution

STEP 1 –Develop a Clear Problem Statement

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

- Documented complaints were then collated and organized into one comprehensive matrix
 - 6 Credibility / Training of Proctors: Suspected Cheating
 - 59 Handling / Shipping of Exam Packages: Missing exams / incomplete exam returns / past due exams / retired exams
 - 52 Location / Site Irregularities: Lost exams by carrier / inventory errors by test administrators
 - 6 Breach of Provider’s T.A. Requirements: All candidates given same form of the exam

- After reviewing the complaint incident matrix, the workgroup added a 5th “problematic area” – Certification Provider’s Quality Assurance Controls for Test Administration / Test Administrators:
 - ▶ Document Control
 - ▶ Internal Audits
 - ▶ Management Review

STEP 2 – Analyzing the Problem

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

STEP 3 – Generating Potential Solutions

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

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

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

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

Criteria used to Assess Solutions:

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

Refined and Clarified Problem Statement/Charge:

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

Refined and Clarified Overarching Workgroup Objective:

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

Outline a Strategic Direction:

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

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

Identified Long-Term Objectives:

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

STEP 5 – Implementing the Solution

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

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

STEP 6 – Evaluating the Solution

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

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

Workgroup Recommendations for Changes to CFP Standards

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

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

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

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

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

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

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

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

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

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

1. Document Control to include:

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

2. Internal Audits to include:

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

3. Management review to include:

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

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

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

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

August 30, 2011
Draft Revisions to the Standards
for Accreditation of Food Protection Manager Certification Programs
Proposed by the Food Protection Manager Certification Committee
To address CFP Issue 2010 II-020

SECTION 1.0 - DEFINITIONS

- 1.36 Test administrator** means the individual at the test site who has the ultimate responsibility for conducting a *food safety certification examination*. ~~Test administrators must have training, documented successful experience, or a combination of experience and training in test administration and security procedures. They must provide written assurance of maintaining confidentiality of test contents and of adherence to standards and ethics of secure examination administration. Their responsibilities include but are not limited to:~~
- ~~a. verifying that the contents of the examination materials shipment matches the packing list,~~
 - ~~b. assuring that the site conforms to requirements,~~
 - ~~c. training and supervising proctors,~~
 - ~~d. assuring accurate identification of examinees,~~
 - ~~e. adherence to all procedures and instructions in the examination administration manual,~~
 - ~~f. maintaining security of test materials,~~
 - ~~g. assuring compliance with procedures for handling any breaches of security that may occur,~~
 - ~~h. proper handling of completed examinations,~~
 - ~~i. confidentiality of candidate scores, and~~
 - ~~j. such unspecified duties as may be required for safe and secure administration of the examination.~~

SECTION 4.0 – FOOD SAFETY CERTIFICATION EXAMINATION DEVELOPMENT

- 4.1** *Food safety certification examinations* administered by *accredited certifying programs* must comply fully with all criteria set by the CFP and must 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
- 4.15 Security.** The *certifying organization* will demonstrate that procedures are developed and implemented to assure that individual items, *item banks*, *food safety certification examinations* presented in all media (printed, taped and computerized), test answer sheets and candidate scores are and remain secure. Demonstration shall include an overall examination security plan that covers each step in the examination development and administration process beginning with examination and item development and including, but not limited to, transportation, administration, personnel, physical security, and disposition of secure materials.
- 4.16 Examination booklet security.** Each individual examination booklet must be secured in one of the following methods:
- a. enclosed in a sealed tamper-resistant package;
 - b. shrink-wrapped;
 - c. sealed 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. any other technology that ensures that only the examinee can view the contents of the examination booklet.
- Only the examinee is allowed to break open the package or seals.
- (refer to 5.12) Upon completion of the examination each individual examination booklet must be secured by examinees in one of the following methods:
- a. seal 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;
 - b. any other technology that ensures that the contents cannot be viewed.
- 4.16 17 Periodic Review.** At least semiannually each *certifying organization* must report to the *accrediting organization*, providing a review of its *food safety certification*

examination(s). The report will include the following summary statistics for all examinations (for each exam 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 candidates 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.

4.17 ~~18~~ **Specific Procedures Requirements for Examination Administration.**

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

- a. ~~requirements for~~ qualifications of *test administrators* and *proctors* and a suitable training program for each,
- b. a training program with specific learning objectives for each of the activities of test administrators and proctors, with an assessment component to assure that each candidate for test administrator and proctor has mastered the objectives,
- ~~b. c.~~ c. a complete administration manual describing each step of the test administration process and the rationale for each,
- ~~e. d.~~ d. clear instructions for candidates ~~both printed for distribution to candidates and read by the test administrator~~ examinees to view,
- e. a script of key elements to be read verbatim by the test administrator/proctor,
- ~~d. f.~~ f. high quality printing of examination booklets to assure ease of reading,
- e. g. specification of security procedures to assure lack of exposure of test items to unauthorized persons during testing and to prevent theft of examination items or booklets,
- f. h. clear criteria (with rationale) for physical facilities for examination administration,

- g i. clear criteria (with rationale) and procedures for adaptations necessary to accommodate qualified candidates with disabilities, and
- h j. clear criteria (with rationale) and procedures for adaptations necessary to accommodate qualified candidates with literacy limitations that may require a reader.

4.18 19 A *certification organization* must have a published, written policy regarding test-site interpretation language translation of *food safety certification exams examinations*. If a *certification organization* ~~chooses to allow~~ allows test-site interpretation language translation of a *food safety certification exams examination* when an ~~exam~~ examination version is not available in the ~~candidate's~~ candidate's ~~native~~ examinees' requested language, the *certification organization* must have a published, formal application process available to all ~~candidates~~ examinees. Procedures must include but not be limited to:

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

SECTION 5 – FOOD SAFETY CERTIFICATION EXAMINATION ADMINISTRATION

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

5.0 Food Safety Certification Examination Administration

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

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

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

a. Packaging by Certification Provider or Authorized Agent

- i. Each individual examination booklet must be securely sealed before packing.
- ii. 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.
- iii. A packing list that contains:
 1. Exam Form Numbers enclosed
 2. Exam Form Language(s) or Version(s) enclosed
 3. Quantity of Examinations enclosed

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

b. Shipping to the Test Administrator/Proctor from the Certification Provider

- i. Shipping must be done by certifiable, traceable means, with tracking numbers so that the location can be determined at any given time.
- ii. A signature is required upon delivery.
- iii. Only an individual authorized by the Test Administrator/Proctor may sign for the package.

~~c. the packing list must show the number of packages in the shipment and the exact contents of each.~~

c. Storage by Test Administrator/Proctor

The package(s) of examination booklets must be placed in secure storage immediately upon delivery. ~~They must be kept in secure storage both before and after they are used.~~ Under no circumstances may exam booklets, examinee used answer sheets, or other test materials be kept where other employees or the public has access.

d. Shipping back to the Certification Provider from the Test Administrator

- i. After exam administration, examination booklets and answer sheets must remain in secure storage until returned to Certification Provider

- ii. The following MUST be in tamper-resistant shipping material:
 - 1. All used and unused examination booklets for each exam administration
 - 2. Examinees' used answer sheets
 - 3. All required Certification Provider forms
- iii. Shipping must 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.
- e. When unused examination booklets have been held for ninety days, the Test Administrator/Proctor will:
 - i. Assure that all such booklets are accounted for
 - ii. Package those booklets securely as described above
 - iii. Ship to the certification organization securely, packaged and shipped according to these Standards and the Certification Provider's instructions.

5.16 5.2 Site Requirements.

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

a. Additionally, the accommodations, lighting, space, comfort, and work space for taking the examination must reasonably allow all candidates to perform at their highest level of *competency*.

5.17—b. Requirements at each site include, but are not limited to:

- i. ~~a.~~ accessibility in accordance with the requirements of the Americans with Disabilities Act, must be reasonably available for all qualified examinees, whether the exam 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;
- ii. ~~b. all sites must conform~~ conforming to all fire safety and occupancy requirements of the jurisdiction in which they are located;
- iii. ~~c. there must be~~ sufficient spacing between each examinee in the area ~~in which~~ the actual testing is conducted, or other appropriate and effective methods, to preclude any examinee from viewing another examinee's ~~test~~ examination;
- iv. ~~d. acoustics must allow~~ allowing each examinee to hear instructions clearly, using an electronic audio system if necessary;
- v. ~~e.~~ lighting at each examinee's work space be adequate for reading fine print; ~~and~~
- vi. ~~f.~~ ventilation and temperature ~~must be~~ appropriate for generally recognized health and comfort of examinees; and
- vii. examination location sites must be private room(s) where only examination personnel and examinees are allowed access during the examination administration.

~~5.19~~ **5.3 Scoring, and Reporting Requirements.** Completed answer sheets and test booklets (used and unused) must be shipped by the *test administrator* according to the *certification organization's* written security procedures.

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

a. Only the certification organization may score the exam by methods approved by the accrediting organization. No scoring is to be done at the test site.

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

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

~~5.23~~ d. Score reports will be available to examinees in a time frame specified in the application, which will not be later than exceed fifteen business days following the administration of the food safety certification examination. If there is a delay due to problems in verification or authentication of scores, examinees will be 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 until the scores are verified and released.

5.4 Test Administrator/Proctor Role. The test administrator/proctor for an accredited certification program examination is the individual at the exam site that has ultimate responsibility for conducting a food safety certification examination. Test administrators/proctors must have successfully completed the certification organization's specific training in test administration and security procedures. They must provide written assurance of maintaining confidentiality of test contents, of adherence to the certification organization's standards and ethics of secure examination administration, and of agreeing to abide by the certification organization's policies, procedures, and rules.

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

5.5 Test Administrator/Proctor Qualifications. To serve as a test administrator/proctor for an accredited certification organization the qualified individual must complete the certification organization:

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).

5.6 Test Administrator/Proctor Renewal. *Test administrators/proctors must renew their training and Non-Disclosure Agreement with the certification organization every three years.*

5.7 Test Administrator/Proctor Responsibilities.

a. 5.18 Examination Scheduling. *Food safety certification examinations must be scheduled far enough in advance to allow for timely shipment of supplies.*

b. When acting as a trainer and test administrator/proctor, the test administrator/proctor relinquishes the role of trainer and acts solely as a representative/agent of the certification organization.

~~**c. Comply with the certification organization's procedures for handling any breaches of exam security that may occur according to the certification organization's policies and rules.**~~

c. Before the examination:

- i. Handle exam securely
- ii. Ensure site conformity
- iii. Examinees spacing per protocol
- iv. Check examinees identification
- v. Check for unauthorized objects
- vi. Assure examinees rights
- vii. Distribute exams
- viii. Read instructions to examinees verbatim
- ix. Assure standardized procedures are observed
- x. Make sure examinees complete info section of answer sheet

d. During the examination:

- i. Supervise proctors
- ii. Monitor examinees during exam
- iii. Verify & identify cheating incidents
- iv. Check for unauthorized objects
- v. Assure standardized procedures are observed
- vi. Identify environmental distractions

e. After the examination:

- i. Handle exam securely
- ii. Collect & return exam booklets, answer sheet - no destruction of exams on site
- iii. Assure confidentiality of examinees exam rights
- iv. Assure standardized procedures are observed
- v. Reports possible security breaches and exam administration irregularities as defined by Certification Provider and complies with certification organization policies and rules regarding security breaches.

~~**5.13** *Test administrators are responsible for the organization and administration of all examination site activities and procedures, and for the accurate identification of each examinee. They are also responsible for supervision of the activities of proctors. When the instructor/educator/trainer also serves in the role of test*~~

~~administrator, it is important that the individual clearly recognizes the difference in those two roles.~~

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

~~5.15~~ **5.8** The number of approved *proctors* assigned to a *test administrator* must be sufficient to allow each examinee to be observed and supervised to assure conformance to security requirements. There shall be no less than one *test administrator* for the first thirty-five examinees, plus one additional *test administrator* or *proctor* for each additional 35 examinees or fraction thereof.

5.9 Examination Security

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

~~5.2~~ **b.** **Security of Food Safety Certification Examination Contents.** *Food safety certification examinations* must be presented in a manner that allows absolutely no one other than the examinees to see the contents of the booklet or alternative medium, both before, during, and after the examination is administered. (refer to 4.16) All booklets shipped by a certification organization will be sealed either by secure package, shrink wrap, or adhesive seals on the three open sides, and must be provided to examinees in that condition. Instructions to the examinees will include how to re-seal their booklets when finished with the examination.

~~5.9~~ **c.** Where special legitimate accommodations must be made for otherwise qualified candidates under provisions of the Americans with Disabilities Act, arrangements care must be taken to assure that security of the examination is maintained. Arrangements must be such that the *food safety certification examination* contents are not revealed to any test administration personnel with any conflict of interest. A written affirmation to that effect and a written nondisclosure statement from the individual who was chosen to assist the otherwise qualified candidate must be provided to the *certification organization*.

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

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

- i. cheating incidents,
- ii. lost or stolen booklets,
- iii. intentional or unintentional divulging of test items by examinees or test administration personnel, or

- iv. any other incidents perceived to have damaged the security of the examination or any of its individual items.
- b. Corrective actions to guard against future security breaches must be established and implemented.
- c. Documentation of corrective actions and their effectiveness must be made available to the accreditation body.

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

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

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

5.8 **5.11 Item & Examination Exposure.** ~~The *certification organization* must demonstrate it has controlled for item and examination exposure. An exposure plan must take into account the number of times a test item and *examination form*/version is administered, that no *examination form* is retained for any test administration or by any *test administrator/proctor* for more than 90 days; and that at all times it can account for all copies of all used and unused *examination forms* before being returned to the *certification organization*.~~

The *certification organization* must have an Exposure Plan that:

- a. controls for item and examination exposure;
- b. accounts for the number of times a test item and form/version is administered;
- c. ensures that no *examination form* is retained for any test administration or by any *Test Administrator/Proctor* for more than 90 days;
- d. at all times accounts for all copies of all used and unused *examination forms* before being returned to the *certification organization*; and
- e. is operative and systematized to show that every used answer sheet, examination booklet and any other material containing test items and keys is accounted for.

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

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

- a. *Certification Organizations* must specify the responsibilities of test administrators and of proctors *Test Administrators/Proctors*, set minimum criteria for approval of *Test Administrators* and for */Proctors*, and provide suitable programs of a training program to enable persons applicants to meet those the approval criteria. Responsibilities, duties, qualifications and training of *test administrators* and */Proctors* must be directed toward assuring standardized,

secure examination administration and fair and equitable treatment of examinees. Policies and procedures for taking corrective action(s) when any *test administrator* or *proctor* fails to meet job responsibilities must be implemented and documented.

5.5 b. The *certification organization* shall define and provide descriptions for the roles of *test administrators*, */proctors*, and certification personnel that will clearly delineate clearly indicating the responsibilities of each for these roles. The *certification organization* shall demonstrate how it ensures that all certification personnel, including *test administrators* and */proctors*, understand and practice the procedures identified for their roles.

c. Test administrator/proctor training programs must include:

- i. specific learning objectives for all of the activities of test administrators/proctors, and
- ii. An assessment component that must be passed before a candidate for test administrators/proctors will be approved.

5.7 **5.13** The *certification organization* shall enter into a formal agreement with the *test administrators*, */proctors* and shall assess and monitor the performance of *test administrators* and *proctors* in accordance with all documented procedures and agreements. The formal agreement shall include, at a minimum, :

- a. provisions that relate to code of conduct,
- b. conflict of interest, and
- c. a statement of consequences for breach of the agreement.

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

5.15 Certification organizations are not permitted to hire, contract with, or use the services of any person or organization that claims directly or indirectly to guarantee passing any exam. Trainers making such a claim, whether as an independent or as an employee of another organization making the claim, are not eligible to serve as test administrators/proctors for any certification organization.

5.16 Policies and procedures for taking corrective action(s) when any test administrator or proctor fails to meet job responsibilities must 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 body.

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

5.11 **5.18 Examination Administration Manual.**

The *certification organization* must 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 must include a standardized script for the paper examination test administrator/proctor to read to candidates before the examination commences. For Computer Based Tests (CBT), standardized instructions must be available for candidates to read.

Separate scripts/instructions may be created for different delivery channels or providers. Certification organizations may customize elements of the scripts to fit their particular processes, but each script must contain the following:

- a. Introduction to the Exam Process
 - i. Composition of the exam (i.e., 80 questions, multiple choice, etc)
 - ii. Time available to complete the exam
 - iii. Role of the test administrator/proctor
 - iv. Process for restroom breaks, responding to examinee comments and questions

- b. Copyright and Legal Responsibilities
 - i. Description of what constitutes cheating on the exam
 - ii. Penalties for cheating
 - iii. Penalties for copyright violations

- c. Examination Process
 - i. Maintaining Testing Room Security
 - ii. Description of Examination Components unique to the certification organization (e.g., exam book, answer sheet completion, computer process in testing centers etc.)
 - iii. Instructions for proper completion of personal information on answer sheets/online registration and examination books
 - iv. Instructions on properly recording answers on answer sheets or online
 - v. Instructions on post-examination administration process

SECTION 7.0 – CERTIFICATION ORGANIZATION RESPONSIBILITIES TO CANDIDATES AND THE PUBLIC

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

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

7.3 Certificates:

- a. Each certification organization will maintain a secure system with appropriate backup or redundancy to provide verification of current validity of individual certifications.
- b. Certificates must include, at a minimum:
 - i. Issue date/date exam was taken
 - ii. Length of time of certificate validity
 - iii. Name and certification mark of certification organization
 - iv. ANSI accreditation mark
 - v. Name of certified individual
 - vi. Unique certificate number
 - vii. Name of certification (i.e. Food Protection Manager)
 - viii. Contact information for the certification organization
 - ix. Test form
- c) Replacement or duplicate certificates issued through an accredited certification program shall carry the same issue date, or date the exam was taken, as the original certificate, and will be documented by the certification organization.

(renumber the rest of Section 7 as needed.)

SECTION 9.0 – MANAGEMENT SYSTEMS

9.0 Certification Organizations must have a formal Management System in place to facilitate a continuous quality improvement process that results in preventive and corrective actions.

9.1. The Management System must contain the following three components:

a. Document control to include:

- i. Lists of all documents pertaining to the certification program**
- ii. Dates for documents approved for implementation by the certification organization**
- iii. Who within the certification organization is responsible for the documents**
- iv. Listing of individuals who have access to the documents**

b. Internal audits to include:

- i. Identification of critical activities**
- ii. Data to be collected and how often it is evaluated**
- iii. How an audit should be conducted**
- iv. Who can perform audits**
- v. How evaluation of critical activities is determined during the audits**
- vi. Determine if any deficiencies have been found**

c. Management review to include:

- i. At a minimum, an annual review of the results from internal audits**
- ii. A select management staff should comprise the committee that conducts the review**
- iii. Committee reviews the results of audits to determine:**
 - 1) corrective actions are needed**
 - 2) preventive actions are needed**
- iv. Determine effectiveness of corrective actions and preventive actions**

Committee Name: Food Protection Manager Certification

Last Name	First Name	Position (Chair/Member)	Constituency	Employer	Address	City	State	Zip	Telephone	Email
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