

Food Safety Programs

Proctor Policies & Procedures Manual



PROMETRIC™

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Introduction

Prometric is one of the nation's largest providers of professional and occupational licensing and certification services to state agencies and national organizations. Prometric administers over 1,000 exam categories and nearly 6,000,000 examinations annually.

Prometric partners with exam administrators across the United States and internationally to provide high quality food and alcohol safety exams. As a proctor, you are also the site supervisor and are responsible for all phases of this examination. We recognize the vital role that proctors fill in the testing process, and thank you and your staff of proctors for your services on behalf of the candidates you test.

It is essential that Prometric-approved proctors are thoroughly familiar with the procedures and information in this manual prior to administering an exam.

We are proud to have our Certified Professional Food Manager (CPFM) program fully accredited by the American National Standards Institute (ANSI). Prometric's CPFM exams are developed to strict psychometric standards and are continually monitored and kept up-to-date.

- Exams accepted in all states with mandatory certification requirements
- Based on the latest FDA food code
- Paper-based and computer-based delivery options
- Exam items written at an understandable reading level and based on data from national and industry focus groups.
- Exams available in English, Spanish, Chinese, Vietnamese and Korean
- Offered in international testing locations

We are excited that your training program or employer has decided to take advantage of our testing services. The models of testing we provide allow your candidates to test on site at your location or at a convenient Prometric Testing Center. We have proven technology that allows us to provide these services while ensuring a secure and standardized method of testing. Prometric believes that these testing models are important to candidates, providing the most flexibility for testing. The paper-based testing model (PBT) is familiar to most people. The Internet-based testing (IBT) you can use to administer our tests was developed to be very candidate-friendly. Prometric's IBT testing can also be launched in a Prometric Testing Center.

This Policies and Procedures Manual has been issued to you, as an approved proctor of Food Safety examinations. The manual outlines procedures for

- PBT exam administration, including ordering and administering exams and returning completed exams for scoring
- IBT exam administration, including registering candidates, launching the exam, and printing score reports

The facility must designate a secure place for the storage of this manual and any other testing materials, including exams. Copying of the Policies and Procedures Manual is not permitted. For security reasons, proctor usernames and passwords may never be shared.

Approved facilities have agreed to provide the required space, equipment and supplies to ensure that the test is administered in a standardized manner. Failure to follow procedures to administer the test in a standardized manner will result in revocation of the test site's and/or proctor's approval. Prometric reserves the right to monitor any test administration.

When a facility requires new or replacement proctors, the facility will complete a Proctor Application form. Once approved, the proctor will receive notification, a proctor number, and if using IBT a login in and password. When a proctor leaves the facility, Prometric must be notified.

Contact Information

Prometric
Food Safety Programs
1260 Energy Lane
St. Paul, MN 55108

Voice: 800-624-2736

From 7:00 a.m. to 6:00 p.m., Central time, Monday through Friday

Fax: 800-347-9242

E-mail: examorders@prometric.com

Web address: <http://www.prometric.com/foodsafety>

IBT launch address: <http://ibt.prometric.com/foodsafety>

Section 1 – General Overview

Section 1.A – General Information

Many jurisdictions require food or alcohol safety training and certification as part of the requirements for operating any business dealing with food or alcohol. These facilities may include restaurants, grocery stores, convenience stores, and food wholesalers.

Our CPFM exams are ANSI certified, and available in multiple languages. The exam itself is 80 multiple-choice questions, closed book. Candidates are allowed two hours to complete the exam. The minimum passing score is 70 percent, unless designated otherwise by a governmental jurisdiction.

Our HACCP exam is 80 multiple-choice questions, closed book. Candidates are allowed two hours to complete the exam. The minimum passing score is 70 percent, unless designated otherwise by a jurisdiction.

Our CAH exam is 40 multiple-choice questions, closed book. Candidates are allowed one hour to complete the exam. The minimum passing score is 73 percent, unless designated otherwise by a jurisdiction.

Because of the sensitive nature of certification examinations, standardized procedures must be followed to ensure that exam administration and test security standards are upheld in order to provide all candidates equal opportunity. These procedures are necessary to prevent some candidates from gaining an unfair advantage over others when non-standardized procedures are allowed or when unusual conditions occur during an examination.

For paper-based exams (PBT), the proctor will order the appropriate number of exams well in advance of the anticipated testing date. After administering the exam, the proctor is required to return the exams and answer sheets for scoring. The results (certificate or failing score report) can be mailed directly to candidates, or returned to the proctor for distribution.

Internet-based exams (IBT) do not require special software; however, the following is required:

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| • Pentium 166+ with at least 32 megs of RAM | • Windows 95/98 or higher |
| • Microsoft Internet Explorer 5.0 or higher | • Monitor |
| • 56K/v90 or higher speed modem | • Mouse |
| • Internet connection (T-1 cable connection preferred) | • Keyboard |
| • 100 megabytes free disk space (hard drive) | • Printer |

After administering the exam IBT, the proctor can print results to provide to candidates. Official results (certificate or failing score report) will come from Prometric, and will be mailed directly to candidates.

Information about the content of the exams is available in an information bulletin that can be downloaded and printed from our website. The website also includes training materials information, practice tests, and locations of trainers.

Section 1.B – Revocation Policy for Certifications

In the event that a jurisdiction or company requests the revocation of an individual's certification, CPFM, HACCP or CAH, Prometric will use the following process:

1. If not already received, Prometric will require a formal, written request from the jurisdiction or company detailing the reasons for the revocation. The request must contain an original signature from the complainant and should be addressed to the director of Food Safety programs.
2. Prometric will review and acknowledge receipt of the request within 30 days of receipt.
3. Prometric will inform the certificate holder in writing of the nature of the request, and allow the certificate holder 30 days to respond to the charges in writing.
4. Copies of all written communication will be provided to the certificate holder and the company or jurisdiction that initiated the action.
5. If the certificate holder does not respond within the allotted time frame, the certificate will be automatically revoked and the certificate holder as well as the jurisdiction or company will be notified in writing of the revocation.
6. If the certificate holder provides a response to the charges, Prometric will review the response and provide copies to the company or jurisdiction that initiated the action.
7. The decision by Prometric whether or not to revoke the certification will be based on the response of the certificate holder, the information supplied by the complainant and the guidelines outline by the Standards for Food Manager Certification. Prometric will form a review committee that will include the appropriate management staff. Prometric will also seek the advice of our corporate legal counsel, as appropriate.
8. The decision rendered by Prometric will be final and will be supplied in writing to the certificate holder and the jurisdiction or company within 30 days of receiving a response from the certificate holder.

Section 2 – Role of the Proctor

Section 2.A – Proctor Role

This manual will guide you through standardized exam administration procedures for the CPFM, HACCP and CAH exams. Prometric is solely responsible for the rules and procedures for administration of the examination.

All test questions are the copyrighted property of Prometric. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

As the proctor, you have complete responsibility for all aspects of this examination. Following this manual will help to avoid conditions that could lead to compromising the security of the examination and unfair testing practices.

Any compromise of the exam must be reported immediately to Prometric. An Incident Report must be completed and returned with the exams. Any occurrence which is out of the ordinary or which the exam administrator believes may adversely affect the reliability or validity of the test will be recorded on this form. As a rule of thumb, if a situation arises and you are unsure about whether to report or not, always choose to report by using the form. An Incident Report can be found in Section 4 – Test Administration Materials.

Proctors are responsible for:

- Maximizing the security of exams.
- Reporting any procedure violations to Prometric.
- Ensuring fairness for all exam candidates.
- Fostering an environment where all exam candidates receive equal and fair treatment.
- Choosing an examination site that meets safety, health and accessibility standards for all registered exam candidates.
- Ordering examinations from Prometric in a timely manner.
- Following all policies and procedures outlined in this manual.
- Supervising assistant proctors.
- Ensuring that each candidate has all the proper materials needed and follows all directions for filling out forms and answer sheets correctly.
- Ensuring that candidates do not give or receive assistance in answering examination questions.
- Returning all materials needed for test scoring and processing to Prometric in a timely manner.
- Checking with state and local health departments to determine whether there are any requirements for food or alcohol safety training and certification, specific instructor requirements or specific proctor requirements.

Section 3 – Exam Procedures and Guidelines

Section 3.A – Exam Security

All test questions are the copyrighted property of Prometric. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

Security of test materials is critical. From the moment of receipt, you are fully responsible for ensuring their protection from loss or unauthorized access. Exams must be kept in a locked, secure area. Access must be limited to authorized exam proctors only.

Use the *Shipping Worksheet* and *Exam Return Form* to inventory your receipt of test booklets. Make sure all of the test booklets listed on the form have been received.

When transporting exam materials in your vehicle, lock your doors at all times and keep the windows rolled up. Materials should not be visible on the seat or the floor of your vehicle. Place the materials in a carrying case or briefcase and lock them in your trunk if necessary. At the test site, you must know where the test materials are at all times. Test booklets should be counted before you distribute them and verified when the candidates return them to you. Never leave test materials unattended or where candidates could gain access to them. If an emergency requires evacuation of the testing room, collect all test materials and take them with you.

It is important to monitor candidate actions closely to prevent the theft or destruction of test booklets and other materials. A particularly sensitive time for the theft of booklets is during candidate checkout. **The security measures you take to prevent the theft of books are critical. Under no circumstances should a candidate be allowed access to a test booklet or answer sheet after completing the test.**

Be wary of combative or emotional candidates. These people may be attempting to divert your attention, so they or someone else can obtain or walk away with test materials. It is your responsibility to maintain control of all test materials.

Test materials should be counted a minimum of five times between the time you receive them and the time you return them to Prometric as described below:

- Immediately on receipt from Prometric
- Before you leave for the test site
- At the test site, before distributing them to candidates
- At the test site, after collecting them from candidates
- Before returning the materials to Prometric

Section 3.B – Paper-Based Test Administrations

The basic steps in paper-based test administrations are:

1. Order exams.
2. Receive exams.
3. Prepare for the administration.
4. Prepare the room for testing.
5. Prepare the exams.
6. Administer exam.
7. Handling late candidates.
8. Read instructions.
9. During the exam.
10. After the exam.
11. Sorting and packaging of materials.
12. Shipping materials.
13. Final steps.

These steps are described in detail below.

Section 3.B.1 – Order and Receive Exams

1. Order exams.
 - a. Complete the *Materials and Exam Order Form*.
 - b. Order date: At least 6 business days prior to “Arrive by” date
 - c. Arrive by date: 2-3 business days prior to the exam date
 - d. Exam date: Date of first exam administration for this order
 - e. Proctor information: Proctor name, number and signature is required.
 - f. Shipping information: No PO Boxes are allowed. Providing an email address will allow us to provide email confirmation of receipt of the order, and shipping information.
 - g. Exams: Enter quantities for each type. Please only order the amounts needed.
 - h. Materials: Enter quantities for each type.
 - i. Payment options: For training materials, chose method of payment
 - j. Exams may be ordered via email, mail, fax, or phone.
 - i. Email: attach the *Materials and Exam Order Form* to your email. Confirmation of receipt will be emailed, if an email address is provided.
 - ii. Mail: the *Materials and Exam Order Form* can be mailed via US Postal Service, or express courier (e.g. FedEx, UPS, Airborne)
 - iii. Fax: fax the *Materials Exam Order Form*. Confirmation of receipt will be emailed, if an email address is provided.
 - iv. Phone: Orders for exams and training materials can be taken over the phone, during our normal business hours.
 - k. Orders are processed within two business days of receipt. They are shipped to arrive on or before your designated “Arrive By” date.
2. Receive exams.
 - a. Immediately after you receive your exams, inventory the contents of the package, including test booklets, using the *Exam Return Form*. If there is any discrepancy with your shipment, contact Prometric immediately.
 - b. Verify that you have sufficient supplies and materials for the exam administration.
 - c. Store the exam booklets in a secure location. If you have test booklets remaining from a previous order, please use them first.

Section 3.B.2 – Prepare for Exam Delivery

3. Prepare for the administration.
 - a. Identify the area where the test will be administered.
 - b. Candidates can be given earplugs to wear for the administration to reduce distraction. The test can be administered in a classroom setting; however, the room should be used exclusively for testing during that time. This means, for example, that a group of students should not be studying or practicing in one area of the room, while another is taking the test.
 - c. The area selected for the administration must provide for the proctor to directly observe the candidate throughout the administration. The proctor may be involved with other work during the administration provided that the proctor monitors the candidate and the candidate is never left unattended by the proctor throughout the administration of the test.
 - d. The proctor is responsible for ensuring that the environmental conditions in the room where the test is being administered are conducive to testing. This includes lighting, temperature, privacy, quiet and comfort of the seating.

4. Prepare the room for testing.
 - a. The proctor will need to make sure that the area being used for testing is clear of any papers, pens and any writing materials. If the test is administered in a classroom, for example, the proctor should also ensure there are no signs posted or information on the chalkboard that might cue candidates such as terminology, procedures or reminders.
 - b. Use **one** of the following four guidelines for seating candidates:
 - i. No more than **two** candidates per six-foot table. Candidates must all face in the same direction. Tables should be spaced approximately five feet apart from front to back.
 - ii. No more than **three** candidates per eight-foot table. Candidates must all face in the same direction. Tables should be spaced approximately five feet apart from front to back.
 - iii. Round tables may be used, but are inefficient because only one candidate may be seated at each table.
 - iv. Desks may be used if they have a large enough surface area to hold both the test booklet and answer sheet. Desks should accommodate both left-handed and right-handed candidates with equal comfort.
 - c. The proctor must assign additional people to proctor when there are more than 30 candidates taking the exam. When you receive the roster, you should separate it into sections of 30 candidates so that each proctor will have approximately 30 candidates to process during the examination administration. One station may have a few more or less than 30 candidates, depending on the total number of candidates scheduled. Seating assignments should be recorded on a seating chart by the proctor.
 - d. The proctor should set up a check-in table for candidate arrival and check-in. The check-in table should be placed at the candidate entry/exit point. Note: There should be only one point of entry and exit to the examination room. In other words, candidates will enter and exit through the same door.

5. Prepare the exams.
 - a. Ensure you have the proper exam packets for the candidates being tested.
 - b. You may complete your candidate roster at this time. It will be used to obtain candidate signatures when the candidates arrive.

Section 3.B.3 – Exam Administration

6. Administer exam.
 - a. Verify candidate identification
 - i. The proctor checks the candidate’s name against the roster.
 - ii. Check photo identification of the candidate at time of check-in. The proctor should make sure that the picture on the photo ID matches that of the candidate. Candidates **must** show a photo ID (i.e. driver’s license, state photo ID, military identification, student ID or valid passport) in order to be admitted into the testing room. **Candidates who do not have a photo ID should not be admitted.**
 - b. Seat the candidates for the test
 - i. Candidates are not permitted to use any notes, textbooks, dictionaries (including translation dictionaries), during the test administration. Translators are also not allowed. Electronic devices such as cell phones and pagers or data devices such as PDAs are also not allowed. The proctor should ensure the candidate does not have access to any personal belongings such as a purse during the test. The proctor will need to direct the candidate to an appropriate area to store any personal belongings.
 - c. Distribute exam materials
 - i. Once candidates have been checked in and seated, the proctor will hand out the test packages.
 - ii. The proctor should hand each candidate a test package individually. Test packets should **not** be passed down or across rows.
 - iii. For CPFM, test booklets should be “staggered.” Proctors are provided with more than one form of the examination (ex. 620303-3001 & 620303-3002). **Candidates should never be seated next to a person with the same examination form number.**
 - iv. All candidates will be given a test package and at the scheduled examination starting time, the proctor shall begin the examination by reading aloud the *Instructions to Candidates*. While the instructions are being read, proctors should continuously walk around the room to monitor candidates.
 - v. In the upper left corner of each test booklet, there are three sets of numbers. The first number is the six-digit test code number. The second number is the four-digit form number. The third number is the test booklet number.
 - vi. Since the previously mentioned numbers are vital to the grading of the candidate’s examination, it is extremely important that each candidate records this information accurately onto their answer sheets.
 - vii. Answer sheets are not pre-coded and candidates will be required to record all three test numbers onto their answer sheet. Proctor staff must ensure that the candidates understand what information to write and “bubble” on their answer sheets and that the candidates are doing so correctly. Failure to have a properly “bubbled” answer sheet will cause the candidate’s responses to be improperly graded or recorded.
 - viii. Each candidate is required to print the following information on their answer sheet:
 1. name
 2. address
 3. email address
 4. employer
 5. test location
 6. test title
 7. In addition, they will need to provide their signature and date in the space provided. On the reverse side of the answer sheet, each

candidate is also required to print and darken the corresponding circle/bubble with the following information: last name, first name, candidate number (candidate's Social Security number), test date, test code number, test form number, test booklet number and number of examination attempts in the appropriate spaces provided. The areas labeled "School," "Examiner," "State" and "S-Code" do not need to be completed.

- ix. The proper administration and handling of answer sheets is of the utmost importance. If for any reason there is doubt about whether the coding will be read properly, the answer sheet should be replaced with another answer sheet that the candidate properly completes.
 - x. Torn or damaged answer sheets must be replaced and a new answer sheet filled out. It is very important that the test code number, test form number and the booklet number are recorded on a new answer sheet when replacing a damaged answer sheet.
 - xi. Proctors must check to ensure that candidates have not made any stray marks on their answer sheets and that they only use a No. 2 pencil. Proctors must also check to ensure that candidates have recorded the correct information on the answer sheet.
7. Handling Late Candidates.
- a. Candidates who arrive while the instructions are being read may be admitted into the testing room at the proctor's discretion. If admitted, such candidates must be given the opportunity to hear all instructions and complete the required portion of the answer sheet.
 - b. Candidates who arrive after the examination has begun will not be admitted directly into the testing room, as this will disturb the other candidates. The candidate must be read the instructions outside the testing room, but one proctor must remain in the testing room at all times. The candidate will then be seated with the other candidates in the testing room to complete the examination. No additional time will be given; the candidate must complete the examination within the time remaining.
8. Read instructions
- a. Read the *Instructions to Candidates* aloud.
 - b. Ensure that all candidates understand and are complying with the instructions.
9. During the exam
- a. Proctors must circulate among the candidates during the examination to observe candidates and be alert for any irregularities. Every few minutes walk slowly and quietly around the room. Scan each candidate's desk area to be sure that the desk is free of unauthorized materials and that candidates are not engaged in any other type of examination misconduct. Avoid making excessive noise that may disturb candidates.
 - b. Proctors are not to answer any candidate questions pertaining to examination content. Tell the candidate that they may note examination content comments on the *Question/Comment Form*.
 - c. Proctors must allow only one candidate at a time to use the restroom. Proctors should collect the candidate's examination materials and then return them when the candidate returns.
 - d. **The exam room must never be left unattended while candidates are testing.** If one proctor must leave the room, a certified instructor or certified proctor must be present as a substitute.
10. After the exam

- a. Candidate check out procedures
 - i. When candidates have completed the examination and raise their hands to be checked out, proctors must conduct the procedures listed below:
 1. Verify that the candidate has filled in the test code number, test form number and test booklet number and that they have been properly darkened in on the answer sheet.
 2. Check to see that the answers have been recorded on the answer sheet and not in the test booklet.
 3. Verify the candidate's name and Social Security number.
 4. Collect the answer sheet, *Question/Comment Form* (if used) and test booklet from the candidate.
- b. Verify that all test materials, including answer sheets, *Question/Comment Forms* and test booklets have been accounted for.
- c. Sort test materials, separating answer sheets, *Question/Comment Forms* and test booklets. Test booklets should be sorted in ascending test booklet number order within each test form.
- d. After all candidates have completed the examination and answer sheets have been verified, place all test materials in a secure box or briefcase.
- e. Prior to leaving the examination site, the proctor should verify that all test booklets are accounted for. If a test booklet is missing, locate it before leaving the test site.

Section 3.B.4 – Exam Shipping and Scoring

11. Sorting and packaging of materials

- a. Answer sheets, examination booklets, *Question/Comment Forms* and other forms used in relation to the examination must be packaged together and kept separate from unused material, then placed in a shipping package. **Materials must be packaged carefully so that the coded edges of the answer sheets are not damaged.** Packaged materials must lie flat in the envelope. Use extra manila envelopes if necessary. Do not over pack envelopes.
- b. Any **defective unused materials** should be put into numerical order and rubber-banded together. Any defective materials should be clearly marked in large letters that it is defective.
- c. Any **unused materials** that are not defective and you need to return should be put into numerical order and rubber-banded together.
- d. **Used materials** should be handled as follows:
 - i. Separate all used answer sheets from test booklets. The answer sheets must be handled carefully and packaged flat. **Do not bend or fold edges (particularly the coded edge).** Do not staple, bend, rubber band or otherwise alter answer sheets. Do not place sticky notes or tape on the answer sheets.
 - ii. Make sure all the used answer sheets are filled out completely and correctly. Any incomplete or damaged answer sheets may not be able to be scored and processed. A candidate will need to retake the examination if the score sheet is unable to be read and processed and the cost will be at the candidate's expense.
- e. Complete the *Exam Return Form*. If this form is not filled out completely, it will delay the processing of the answer sheets and test results. Use a paper clip to attach the *Exam Return Form* to the top of the used answer sheets.
- f. Ensure the *Seating Chart* and *Candidate Roster* are complete. Please print clearly to ensure prompt processing.

12. Shipping materials



- a. We recommend using a cardboard box or non-tear envelope, to ensure exam materials are not damaged in transit. Damaged materials may cause a delay in processing or may cause candidates to have to retake the exam.
 - b. As these items are put into the package please put the materials in the following order:
 - i. *Exam Return Form* and used answer sheets
 - ii. *Seating Chart* and *Candidate Roster*
 - iii. *Question/Comment Forms*
 - iv. Used exam booklets
 - v. Unused materials, including exam booklets
 - c. The shipping package containing all material used at the site must be returned to Prometric via traceable means (e.g. UPS, FedEx, Airborne) within 24 hours following the exam administration.
 - d. Send the package to the attention of "Food Safety Program."
13. Final steps
- a. When Prometric receives the package, the contents are verified against the *Exam Return Form*, to ensure all materials are included. The answer sheets are separated from the package, and scanned. Scoring routines are performed, and score reports and/or certificates are produced.
 - b. The score reports/certificates are mailed according to the instructions provided on the *Exam Return Form*.

Section 3.C – Internet-Based Test Administrations

The basic steps in Internet-based test (IBT) administration are:

1. Prepare for the administration.
2. Prepare the room for testing.
3. Prepare the computers.
4. Administer exam.
5. Register the candidate.
6. During the exam.
7. Notes about IBT features.
8. After the test.
9. Final steps.

These steps are described in detail below.

Section 3.C.1 – Prepare for Exam Administration

1. Prepare for the administration.
 - a. Identify the area where the test will be administered.
 - b. Candidates can be given earplugs to wear for the administration to reduce distraction. The test can be administered in a classroom setting; however, the room should be used exclusively for testing during that time. This means, for example, that a group of students should not be studying or practicing in one area of the room, while another is taking the test.
 - c. The area selected for the administration must provide for the proctor to directly observe the candidate throughout the administration. The proctor may be involved with other work during the administration provided that the proctor monitors the candidate and the candidate is never left unattended by the proctor throughout the administration of the test.
 - d. The proctor is responsible for ensuring that the environmental conditions in the room where the test is being administered are conducive to testing. This includes lighting, temperature, privacy, quiet and comfort of the seating.
2. Prepare the room for testing.
 - a. The proctor will need to make sure that the area being used for testing is clear of any papers, pens and any writing materials. If the test is administered in a classroom, for example, the proctor should also ensure there are no signs posted or information on the chalkboard that might cue candidates such as terminology, procedures or reminders.
 - b. Use one of the following four guidelines for seating candidates:
 - i. No more than two candidates per six-foot table. Candidates must all face in the same direction. Tables should be spaced approximately five feet apart from front to back.
 - ii. No more than three candidates per eight-foot table. Candidates must all face in the same direction. Tables should be spaced approximately five feet apart from front to back.
 - iii. Round tables may be used, but are inefficient because only one candidate may be seated at each table.
 - iv. Desks may be used if they have a large enough surface area to hold the computer equipment. Desks should accommodate both left-handed and right-handed candidates with equal comfort.

- c. The proctor must assign additional people to proctor when there are more than 30 candidates taking the exam. When you receive the roster, you should separate it into sections of 30 candidates so that each proctor will have approximately 30 candidates to process during the examination administration. One station may have a few more or less than 30 candidates, depending on the total number of candidates scheduled. Seating assignments should be recorded on a seating chart by the proctor.
 - d. The proctor should set up a check-in table for candidate arrival and check-in. The check-in table should be placed at the candidate entry/exit point. Note: There should be only one point of entry and exit to the examination room. In other words, candidates will enter and exit through the same door.
3. Prepare the computers
- a. Before admitting the candidates, the proctor should establish an Internet connection
 - b. Open Internet Explorer.
 - c. Type in the following URL:
<http://ibt.prometric.com/foodsafety>
 - d. Ensure the screen shows the log in area for Prometric's test delivery.

Section 3.C.2 – Exam Administration

4. Administer exam.
- a. Verify candidate identification
 - i. The proctor checks the candidate's name against the roster.
 - ii. Check photo identification of the candidate at time of check-in. The proctor should make sure that the picture on the photo ID matches that of the candidate. Candidates must show a photo ID (i.e. driver's license, state photo ID, military identification, student ID or valid passport) in order to be admitted into the testing room. Candidates who do not have a photo ID should not be admitted.
 - b. Seat the candidates for the test
 - i. Candidates are not permitted to use any notes, textbooks, dictionaries (including translation dictionaries), during the test administration. Translators are also not allowed. Electronic devices such as cell phones and pagers or data devices such as PDAs are also not allowed. The proctor should ensure the candidate does not have access to any personal belongings such as a purse during the test. The proctor will need to direct the candidate to an appropriate area to store any personal belongings.
5. Register the candidate (first-time tester) in Prometric's IBT
- a. Click on First-time Registration
 - b. From the Test Provider pull-down list, select CPFM.
 - c. Click on Continue
 - d. Have the candidate read the Privacy Notice
 - e. Have the candidate click on I Agree to continue. NOTE: Individuals who do not agree with the terms of the Privacy Notice will be unable to take the exam.
 - f. If this is the candidate's first time taking the test in IBT, the following steps need to be performed. If the candidate has tested in IBT previously, you can skip to the next step (g).
 - i. In the Username field, enter the first three letters of the candidate's last name followed by the last four numbers of the candidate's Social Security number. For example, Fred Testing whose Social Security number is 123-45-6789, Username would be Tes6789.

- ii. In the Password field, enter the candidate's Social Security number without hyphens or dashes. For example, since Fred Testing's Social Security number is 123-45-6789, his password would be 123456789.
 - iii. In the Confirm Password field, retype the Social Security number.
 - iv. In the name fields, enter the candidate's legal name, as shown on his/her identification. Include middle name or initial whenever possible.
 - v. From the Security Question drop down list, choose the question "What are the last four digits of your social security or Government ID number?" Any of the other security questions can be selected, however, this question is recommended for standardizing your procedures.
 - vi. In the Answer field, enter the last four digits of the candidate's Social Security number.
 - vii. In the Mailing Address fields, enter the candidate's address, including the city, state and zip code.
 - viii. In the Contact information fields, you must enter:
 - Home phone #: Format as xxx-xxx-xxxx.
 - Work phone #: Format as xxx-xxx-xxxx.
 - ix. In the Contact information fields, it is recommended that you enter an email address. The email address is used when the username and password should need to be reset. It is recommended that the email address be an email address accessible by the proctor.
 - x. In the Other information fields, you must enter
 - Company: Enter your client code. Client codes are LLLNNSXXX For example: GDB01MN001
 - Birth Date: use the format mm/dd/yyyy
 - SSN/Government ID
 - xi. In the Other information fields, you may use the Student # field for your own purposes to help you keep track of your candidates.
 - xii. Review all the data to ensure it is accurate.
 - xiii. Click on Submit.
 - xiv. When the Welcome Page displays, you have successfully completed candidate registration.
 - xv. Click on Continue.
- g. Click on Take Test.
 - h. In the Public Test box, select the sponsor Food Safety - CPFM
 - i. Click on Submit.
 - j. Select the test that will be administered to the candidate. You should alternate between the two forms listed for each exam when you test different candidates (CPFM only).
 - k. Ensure you have the correct exam, and the correct passing score showing. Click on Take this Test to confirm selection and continue.
 - l. At this point, the system requires the username and password of a Prometric approved proctor. Enter your username and password. Your username is your Proctor Number.
 - m. Click on Submit.
 - n. At the proctor code/voucher screen, just click on "continue".
 - o. Enter the required information for credit card payment for the selected test. If the proctor has a promotional code, that is entered at this time. The credit card screen will then appear. Data that is required:
 - i. Phone number of cardholder. Format as xxx-xxx-xxxx.
 - ii. Email address of cardholder, if available
 - iii. The billing address of the cardholder, including city, state and zip. NOTE: The billing address must be correct or the transaction will NOT process.

- iv. Country
 - v. The type of card (American Express, MasterCard, or Visa)
 - vi. The card number. Do not use dashes or blanks when entering the card number.
 - vii. The security number from the back signature strip of the card
 - viii. The expiration date of the card
 - ix. After entering all the credit card information, a receipt page will appear. This page can be printed for the cardholder's records.
 - x. Click on Submit.
- p. Have the candidate review the information on this page. This page also includes a link to View a Tutorial/Practice Test. If desired, have the candidate click on this link. If the tutorial is not needed, continue to the next step (q).
- i. The purpose of the Tutorial/Practice Test is to introduce the candidate to features in the IBT testing and how to navigate the test. The tutorial does not include food safety type questions. The features shown in the tutorial include:
 - Selecting an answer
 - Timing
 - Marking a question for review
 - Using the summary page
 - Ending the test
 - ii. The Tutorial/Practice Test consists of three different pages that let the candidate practice selecting and changing answers and moving to the next question. At the end of the tutorial, the candidate will click on link that says Click here to launch test.
- q. Click on Begin Test. When the candidate begins the test a timer begins in the upper left corner of the screen that tracks the amount of time remaining. Candidates have two-hours to take the test.

6. During the exam

- a. Proctors must circulate among the candidates during the examination to observe candidates and be alert for any irregularities. Every few minutes walk slowly and quietly around the room. Scan each candidate's desk area to be sure that the desk is free of unauthorized materials and that candidates are not engaged in any other type of examination misconduct. This includes ensuring candidates are not accessing unauthorized computer programs, such as email, instant messaging, or other web sites. Avoid making excessive noise that may disturb candidates.
- b. Proctors are not to answer any candidate questions pertaining to examination content. Tell the candidate that they may note examination content comments on the *Question/Comment Form*.
- c. Proctors must allow only one candidate at a time to use the restroom. Proctors should collect the candidate's examination materials and then return them when the candidate returns.
- d. The exam room must never be left unattended while candidates are testing. If one proctor must leave the room, a certified instructor or certified proctor must be present as a substitute.

Section 3.C.3 – Additional IBT features

7. Notes about IBT Features for the proctor:

- Questions are multiple choices with four options provided to select the answer from. Each question has only one correct answer. There is a small open circle in front of

each option. To select an option as the answer the candidate will guide the mouse to allow the cursor to point to the desired option and left click on the mouse. This activity will fill in the circle. Questions only allow for one answer. The candidate can change any selected answer by clicking on another answer.

- Candidates can mark a question for review by clicking in the upper right corner in the box labeled Mark for Review. A question can be marked whether the candidate has provided an answer or not. The questions that are marked for review can be viewed by clicking on the button labeled Summary. The Summary page lists all questions with the beginning text for the question. To the left of the question are columns that display whether each question has been answered or marked for review. The candidate can view the Summary page at anytime during the test. To return to any question from the Summary page, the candidate can click on the question.
- When answering questions, candidates can click on the buttons marked Next or Previous to navigate through a test.
- In the event that the computer should freeze during the test administration or there be an interruption in Internet service, the candidate's test can be re-accessed. When the test is resumed, all the candidate responses up to the question that was in progress will be restored. The proctor will go through the following steps to resume the test:
 - i. Open Internet Explorer and go to the IBT website.
 - ii. Sign the candidate in using the candidate's username and password.
 - iii. From the Main Menu, Select Resume Test.
 - iv. Complete the steps for Proctor Authentication
- In the event of an emergency such as a fire drill that requires a temporary evacuation, the proctor can close Internet Explorer or turn off the computer, which will interrupt the test in IBT allowing the test to be resumed. Do not click on end test as this will score the test. When the candidate is able to resume the test, the proctor will go through the following steps:
 - v. Open Internet Explorer and go to the IBT website.
 - vi. Sign the candidate in using the candidate's username and password.
 - vii. From the Main Menu, Select Resume Test.
 - viii. Complete the steps for Proctor Authentication and selecting the Location of the Test Site.
- When there is a temporary interruption in testing and the test is resumed, the system does not automatically compensate the candidate with extra time. The proctor should note the time the candidate lost due to the interruption and if the test ends prior to the candidate having this time, call Prometric to have additional time added.
- To review previous results, the proctor can click on Review Scores from the Candidate Menu and click on the date/time of the test results to be viewed. This function will produce the score report for that test.

Section 3.C.4 – After Exam Administration

8. After the test
 - a. When the candidate is done with the test, the candidate will click on the End Test button.
 - b. The candidate will be asked if she/he is sure. If the candidate answers No, she/he is returned to the Summary Page. If the candidate answers Yes, the test will be submitted for scoring and a score report with the candidate's results will appear on the screen.
 - c. The proctor can print the score report.

- d. After printing the score report, click at the link at the bottom of the page labeled **Click here to continue**. This gives the proctor the option to return to that candidate's menu or click on Sign Out.
 - i. Clicking on **Sign Out** will allow the proctor to return to the Sign In page to sign in another candidate for testing.
 - ii. Clicking on something within the candidate's menu will allow the proctor to continue working with that specific candidate.

9. Final steps

- a. When Prometric receives the IBT testing results, the results are automatically added to the computer systems.
- b. Score reports and/or certificates are produced and mailed to candidates.
- c. Close Internet Explorer on all computers.

Section 4 – Test Administration Materials

The following forms and materials are required to administer exams. Samples are included when possible. You may make copies of these, as needed, to use in test administrations. All forms are also available on our web site.

1. Materials and Exam Item List: – This form is used to locate the materials and exams item number, description and cost used to complete the materials and exam order form.
2. Materials and Exam Order Form: – This form is used to order exams via email fax or mail. Prometric must receive the exam order form 6 days prior to the exam administration date. You can order CPFM, HACCP and CAH exams and training materials on this form.
3. Candidate Roster Form – This form is used to identify candidate information such as: name, Social Security Number (SSN), address and signature of the candidate. This information should be provided to Prometric upon return of the answer sheets and other test materials.
4. Seating Chart – This is an extra precaution used when examination booklets are collected, especially with large groups of candidates. Also, it is used for descriptive purposes if an incident occurs. This form must be filled out with either the candidate's name or Social Security Number (SSN) in the boxes indicating each candidate's seat location.
5. Exam Return Form – Upon receipt of examinations from Prometric, the proctor should verify that all of the examinations listed on the shipping worksheet match what you have received. This form also needs to be completed after the exam administration and returned with the test booklets and answer sheets.
6. Answer Sheets – An adequate number of answer sheets will be provided with the test booklets. Additional answer sheets are included to ensure that if a candidate makes a mistake on an answer sheet, a new one can be provided.
7. Test Booklets – You should receive the exact number of test booklets as ordered on the Materials and Exam Order Form. You will receive two exam forms for the examination; this is to help ensure an incident-free exam administration. Bilingual Certified Professional Food Manager (CPFM) examinations are also available upon request.
 - a. Test booklets are coded with three sets of numbers: the test code number, the test form number and the test booklet number. All numbers are located on the upper left corner of the test booklet.
 - b. The **test code number** is the number that determines which answer key should be used when grading the answer sheet.
 - c. The **test form number** identifies the specific version of the test form being used.
 - d. The **test booklet number** is used for accountability and also identifies the particular test being given with an individual candidate.
8. Instructions to Candidates – This document is the instructions that are read to all candidates prior to the beginning of an exam. These instructions provide the information needed to complete the demographic portion of the answer sheet, explains how to code and bubble the answer sheets, the rules for taking the exam, and the time limits.
9. Question Comment Form/Candidate Appeal Process – This form is provided in the exam envelope. Candidates do not need to fill out a Question/Comment Form unless they have questions and/or comments. Exam administrators/proctors are **not** to answer candidates' questions about the exam. The reverse side of this form is the Candidate Appeal Process.

10. Incident Report – Any occurrence which is out of the ordinary or which the exam administrator believes may adversely affect the reliability or validity of the test will be recorded on this form. As a rule of thumb, if a situation arises and you are unsure about whether or not, always choose to report by using the form. If there is not an incident to report, then you do not need to fill out this form.



Materials and Exam Item List

Food Safety Programs

| Item Number | Description | Cost |
|-------------|--|---------|
| 620303 | Certified Professional Food Manager (CPFM) exam, English, 70% | \$28 |
| 620306 | Certified Professional Food Manager (CPFM) exam, Spanish, 70% | \$28 |
| 621803 | Certified Professional Food Manager (CPFM) exam, English, 75% (Illinois, Pennsylvania, South Dakota, Texas and DeKalb County, GA) | \$28 |
| 622106 | Certified Professional Food Manager (CPFM) exam, Spanish, 75% (Illinois, Pennsylvania, South Dakota, Texas and DeKalb County, GA) | \$28 |
| 620315 | Certified Professional Food Manager (CPFM) exam, Vietnamese | \$28 |
| 620309 | Certified Professional Food Manager (CPFM) exam, Traditional Chinese | \$28 |
| 620312 | Certified Professional Food Manager (CPFM) exam, Korean | \$28 |
| 401005 | Certified Professional Food Manager training manual, version 4.1, English | |
| | 1-49 manuals | \$23 |
| | 50-250 manuals | \$21 |
| | 251+ manuals | \$18 |
| 801005 | Certified Professional Food Manager training manual, version 4.1, Spanish | |
| | 1-49 manuals | \$23 |
| | 50-250 manuals | \$21 |
| | 251+ manuals | \$18 |
| 401001 | CPFM training kit with overheads, English, print version | \$269 |
| 801001 | CPFM training kit with overheads, Spanish, print version | \$269 |
| 401002 | CPFM training kit without overheads, English, print version | \$149 |
| 801002 | CPFM training kit without overheads, Spanish, print version | \$149 |
| 401004 | Certified Professional Food Manager training kit, English, CD version | \$29.95 |
| 801004 | Certified Professional Food Manager training kit, Spanish, CD version | \$29.95 |
| 654103 | Hazard Analysis and Critical Control Points (HACCP) exam | \$50 |
| 620321 | Certified Alcohol Handler exam only | \$15 |
| MAN321 | Certified Alcohol Handler training manual only, First Edition, English | \$15 |
| BUN321 | Certified Alcohol Handler exam/manual bundle | \$20 |
| CAH-CD | Certified Alcohol Handler training kit, English, CD version | \$29.95 |
| DC0823 | Duplicate certificate | \$25 |
| DSR166 | Duplicate score report | \$25 |
| PM0242 | Proctor manual (available at www.prometric.com/foodsafety for no charge) | \$25 |
| SW0090 | Strength & Weakness report | \$10 |





Seating Chart

Food Safety Programs

Proctor: _____ Exam City: _____ Exam Date: _____

Indicate the seating arrangement of the candidates by name or Social Security number.

Proctor Station

| | | | | | | | | | |
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* Chart based upon two candidates sitting at a 6' table, totaling 56 candidates.



Exam Return Form

Food Safety Programs

* Areas marked with a star are required.

* Exam Information

Exam date: _____ City/State: _____ Company/Organization: _____

* Proctor Information

Proctor name: _____ Proctor number: _____ Phone number: _____

Location information

Store number _____ Choose one: Corporate Franchise

* Exam Inventory

Quantity

Serial Numbers

Exams received _____ to _____ to _____
_____ to _____ to _____

Used exams returned _____ to _____ to _____
_____ to _____ to _____

Defective exams _____ to _____ to _____

Total Exams returned _____

* Results reporting

* Mail certificates and fail letters to (choose one): Address below Candidates

* Send score reports to (choose one):

Fax to: _____ Email to: _____

Mail to company/organization: _____

ATTN: _____

Address _____

City: _____ State: _____ ZIP: _____

* Payment option (choose one):

Check/money order enclosed Purchase Order Attached

Credit card (Please provide credit card information below)
 MasterCard Visa American Express

Card number: _____ Expiration (MM/YY): _____

Cardholder name (printed): _____ Cardholder signature: _____

By signing, you acknowledge that you are the card holder and authorize Prometric to charge your credit card.

* Please Read and Sign:

This test was administered on the date listed above, at the location listed above, by the Proctor and in accordance with the instructions described in the Policy and Procedures Manual for the Food Safety Program.

Print Proctor Name _____

Proctor Signature _____

Date _____



These instructions must be read aloud verbatim during the administration of this examination. When all candidates have been checked in and seated, read the following candidate briefing slowly and exactly. When you come to a blank line, fill in the blank with the appropriate information (i.e. your name, exam name, examination site, etc.). ***Throughout the reading, proctors should observe candidates to make sure that they understand and are complying with the instructions.***

Read the following:

Good _____ (morning/afternoon). My name is _____ (state your name). On behalf of Prometric, I would like to welcome you to the **(Certified Professional Food Manager(CPFM)/Certified HACCP Manager/Certified Alcohol Handler(CAH))** Examination.

Each of you should have an exam envelope at this time. Do not open this envelope until you are instructed to do so. If at any time during the following instructions and procedures you have a question, please raise your hand and I will assist you. This is a closed book examination; no reference materials or notes will be permitted. No talking or comparing materials between candidates will be permitted.

All exam questions are the copyrighted property of Prometric. It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without Prometric's written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a \$250,000 fine for criminal violations.

The only items allowed within your reach during the exam are the exam envelope, the contents of the envelope and No. 2 pencils. If you have a briefcase, purse or other personal items, place them under your seat.

The following procedures will be observed at all times during the examination session. No smoking, eating or drinking is permitted. If you need to use the restroom during this session, please raise your hand. I will collect your examination materials when you leave and return them to you when you come back. Only one person at a time will be permitted to leave the room, so please return as quickly as possible. Restrooms are located _____ **(state location of restrooms)**.

You may now open your envelope by breaking the seal on the backside of the envelope. Do not remove the adhesive strip from the envelope flap. Next, take all the items out of the envelope. The following items should be enclosed:

1. Examination answer sheet
2. Examination booklet (CPFPM, HACCP or CAH)

3. *Question/Comment Form*
4. *Candidate Appeal Process Form*

Let's begin filling in the information on the answer sheet. Please listen to the instructions carefully. This information must be filled in properly for correct processing of your examination. Please note that this is a two-sided answer sheet.

You **must** use a #2 pencil for marking your answer sheet. If you don't have a #2 pencil, please raise your hand. The computer cannot score answers that are marked in ink. Each bubble, or circle, on the answer sheet must be completely filled in and darkened well to enable scoring by the computer.

Turn the answer sheet to page 1 (the side to be completed).

In the upper left corner space labeled "**Name (Last, First, M)**", print your last name, one letter to each box. Be sure to leave one empty box between you last and first names and your first name and middle initial. Darken in the corresponding circles below each letter and the blank boxes.

In the space labeled "**Test Code**", print the six-digit number (found on the upper left corner of your test booklet cover), one number per box and then darken in the corresponding circles below each number.

In the space labeled "**Test Form**", print the four-digit number (found on the upper left corner of your test booklet cover), one number per box and darken in the corresponding circles below each number.

In the space labeled "**Booklet Number**", print the six-digit number (found on the upper left corner of you test booklet cover), one number per box and then darken in the corresponding circles below each number. If the booklet number printed on your test booklet has fewer than six-digits, write the number preceded by zeros. (For example, booklet number 11 would become 000011.)

In the space labeled "**State**", print the two-digit state code found on the reverse side of the answer sheet. Darken in the corresponding circles below each number.

In the space labeled "**Attempts**", print the number of times you have taken this exam, including this time. (For example, if this is your second attempt, print the number two.) Darken the corresponding circles below each number.

Leave the following spaces blank: "School", "Examiner" and "S Code".

In the space labeled "**Social Security Number or Candidate Number**", print your Social Security number. Darken the corresponding circles below each number.

If you choose not to use your Social Security number, please leave this area blank.

In the space labeled “**Test Date**”, darken the circle corresponding to the month of this examination date and write the day and year in the boxes provided. Darken the corresponding circles below each number.

Turn the answer sheet over to page 2.

In the space labeled “**Name**”, clearly print your full name, last name first, followed by your first name and middle initial.

In the spaces labeled “**Address, City/State/Zip Code**”, print your complete home address.

In the space labeled “**Email address**”, clearly print your email address.

In the space labeled “**Employer**”, print the name of your employer.

In the space labeled “**Location**”, print the city and state where you are taking this exam.

In the space labeled “**Title**”, print (**CPFM/HACCP/CAH**).

In the space labeled “**Date**”, please write the date of the exam, in month, day and year order..

In the space labeled “**Proctor Signature**”, please leave this blank. I will sign the answer sheets after the administration.

In the box located at the bottom of the answer sheet labeled, “**Candidate Signature**”, sign your full legal name after you read the certification statement that appears below the signature line. Your signature affirms that you agree with the statement.

Please double check that you have filled in all the spaces carefully and that you have darkened in the correct bubbles. Please take a moment to make sure that all information filled in corresponds to what is printed above. If you are unsure that you have darkened in the information properly, please raise your hand, and I will assist you.

All answers must be recorded on your answer sheet. You will not be given credit for any questions that have been answered incorrectly or left blank. Neither will you be given credit for answers that are written in the test booklet. You will not be given credit for any questions that have more than one answer marked. If you do not know the answer to a question, it is to your advantage to guess, since there is no penalty for a wrong answer. If you have to change an answer, be sure to erase it completely without damaging the answer sheet. If you damage the answer sheet, please raise your hand for another one.

If you need further assistance in recording your answers on the answer sheet, additional directions are located on the back of the test booklet. If you have a comment about any question on the test or about the test itself, please use the *Question/Comment Form*. Please be sure to record the Test Code and Form Number along with the question number onto the form. I will collect this form at the end of the examination.

When you complete the exam or time has been called, follow the instructions printed on the exam envelope. The instructions are as follows:

1. Place *only* your examination booklet in the envelope, but do not seal it. Only the examination booklet should be placed in the envelope. Keep the Answer Sheet and *Question/Comment Form* out of the envelope.
2. Stay seated and raise your hand.
3. A proctor will come to your seat to verify that your examination booklet has been placed in the envelope. They will then seal the envelope and collect your examination materials.
4. You will give the sealed envelope, the Answer Sheet and the *Question/Comment Form* to the proctor.

You will be permitted to leave the room when all examination materials that have been given to you have been accounted for and collected by me or another proctor.

Good luck and you may now begin.

Prometric recommends a two-hour time limit for the exam administration.

When there are only 30 minutes remaining, say: You have 30 minutes to complete the examination.”

When there are only 15 minutes remaining, say: You have 15 minutes to complete the examination.”

After the testing time has elapsed, say: Stop now. Close your test booklets and put your pencils down. I will collect your test booklets, answer sheets and *Question/Comment Forms*.”

Collect test materials from each candidate individually.

Never allow candidates to come to you when they are finished. Always have candidates raise their hand, and go to them one at a time to complete the checkout process.

PROMETRIC



QUESTION/COMMENT FORM FOR EXAMS AND EXAM REVIEWS

This form gives you the opportunity to comment on your examination. Please be legible and specific. For comments relating to a specific exam question, write the question number, the answer you marked on your answer sheet and your comments in the spaces provided. Please include related information such as references and your solution. You will not receive a response to any comments submitted on this form. If you would like to appeal (a written response) any question on this exam, please follow the Appeal Committee process found in the Candidate Information Bulletin for this program

THIS FORM MUST BE TURNED IN WITH YOUR EXAM BOOKLET.

Candidate Name

Exam Date

State Abbreviation and Examination Name

Exam Code and Form Number

Question Number _____

Answer you marked _____

Question Number _____

Answer you marked _____

Question Number _____

Answer you marked _____

PROMETRIC



Prometric's Candidate Appeal Process

Candidate Comments

You are invited to make comments regarding the content of the examinations at the end of your exam. For exam administered via paper-and-pencil, candidates are invited to fill out a "Question/Comment Form." Prometric takes all candidate comments seriously and reviews all comments. However, you will **NOT** receive direct feedback about your comments. If you would like a written response from Prometric you will need to file an appeal by following the directions below.

Candidate Appeal

If you have a concern involving the content or scoring of your examination and would like a written response from Prometric you will need to submit an appeal letter. Please include your name, Social Security number, name of the exam, date tested and a specific description of your concerns. The letter should also contain your signature and should be sent to the following address:

Prometric
Appeal Committee
1260 Energy Lane
St Paul MN 55108

The letter must contain an original signature and cannot be a facsimile copy. A summary of the Committee's decision regarding your complaint will be sent to you within two weeks of receiving your letter.



Incident Report
Food Safety Programs

| | |
|------------------------------------|------------------|
| Exam Date | Exam City/State |
| Candidate's Social Security Number | Test Code Number |
| Candidate's Name | Test Form Number |
| Witness(es) Printed Name(s) | |

Steps for reporting an incident:

1. Complete this form. Describe the incident as completely as possible.
2. Complete the "Seating Chart Form."
3. Return all forms and related information with the exams.

Description of Incident: _____

Proctor Signature

Date

Section 5 – Other Materials

These forms may be of interest or needed only occasionally. You may make copies of these, as needed.

1. Proctor Application Form: - required by all new proctors who wish to deliver Prometric food safety exams. The *Affidavit of Nondisclosure for Proctors or Readers* and *Proctor Competency Exam* are also required for each proctor.
2. Proctor/Reader Nondisclosure Agreement – This form **must** be completed by all proctors and also by readers. It provides documentation for the proctor's agreement and provides incentive for the reader to maintain the integrity of the examination. This form must be filled out by the proctor or reader.
3. Proctor Competency Exam: - This exam is required to be taken by all prospective proctors, and returned with the proctor application materials.
4. CPFM Information Bulletin: - Provides basic information regarding the CPFM exam. Additional copies can be obtained from our website.
5. CPFM Content Outline: - Provides details on the content areas of the exam. Trainers should ensure training materials and programs cover all content areas.
6. CAH Information Bulletin: - Provides basic information regarding the CAH exam. Additional copies can be obtained from our website.
7. CAH Content Outline: - Provides details on the content areas of the exam. Trainers should ensure training materials and programs cover all content areas.

PROMETRIC



Proctor Application

Food Safety Programs

All new proctors who wish to administer the CPFM, HACCP or CAH exam must complete this application. In addition, please submit the following forms for approval with this application: *Affidavit of Nondisclosure* and the *Proctor Competency Exam*. If you are missing any of these forms, please contact Prometric or visit www.prometric.com.

| General Information | |
|--|---|
| Name: | Are you 18 years or older? <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Company: | E-Mail: |
| Address: | |
| City, State, Zip Code: | |
| Phone: | Fax: |
| Will you be administering Internet Based Testing? <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Please tell us how you heard about Prometric: <input type="checkbox"/> Internet <input type="checkbox"/> Ad (specify publication) _____ <input type="checkbox"/> Trade Show (please specify) | |

| Business References | | |
|----------------------|---------------------------|-------------|
| Name: | Address and Phone Number: | Occupation: |
| | | |
| | | |
| Applicant Signature: | | Date: |



**Proctor/Reader Nondisclosure
Agreement
Food Safety Programs**

I, (printed name) _____ (title) _____

of (company) _____

(address) _____

hereby swear and affirm that I shall not disclose or provide to anyone, directly or indirectly, any information or documents pertaining to the examinations developed by Prometric or the testing-related services provided by the Company. I understand and agree that I may be subject to legal action, including entry of an injunctive order, in the event I disclose or provide such confidential information or documents to anyone without Prometric's authorization.

I further understand and agree that all examination questions and information and documents received from the Company are and shall remain the exclusive property of Prometric. I agree to return such documents and information immediately to Prometric upon termination of my services or as requested by the Company.

I hereby acknowledge that I have received and reviewed Prometric's "Food Safety Program Policies and Procedures Manual" (the "Manual").

If I have any questions regarding this Manual, I understand that it is my responsibility to ask my proctor, trainer or regional supervisor. I also understand that the Company may amend or revise any provisions of this Manual at any time in its sole discretion.

I fully understand and agree to abide by all of the policies and procedures contained in the Manual.

Signature

Date



1. As a proctor, you are responsible for the following duties **EXCEPT**:
 - A. Maintaining security of the exam.
 - B. Checking candidate identification.
 - C. Returning exam materials to Prometric.
 - D. Scoring the exams.

2. A candidate asks you a question about the meaning of an exam question. As a proctor, you should:
 - A. Remind the candidate that you cannot answer questions pertaining to the exam.
 - B. Tell the candidate to skip that question.
 - C. Attempt to answer the question.
 - D. Tell the candidate you will answer the questions after the exam is over.

3. You observe two candidates talking during the exam. What should you do **FIRST**?
 - A. Take away their exam booklets and dismiss them.
 - B. Move the candidates to other seats.
 - C. Warn the candidates that further conversation will result in dismissal.
 - D. Remind the entire group that talking is not allowed.

4. A testing room contains twelve eight-foot rectangular tables, arranged in two rows and spaced five feet apart front to back. What is the **MAXIMUM** number of candidates that can take the exam at one sitting?
 - A. Twelve
 - B. Twenty-Four
 - C. Thirty-Six
 - D. Forty-Eight

5. You are reading the instructions for the exam. A candidate raises his/her hand and says he/she does not understand the last instruction you gave. What should you do?
 - A. Ask another candidate to explain the instruction.
 - B. Repeat the instruction word for word.
 - C. Paraphrase the instruction to make it easier to understand.
 - D. Tell the candidate that instructions are given only once.

6. During a testing session, the fire alarm sounds and you must evacuate the testing room. What should be your **PRIMARY** concern?
 - A. The security of the test materials.
 - B. The safety of the candidates.
 - C. The safety of the testing staff.
 - D. The security of personal possessions.

7. A candidate wishes to use the restroom during the exam. What should you do?
- A. Collect the candidate's test materials and have him/her sign out.
 - B. Accompany the candidate to the restroom.
 - C. Tell the candidate to insert his/her answer sheet in the test book and leave them on the table.
 - D. Tell the candidate that restroom breaks are not permitted during the exam.
8. A candidate, whose name was not on the roster, arrives at the test site without picture identification. You should tell the candidate:
- A. They need to show you two forms of non-picture identification.
 - B. You will call someone they know who can vouch for their identity.
 - C. They cannot test without presenting a photo ID.
 - D. You will admit them, but Prometric will require verification before the test is scored.
9. Once the exam begins, the proctor should:
- A. Remain at the front of the room at all times.
 - B. Remain at the back of the room at all times.
 - C. Move about the room from time to time.
 - D. Wait outside the testing room.
10. In what order are test booklets to be handed out at the beginning of a CPFM test session:
- A. Pass out the Green booklets first.
 - B. Booklets should be handed out in sequential order one green, then one orange. No candidates sitting next to each other should be given the same color booklet.
 - C. Pass out the Orange booklets first.
 - D. Pass out the booklets in descending order.
11. After the exam, a candidate tells you he/she believes that there is not a correct answer among the choices for question #95. You should tell the candidate to:
- A. Fill out a Question/Comment form and turn it in to you.
 - B. Give you an explanation of the problem and you will pass it on to Prometric.
 - C. Explain the problem on his/her answer sheet.
 - D. Explain the problem in his/her test booklet in the space next to the question.
12. When you open your shipment of test materials from Prometric, there are fewer test booklets than the number on the enclosed *Shipping Worksheet*. What should you do?
- A. Call another proctor to see if he/she can give you a few more test booklets.
 - B. Call Prometric immediately to report the discrepancy.
 - C. Send the faulty shipment back to Prometric.
 - D. Report the discrepancy to Prometric when you return the test booklets after the session.
13. On the testing day, a reporter from the local newspaper shows up and indicates the desire to do a story on the testing program. What should you do?
- A. Call the newspaper for verification, before letting him in.
 - B. Tell him he may observe, but may not see any test materials.
 - C. Tell him that no visitors are permitted in the testing room during the exam.
 - D. Notify the police that there is an intruder on the premises.

14. Test booklets must be accounted for:
- A. Before the exam only.
 - B. During the exam only.
 - C. After the exam only.
 - D. Before, during and after the exam.
15. Which of the following is **LEAST** likely to cause a problem when a candidate's answer sheet is scored?
- A. The candidate did not use a No. 2 pencil.
 - B. The candidate did not print his/her name legibly.
 - C. The candidate did not bubble in information correctly.
 - D. The candidate made stray marks on the answer sheet.
16. A candidate arrives after the instructions have been read and the exam has begun. What should you do?
- A. Admit the candidate and give him/her the full time to take the test.
 - B. Admit the candidate, but subtract the number of minutes late from the time allotted.
 - C. Admit the candidate at your discretion, based on how disruptive it will be to the other candidates.
 - D. Tell the candidate he/she has arrived too late to be tested.
17. What is the **MOST IMPORTANT** reason to make a seating chart shortly after the exam has started?
- A. It tells you who is in each seat.
 - B. It enables Prometric to identify which candidates were sitting next to one another in the event of a security problem.
 - C. It helps Prometric determine how many candidates were sitting for the exam.
 - D. It shows candidates that you are keeping track of their location.
18. An additional proctor is required for each additional _____ candidates.
- A. 20
 - B. 30
 - C. 40
 - D. 50
19. What is the proper way to give candidates their test booklets?
- A. Seat the candidates, then hand each person a test booklet.
 - B. Hand the candidate a test booklet as each candidate enters the testing room.
 - C. Pass the test booklets from left to right across rows.
 - D. Pass the test booklets front to back from table to table.
20. Which test booklets must be returned to Prometric after the session?
- A. Only used test booklets that are free of marks.
 - B. All used test booklets.
 - C. All unused test booklets.
 - D. Both used and unused test booklets.



CPFM Information Bulletin

for

Exam Administrators and Proctors

About the Examination

The Certified Professional Food Managers examination is available in English and bilingual versions of English/Spanish, English/Traditional Chinese, English/Vietnamese, and English/Korean.

The examination is a closed-book test. The exam contains 80 questions in multiple-choice format with four answer options available for each question. Candidates are allowed two hours to complete the exam.

CPFM Exam Content Outline

| Content Areas | No. Questions on Test |
|--|-----------------------|
| I. Principles of Food Safety | 32 |
| II. Foodborne Illness | 16 |
| III. Food Personnel and Hygienic Practices | 16 |
| IV. Facilities Maintenance and Operations | 11 |
| V. Pest Management | 3 |
| VI. Regulatory Issues | 2 |

The minimum passing score for all examinations is 70 percent unless designated otherwise by a jurisdictional governmental agency. No reference materials, loose papers or handwritten notes will be permitted in the examination room. Prometric reserves the right to exclude any materials from the test room.

Test Delivery Options

The CPFM exam is offered in three different test delivery options, paper/pencil, computer based and Internet based.

References

All items on the CPFM exam have been dually referenced to the following sources.

2005 United States Food Code

Certified Professional Food Manager: Course Manual, 3rd Edition, 2005. - Provides an excellent overview of the subject areas that will be covered on the examination. Quizzes and glossary terms are also provided.

Scoring

Candidates may **NOT** write in the test booklets. Instructors must provide candidates with specific directions for completing answer sheets to ensure that the test will be scored accurately.

All answers must be marked on the separate answer sheets provided with the test booklets. Tests **will not** be scored if the answer sheet has not been completed.

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Prometric Certified Professional Food Manager™ Training and Certification Program

Content Outline for Examination and Suggested Training Time

| Topic | Percent of Exam | 15 Hour Training Program | 12 Hour Training Program | 8 Hour Training Program |
|---|-----------------|--|--|---|
| Content Area I. HACCP Time/temperature; cross contamination; hot holding; product hazards (biological, chemical, and physical contamination); storage, food preparation | 45% | 6 hours | 4.5 hours | 3 hours |
| Content Area II. Foodborne Illness Bacterial incubation and growth; infection and intoxication; disease transmission | 17% | 2 hours | 1.5 hours | 1 hour |
| Content Area III. Food Personnel/Hygiene Handwashing; sanitization and cleaning; proper clothing; management responsibilities | 18% | 3 hours | 2 hours | 1.5 hours |
| Content Area IV. Facilities and Equipment Design; use; cleaning; sanitization; disinfection; proper construction; chemical storage | 13% | 2 hours | 2 hours | 1.5 hour |
| Content Area V. Pest Management | 4% | 1 hour | 1 hour | .5 hours |
| Content Area VI. Regulatory Issues | 3% | 1 hour | 1 hour | .5 hours |
| Certification Exam | - | 2 hours* | 2 hours* | 2 hours* |
| Total | 100% | 15 hours of training + 2 hours allotted for the exam | 12 hours of training + 2 hours allotted for the exam | 8 hours of training + 2 hours allotted for the exam |

*** Certification Exam**

At the conclusion of the training, the CPFM certification exam is administered. While two hours is the time allowed for completion of the 80-item exam, generally candidates complete the exam in one hour or less.



Detailed Course Content Outline: Certified Professional Food Manager Exam

I. Hazard Analysis Critical Control Points (HACCP)

Food protection procedures

1. Prevent potential for cross contamination
2. Prevent potential for temperature abuse
3. Implement proper food storage procedures (including live animals)
4. Follow safe food handling practices during emergency situations (temporary loss of utilities)
5. Implement the Hazard Analysis Critical Control Points (HACCP) Food Safety Management System

Food safety assessment

6. Recognize potentially hazardous food
7. Ensure proper recipe implementation, use
8. Ensure proper facility design and equipment and layout for safe food handling

Identify time/temperature relationships to food borne illness when

9. Receiving food
10. Storing food
11. Thawing food
12. Cooking food
13. Holding/displaying food
14. Serving food
15. Cooling (after preparation) food
16. Reheating food
17. Transporting food

Monitor food temperatures

18. Use appropriate thermometers
19. Calibrate thermometers

Prevent potential hazards before and during delivery

20. Ensure product is from approved sources
21. Eliminate unsound and unsafe conditions
22. Prevent cross contamination
23. Prevent chemical contamination
24. Prevent physical contamination
25. Ensure proper storage
26. Adhere to MAP (Modified Atmosphere Packaging) handling (vacuum packaged product)
27. Ensure proper food labeling
28. Verify product identification

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II. Food borne Illness

29. Recognize the major microorganisms and toxins that can contaminate food
30. Control major factors that contribute to food borne illness
31. Respond to problems that might occur from contamination
32. Prevent chemical contamination and related illnesses
33. Prevent physical contamination and related illnesses
34. Implement proper display and service techniques for self-service buffets

Ensure proper methods for preventing food borne illness

35. Recognize the potential of food borne illness in a food establishment and respond to customer complaints of illness
36. Define and recognize foods that are potentially hazardous
37. Respond to the association of employee illness, personal habits and food borne illness
38. Enforce standards, policies and procedures for preventing food borne illness

III. Food Personnel/Hygiene

Implement food safety education

39. Apply basic principles of food safety education and training
40. Educate workers about safe food preparation
41. Implement methods to improve practices and procedures (self-inspection programs)
42. Educate workers about the association between hand contact and food borne illness
43. Educate workers about the relationship of personal habits and behavior to food borne illness

IV. Facilities and Equipment

44. Assess food preparation facilities and procedures
45. Monitor pest control and waste management practices
46. Monitor use of separate facilities for the storage of toxic materials (chemicals, pest control substances)
47. Determine that materials and design for floors, walls and ceilings are appropriate for food establishments
48. Monitor lighting and ventilation
49. Ensure proper plumbing installation
50. Ensure proper disposal of solid waste and wastewater
51. Select equipment and utensils that can be cleaned and sanitized without difficulty, ensure use of approved materials for food contact surfaces
52. Monitor appropriate use and proper location for different types of refrigerators and freezers
53. Implement cleaning and maintenance schedules
54. Monitor proper temperatures for heating, holding and cooling
55. Monitor proper storage of food items in refrigerators
56. Monitor proper use and location of equipment used to heat food
57. Monitor storage of cleaned and sanitized utensils

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- 58. Monitor proper use of chemicals for cleaning and sanitizing, including Clean-in-Place
- 59. Use proper principles and practices of manual and mechanical ware washing

V. Pest Management

- 60. Monitor pest control methods
- 61. Implement integrated control of pests (exclusion, sanitation, no harborage)
- 62. Recognize the signs that indicate the presence of pests and implement methods for elimination/reduction in numbers

VI. Regulatory Issues

- 63. Understand the relationship between regulatory authorities and the retail food service industry
- 64. Demonstrate understanding of the rights and responsibilities of the permit holders and employees



Certified Alcohol Handler (CAH) Information Bulletin

for

Exam Administrators and Proctors

About the Examination

The Certified Alcohol Handler (CAH) examination is a closed-book test. The exam contains 40 questions in multiple-choice format with four answer options available for each question. Candidates are allowed one hour to complete the exam.

CAH Exam Content Outline

| Content Areas | No. Questions on Test |
|------------------------|-----------------------|
| I. Legal Aspects | 10 |
| II. Effects of Alcohol | 20 |
| III. Management | 10 |

The minimum passing score for all examinations is 73 percent unless designated otherwise by a jurisdictional governmental agency. No reference materials, loose papers or handwritten notes will be permitted in the examination room. Prometric reserves the right to exclude any materials from the test room.

Test Delivery Options

The CAH exam is offered via two different test delivery options, paper/pencil and Internet based.

References

All items on the CAH exam have been referenced to the following sources.

Hospitality Law: Managing Legal Issues in the Hospitality Industry, 2nd Edition, 2006

The Responsible Serving of Alcoholic Beverages: A Complete Staff Training Course For Bars, Restaurants, and Caterers, 2005

Certified Alcohol Course Manual, 1st Edition, 2007- Provides an excellent overview of the subject areas that will be covered on the examination. Quizzes and glossary terms are also provided.

Scoring

Candidates may **NOT** write in the test booklets. Instructors must provide candidates with specific directions for completing answer sheets to ensure that the test will be scored accurately.

All answers must be marked on the separate answer sheets provided with the test booklets. Tests **will not** be scored if the answer sheet has not been completed.

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Detailed Course Content Outline: Certified Alcohol Handler Exam

I. Legal Aspects- 25%

Liability

Responsibility

II. Effects of Alcohol- 50%

Physical Health Issues

Intoxication Levels

Behavioral Effects

Social/Family Effects

Accidents and Deaths

III. Management- 25%

Checking Identification

Documenting Incidents

Interventions/Consumer Restrictions

Underage Drinking

Employee Violations