



# **National Registry of Food Safety Professionals Examination Administration Manual**

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## **Food Safety Manager Certification Examination**



Developed and Administered by  
Environmental Health Testing

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**Introduction****About the National Registry of Food Safety**

The National Registry of Food Safety Professionals (National Registry) is an American National Standards Institute/Conference for Food Protection (ANSI-CFP) – accredited certification program that produces and administers the Food Safety Manager Certification Examination (FSMCE). National Registry’s certification program has been developed to assess the knowledge of entry-level Food Safety Managers in the retail food industry. National Registry offers the Certified Food Safety Manager program worldwide, enabling competent individuals to demonstrate that their knowledge and skills meet specific measurable food safety management competencies. In doing so, the National Registry advances its mission of promoting food safety and consumer protection.

Occasionally, this manual may be revised based on comments and recommendations from Exam Administrators and Proctors in the field. Contact National Registry with any questions, comments, or concerns about this manual.

***Shipping and Headquarters Address:***

National Registry of Food Safety Professionals  
5728 Major Boulevard, Suite 750  
Orlando, Florida 32819

***Billing/Payment Address:***

National Registry of Food Safety Professionals  
PO Box 850001  
Orlando, FL 32885-0341

***Email:***

operations@nrfsp.com - Exam Shipping Dept.(Exam ordering)  
customer.service@nrfsp.com - Customer Service Dept. (All service questions)  
info@nrfsp.com - Accounting Dept. (Training Book order questions)

***Phone:*** Toll-free (800) 446-0257 or (407) 352-3830

***Fax:*** (407) 352-3603

***Hours of Operation:***

Office Hours- 9:00AM – 5:00PM Eastern Time  
Phone Hours- 8:30AM – 6:00PM Eastern Time

***Web Site:***

www.NRFSP.com - Exam orders, Trainer and Administrator information, exam results.

***After Hours Emergency Contact:***

If there is an after hours emergency during an exam administration, please contact the Chief Operating Officer, at 321-277-1952.

## Why Certify Food Safety Managers?

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Certification through a valid and properly administered exam is evidence of an individual's food safety management knowledge and helps protect the public from food borne illness. The benefits of certification include:

### Benefits

- *Reduction of the likelihood of conditions and behaviors that lead to food borne illness outbreaks, thereby protecting the public and reducing liability to the employer*
- *Compliance with governmental regulations*
- *Career advancement potential*
- *Validation of the professionalism of the individual*

## Helpful Terms

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A **Security Breach** is an infraction or violation of administrative processes or standards resulting in the potential exposure of exam questions.

A **Conflict of Interest** is a situation in which someone in a position of trust has competing professional or personal interests.

**Exam Reliability** is the degree of consistency with which an exam measures the attributes, characteristics or behaviors that it was designed to measure.

**Item Bank** refers to the questions that have been developed for the several forms of an exam. It includes all the questions available to create exam forms.

A **Proctor** is a person under the supervision of an Exam Administrator who assists the Exam Administrator by assuring that all aspects of an exam administration are being carried out with precision, with full attention to security and to the fair treatment of candidates. Proctors have the responsibility and must have the ability to observe candidate behaviors, accurately distribute and collect exam materials, and assist the Exam Administrator as assigned.

A **Trainer** is a person who is responsible for providing instruction on food safety.

## Your Role as an Exam Administrator

### General Roles and Responsibilities

After you have been approved by the National Registry as an Exam Administrator, you are the representative for National Registry of Food Safety Professionals. You are responsible for overseeing all aspects of the exam activities. Responsibilities include the following:

- *Provide each candidate with an equal opportunity to pass the exam by applying the general principles of fairness and equality. The National Registry does not discriminate on the basis of age, sex, race, religion, ethnic origin, disabilities, or marital status*
- *Safeguard the exam by following all security procedures and practices. Security is the most important aspect of the exam administration.*
- *Perform ethically by being aware of possible conflicts of interest.*
- *Agree to follow the terms as described on the Exam Administrator's Agreement Form.*
- *Follow all procedures and practices in this manual.*
- *Complete all National Registry forms accurately and completely.*

### Your Responsibilities Associated with Examination Security

You are ultimately responsible for the security of the examination. This includes the storage of the exam materials prior to, during, and after the exam until it is returned to National Registry. It is especially important for the Exam Administrator to advise all staff that no one is permitted to open or view an exam booklet at any time, before or after the exam, without authorization from National Registry. **At NO time should any exam booklets or answer sheets be left unattended on a table or desk.**

If you are the Exam Administrator who ordered the exams from National Registry, you are responsible and will be held accountable for the entire exam package and all exams within the package shipped to you, regardless of whether you send it out to other approved Exam Administrators for administration. National Registry will hold accountable the Exam Administrator who is on record as placing the exam shipment order.

Loss or theft of an examination booklet, whether intentional or unintentional, will be the liability of the Exam Administrator on record as ordering the shipment. National Registry reserves the right to pursue legal action proceedings against an Exam Administrator who loses an examination booklet by withdrawing the Exam Administrator's privilege to administer any future exams and possible civil action to recover the costs associated with the loss of exam questions.

## Your Responsibilities Associated with Exam Security

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A breach in exam security has significant repercussions for the Administrator, candidates and National Registry. Such a breach could result in allowing non-competent individuals to become certified, potentially causing harm to the public. It may also require the development of new exams resulting in the higher costs for exams.

National Registry insists that its staff, Exam Administrators, and Proctors take all possible precautions to assure that individual questions, item banks, exams presented in all media (printed, taped and computerized), and candidate scores always remain secure. Additionally, exams must be administered according to the terms and instructions provided in this Exam Administration Manual.

When an Exam Administrator has also been the trainer or instructor of the candidates taking the exam, it is extremely important that the difference between the former role of teacher/trainer and the new role as Exam Administrator is understood and honored.

***Remember: The way the exam is administered is very important for the success, credibility, and security of the Food Safety Manager Exam.***

## Administrators Sitting for the National Registry Exam

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Once registered, you or any Exam Administrators may **NOT** sit for any of the exams you administer or administer an exam to each other. If you have a need for certification or recertification, you **MUST** sit for a special form of the exam at a National Registry approved computer-based site. Please call the National Registry for details and information.

## Specific Responsibilities

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Exams must be administered according to the terms and instructions provided in this manual. As an Exam Administrator, you have specific responsibilities before, during, and after exams. The major responsibilities are as follows:

### Responsibilities Before Exams

- *Plan for, order, and obtain all materials for the exam*
- *Verify completeness and accuracy of shipment upon receipt of exam materials*
- *Ensure the security of the exam*
- *Select and train all support: Proctors, Readers, and Translators*
- *Select and set up the exam facility and seating to achieve maximum security conditions*

## Specific Responsibilities

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### Responsibilities At/During Exams

- *Verify the identity of all candidates*
- *Supervise Proctors*
- *Safeguard the integrity of exam by following all security procedures and practices*
- *Perform ethically by being aware of possible conflicts of interest\**
- *Provide each certification candidate with an equal opportunity to pass the exam by applying the general principles of fairness and nondiscrimination*
- *Handle any ADA candidate special needs and unexpected circumstances*
- *Guide candidates in filling out required forms and information*
- *Explain all exam materials and make clear all guidelines*
- *Collect completed exams and check for proper information and signatures*

**\*NOTE:** When an Exam Administrator has also been the trainer or instructor of the candidates being examined, it is extremely important that the difference between the former role of trainer and the new role as Exam Administrator is understood and honored. The Exam Administrator is responsible for fair and equitable administration of the National Registry Food Safety Manager Exam program to each candidate.

### Responsibilities After Exams

- *Report any security breaches to National Registry immediately*
- *Ensure the security of the exam*
- *Return all required exam materials and complete all necessary documentation in a timely manner*



## **Specific Responsibilities**

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### **Staffing Requirements**

Staffing needs will be based on the number of candidates and number of rooms used for the administration. Each exam room must have at least one Exam Administrator present at all times. The Exam Administrator may serve as the Proctor for the first 35 candidates. For each additional 35 candidates, follow the recommendations in the table below. An exam proctor is needed. Additional Proctors may also be necessary if there are candidates with approved accommodations or some unusual room feature that inhibits adequate security (too small or too large, L shaped, columns or posts obstructing the view of candidates, etc.).

Proctor/candidate ratio requirements are as follows (assuming no unusual room features):

<b>Number of Exam Administrators</b>	<b>Number of Proctors</b>	<b>Number of Candidates</b>
1	0	1-35
1	1	36-70
1	2	71-106



## Before the Exam

### Obtaining Materials

The Exam Administrator is responsible for planning for and obtaining all required materials for each exam. Required materials include:

- *Exam packets for each candidate (includes poly-bag, sealed exam booklet with an answer sheet)*
- *Exam site checklist*
- *# 2 pencils*
- *All administration forms (Exam Administrator Report form, Incident Report form, Candidate Comment forms, Agreement form for Proctors, Reader, and Translators)*

Note: National Registry does not supply # 2 pencils.

## Ordering Exams

The Exam Administrator needs to become familiar with ordering procedures. See *Appendix A* for information on bulk orders. **Please refer to the New Account Establishment/Update forms.**

- *Exams should be ordered at least 9 business days prior to the date needed to avoid additional shipping fees.*

**NOTE:** If no date needed is provided, the business day prior to the exam date will default as the date needed. Rush orders (**orders placed 9 business days or less of the date needed**) will be charged additional shipping and handling fees.

- *Place orders at the National Registry website ([www.nrfsp.com](http://www.nrfsp.com)) or fax your order, using the Exam Order Form.*
- *National Registry will confirm orders within 2 days of receipt of the Exam Order Form. If an exam order confirmation is not received, contact National Registry as soon as possible.*
- *National Registry reserves the right to reduce the quantity of exams ordered, based on usage history.*

**NOTE:** If you have not ordered within a one-year period, an account update form must be submitted prior to placing an order.

## Receiving the Exam Shipment

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Exams will be shipped to the address indicated on the “Shipping Address” section of the *Administrator Agreement Form* unless otherwise directed. Exam orders must be delivered to a physical address (no P.O. Boxes).

- *Be prepared to receive shipments within approximately 3-8 business days before the scheduled exam date. All exam orders are shipped via a traceable carrier, such as FedEx and a direct signature is required. (When an exam shipment is delivered, someone at the delivery location must sign the delivery papers of the carrier).*
- *If you do NOT receive your exam materials, contact National Registry immediately so that the shipment can be traced and a replacement can be sent immediately if needed.*

## Inspecting Shipment Materials

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Prior to the exam, all the contents of the shipment should be checked.

Check the contents of the exam shipment order upon receipt. If you are unable to check the contents of an accepted shipment immediately upon delivery, store securely. **The contents MUST be checked no later than 12 office hours after delivery.**

The shipment box should contain the following:

- *Exam Packets (exam book and answer sheet). Ensure packets are sealed. If any poly-bag exam packets have been broken or have been tampered with, the serial numbers of those booklets must be listed on the Exam Administrator (EA) Report Form, with a short description of the condition of the booklet. These exams may not be used and must be returned to National Registry.*
- *Administration Manual*
- *Administrative Packet containing the following forms (You may duplicate these forms as needed):*
  - *Agreement Form for Proctors, Readers, and Translators*
  - *Exam site checklist*
  - *Candidate Comment Form*
  - *Incident Report Form*
- *Exam Administrator (EA) Report Form (see sample in Appendix B)*
- *White Answer Sheet Envelope for completed answer sheets, forms, and reports (see sample in Appendix C)*

## Inspecting Shipment Materials

Check the serial number and quantity of exam booklets against the Exam Administrator Report Form (EA report). **Call National Registry Immediately if booklets are missing or have incorrect sequence numbers.** Instructions will be given on how to handle the issue.

**NOTE:** You will be responsible for all exam booklets listed in the packing label. If exam booklets are missing, you will be responsible unless you contact National Registry immediately after receiving the shipment. If we do not receive a report from you immediately after the shipment is received indicating there were missing booklets, we will assume no exam booklets were missing.

If the contents exactly match the EA Report in quantity, sequence numbers, and there are no damaged booklets, sign the EA Report to certify that you have received a complete and accurate exam order, and then securely store the exams. See the *Securely Storing Exams* section.

Save the EA Report (and all other reports) and later return them to National Registry with the completed and returned exam materials.

## What to do about Damaged Shipments

When your shipment arrives, inspect your exam package for the following conditions:

- *Is torn open*
- *Appears to have been severely damaged*
- *Shows signs of tampering (being opened, then resealed)*

Please accept the package and contact National Registry immediately via phone, fax, or email. A clear description of the shipment must be given to National Registry so information can be passed along to the carrier. Take a photo and forward the photo to National Registry as soon as possible. National Registry will file the claim with the carrier, so include as much detail and information as possible.

Repackage the damaged materials for return to National Registry. A new shipment of exams will be sent promptly.

**NOTE:** Exam Administrators should not look at any of the exam questions, unwrap any exam packets (exam booklets and answer sheets), or divulge any exam contents before, during or after the exam.

## Securely Storing the Exams

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After you sign the EA Report, securely store the exams. The exams must be under double lock to be secure, such as a locked file cabinet or desk in a locked room or closet. At NO time should any exam booklets or answer sheets be left unattended on a table or desk.

### Storage Guidelines

- *Combinations and keys must only be available to you.*
- *The secure area must not be readily accessible to the public, potential candidates, or other unauthorized persons.*
- *If you are driving to an exam site, make sure the exams are stored out of view in the car.*
- *If flying to an exam site, the exams must be stored in a locked briefcase or bag and carried onto the plane.*
- *In a hotel room, the exams should be stored in the hotel safe. If the hotel does not have a safe, exams must be stored in locked luggage.*

**\*NOTE:** You must store exams in a manner that will allow you to know if anyone has disturbed them. Exams must be kept secure at all times from delivery until return to National Registry. Except for candidates who access an individual copy of the FSMCE exam during the actual examination period, no one is permitted to review or have access to exam books or materials.

## Preparing the Exam Site

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Selecting an appropriate exam site is important. An exam site must meet specific requirements, including seating arrangement guidelines to ensure that all candidates will take the exam under the same conditions.

## Preparing the Exam Site

### Exam Site Requirements

Please use the exam site checklist provided in the Administrative Packet to check the exam room (*see sample in Appendix D.*) This form must be filled out and returned with the answer sheets.

- *Accessibility requirements should conform to all appropriate accessibility laws and codes.*
- *The site must meet all safety and occupancy codes of the jurisdiction where it is located.*
- *There must be a minimum of at least nine square feet of floor space per candidate, excluding reception areas, rest rooms, and office or storage space.*
- *Acoustics must allow each candidate to hear instructions clearly.*
- *Lighting at each candidate's workspace must be adequate for reading fine print.*
- *Ventilation and temperature control must be adequate for the health and comfort of the candidates.*
- *Seating and writing surfaces should be appropriate for candidates and exam materials.*

### Seating Guidelines

- *Prepare the seating arrangements to ensure that no candidate is tempted to obtain answers from another candidate's paper.*
- *Assign seats so that there is **at least** three feet of space between candidates on all sides (including front and back). Do not allow candidates to choose where to sit or to sit close to one another. Make sure you do not allow relatives and friends to sit next to each other.*
- *If you have the opportunity, pre-assign seats to each candidate. Appendix E contains a seating chart and (on the back) an exam booklet audit Form that you could use for this purpose.*
- *When an exam is held in the same room as training, candidates should not sit in the same seats as they did for the class. Re-assign the seats and have the candidates move to new seats. You may need to adjust the seating to meet the required three feet of separation between candidates.*
- *If rooms have inclined floors, tiers, or elevated seating, more than three feet between candidates may be needed to prevent them from being able to view others' papers.*
- *Candidates should face the same direction so that you can be aware of their actions and the direction of their gaze.*

## **Preparing the Exam Site**

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### **Report Times**

You or the trainer determines the exam schedule and candidate reporting time. It is suggested that staff and Proctors arrive at least 30 minutes prior to the initial candidate reporting time. It is advised to allow at least 20 minutes for the instructions to the candidates and the distribution of exam materials.

## **Selecting and Training all Support: Proctors, Readers and Translators**

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Certain circumstances may require the assistance of others such as Proctors, Translators, and Readers during exams. Proctors, Translators, and Readers must remain objective with no conflict of interest. For example, a family member or friend of the candidate is unacceptable for these positions. A Proctor briefing should be held the day of the exam to review proctor duties. Proctor assignments should be made at this time. It is very important that the Proctors understand their responsibilities and duties. They must be reminded that security is the most important aspect of the exam administration and that at no time should any exam material be left unattended.

## Selecting and Training all Support: Proctors, Readers and Translators

### Proctor Responsibilities and Requirements

As the Exam Administrator, you can serve as Proctor for the first 35 candidates only. Beyond that number, there must be one proctor for every additional 35 candidates, or any part thereof, taking the exam (see table on page 6 of this manual). Additional Proctors may be necessary if there are approved special needs candidates or if some unusual feature of the exam room inhibits adequate security (too small or too large, L shaped room, columns or posts obstructing oversight of candidates, etc.).

It is your responsibility to locate, hire, train, and supervise competent Proctors for the exam, as needed. Teachers from local schools are good options for Proctors.

You should meet with Proctor(s) in advance and on the day of the exam to explain how the exam will be administered and to go over Proctors' responsibilities.

Proctors must help perform all duties required at the exam site; therefore they should review this manual as part of their training. Proctors must also

- *Be at least 18 years old*
- *Have visual acuity sufficient to read the print on: the candidates' admission documents, their identification document, instructions in this manual, answer sheets, and related exam materials*
- *Have auditory acuity sufficient to hear candidates' spoken comments and whispered questions to them during the exam*
- *Be able to move throughout the exam area to distribute materials and to assist candidates*
- *Sign the Agreement Form for Proctors, Readers, and Translators that accompanies every exam order in the Administrator Packet (see Appendix F for a sample)*
- *Follow all standards of administration outlined in this Administration Manual as required by National Registry*



## Selecting and Training all Support: Proctors, Readers and Translators

### Reader Responsibilities and Requirements

A Reader is an individual who reads the exam questions to a candidate who otherwise would not be able to read the exam (illiterate, limited English Proficient, visually disabled, etc.). Where a reader is provided, extra room(s) will be needed. It is your responsibility to locate, hire, train, and supervise competent Readers for the exam, as needed. Teachers from local schools are good options for Readers.

Readers must meet the following requirements:

- *Be at least 18 years old*
- *Have good reading skills and a clear voice. The tone of voice must remain objective, with no inflection that cues the candidate to the correct answer.*
- *Complete the Agreement Form for Proctors, Readers, and Translators Form that comes with each exam order (see Appendix F for a sample)*
- *Have visual acuity sufficient to read the print on the candidates' admission documents, their identification document, instructions in this manual, answer sheets, and related exam materials*
- *Have auditory acuity sufficient to hear candidates' spoken comments and whispered questions to them during the exam*
- *Follow all standards of administration outlined in this Administration Manual as required by National Registry*

### Translator Responsibilities and Requirements

If the *Exam Administration Script* (instructions to candidates) is not available in the language of the exam (Chinese, Spanish etc.), you may hire an oral translator, at least 18 years old, to translate the directions for the exam. However, no translation, interpretation, or assistance for the exam itself may be provided. National Registry does not have a provision for oral interpretation of the exam on site.

The translator must fill out the *Agreement Form for Proctors, Readers, and Translators Form* that is included in each Administrator's Packet. *See sample in Appendix F.*

See **About the Exam** (*Appendix G*) for information on the available languages for the Food Manager Exam.

**NOTE:** NO translation interpretation or assistance for the exam itself may be provided. National Registry does not have a provision for oral interpretation or simultaneous translation of the exam on site.

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**Handling Special Needs (ADA) - (Pre-arranged with NRSFP)**

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Candidates needing a special accommodation under the Americans with Disabilities Act (ADA) are required to complete an *Accommodation Request Form* and a *Documentation of Disability Related Needs Form* available from National Registry. Contact National Registry for more information on these forms. If a special accommodation is granted, National Registry will provide specific instructions. You must not deviate from the standard exam administration procedures for any candidate without prior approval from National Registry.

## At/During the Exam

### General Administration Guidelines

The reliability of the exam score depends partly on the way the exam is administered; not just on the way it was developed. Therefore, you should use the following guidelines:

- Under **no** circumstances are the poly-bags on the exam to be opened by anyone other than the candidate taking the exam. Each opened exam packet should have the signature and the printed name of the candidate on the front. **National Registry will assume that any opened exam booklet without a candidate signature and printed name is a result of unauthorized viewing of the exam materials by someone other than the candidate.** Appropriate actions will be taken.
- Exams may only be used by one candidate and then must be returned to National Registry with the Answer Sheet.
- Only you, Proctors, Readers, Translators, approved observers and candidates are allowed in the exam area. No visitors are permitted.
- No cameras, tape recorders, radios, cell phones, beepers/pagers, electronic transmitting devices, notes, reference materials, books, briefcases, backpacks, portfolios, purses, etc. are allowed on the table or desk during the exam. Encourage candidates to leave these items at home or in another secure location during the exam. However, if candidates bring any of these items into the exam room, all devices must be turned off and stored at the front or back of the room or in an appointed location. Candidates should not be allowed access to any of these materials during the exam. Cell phones may have photographic and texting capabilities, so they should remain off and not in the possession of candidates during the entire exam.
- Do **NOT** permit candidates to wear ball caps or visors during the exam. Candidates need to remove the headwear and place it under their chair during the exam.
- Candidates are not allowed to talk or move around during the exam.
- Candidates having an emergency or a need to use the restroom should raise their hand. Secure their exam materials and allow the candidate to leave. Candidates may not take any materials (books, notes, cell phones etc.) to the restroom. **Only one candidate is permitted to leave the room at a time.**
- Administrators, Proctors, and others are not permitted to comment on or respond to any candidate concerning exam questions.
- If a candidate feels there is a misprint or an error in a exam question, or has a comment on a exam question, provide the candidate with a *Candidate Comment Form*. National Registry staff will review the comment form when exams are scored.

## Approved Site Visitors/Observers

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No individuals other than the Exam Administrator, Proctors, Readers, Translators, and candidates are permitted in the exam area at any time. Site Visitors/Observers must be pre-approved by National Registry before they are permitted in the exam site. Contact National Registry for approval of Site Visitors/Observers.

## Preparing the Exam Site

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Before allowing a candidate into the exam room, the candidate's identification **MUST** be checked. This includes candidates who have been attending a training session prior to the exam. If the candidate's identification was checked by the Exam Administrator before the training session, and the candidates have not left the room, it does not need to be checked again. However, if the candidate's identification was not checked by the Exam Administrator before the training session, it must be checked before the exam.

Each candidate **MUST** have valid government-issued photo identification. The following are examples of acceptable official photo identification:

- *Valid state driver's license*
- *Current passport*
- *Current military identification*
- *Valid state identification with photo*
- *Valid Immigration and Naturalization Service Employment Authorization Document or Alien Registration Card*

## Beginning the Exam

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Instructions may begin early if all candidates have been checked in and are seated. If all the candidates have not reported, do not begin reading the instructions until the designated start time. Once the instructions are started, the exam doors must be closed.

## Late Candidates

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Late candidates may enter the exam room up to the time that the first candidate has left. After the first candidate has finished the exam and left the exam room, no other candidates will be allowed to enter the exam room.

## **Distributing Exam Materials**

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Once candidates are seated, distribute one exam packet to each candidate. Candidates should not have anything on top of their tables except for their identification and pencils.

Give the exams out in serial number order (this is the number located under the first bar code at the top of the exam booklet). Do not skip booklets or hand out in groups down a row or in a section.

Once the exam booklets have been distributed and before the exam begins, count the number of exam booklets distributed, as well as the number of unused exam booklets. Together they should equal the total number of booklets on the *Exam Administrator Report Form*. If there are any discrepancies, these need to be resolved before beginning the exam. If more than one exam room has been used, keep a record of the serial numbers issued to each exam room or Proctor. This will be helpful in accounting for all exam material prior to the beginning of the exam.

Additional pencils should be available for the candidates.

## **Handling the Unexpected**

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### **Emergencies**

In case of a fire or weather-related evacuation, never endanger yourself or a candidate. Tell candidates to hand you their exams as they exit the room and building quickly. After the last candidate has left the room, exit the building quickly and take the exam with you.

If there is a power outage, collect all exams immediately. Do not allow candidates to talk with each other or discuss questions while they are waiting for the power to return. Return the exams to the candidates when the power is restored and continue the exam, adding the amount of time missed as a result of the interruption to the administration time. If the power is not restored, contact National Registry to arrange for rescheduling.

If any other emergency or disruption happens, determine if the candidates can continue or if the exams need to be collected and the exam rescheduled. Document it on the Incident Report Form and contact National Registry to arrange for rescheduling.

## Handling the Unexpected

### Candidate Illnesses

If a candidate becomes ill or is injured ask a Proctor, or another candidate if no Proctor is available, to call for assistance. Remain with the ill or injured candidate until help arrives. If a candidate cannot continue the exam, note on the front of the exam booklet the time in which the candidate became ill or injured. Document what happened on the *Incident Report Form* (Appendix H) and attach the candidate's answer sheet to the form.

If a candidate decides not to finish the exam, collect his/her exam materials. Write on the exam booklet and the answer sheet that the candidate chose not to finish the exam, and document what happened on the Incident Report Form.

### Defective or Damaged Exam Material

**Prior To The Beginning Of The Exam**, if a candidate finds an exam booklet that is misprinted, such as a page that is illegible or missing or a torn answer sheet, use one of the extra unused exam booklets. Do not allow the candidate to keep the defective material. Write what was wrong on the front of the misprinted or damaged exam booklet and document it in the *Incident Report Form*. Remember to update the exam number on the audit form.

**After The Exam Has Begun**, if the answer sheet is torn or damaged, have the candidate continue by marking their answers to the questions in their exam booklet and make note of it on the *Incident Report Form*. **DO NOT REPLACE THE ANSWER SHEET ONCE AN EXAM BEGINS.**

If all exam booklets have a misprint (missing page, etc.), continue with the exam, if possible. Have candidates answer the remaining questions and contact National Registry on the next business day following the exam administration.

### Candidate Questions & Comments

You should only answer procedural questions, such as how to complete an answer sheet. No questions should be answered about any exam questions during the exam. Never interpret the meaning of words, reword or rephrase exam questions or answer choices, or pronounce words for candidates. However, if a candidate feels there is a misprint or an error within an exam question, the candidate should complete a *Candidate Comment Form* and explain their position. It will be reviewed when exams are scored.

## Candidates Completing the Exam

---

Once a candidate completes the exam he/she is free to leave. Do not allow candidates leaving early to disrupt the candidates still taking the exam. It is best to go to the candidate and collect the pencil, exam booklet, and answer sheet. Make sure of the following:

- *All personal information is properly coded on the answer sheet. If any of the personal information has not been filled in properly, ask the candidate to correct it.*
- *The candidate signed both the answer sheet and exam booklet.*
- *Candidate Comment Forms have been collected, even if they ultimately did not use them.*

Then, dismiss the candidate. If there have been any irregularities during the exam, do not permit the candidate to leave until the conclusion of the exam and after all exam materials have been accounted for. Ask him/her to quietly remain seated until the exam period ends.

## Exam Conclusion

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You will need to go to each candidate individually and collect the exam materials. Do not permit the candidates to come to you. As the exam material is collected from the candidates, check to verify that both the exam booklet and answer sheet have been turned in. **All exam booklets, answer sheets, and any comment forms that were given out MUST be collected and accounted for.** Exam booklets should be placed in serial number order. The number of answer sheets and opened exam booklets must agree with the number of candidates who took the exam. Once all materials have been accounted for, then dismiss the candidates.

## Dealing with Suspected Dishonesty (Cheating)

---

Cheating or an attempt to cheat is considered a serious offense by National Registry. Cheating incidents include:

- *Talking to another candidate*
- *Looking onto another candidate's papers*
- *Using notes or reference materials*
- *Removing any exam materials from the exam room or area*
- *Attempting to copy exam material with a scanner or camera*
- *Attempting to obtain information through an electronic transmitting device, such as a cell phone or other communication device*



## Dealing with Suspected Dishonesty (Cheating)

A warning should first be given to a candidate who is talking to another candidate. Remind them to remain silent during the exam. If talking continues, move one of the candidates to another location in the room. Moving a candidate to another location in the room is also acceptable if you suspect or see the candidate looking at another candidate's answer sheet. If the actions continue and cheating can be confirmed, you have the authority to terminate the exam.

If you see a candidate reading from notes, copying questions onto paper or other materials, or otherwise stealing exam questions (scanning, taking pictures of, etc.), ask him or her to step to the back of the room with you. **Do NOT leave the other candidates alone if you are the only Exam Administrator in the room.** Pick up the candidate's exam booklet, answer sheet, and notes. Once at the back of the room, let the candidate know that this incident is unacceptable and will be reported. Keep the candidate's notes, reference materials, scanners or cameras. Inform the candidate that these materials will be forwarded to National Registry. Should National Registry identify any exam related items in the materials, National Registry will remove the exam related items before returning the materials to the candidate or forward the materials to a law enforcement agency for prosecution. Should no exam related items be found, National Registry will return the materials to the candidate once the review is complete or within thirty (30) days of the date of the exam, whichever is sooner. Send all confiscated notes, references and materials along with a completed *Incident Report Form* back to National Registry along with the exams.

**NOTE:** The National Registry may subject candidates suspected of cheating to penalties including (but not limited to) the following: canceling their examination score (with no refund or credit for any future exam), denying scoring of their exam, revoking their certification or legal proceedings to recover costs associated with lost exam questions.

The following are general guidelines for handling these situations:

- *Before accusing, get proof.*
- *Where proof is not forthcoming, quietly separate candidates who are talking or copying from others.*
- *Do not disturb the other candidates. If necessary wait until after the exam to take action.*
- *Treat all candidates with dignity, even if they are suspected of wrongdoing.*
- *Document as much as possible. Provide detail on the seating layout, the date, time, exact description of what was observed, the candidate or candidates who were involved, what you did to remedy the situation, the demeanor and response of the candidate, etc. List names and contact information of others who can corroborate the incident.*

## Restroom Breaks

---

Encourage candidates to use the restrooms prior to the beginning of the exam. If a candidate has an emergency or needs to use the restroom, he/she should raise his/her hand. The proctor needs to secure exam materials and dismiss the candidate. Do not leave the booklet open so another candidate can view the exam answers. Only one candidate may leave the exam room at a given time. Candidates may not take their personal belongings (stored in front or back of the room) with them into the restroom. No other materials should be taken into the restroom.

## When to Use the Incident Report Form

---

It is important to document any incident that occurs during an exam. Fill out an *Incident Report Form*, if a candidate:

- *Is suspected of cheating*
- *Becomes ill or injured*
- *Disrupts the exam*
- *Arrives very late or leaves very early*
- *Decides not to finish the exam*
- *Has defective exam materials or*
- *Has an address that does not fit in the spaces provided on the answer sheet*

Fill out an *Incident Report Form*, if anything out of the ordinary occurs during the exam including the following:

- *Fire alarms or alarms of any kind*
- *Any disruptive occurrence which may have disturbed candidates*
- *Excessively cold, hot, or otherwise uncomfortable exam conditions*
- *Electricity or lighting interruptions or*
- *Anything you think might have impacted the candidates ability to answer the questions*

## Administration Script & Instructions

If candidates have just completed a training session, it is recommended that they use the restroom, stretch, and relax for about 15 minutes before the exam. This may help reduce some of their anxiety. Have candidates store all belongings in the front or back of the room. Candidate should be directed to seats that are different from their seats used during training.

Before reading this script, turn to page 27 and fill in the Trainer code, Administrator Code, Training Hours and Curriculum Code.

Remember: Everyone **MUST** have a government-issued photo I.D. such as a driver's license or passport to take the exam (see *General Guidelines* for a full list of acceptable identification). Any candidate without an I.D. **CANNOT** sit for the exam and must immediately leave the exam area.

**NOTE: The items in quotes are to be read exactly as they appear. Do not change the words or omit any instructions.**

After you or the Proctors have seated and identified all candidates, the following script is to be read in its entirety.

### Welcome

*(Include bracketed information if you were also the class trainer).*

“Hello, [You know my name but I am going to repeat it here for the exam record.] My name is \_\_\_\_\_, and I am a registered Exam Administrator for National Registry of Food Safety Professionals, the developer of the Food Safety Manager Certification Exam that you are taking today. [When we worked together before, I represented, (insert your company, school), as your trainer.]

As Exam Administrator, it is my responsibility to administer this exam in a manner that will allow each of you to perform to the very best of your ability. The administration procedures may seem lengthy and formal, but I must use exactly the same standards that every other National Registry Exam Administrator uses.”

*(If you are using Proctors:)*

“Working with me today as Proctor(s) will be \_\_\_\_\_.”

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## **General Directions**

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“There are general guidelines that you must follow during the exam. There is to be no talking or moving around the room by candidates during the exam. There is to be no smoking, eating, or drinking in the room. If you are wearing a ball cap or visor, please remove it and place it under your seat. Cell phones and beepers must be turned off and stored with your other belongings. If you have an emergency or need to use the restroom, raise your hand. I will take your exam materials and secure them until you return. Then I will give you permission to leave the room. Only one person at a time is allowed to use the restroom. Do not disturb other candidates taking the exam.”

“There are 80 questions on this exam that will count toward your score. You are encouraged to fill in an answer to every question. Your score is based on the number of questions you answer correctly. You will not be penalized for incorrect answers. I [*or the Proctors and I*] can only answer procedural questions, such as how to complete an answer sheet. We can’t answer questions about any exam questions, interpret the meaning of words, reword or rephrase exam questions or answer choices, or pronounce words for you. However, if you feel there is a misprint or an error within a question, you should complete a *Candidate Comment Form* and explain what you believe is the problem with the content of the exam question. It will be reviewed when exams are scored.”

“Communication with another candidate for any reason or copying or sharing answers during the exam is considered cheating. Taking the exam booklet or any exam materials out of this room or discussing exam questions with others is also considered cheating. If any form of cheating occurs, I will collect all of your exam materials and notify the National Registry.”

*(Answer any questions and continue.)*

## **Distribution of Exam Packet**

---

“At this time remove everything from the top of your table or desk except your identification and pencils. You will need to use a No. 2 pencil – no ink. I have extra pencils if you need one during the exam.”

“I will now hand out your exam packet. Please do not open the packet until I instruct you to do so.”

*(Distribute the exam packets one per candidate and record the packet number on the audit form next to the candidate name.)*

“Now open your packet.” *(Allow time for candidates to open and remove the poly-bag wrapper.)*

“Refer to the front cover of the exam booklet. In the indicated spaces print your name and then sign your exam book.”

“Now carefully tear out your answer sheet from the back of the booklet and keep your booklet closed.”

## Answer Sheet Instructions

---

(See the Sample of answer sheet in *Appendix I*.)

“Please do not begin marking your answer sheet until I give the instructions for each section. Look at the top left corner of the sheet. We will begin with your name. Your name will appear on your certificate exactly as you enter it here, and your results will be mailed to you according to the address provided, so you must be careful to fill in the information correctly. The name provided **must** match the name on your identification. There is a \$12 fee if National Registry must reprint or resend your certificate.”

“The first section is for your **LAST NAME**. For instance, John Smith Jr. would fill in Smith in this space. Write your last name one letter per square. Fill in the corresponding bubble. Fill in the bubble completely and continue carefully to the next column. The columns are shaded to help you mark in the correct column for each letter. If there are more letters in your name than there are squares available, fill in as many letters as possible.”

*(Answer any questions and continue.)*

“The next section is for your **FIRST NAME**. Here, John Smith Jr. would enter John. Again, write only one letter per square. This name must match the name that appears on the identification provided. For instance, if John’s legal name were Jonathan, he would enter Jonathan on his answer sheet. You may include a middle name or initial in this section. Write your first name, skip a box for the space, and then write your middle name or initial, one letter per box. Once you have entered the letters, bubble in the appropriate letter for each column. For a space, there is no need to fill in the empty bubble at the top of the column.”

“Please fill in the **SUFFIX** section for any suffixes, such as Jr., Sr., III, and so on. Complete the lettering and bubbling as you did in the previous sections. If you do not have a suffix in your name, ignore this section.”

“If you make a mistake and blacken the wrong bubble, erase it completely, and then blacken the correct letter bubble. Is everyone ready to go ahead? If you need help, please raise your hand.”

*(Help anyone who is having difficulty. Do not go ahead until everyone is ready.)*

“For the section marked **STREET ADDRESS**, fill in the squares for your **personal** street address or post office box, one letter or number to a square. Be sure to leave one blank square for spaces between the street number and street name. Abbreviate for Street (St), Road (Rd), North (N), etc. If your address does not fit in the space provided, please raise your hand so that I can make a note of this for National Registry.” *(Make note of this on an Incident Report Form.)*

## Answer Sheet Instructions

---

“Fill in your apartment or suite number in the **APT#** section that follows the address section. Fill in letters and numbers in the columns below, using the empty bubbles to indicate spaces or symbols. If you have no apartment number, ignore this section.”

**NOTE:** The address the candidate uses should be their personal mailing address. Please stress this to them.

“Fill in the letters for the name of your **CITY**, and then fill in the two-letter postal abbreviation for your **STATE**. For example, Florida is FL. If there are not enough squares, fill in as many as possible. Blacken the appropriate bubble beneath each square. The final section on this line is for your **ZIP/POSTAL CODE**. Write your zip/postal code (see Appendix J for a list of state abbreviations), one number per square then blacken the bubbles in the columns below. Your scores cannot be mailed without a correct zip code.” (*Wait until everyone is ready and continue.*)

(If the exam is being administered outside of the United States or candidates are international, *Appendix K* contains a list of acceptable country abbreviations that may be used.)

“At the bottom of the sheet, find the section requesting your **CANDIDATE ID**, number fill in your Social Security Number. Write one number per square then fill in the bubbles in the columns below. Please note that the National Registry uses a social security number only as a method of tracking records for organizations, state, county, or city jurisdictions. Many of them require a social security number as identification for their files. National Registry does not sell or provide candidate information to list or sales groups. If you do not wish to provide your Social Security Number, leave the Candidate ID blank and the National Registry will assign you a unique number.”

**NOTE:** If appropriate, inform candidates that their organizations require a full Social Security number for the candidate’s Human Resources file or class records.

*(Pause to allow everyone to catch up and then continue.)*

“At the bottom of the page, print your email address using **CAPITAL LETTERS ONLY**. Start in the left most boxes. If there are more boxes than you need, leave them blank. The @ and “.” are printed for you. There is an example for you to follow.”

*(Pause to allow everyone to catch up and then continue.)*



## Answer Sheet Instructions

“Turn your answer sheet over. At the top on the left-hand side, print as neatly as possible the information requested. This is used to complete any information that you did not have room to fill in on the front, and to check the information you bubbled in. In the space for sponsor, companies, or school, write the name of the group providing the training/exam session.” (*You may need to provide the name of your company, school, etc. for your candidates.*) “Below this box, fill in today’s **DATE**. Darken the bubble next to the month; write today’s date and year. Darken the bubbles for each number.” “Please write the following codes in the boxes as I call them. I will give you time to darken the bubbles afterward.”

<b>Trainer Code</b>	
<b>Administrator Code</b>	
<b>Training Hours *</b>	
<b>Curriculum Code</b>	

**\*NOTE:** The ‘training hours’ space is meant to represent the amount of time instruction has occurred. Class breaks and the time spent taking the exam are not included.

*Appendix L* of this document contains a list of the Curriculum Codes that may be put in the box above.

*(Allow time for candidates to complete bubbles.)*

“Now, turn over the exam booklet over to the back page. Please read silently as I read the statement aloud.”

“I agree to follow National Registry’s exam administration rules, including (but not limited to) the following:

1. National Registry Administrators or Proctors may stop me from entering the exam area if I do not have proper ID or if administration has begun;
2. The Administrators or Proctors at my exam site may take any reasonable actions necessary to properly administer the exam and keep the exam site secure;
3. The Administrators or Proctor may reassign my seat before or during the exam if necessary;
4. I will not communicate with other candidate in any way;
5. I may take the exam only for the purpose of becoming a Certified Food Safety Manager;
6. I will not take any exam materials from the exam site;
7. I will not copy any exam materials, and I will not repeat exam questions or answers to others.
8. I will not give examination questions or answers to others.



## **Answer Sheet Instructions**

---

I hereby acknowledge and consent to the confiscation by the exam administrator of any external device capable of recording sound or written material, which is found in my possession during the administration of a National Registry of Food Safety Professional exam. I agree that such a device may be sent to National Registry of Food Safety Professionals ("National Registry") for review. Should the National Registry identify any test related item(s) on the device, the National Registry may remove such material before returning it to me, or relinquish such device to a law enforcement agency for prosecution.

Should no exam related item be found, the National Registry agrees to return the device to me once its review is complete or within 30 days from the date of the exam, whichever is sooner. I hereby indemnify and hold harmless the National Registry for any claims I may have (excepting gross negligence and intentional misconduct) relating to the confiscation of such external device taken under the conditions above described.

I understand that if I do not follow the rules described above that the National Registry may subject me to penalties including (but not limited to) the following: canceling my examination score (with no refund or credit for any future exam), denying scoring of my examination, revoking my certification, or legal proceedings against me to recover costs associated with lost exam questions.”

“I certify that all the information contained on my Certified Food Safety Manager answer sheet is true and accurate to the best of my knowledge. If I become certified and wish to continue being certified as a Food Safety Manager, I understand that I must retake and pass the exam every five years, or more frequently as the law in my location or my company of employ may require.

I understand that the National Registry may:

- Report passing status to my Exam Administrator
- Report passing status and verification of my certificate number to local health agencies upon request of such information
- Report passing status and verification of my certificate number to my current or new employer upon request of such information
- Send me correspondence that applies to my certification”

## **Answer Sheet Instructions**

---

I understand that my personal standards of honor and integrity must, at all times, be above reproach and I must conduct myself in a manner that reflects favorably on my profession. By doing so, I will strive to create an ethical climate within my organization, my industry and the community of clients which I serve, building honesty and trustworthiness in all my relationships and ensuring my reliability in performing my assigned responsibilities.

- I pledge to be truthful and accurate in what I say, do and write.
- I will promote cooperation in my working relationships and adhere to the law at all times.
- I will demonstrate a commitment to excellence in all aspects of my profession.
- I will promote and encourage the highest level of food safety within the industry.
- I will act in a manner free of bias with regard to religion, ethnicity, gender, age, national origin or disability.
- I will not misrepresent or permit misrepresentation of my qualifications, or the qualifications of my associates.
- I will have due regard for the environment and for the public safety, health and well-being.
- I will always strive to maintain competence by remaining current with changes in the industry.
- I understand the certificate; logo and marks are property of National Registry.
- I will uphold and follow all policies and procedures required by National Registry to remain in good standing.

I understand the terms of the Candidate Examination Consent and Code of Conduct and by taking the examination agree to follow them.

“Now refer to your answer sheet. Find the boxes at the top right corner of the sheet. Read silently, as I read the statements aloud. The top box reads, ‘I have read and understand the terms of the Candidate Examination Consent Form and Code of Conduct and by taking this exam agree to follow them. I authorize the National Registry to release my results to the appropriate parties.’ Please sign this statement now.”

“On the right side of the sheet is an area in a box for demographic information. This information is kept strictly confidential. It is voluntary to give this information. National Registry uses it only to understand who is taking the exam. It provides them with the opportunity to continue to develop exams that allow you to perform to the best of your ability. The optional information includes your racial/ethnic origin, native language, last year of school, and birth year. You may complete these questions now.”

“Now recheck your answer sheet and make sure you have entered the correct information.”

*(Allow time for candidates to re-check the answer sheets. Once everyone has finished, continue.)*

“Are there any questions?”

## **Answer Sheet Instructions**

---

“On the bottom half of the answer sheet, you will find space for 85 questions. Your exam may have 80 or 85 questions. If your exam has 85 questions, it contains 5 extra questions that are being evaluated. These extra questions will not be scored and will not count against you. Make sure you start at number one and answer each question in the appropriate box. Remember, no credit will be given for answers marked in the exam booklet. Answers will only be scored from the answer sheet. If you damage your answer sheet, please raise your hand for additional instructions. You may write or make marks in the exam book but remember to transfer any answers to the answer sheet.”

## **Procedural Directions**

---

“You should receive your results through the mail in about two weeks. In addition, upon successful completion, you will receive your certificate and score in the mail.”

“You have a minimum of two hours to finish the exam. Average time to take the exam is between one-and-a-half and two hours, but you may finish the exam sooner.”

“When you finish, raise your hand and I will take your exam materials. Do not leave your seat until your exam materials have been collected and I have dismissed you.”

“Candidate Comment Forms will be available. Please use the comment form to provide feedback if any exam question seems confusing or inaccurate. Complete the form and return it at the end of the exam. I send these back with the exams. All comments receive full consideration. Due to exam security, you will not receive a written reply to the comment. When you finish, do not stay in the exam area or use the same restroom that is designated for exam candidates.”

“Do you have any questions before we begin?”

*(Answer any questions, and continue.)*

“Now open your exam booklet and check each page to be sure your booklet is complete. You should have 80 questions. If you have any blank pages or if you think you have a defective booklet, raise your hand. Once you have checked your booklet close it until I tell you to begin.”

*(Resolve any defective booklet issues.)*

“You may begin your exam now.”

## **At The Conclusion Of The Exam**

---

You or your Proctors need to personally collect the exam booklets, answer sheets, and any comment forms. Make sure you receive an exam booklet and answer sheet from each candidate. **Allowing a candidate to leave the room with an exam booklet or answer sheet is considered a security breach and you will be held responsible.**

CHECK FOR THE FOLLOWING: AS THE CANDIDATES LEAVE.

### **Answer Sheet**

All personal information data has been properly coded on the answer sheet.

- Name
- Personal mailing address
- Social Security Number or last four digits
- Trainer Code
- Administrator Code
- Training Hours
- Curriculum Code
- All answers have been marked clearly on the answer sheet
- Answer sheet has been signed in the space provided

### **Exam Booklet**

- Name has been printed on the exam booklet cover
- The exam booklet has been signed

### **Miscellaneous**

- Candidate Comment Forms have been collected
- IDs have been checked against the signature

Account for all materials, making sure nothing is missing. Once all exam materials are accounted for, dismiss the candidate.

## Returning the Exams

1. Place the following reports, fully completed, in the Answer Sheet Envelope:
  - EA Report Form
  - Incident Report Form
  - Exam Site Checklist Form
  - Used *Agreement Form for Proctors, Readers, and Translators* Form(s)
  - Used Candidate Comment Form(s)
2. Fill out the entire front of the White Answer Sheet envelope (*see Appendix C*). Be clear about how you would like Candidate and Exam Administrator results.
3. Place the used answer sheets, **alphabetically sorted by last name**, in the Answer sheet envelope.
4. Separate used and unused booklets. Put each batch, separately, in consecutive order by the number printed on the front cover.
5. Pack exam booklets. Exams must be separated by exam date if returning exams for multiple dates, or by individual class for multiple Exam Administrations in the same day. **Do not keep any exam booklets.**
6. List the serial numbers of the used and unused booklets in the appropriate section of the EA Report; make a copy of the report for your records.
7. Seal the return envelope. Put the sealed envelope, exam booklets, and unused answer sheets in an approved shipping box. Use boxes only as soft packs may be damaged in shipment. All carriers strongly suggest that a new box is used for shipping and the original box is discarded. Ship the box via a traceable, signature-required carrier (UPS, FedEx, Airborne Express, and DHL) **no more than two business days after the exam is given**. For the purpose of this exam, business day is defined as normal business hours, Monday through Friday. In the event there is a problem with the return of the exam materials, please call National Registry to advise us of the circumstance and when materials will be returned.

**NOTE:** The U.S. Postal Service is not traceable and therefore, not an acceptable carrier.

8. If an exam date is postponed or cancelled, all unused exams can be kept for no more than 30 days.
9. See Appendix A for additional instructions for bulk orders.

## **Receiving Results**

National Registry will send exam results to you or your designee within two weeks after the date of receipt of the exam materials.

The *Pass* and *Candidate Lists*, and *Group Diagnostic* report are faxed, emailed, or mailed via Priority Mail to you for every class in the delivery method you selected on the Answer Sheet Envelope.

## Appendices

### Appendix A: Bulk Ordering

Bulk ordering is a process of obtaining one order for multiple classes rather than each order individually. The exams for those classes are sent to just one location by National Registry.

You must submit a request in writing and be approved to participate in this program. If you have not been approved specifically for the bulk order process, the standard order process and requirements apply.

Once approved, you are responsible for sending the exams to their respective locations by secure means (*see the **Returning the Exams** section for approved shipping methods*).

**SECURITY OF THE EXAM PROCESS REMAINS CRITICAL IN THE BULK ORDER PROCESS.** The Exam Administrator may retain all unused exams in a secure location for up to 90 days.

**NOTE:** Due to the volume levels, bulk orders cannot be rushed.

#### Eligibility Requirements for Bulk Ordering

In order to participate in the bulk order process, you must:

- *Be an active Exam Administrator for a minimum of 6 months*
- *Be in and remain in good standing in regard to exam security and procedures*
- *Have adequate secure storage for a larger number of exam (see the **Securely Storing the Exam** section).*
- *Be in and remain in good standing in regard to account payment*
- *Follow all procedures for placing and returning shipments including returning bulk orders when required.*



## Appendix A: Bulk Ordering

---

### Additional Procedures

In addition to following all other policies and procedures in this manual, as an Administrator of bulk orders, you must follow these additional procedures:

- All unused exams can be kept for no more than 90 days.
- A tally/audit of both used and unused exams must be made after each class to verify that no security breach has occurred; this information must be provided to National Registry at any time it is requested.
- A copy of the completed *Exam Administrator Report Form (EA Report)* must be included with each returned batch of exams.
- If multiple orders are used, exams and answer sheets are to be separated by order number before returning to National Registry and the completed EA Report must be included for each order.
- Once the exam is administered, you may retain unused exams in a secure location for up to 90 days, for use during that time frame.
- After each exam administration, used exam materials -- including answer sheets, exam booklets, and candidates' comment forms -- must be returned to National Registry.

## Appendix B: Exam Administrator Report Form (EA Form)

The Exam Administrator Report Form (EA Form) is sent with each exam order. This report includes:

- Packing List - Lists all contents and quantities in the exam order
- Order Number
- Reported Exam date

Audit the exam order upon receipt and fill the requested information on Part A.

Once exams are administered, fill out Part B and send back with your order. **This form must be sent back to National Registry with the completed exams.** Bulk order Administrators will need to make copies of this form for return with all exam administrations.

[illegible]

## Appendix C: White Answer Sheet envelope

Select your preference


Select your preference

### National Registry of Food Safety Professionals

Enclose the following:

1. Completed Answer Sheets (in Alphabetical Order)
2. Completed Exam Administrator Report Form
3. Used Proctor, Reader or Translator Forms
4. Incident Report Form
5. Completed Candidate Comment Forms

5728 Major Blvd., Suite 750  
Orlando, FL 32819  
1-800-446-0257  
Fax 407-352-3603  
www.nrfsp.com  
customerservice@nrfsp.com



**Complete the Following:**

Exam Administrator Name \_\_\_\_\_

Company Name \_\_\_\_\_

Administrator Code \_\_\_\_\_ Exam Date \_\_\_\_\_

Exam Site \_\_\_\_\_

Phone Number \_\_\_\_\_

Fax \_\_\_\_\_

**Preference for Full Class Results:**

☐ Fax to administrator.

☐ Email to: \_\_\_\_\_

☐ Mail via Priority Mail to administrator (address on file).  
All class results will be sent.

☐ Notify Department of Health for the Following States: \_\_\_\_\_

**Preference for Returning Individual Results:**

☐ Mail to each candidate as addressed on answer sheets.

**-OR-**

☐ Mail to the administrator (address on file) with class results.

☐ Please follow special instructions below: \_\_\_\_\_

**For Registry Use Only**

Order ID \_\_\_\_\_ Batch # \_\_\_\_\_

Date Returned \_\_\_\_\_ By \_\_\_\_\_ Date Processed \_\_\_\_\_ By \_\_\_\_\_ Date Out \_\_\_\_\_ By \_\_\_\_\_

File \_\_\_\_\_ Count \_\_\_\_\_

Notes \_\_\_\_\_

Fill in order #

Complete this section

## Appendix D: Exam Site Checklist

## National Registry of Food Safety Professionals

## Exam Site Checklist

5728 Major Blvd., Suite 750  
Orlando, FL 32819  
1-800-446-0257  
Fax 407-352-3603  
customer.service@nrfsp.com  
www.nrfsp.com



Use the following checklist to help you choose a location for use as a test site.  
Make any additional comments on the reverse.

**BUILDING**

Yes or No

- ☐ Does the site meet all safety and health requirements for the jurisdiction where it is located?
- ☐ Is the site within a reasonable commuting distance for candidates?
- ☐ Is public transportation available to the site?
- ☐ Is there a telephone available in case of an emergency?
- ☐ Does the site conform to the Americans with Disabilities Act (ADA) requirements?
- ☐ Are other rooms available if a translator is needed, or if a test needs to be read aloud?
- ☐ Are restroom facilities readily accessible?
- ☐ Are water coolers or fountains readily accessible?

**ROOM**

Yes or No

- ☐ Is the capacity limit of the room ample for the number of test candidates?
- ☐ Is the ventilation adequate for the rated seating capacity?
- ☐ Is the lighting bright enough to read the test booklet and see the answer sheet clearly?
- ☐ Are you able to regulate the temperature of the room? If not, is someone readily available that will be able to regulate the temperature on the day of the test?
- ☐ Are there any posters, blackboard notes, or other information posted in the room that may give away answers to the test? If yes, can these materials be easily removed and stored?
- ☐ Will you or a proctor be able to see all candidates at all times?
- ☐ Is the room quiet and free of noisy distractions?
- ☐ Are candidates able to hear directions clearly from all areas?
- ☐ Is there sufficient workspace for you to handle the tests securely?
- ☐ Is there an emergency source of light in case of a power outage?
- ☐ Can the room be locked in case of an evacuation?
- ☐ Are the room, cabinet, closet, and file locks strong enough to deter someone from breaking them?
- ☐ Do you have enough sharpened No. 2 pencils for the candidates and extras in case of breakage?

**SEATING ARRANGEMENT**

Yes or No

- ☐ Are individual desks a minimum of three feet apart in each direction? Or can candidates sit a minimum three feet apart in each direction if long tables are used?
- ☐ Does the room conform to the Americans with Disabilities Act (ADA) requirements?
- ☐ If the seating is tiered, is there enough seating to meet the minimum of three feet apart in each direction for candidates?
- ☐ Are there enough desks or tables to meet the required spacing for candidates?
- ☐ If individual desks are used is there enough desktop space to fit both the test booklet and answer sheet?
- ☐ Is the surface of the desk easy to write on?

## Appendix E: Audit Form & Seating Chart

### SEATING CHART – Optional Use

Use this form to replicate the layout of the room. Identify the front of the room, any doors, the podium, and any tables for storage of personal belongings.

Write the Candidate Number or name in the blank representing where the candidate is seated.


Audit Form on Reverse Side

**Appendix E: Audit Form & Seating Chart****Exam Booklet Audit Form – Optional Use**

Exam Booklet # To Be Completed as Booklets are Distributed

#	Candidate Name	Candidate ID #	Exam Booklet #	Exam Booklet Returned	Answer Sheet Returned	Comments
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Make additional copies as needed.

## Appendix F: Agreement Form for Proctors, Readers, and Translators (page 1)

### National Registry of Food Safety Professionals

5728 Major Blvd., Suite 750  
Orlando, FL 32819  
1-800-446-0257  
Fax 407-352-3603  
customer.service@nrfsp.com  
www.nrfsp.com



### Agreement Form for Proctors, Readers, and Translators

NOTE: PLEASE READ CAREFULLY BEFORE COMPLETING THE INFORMATION REQUESTED ON THE REVERSE

I have agreed to serve as a proctor, reader or translator for National Registry of Food Safety Professional Food Safety Manager Certification Examination, hereafter referred to as the FSMCE.

1. I am at least 18 years of age.
2. I have been trained by the Exam Administrator and will follow all standards and procedures for exam administration and confidentiality.
3. I understand my role as proctor, reader or translator.
4. I have read the proctor, reader and/or translator requirements section of the Exam Administrator's Manual and meet the specified requirements for my role.
5. I agree to maintain the security of the exams before, during, and after the exam administration.
6. I will assist candidates in filling out the address section on the front of the answer sheet.
7. I will not offer any hints, suggestions, definitions, or clues to the answer of an exam question.
8. If there is any uncertainty of an exam question, I will provide the candidate with a Candidate Comment Form.
9. I will ensure no talking or communication of any form between candidates occurs during the exam.
10. I will ensure all of the candidates' books and class materials are stored at the front or back of the room.
11. I will ensure no exam materials have left the room with the candidates or have been photocopied.
12. Under no circumstances will I examine or discuss the exam contents with the candidates before, during, or after the examination.
13. I will not sit for the FSMCE within a period of one year after serving as a proctor or reader for the exam.

In addition, as a Reader:

14. I will read each exam question clearly and without inflection.
15. I will fill in the blank(s) on the answer sheet that the candidate has indicated.

In addition, as a Translator:

16. I will only translate directions for the exam.

I, \_\_\_\_\_, \_\_\_\_\_  
Name Title

hereby affirm that I understand that my responsibilities as a proctor, reader or translator, are critical to National Registry of Food Safety Professionals Food Safety Manager Certification Examination Program. I am aware that I may be afforded access to proprietary information, confidential documents, and exam materials, and I hereby agree that I shall not disclose or provide to any person or entity, directly or indirectly, any information or documents pertaining to the preparation, testing, and/or grading services for the FSMCE provided by National Registry. I agree that I will not examine any of the exam materials, unseal any sealed exam booklets, or divulge any exam content with candidates before, during, or after the examination, except for the purpose of reading the exam questions.

It is understood that all documents, exam questions, or confidential information received from National Registry are and shall remain the exclusive property of National Registry, and that all documents or information shall be returned promptly to National Registry. As a proctor, reader or translator, I will assist the Exam Administrator as assigned by remaining in the exam room at all times during the exam unless otherwise directed by the Exam Administrator, by not allowing candidates to behave in an inappropriate manner, including talking, and by ensuring that the candidates are delivered an exam administered in a fair test environment.

Finally, I understand that breach of this agreement, intentional or unintentional, shall be grounds for civil proceedings should National Registry so pursue legal remedies to said breach. Minimally, I understand that should I fail to follow the standards set forth by National Registry, or the procedures provided by the Exam Administrator, my privilege as a proctor, reader or translator will be revoked.



**Appendix F: Agreement Form for Proctors,  
Readers, and Translators (page 2)****PROCTOR, READER OR TRANSLATOR (PLEASE COMPLETE)**

Printed name\* \_\_\_\_\_

Signature\* \_\_\_\_\_

Date\* \_\_\_\_\_

Drivers License #/State \* \_\_\_\_\_

Company/Sponsor\* \_\_\_\_\_

**I WILL SERVE AS\*: ☐PROCTOR ☐READER ☐TRANSLATOR****EXAM ADMINISTRATOR (PLEASE COMPLETE)**

I hereby attest that I, the Exam Administrator, have selected, trained, and supervised the above proctor, reader or translator. I have verified the identity of this person.

Printed name\* \_\_\_\_\_

Signature\* \_\_\_\_\_

Date\* \_\_\_\_\_

Company\* \_\_\_\_\_

**\*REQUIRED FIELD**

Administrator: Please return this completed form with the exam materials used for the exam session at which the proctor, reader or translator was utilized. To request that this form be placed in your file, allowing your proctor to work future test dates, please initial below:

\_\_\_\_\_ Please retain this proctor form for future exam dates. I will indicate the proctor, reader or translator's name on future Exam Administrator forms as appropriate.

IF YOU HAVE ANY QUESTIONS, COMMENTS, OR CONCERNS,  
PLEASE CONTACT NATIONAL REGISTRY AT:

NATIONAL REGISTRY OF FOOD SAFETY PROFESSIONALS  
5728 MAJOR BLVD., SUITE 750  
ORLANDO, FLORIDA 32819  
FAX: 407-352-3603  
TOLL FREE: 800-446-0257  
EMAIL: CUSTOMER.SERVICE@NRFSP.COM

## Appendix G: About the Exam

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**Exam Overview:** National Registry exams may be taken in pencil-and-paper format or at a National Registry approved computer based exam site under proctored conditions. The exam is available in several different languages, and all non-English exam booklets also include the questions in the English language (bilingual). Presently, the available languages in paper-and-pencil format are English, Spanish/English, Modern Chinese/English, Traditional Chinese/English, Korean/English, Japanese/English, Arabic/English and Vietnamese/English. For a complete list of computer based exam contact National Registry at (800) 446-0257. Exam Administrators must make special arrangements for delivery of bilingual exam booklets.

**Readability:** The exam is written at a 6th to 8th grade reading level.

**Number of Questions & Scoring:** The exam contains 80 multiple-choice questions and may contain up to 5 non-scored, pilot questions. All answer sheets will be graded by an optical scanner and are audited for accuracy. Candidates will be credited for correct answers only. Only the answers marked on the answer sheet will be scored.


**Time:** Candidates have a minimum of two hours to complete the exam. Average time to take the exam is between one-and-a-half and two hours.

**Passing Score:** Candidates must earn a scaled score of 75 or higher. The number of questions answered correctly is converted into a standardized number. A scaled score of 75 is not to be interpreted as being or representing 75% correct.

**Official Candidate Results:** Passing candidates receive their score, a diagnostic report noting their percentage correct by content area, a wallet card, a certificate of competency, and a National Registry window decal. Failing candidates receive their score and a diagnostic report noting their percentage correct by content area.

**Administrator Results: Pass List & Candidate List Report:** The Pass List gives the Exam Administrator an alphabetical list of candidates that successfully completed the exam. The Candidate List Report gives the Exam Administrator more detailed information about the entire class, including each numeric score. The Exam Administrator selects the delivery method for this communication.

## Appendix H: Incident report form

<b>National Registry of Food Safety Professionals</b> <b>Incident Report Form</b>		
<div style="display: flex; justify-content: space-between;"> <div>                     5728 Major Blvd., Suite 750                      Orlando, FL 32819                      1-800-446-0257                      Fax 407-352-3603                      customer.service@nrfsp.com                      www.nrfsp.com                 </div> </div>		
Test Administrator's Name _____ Administrator's Number _____		
Proctor's Name(s) _____		
Test Date _____ Location _____		
<div style="border: 1px solid black; padding: 5px;">                         Please check one of the following incidents:  <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> Suspected Cheating  <input type="checkbox"/> Disruption of Test  <input type="checkbox"/> Late Arrival                         </div> <div> <input type="checkbox"/> Illness or Injury  <input type="checkbox"/> Not Completing the Test  <input type="checkbox"/> Other (Please note): _____                         </div> </div> </div>		
Candidate's Name _____		
Time of Incident _____ Materials Confiscated (If any) _____		
Administrator's description of incident:	Proctor and/or Witness Comments:	
<div style="display: flex; justify-content: space-between;"> <div>                         _____                          Test Administrator's Signature      Date                     </div> <div>                         _____                          Proctor's Signature      Date                     </div> </div>		
<div style="display: flex; justify-content: space-between;"> <div>                         _____                          Candidate's Signature      Date                     </div> <div>                         _____                          Witness' Signature      Date                     </div> </div>		
USE THE BACK OF THIS FORM FOR ANY FURTHER EXPLANATION OF THE INCIDENT.		

## Appendix I: Answer Sheet (side 1)

Answer Sheet side 1

[illegible]



## Appendix I: Answer Sheet (side 2)

### Answer Sheet side 2

\* Name - Please print \_\_\_\_\_

\* Address \_\_\_\_\_ Apt Number \_\_\_\_\_

\* City \_\_\_\_\_ \* State \_\_\_\_\_ \* Zip/Postal Code \_\_\_\_\_

Training/Company/School \_\_\_\_\_ Area Code \_\_\_\_\_ Phone Number \_\_\_\_\_

\* Employer Name (Print using CAPITAL LETTERS ONLY)

\_\_\_\_\_

\* Required Field

I have read and understand the terms of the:  
Candidate Examination Consent Form . . . ☐  
Code of Conduct . . . . . ☐  
By taking this examination I agree to follow them.  
I authorize the National Registry to release my  
results to the appropriate parties.

\* Signature \_\_\_\_\_

**EXAM DATE**

MONTH	DAY	YEAR
<input type="radio"/> Jan		
<input type="radio"/> Feb		
<input type="radio"/> Mar		
<input type="radio"/> Apr		
<input type="radio"/> May		
<input type="radio"/> June		
<input type="radio"/> July		
<input type="radio"/> Aug		
<input type="radio"/> Sept		
<input type="radio"/> Oct		
<input type="radio"/> Nov		
<input type="radio"/> Dec		

**Trainer Code**

--	--	--	--	--	--

**Admin Code**

--	--	--	--	--	--

**Trn Hrs**

--	--	--	--

**Curr Code**

--	--	--	--

1. (A) (B) (C) (D)	23. (A) (B) (C) (D)	44. (A) (B) (C) (D)	65. (A) (B) (C) (D)
2. (A) (B) (C) (D)	24. (A) (B) (C) (D)	45. (A) (B) (C) (D)	66. (A) (B) (C) (D)
3. (A) (B) (C) (D)	25. (A) (B) (C) (D)	46. (A) (B) (C) (D)	67. (A) (B) (C) (D)
4. (A) (B) (C) (D)	26. (A) (B) (C) (D)	47. (A) (B) (C) (D)	68. (A) (B) (C) (D)
5. (A) (B) (C) (D)	27. (A) (B) (C) (D)	48. (A) (B) (C) (D)	69. (A) (B) (C) (D)
6. (A) (B) (C) (D)	28. (A) (B) (C) (D)	49. (A) (B) (C) (D)	70. (A) (B) (C) (D)
7. (A) (B) (C) (D)	29. (A) (B) (C) (D)	50. (A) (B) (C) (D)	71. (A) (B) (C) (D)
8. (A) (B) (C) (D)	30. (A) (B) (C) (D)	51. (A) (B) (C) (D)	72. (A) (B) (C) (D)
9. (A) (B) (C) (D)	31. (A) (B) (C) (D)	52. (A) (B) (C) (D)	73. (A) (B) (C) (D)
10. (A) (B) (C) (D)	32. (A) (B) (C) (D)	53. (A) (B) (C) (D)	74. (A) (B) (C) (D)
11. (A) (B) (C) (D)	33. (A) (B) (C) (D)	54. (A) (B) (C) (D)	75. (A) (B) (C) (D)
12. (A) (B) (C) (D)	34. (A) (B) (C) (D)	55. (A) (B) (C) (D)	76. (A) (B) (C) (D)
13. (A) (B) (C) (D)	35. (A) (B) (C) (D)	56. (A) (B) (C) (D)	77. (A) (B) (C) (D)
14. (A) (B) (C) (D)	36. (A) (B) (C) (D)	57. (A) (B) (C) (D)	78. (A) (B) (C) (D)
15. (A) (B) (C) (D)	37. (A) (B) (C) (D)	58. (A) (B) (C) (D)	79. (A) (B) (C) (D)
16. (A) (B) (C) (D)	38. (A) (B) (C) (D)	59. (A) (B) (C) (D)	80. (A) (B) (C) (D)
17. (A) (B) (C) (D)	39. (A) (B) (C) (D)	60. (A) (B) (C) (D)	81. (A) (B) (C) (D)
18. (A) (B) (C) (D)	40. (A) (B) (C) (D)	61. (A) (B) (C) (D)	82. (A) (B) (C) (D)
19. (A) (B) (C) (D)	41. (A) (B) (C) (D)	62. (A) (B) (C) (D)	83. (A) (B) (C) (D)
20. (A) (B) (C) (D)	42. (A) (B) (C) (D)	63. (A) (B) (C) (D)	84. (A) (B) (C) (D)
21. (A) (B) (C) (D)	43. (A) (B) (C) (D)	64. (A) (B) (C) (D)	85. (A) (B) (C) (D)
22. (A) (B) (C) (D)			

**Optional**

**Industry Segment**

Association ☐

C-Store ☐

Government ☐

Grocery ☐

Restaurant ☐

Retail ☐

School ☐

**Racial/Ethnic Origin**

White NonHispanic ☐

Black NonHispanic ☐

Hispanic ☐

Asian/Oriental ☐

Native Amer ☐

Other ☐

**Job Level**

Front Line Mgr ☐

Department Head ☐

General Manager ☐

Regional Mgr/ Director ☐

Executive ☐

Owner ☐

**Native Language**

English ☐

Spanish ☐

Chinese ☐

Other ☐

**Last Year of School**

1 - 7 ☐

8 - 11 ☐

12 ☐

Some College ☐

Associate Degree ☐

Bachelor Degree ☐

Graduate Degree ☐

**Gender**

Female ☐

Male ☐

**Birth Year**

19	
(0) (1)	
(2) (3)	
(4) (5)	
(6) (7)	
(8) (9)	
(0) (1)	

**Appendix J: US State/Territory Abbreviations**

---

AL Alabama  
AK Alaska  
AZ Arizona  
AR Arkansas  
AS Amer. Samoa  
CA California  
CO Colorado  
CT Connecticut  
DE Delaware  
DC District of Columbia  
FM Federal States of  
Micronesia  
FL Florida  
GA Georgia  
GU Guam  
HI Hawaii  
ID Idaho  
IL Illinois  
IN Indiana  
IA Iowa

KS Kansas  
KY Kentucky  
LA Louisiana  
ME Maine  
MH Marshall Island  
MD Maryland  
MA Massachusetts  
MI Michigan  
MN Minnesota  
MS Mississippi  
MO Missouri  
MT Montana  
NE Nebraska  
NV Nevada  
NH New Hampshire  
NJ New Jersey  
NY New York  
NC North Carolina  
ND North Dakota  
MP North Mariana Island

OH Ohio  
OK Oklahoma  
OR Oregon  
PW Palau  
PA Pennsylvania  
PR Puerto Rico  
RI Rhode Island  
SC South Carolina  
SD South Dakota  
TN Tennessee  
TX Texas  
UT Utah  
VT Vermont  
VA Virginia  
VI U.S. Virgin Islands  
WA Washington  
WV West Virginia  
WI Wisconsin  
WY Wyoming

## Appendix K: International Orders

### Filling out the Answer Sheet

For exams that take place outside of the United States, please have the candidates fill out the address section of the answer sheet as follows:

- Have the candidate fill in their street address, apartment and city
- Have the candidate fill in the appropriate country abbreviation (below) in the ST section. If your country is not listed, contact the National Registry. If you are unable to contact National Registry prior to the exam administration, have the candidates leave this section blank and indicate the country under the space for Sponsor/Company/School on page 2 of the answer sheet.
- If the zip or postal code does not fit in the zip/postal code section, have the candidates leave this section blank
- Make sure that the candidates neatly print all address information at the top of the answer sheet in the space provided.

#### Country Abbreviations

BA	Bahamas
BD	Bermuda
CN	Canada
CH	China
EN	England
FR	France
IT	Italy
IN	India/Mumbai

JA	Jamaica
JP	Japan
KR	Korea
MX	Mexico
SP	Spain
TR	Trinidad/West Indies
BV	British Virgin Islands
ZA	South Africa



## Appendix L: Curriculum Codes

The training resources listed below have been assigned a curriculum code number for use with the National Registry exam program. *If your program is not listed you may use 99.*

Curriculum Name	Curriculum code
Customized/Consultant Training/Other	99
Educational Foundation, ServSafe	02
Essentials of Food Safety and Sanitation (McSwane et al)	01
FMI SuperSafeMark	18
Food Safety for Child Nutrition Professionals (CAL-PRO-NET)	21
NEHA Food Safety Management Principles	20
Food Safety First Principles	13
HACCPplus.com	14
NSF Health Guard	23
Safe-at-the-Plate	09
Self-Trained	10
Serving it Safe	19
Training Achievement Program (TAP Series)	24