



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

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## **Food Safety Manager Certification Examination**

Developed and Administered by  
Environmental Health Testing

**December 2011**

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### Introduction

#### About the National Registry of Food Safety

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, 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  
7680 Universal Blvd, Suite 750  
Orlando, Florida 32819

***Billing/Payment Address:***

National Registry of Food Safety Professionals  
BB&T Lockbox  
PO Box 628244  
Orlando, FL 32862-8244

***Email:***

customer.service@nrfsp.com - Customer Service Dept. (All service/exam ordering questions)  
info@nrfsp.com - Shipping Dept. (Resources order questions)  
compliance@nrfsp.com - Compliance Dept. (Quality Assurance & Compliance)  
hotline@nrfsp.com - Compliance Dept. (Report security breach, exam irregularities)  
ar@nrfsp.com - Accounting Dept. (billing questions)

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

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

***Hotline:*** (888)544-9688

***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 multiple forms of an exam program. 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 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 a Proctored On Line Exam Administrator

#### General Roles and Responsibilities

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After you have been approved by National Registry a Proctored Online Exam Administrator/Proctor, you are the representative for National Registry of Food Safety Professionals. You are responsible for overseeing all aspects of the online 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. 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 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 Proctored online Examination Security

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You are ultimately responsible for the security of the proctored online examination. It is especially important for the Exam Administrator/Proctor to advise all staff that no one is permitted to open or view the online Exam at any time. Keep Exam Administrator/Proctor ID and password secure at all times and do not share with anyone. **At NO time should the online exam be left open unattended.**

National Registry will hold accountable the proctored online Exam Administrator/Proctor who is on record as being in the online program.

National Registry reserves the right to pursue legal action proceedings against an Exam Administrator/Proctor who exposes exam questions, by withdrawing the Exam Administrator/Proctor'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 Exam Administrator/Proctor, 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 higher costs for exams.

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

When an Exam Administrator/Proctor 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/Proctor 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.***

***To report cheating, breach in exam security please contacts our hotline number at (888)544-9688 or email [hotline@nrfsp.com](mailto:hotline@nrfsp.com).***

### Administrators Sitting for the National Registry Exam

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Once registered, you or any Exam Administrators/Proctors may **NOT** sit for any of the exams you administer, nor 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 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/Proctor, you have specific responsibilities before, during, and after exams. The major responsibilities are as follows:

#### **Responsibilities Before Exams**

- *Select and train all support: Proctors, Readers, and Translators*
- *Select and set up the exam facility and seating/ computers to achieve maximum security conditions*
- *The exam program must be the only open program on the testing computer*
- *The Online Exam Administrators/Proctors or proctor must be in the room at all times while testing is in progress*
- *Ensure the security of the exam*

### Specific Responsibilities

#### Responsibilities At/During Exams

- *Verify the identity of all candidates / Photo Identification*
- *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 information*
- *Explain all on line instructions and make clear all guidelines*
- *Do not leave exam site at any time during testing*
- *Sign in and out of the on line program as prompted*

**\*NOTE:** When an Exam Administrator/Proctor 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/Proctor is understood and honored. The Exam Administrator/Proctor 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 and close out the on line program*
- *If a candidate fails the exam, they must wait 24 hours before retaking the exam.*

### Specific Responsibilities

#### 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/Proctor may serve as the Proctor for the first 35 candidates. For each additional 35 candidates, follow the recommendations in the table below. 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):

Number of Exam Administrators	Number of Proctors	Number of Candidates
1	0	1-35
1	1	36-70
1	2	71-106





### 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.

#### Exam Site Requirements

Please use the exam site checklist provided in this manual to check the exam room (see sample in Appendix D.)

- *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.*

### Preparing the Exam Site

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#### Seating Guidelines

- *Prepare the seating arrangements to ensure that no candidate is tempted to obtain answers from another candidate's computer.*
- *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.*
- *When a proctored online 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 computer screen.*
- *Candidates should face the same direction so that you can be aware of their actions and the direction of their gaze.*

**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.

**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. A Proctor briefing should be held the day of the exam to review on line 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 exam administration and that at no time should any exam material be left unattended.

**NOTE:** The Exam Administrator/Proctor of the exam cannot serve as a Translator or Reader during the exam. For example, the administrator cannot have dual roles such as administrator, translator or reader during the examination.

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**Proctor Responsibilities and Requirements**

As the Exam Administrator/Proctor, 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 5 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 and computer screen*
- *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 observe candidates*
- *Sign the Agreement Form for Proctors, Readers, and Translators (see Appendix F for a sample)*
- *Follow all standards of administration outlined in this Online Administration Manual as required by National Registry*

**The proctor must fill out the Agreement Form for Proctors, Readers, and Translators Form. See sample in Appendix F.** A copy of the form can be downloaded from our website [www.nrfsp.com](http://www.nrfsp.com) under Administrator tools.

## Selecting and Training all Support: Proctors, Readers and Translators (con't)

### 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 (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 computer screen and identification document*
- *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 Online Administration Manual as required by National Registry*

**The reader must fill out the Agreement Form for Proctors, Readers, and Translators Form See sample in Appendix F.** A copy of the form can be downloaded from our website [www.nrfsp.com](http://www.nrfsp.com) under Administrator tools.

### Translator Responsibilities and Requirements

If the *Exam Administration/Proctor 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 See sample in Appendix F.** A copy of the form can be downloaded from our website [www.nrfsp.com](http://www.nrfsp.com) under Administrator tools.

**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.

## Handling Special Needs (ADA) - (Pre-arranged with NRFSP)

Candidates needing a special accommodation under the Americans with Disabilities Act (ADA) are required to complete an *Accommodation Request Form*. 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 on line exam administration procedures for any candidate without prior approval from National Registry.

### At/During the Exam

#### General Administration Guidelines

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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:

- 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 computer 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.**
- Exam 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 with an exam question, or has a comment on an exam question, the online system provides comments for each question asked. National Registry staff will review the comment form when exams are scored.
- If a candidate wants to take the exam again, they must wait 24 hours before retaking the exam.

#### Approved Site Visitors/Observers

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No individuals other than the Exam Administrator/Proctor, 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/Proctor 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/Proctor 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.

## 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 exit the room and building quickly. After the last candidate has left the room, exit the building quickly.

If there is a power outage, do not allow candidates to talk with each other or discuss questions while they are waiting for the power to return. Turn the computers back on and sign in the candidates when the power is restored and continue the exam. If the power is not restored, contact National Registry.

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

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### 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, turn off his/her exam computer. Document what happened on the Incident Report Form.

### Candidate Questions & Comments

You should only answer procedural questions. 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* and explain their position. It will be reviewed when exams are scored.

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**Candidates Completing the Exam**

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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 sign them out and turn the computer off. 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. Ask him/her to quietly remain seated until the exam period ends.

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**Exam Conclusion**

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You will need to go to each candidate individually and log out of the exam.

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## 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 computer screen*
- *Using notes or reference materials*
- *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*

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, if possible, 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 computer screen. If the actions continue and cheating can be confirmed, you have the authority to terminate the online exam.

If you see a candidate reading from notes, copying questions, 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.** Close the candidate's online exam. 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:** 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.*

**To report cheating, breach in exam security please contacts our hotline number at (888)544-9688 or email [hotline@nrfsp.com](mailto:hotline@nrfsp.com).**

## Restroom Breaks

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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 the computer exam. Do not leave the on line exam open so another candidate can view the exam answers. Only one candidate may leave the exam room at a 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

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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*

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*

An incident report can be downloaded from our website at [www.nrfsp.com](http://www.nrfsp.com), under the Administrator tab, Documents & Forms.

Note: Submitting an Incident Report is to alert NRFSP of an incident or violation, this does not deter a violation.

**Creating an Account and Enrolling for an Exam**

In many cases, the Proctor may be creating the account and enrolling the candidate for the exam. To create a Candidate account and enroll for the exam, follow the instructions below:

1. Go to [www.myvlp.com/nrfsp](http://www.myvlp.com/nrfsp)
2. Click the Enroll Now button on the left side of the screen.
3. On the next screen, select the appropriate exam by clicking on the “Click here to authorize this item” button next to the exam.
  - a. After clicking this item, a Proctor log in box will open. The proctor must enter their Login ID and Password, then click Sign in.
  - b. You should now see a drop down box in that space. Select “1” from the drop down and click Add To Cart
4. On the Order Confirmation screen, verify the order and click Continue.
5. You are now on the Account Information page. You should enter the candidate’s information on this page.
  - a. In the Billing Information section, select the Payment Type from the drop down menu.
  - b. If payment is a Corporate Account, enter the Account Code in the Account Number field, then enter expiration month 12 and expiration year as 2011.
  - c. If payment is a Voucher, select Corporate Account as the payment type, enter the voucher number in the Account Number field, then enter the appropriate expiration date listed on the Voucher.
6. When completed, click Continue at the bottom.
7. On the next screen, enter the Candidate’s employer and demographic information. When finished, click Continue at the bottom
8. On the Order Confirmation screen, verify the Order again.
  - a. If using a a Voucher, enter the Voucher number in the field below the product and click Update Cart.
  - b. Check the Agree to Terms and Conditions box.
  - c. Click Purchase Now when you are ready to continue, click OK to authorize the purchase
9. The next screen is a receipt screen. To begin the exam, click the “Click Here to Begin Your Exam” button.
10. Follow the remaining on-screen instructions to begin the exam.

**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.

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 candidates 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.

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

“Hello my name is \_\_\_\_\_. I am a registered Exam Administrator for National Registry of Food Safety Professionals.” “As an Exam Administrator  
“Working with me today as (a) Proctor(s) will be \_\_\_\_\_.”

“All exam questions are the copyrighted property of Environmental Health Testing. 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. 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.”

“There is to be no talking or moving around the room during the exam. There is to be no smoking, eating, or drinking in the room. If you are wearing any head gear, please remove it and place it under your seat. Electronic media must be turned off and stored with your other belongings. The online exam will be the only program allowed open on your computer. If you have an emergency or need to use the restroom, raise your hand. 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 answer every question. Your score is based on the number of questions you answer correctly. You can save a question for later and move on to the next questions. I [or the Proctors and I] can only answer procedural questions. 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, click the button that says “comment on this question” and explain your issue with the question. Candidate comments will be reviewed when exams are scored.”

“Communication with another candidate for any reason is considered cheating. Copying or sharing answers during the exam is considered cheating. Discussing exam questions with others is also considered cheating. If any form of cheating occurs, I will ask you to stop and step away from the computer, and I will notify National Registry.”

”At this point, are there any questions?”

“At this time, remove everything from the top of your table or desk except your identification.”

“Please start your registration. As you go through your registration, you will be asked to read and agree to the Candidate Examination Consent and Code of Conduct. If you do not agree, you will not be able to take the Food Safety Manager Exam. Please raise your hand and I will log you out of the online program, and you will be dismissed from the examination room.”

“If you need help with the registration or want to view a demonstration of the exam, click “Exam Demo” and “Before You Begin” on the main page.”

“You should receive your results through the mail in approximately 10 business days. If you pass the exam, you will receive your certificate and score in the mail as well.”

“Once you are done with your registration, I will log you in and you can start the exam. You have two hours to complete the exam. If you have not completed the exam within the two-hour timeframe, the program will stop. When you are finished, raise your hand and I will log you off of the online examination. At that time, you will be dismissed from the examination room.”

“Good luck!”

**Procedural Directions**

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**Exam Administrator/Proctor/Computer Responsibilities**

Exam Administrator/Proctor must:

- ☐ Conform to all requirements of NRFSP as outlined in the Administrator Manual
- ☐ Be in and remain in good standing in regard to exam security & procedures
- ☐ Verify the identity of the candidate
- ☐ Provide a secure and comfortable testing environment
- ☐ Select the appropriate exam
- ☐ Keep Proctor ID and Password secure at all times and do not share with anyone

National Registry reserves the right to limit or restrict online test access status at any time

**Exam Administrator/Proctor Enrollment Process**

- ☐ Online Exam Administrator/Proctor enrollment status will be reviewed periodically. If for any reason it has been determined that an Exam Administrator/Proctor is no longer eligible\* to access the testing site, NRFSP will deny access to the site and notify the Online Exam Administrator/Proctor.  
\*Reasons for loss of eligibility include but are not limited to:
  - ☐ Suspected cheating by the administrator/candidate
  - ☐ A breach in security
  - ☐ Nonpayment or slow payment on account

**Candidate Enrollment Process**

- ☐ Examine each candidate's government issued photo identification, even if they are taking the test immediately after a training session taught by the Online Exam Administrator/Proctor. The following are acceptable government photo identifications:
  - ☐ Valid State Driver's License
  - ☐ Current Passport
  - ☐ Current Military Identification
  - ☐ Valid State Identification with Photo
  - ☐ Immigration and Naturalization Service Employment Authorization Document or Alien Registration Card
- ☐ Have candidate store all personal belongings in another part of the room and turn pagers and cell phones off. Make sure cell phones are stored, because many now have photographic capability.

## **Administering the exam**

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- ☐ The exam program must be the only open program on the examination computer.
- ☐ The Exam Administrator/Proctor must be in the room at all times while testing is in progress.
- ☐ General guidelines for Exam Administrator/Proctors must enforce with the candidates:
  - ☐ There is to be no talking or moving around the room during the test.
  - ☐ There is to be no smoking, eating, or drinking in the room.
  - ☐ Cell phones and beepers must be turned off and placed in the back of the room or other secure location selected by the Online Exam Administrator/Proctor.
- ☐ There are 80 questions on this test. You are encouraged to fill in an answer to every question. Your score is based on the number of questions you answer correctly. You can save a question for later and move on to the next question go back prior to completing the exam.
- ☐ The Online Exam Administrator/Proctor cannot answer questions about the items on the test. It is recommended that candidates flag those items for review and send feedback at the end of the exam attempt.
- ☐ Communication with another candidate for any reason or copying or sharing answers during the exam is considered cheating. If any form of cheating occurs, the Online Exam Administrator/Proctor will stop the administration of the exam and notify NRFSP.
- ☐ The candidate will have two hours to complete the exam.
- ☐ Upon completion, the Exam Administrator/Proctor will Print the unofficial score report. All exams are rescored by NRFSP and validated.
- ☐ If candidate does not pass they must wait 24 hours to retest



## Appendix A: Exam Site Checklist

### National Registry of Food Safety Professionals

#### EXAM SITE CHECKLIST



Use the following checklist to help you choose a location for use as an exam 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?
- ☐ Does the site conform to the Americans with Disabilities Act (ADA) requirements?
- ☐ Are restroom facilities readily accessible?
- ☐ Are other rooms available if a translator is needed, or if an exam needs to be read aloud?
- ☐ Is there a telephone available in case of an emergency?
- ☐ Are water coolers or fountains readily accessible?
- ☐ Is the site within a reasonable commuting distance for candidates?
- ☐ Is public transportation available to the site?

#### ROOM

Yes or No

- ☐ Does the room conform to the Americans with Disabilities Act (ADA) requirements?
- ☐ Is the capacity limit of the room ample for the number of exam 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 exam? 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 exams 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?

#### 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?
- ☐ 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?

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### Appendix B: Seating Chart & Audit Form

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

#### National Registry of Food Safety Professionals

#### AGREEMENT FORM

for Proctors, Readers, and Translator



Please read carefully before completing the requested information

- 1) I am at least 18 years of age.
- 2) 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.
- 3) I understand my role as proctor, reader or translator.
- 4) I have been trained by Exam Administrator and will follow all standards and procedures for exam administration and confidentiality.
- 5) I agree to maintain the security of the exams before, during, and after the exam administration.
- 6) I will assist 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 item.
- 8) If there are 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 exam.
- 13) As a proctor, reader or translator you will not be eligible to take the FSMCE for one calendar year after serving in one of the

In addition, as a Reader, PRIOR APPROVAL IS REQUIRED.

Candidate must submit the Accommodation Documentation Form to NRFSP prior to testing. Candidate must submit approval letter to Administrator/Proctor.

- 14) I will read each exam questions 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 translate directions for the exam ONLY.

MUST BE SIGNED BY PROCTOR, READER OR TRANSLATOR. IF NOT SIGNED, THE EXAM CAN BE INVALIDATED.

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

herby affirm that I understand that my responsibilities as a proctor, reader or translator, are critical to the Food Safety Manager Certification Examination Program. I am aware that I may be afforded access to proprietary information, confidentiality 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. I agree that I will not examine any of the exam materials, unseal and 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

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### Appendix C: Agreement Form for Proctors, Readers, and Translators (page 2)

#### National Registry of Food Safety Professionals

#### AGREEMENT FORM

#### Page 2

for Proctors, Readers, and Translator



#### PROCTOR, READER OR TRANSLATOR (PLEASE COMPLETE)

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Drivers License #/State: \_\_\_\_\_

Email Address: \_\_\_\_\_

Signature: \_\_\_\_\_

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 exam 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  
7680 UNIVERSAL BLVD, SUITE 550  
ORLANDO, FLORIDA 32819  
FAX: 407-352-3603  
TOLL FREE: 800-448-0257  
EMAIL: CUSTOMER.SERVICE@NRFSP.COM

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## Appendix D: About the NRFSP Exam Programs

**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 maximum 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:

Administrators receive the following results:

**Candidate List:** The Candidate list is the list of candidates that took the exam. The candidate list contains the name, home address, certificate number, candidate ID, exam date, trainer, administrator, company, score and the exam form.

**Pass List:** The pass list is the list of candidates that passed the exam for a particular class. The pass list contains the candidate name, certification number, exam date, trainer, administrator and company.

**Group Diagnostic Score Report:** The group diagnostic score report contains the test area description, average percentage correct in each area, assessment description, average correct for each assessment, total questions in each area, total number of candidates for the class, average score for the class, percent passed, percent failed and score ranges.

### Appendix E: Incident Report Form

#### National Registry of Food Safety Professionals

#### INCIDENT REPORT FORM



Exam Administrator's Name \_\_\_\_\_

Administrator's Number \_\_\_\_\_

Proctor's Name(s) \_\_\_\_\_

Test Date \_\_\_\_\_ Location \_\_\_\_\_

Please check one of the following incidents:

☐ Suspected Cheating      ☐ Illness or Injury      ☐ Failure to provide ID  
☐ Disruption of Test      ☐ Not Completing the Test      ☐ Late Arrival  
☐ Other (Please note): \_\_\_\_\_

Candidate's Name \_\_\_\_\_

Time of Incident \_\_\_\_\_ Materials Confiscated (If any) \_\_\_\_\_

Administrator's description of incident:

Proctor and/or Witness Comments:

\_\_\_\_\_  
Test Administrator's Signature      Date

\_\_\_\_\_  
Proctor's Signature      Date

\_\_\_\_\_  
Candidate's Signature      Date

\_\_\_\_\_  
Witness' Signature      Date

USE THE BACK OF THIS FORM FOR ANY FURTHER EXPLANATION OF THE INCIDENT.

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

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AL Alabama	KS Kansas	OH Ohio
AK Alaska	KY Kentucky	OK Oklahoma
AZ Arizona	LA Louisiana	OR Oregon
AR Arkansas	ME Maine	PW Palau
AS Amer. Samoa	MH Marshall Island	PA Pennsylvania
CA California	MD Maryland	PR Puerto Rico
CO Colorado	MA Massachusetts	RI Rhode Island
CT Connecticut	MI Michigan	SC South Carolina
DE Delaware	MN Minnesota	SD South Dakota
DC District of Columbia	MS Mississippi	TN Tennessee
FM Federal States of Micronesia	MO Missouri	TX Texas
FL Florida	MT Montana	UT Utah
GA Georgia	NE Nebraska	VT Vermont
GU Guam	NV Nevada	VA Virginia
HI Hawaii	NH New Hampshire	VI U.S. Virgin Islands
ID Idaho	NJ New Jersey	WA Washington
IL Illinois	NY New York	WV West Virginia
IN Indiana	NC North Carolina	WI Wisconsin
IA Iowa	ND North Dakota	WY Wyoming
	MP North Mariana Island	

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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:

**Country Abbreviations**

BA	Bahamas	JA	Jamaica
BD	Bermuda	JP	Japan
CN	Canada	KR	South Korea
CH	China	MX	Mexico
EN	England	SP	Spain
FR	France	TR	Trinidad/West Indies
IT	Italy	BV	British Virgin Islands
IN	India/Mumbai	ZA	South Africa

### Appendix G: 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
Learn Something Supermarket Training	11
FMI SuperSafeMark	18
Food Safety Management Principles	20
Food Safety First Principles	13
NSF Health Guard	23
Self-Trained	10
Serving it Safe	19
Training Achievement Program (TAP Series)	24
Corporate Training	04
Essentials of Food Safety and Sanitation	25
Online Training	03
FMI Food Store Sanitation	