Food Safety Programs
Proctor Manual

PROMETRIC

Revision 2.0
February 23, 2017

Licenses

General Information

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

Our CPFM exams are ANSI certified and available in multiple languages including English, Spanish, Korean, Traditional Chinese and Vietnamese. For other languages requested by candidates, proctors may approve an interpreter according to *Prometric Guidelines for Use of Translators*. The exam is 80 multiple-choice questions, closed book. Candidates are allowed two hours to complete the exam. The minimum passing score is 70 percent, unless designated otherwise by a governmental jurisdiction.

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

This manual guides you through standard exam administration procedures for the CPFM exams. Prometric is solely responsible for the rules and procedures for administration of the examinations.

You must be an approved proctor prior to ordering and administering the food safety exams. The proctor may not take the exam while administering the exam. If you have questions about the requirements to be a proctor and who may administer food safety exams, please contact Prometric.

Your understanding of the rules for exam administration as presented in this Proctor Manual will be evaluated by a competency examination, which you must complete successfully in order to be approved as a proctor. After review and approval of the application and successful performance on the competency exam, Prometric will issue a proctor number. This proctor number should be included on exam orders, incident reports and candidate rosters.

For paper-based exams (PBT), the proctor will order the appropriate number of exams well in advance of the anticipated testing date. After administering the exam, the proctor is required to return the used exams and answer sheets for that test session for scoring. We encourage proctors to keep unused exams to be used in future events. However, the exams must be returned by "Return By" date on the exam to avoid a violation. The results (certificate or failing score report) can be mailed directly to candidates or returned to the proctor for distribution.

Internet Based Exams (IBT) on our TCNET platform technology requirements are listed within this document. After administering the TCNET exam, the examinees can view their preliminary results. Official results (certificate or failing score report) will be mailed directly to the examinees by Prometric.

For Computer Based exams (CBT), candidates will test in a Prometric test center. Candidates can visit www.prometric.com/foodsafety to reserve a seat and schedule to take the exam one of our 400 Prometric test centers located in the U.S.

SOP Procedures

Prometric Contact List

Table 1. Prometric Contact List.

Prometric Contact List	
Test Admin	800-624-2736
Hours of Operation	8:00 am – 5:00 pm (eastern)
Mailing Address	Prometric Attn: Food Safety Program 7941 Corporate Dr. Nottingham MD 21236
Proctor Support	foodsafetyproctors@prometric.com
Exam Orders, Exam Registration, and Certificates	examorders@prometric.com
TCNET Launch Address	this is client specific- refer to your proctor letter
Web Address	http://prometric.com/foodsafety
Candidate Comments	Candidates are invited to make comments regarding content of the examinations at the end of their exam. For exam administered via paper and pencil, candidates are invited to fill out a "Questions/Comments Form." Prometric takes all candidate comments seriously and reviews all comments. However, they will NOT receive response to their comments. If the candidate would like a written response from Prometric, they will need to file an appeal.
Candidate Appeal Process	All appeals should be submitted via an online form. The form can be accessed by visiting the "Test Taker" section of www.prometric.com/foodsafety .

Testing Staff

Proctor Responsibilities

Table 2. Proctor Responsibilities.

Proctor Responsibilities
Proctors are responsible for:
• Maximizing the security of exams.

Proctor Responsibilities
• Reporting any procedure violations to Prometric.
• Ensuring fairness for all examinees.
• Fostering an environment where all examinees receive equal and fair treatment.
• Choosing an examination site that meets safety, health and accessibility standards for all registered examinees.
• Ordering current examinations from Prometric in a timely manner.
• Following all policies and procedures outlined in this guide.
• Supervising assistant proctors.
• Ensuring that each examinee has all the proper materials needed and follows all directions for filling out forms and answer sheets correctly.
• Ensuring that examinees do not give or receive assistance in answering examination questions.
• Returning all materials needed for test scoring and processing to Prometric in a timely manner.
• Checking with state and local health departments to determine whether there are any requirements for food or alcohol safety training and certification, specific instructor requirements or specific proctor requirements.
• Any compromise of the exam must be reported to Prometric immediately. An Incident Report must be completed by the end of the testing day and returned with the exams. Any occurrence that is out of the ordinary or that the exam administrator believes may adversely affect the reliability or validity of the test should be recorded on this form. As a rule of thumb, if you are unsure about whether to report a situation or not, always choose to report by using the form.
• After review and approval of the application and successful performance on the competency exam, Prometric will issue a proctor number. This proctor number should be included on exam orders, incident reports and candidate rosters.

If any proctor responsibilities are not followed accordingly, Prometric will notify the proctor via email, which outlines the procedure or process that was compromised (violation). The proctor and or organization that the proctor represents will not be refunded the fees for the exams submitted Based on the type of violation and the frequency of violations, Prometric reserves the right to revoke proctor privileges.

Below is a list of proctor violations. Violations are not limited to this list:
- Exams not returned by traceable means (UPS, USPS, FedEx)
- Exams not received by expiration date on exam books
- Expired exams were used for test administration
- Used exams not in transit to Prometric (7941 Corporate Drive) within 24-48 hours following administration
- Exams were not staggered/alternated (English/Spanish exams)
- Required documents missing (Exam Return Form, Acknowledgement form, sign in sheet, seating chart, payment)
- Security concerns (cheating/fraudulent certificates)

Exam Security

Table 3. Exam Security.

Exam Security
•	• All test questions are the copyrighted property of Prometric. • It is forbidden under federal copyright law to copy, reproduce, record, distribute or display these test questions by any means, in whole or in part, without our written permission. • Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a $250,000 fine for criminal violations.
•	• Security of test materials is critical. • From the moment of receipt, you are fully responsible for ensuring their protection from loss or unauthorized access. • Exams must be kept in a locked, secure area. Access must be limited to authorized exam proctors only.
•	Use the Shipping Worksheet and Exam Return Form to inventory your receipt of test booklets. Ensure all of the test booklets listed on the form have been received.
•	• When transporting exam materials in your vehicle, lock your doors at all times and keep the windows rolled up. • Materials should not be visible on the seat or the floor of your vehicle. • Place the materials in a carrying case or briefcase and lock them in your trunk if necessary. • At the test site, you must know where the test materials are at all times. • Test booklets should be counted before you distribute them and verified when the examinees return them to you. • Never leave test materials unattended or where examinees could gain access to them. • If an emergency requires evacuation of the testing room, collect all test materials and take them with you.
•	• It is important to monitor examinee actions closely to prevent the theft or destruction of test booklets and other materials. • A particularly sensitive time for the theft of booklets is during examinee checkout. • The security measures you take to prevent the theft of books are critical. • Under no circumstances should an examinee be allowed access to a test booklet or answer sheet after completing the test.
•	• Be wary of combative or emotional examinees. • These people may be attempting to divert your attention, so they or someone else can obtain or walk away with test materials. • It is your responsibility to maintain control of all test materials.
•	Test materials should be counted a minimum of five times between the time you receive them and the time you return them to Prometric as described below: • Immediately on receipt from Prometric. • Before you leave for the test site. • At the test site, before distributing them to examinees. • At the test site, after collecting them from examinees. • Before returning the materials to Prometric.

Paper-Based Exams (PBT)

PBT Exams - General Information

Table 4. PBT Exams – General Information.

PBT Exams – General Information
• The proctor will order the appropriate number of exams at least 10 business days in advance of the anticipated testing date. Please note: It is the responsibility of the proctor to order only as many exams as needed.
• Within 24 hours of the exam, the proctor is required to return the exams and answer sheets for scoring.
• The results (certificate or failing score report) can be mailed directly to the examinees or returned to the proctor for distribution. (as directed on the Exam Return form)

Administrations

Table 5. Administrations.

Administrations
The basic steps in paper-based test administrations are:
1   Order exams.
2   Receive exams.
3   Prepare for the administration.
4   Prepare the room for testing.
5   Prepare the exams.
6   Administer exam.
7   Handling late examinees.
8   Read instructions.
9   During the exam.
10   After the exam.
11   Sorting and packaging of materials.
12   Shipping materials.
13   Final steps
See the next tables for details.

Order Exams

Table 6. Order Exams.

Order Exams
• Complete and Submit the Materials and Exam Order Form online at www.prometric.com/foodsafety
• **Order date:** At least 10 business days prior to "Arrive by" date.
• **Arrive by date:** 2-3 business days prior to the exam date.
• **Exam date:** Date of first exam administration for this order.

Order Exams
•   **Proctor information:** Proctor name, number and signature are required.
•   **Shipping information:** No PO Boxes are allowed. Providing an email address will allow us to provide email confirmation of receipt of the order, and shipping information.
•   **Exams:** Enter quantities for each type. Please only order the amounts needed. (10 exam minimum)
•   **Materials:** Enter quantities for each type. (payment required at time of order)
•   **Payment options:** For training materials, chose method of payment.

•   Exams may be ordered via online form or phone.
       • **Online Form:** can be located at www.prometric.com/foodsafety
       • **Phone:** Orders for exams and training materials can be taken over the phone, during our normal business hours. 800-624-2736

•   Orders are processed within two business days of receipt. They are shipped to arrive on or before your designated "Arrive By" date.

Receive Exams

Table 7. Receive Exams.

Receive Exams	
1	Immediately after you receive your exams, inventory the contents of the package, including test booklets, using the Exam Return Form. If there is any discrepancy with your shipment, contact Prometric immediately.
2	Verify that you have sufficient supplies and materials for the exam administration.
3	Store the exam booklets in a secure location. If you have test booklets remaining from a previous order, use them first.

Prepare for the Administration

Table 8. Prepare for the Administration.

Prepare for the Administration
•   Identify the area where the test will be administered.
•   Examinees can be given earplugs to wear for the administration to reduce distraction. The test can be administered in a classroom setting; however, the room should be used exclusively for testing during that time. This means, for example, that a group of students should not be studying or practicing in one area of the room, while another is taking the test.
•   The area selected for the administration must provide for the proctor to directly observe the examinee throughout the administration. The proctor may be involved with other work during the administration provided that the proctor monitors the examinee and the examinee is never left unattended by the proctor throughout the administration of the test.
•   The proctor is responsible for ensuring that the environmental conditions in the room where the test is being administered are conducive to testing. This includes lighting, temperature, privacy, quiet and comfort of the seating.   • To protect exam integrity, it is paramount that proctors do not deliver their own exams. If it is found that an examination is self-delivered, we will revoke all access to administer and use any Food Safety materials.

Prepare the Room for Testing

Table 9. Prepare the Room for Testing.

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

Prepare the Exams

Table 10. Prepare the Exams.

Prepare the Exams
• Ensure you have the proper exam packets for the examinees being tested
• You may complete your examinee roster at this time. It will be used to obtain examinee, names, emails, addresses, and signatures when the examinees arrive.

Administering Paper Based Exams

Table 11. Administer the Exams.

	Administer the Exams
1	Verify examinee identification: • The proctor checks the examinee's name against the roster. • Check photo identification of the examinee at time of check-in. The proctor should make sure that the picture on the photo ID matches that of the examinee. Examinees must show a photo ID (i.e. driver's license, state photo ID, military identification, student ID or valid passport) in order to be admitted into the testing room. Examinees who do not have a current photo ID should not be admitted.

Administer the Exams	
2	Seat the examinees for the test: • Examinees are not permitted to use any notes, textbooks, dictionaries (including translation dictionaries), during the test administration. Electronic translators are also not allowed. Electronic devices such as cell phones and pagers and data devices are also not allowed. The proctor should ensure the examinee does not have access to any personal belongings such as a purse during the test. The proctor will need to direct the examinee to an appropriate area to store any personal belongings.

3	Distribute exam materials
	
	• Once examinees have been checked in and seated, the proctor will hand out the test booklets.
	• The proctor should hand each examinee a test package individually and verify the examinee is using pencil only. Test packets should not be passed down or across rows.
	• Test booklets should be "staggered." Proctors are provided with more than one form of the examination for English and Spanish exams (ex. 620303-3001 & 620303-3002). Examinees should never be seated next to another examinee with the same examination form number.
	• All examinees will be given a test package and at the scheduled examination starting time, the proctor shall begin the examination by reading aloud the instructions to examinees. While the instructions are being read, proctors should continuously monitor examinees.
	• In the upper left corner of each test booklet, there are three sets of numbers:
	
	The first number is the six-digit test code number.
	
	The second number is the four-digit form number. T
	
	he third number is the test booklet number.
	
	• Since the previously mentioned numbers are vital to the grading of the examinee's examination, it is ***extremely important*** that each examinee records this information accurately onto his/her answer sheets.
	• Answer sheets are not pre-coded and examinees are required to record all three test numbers onto their answer sheet. Proctor staff must ensure that the examinees understand what information to write and "bubble" on their answer sheets and that the examinees are doing so correctly. Failure to have a properly "bubbled" answer sheet will cause the examinee's responses to be improperly graded or recorded.
	
	    • Each examinee is required to print the following information on his/her answer sheet:
	
	        1. name 2. address
	        3. email address 4. employer
	        5. test location 6. test title
	
	        7. In addition, the examinee will need to provide his/her signature and date in the space provided. On the reverse side of the answer sheet, each examinee is also required to print and darken the corresponding circle/bubble with the following information: last name, first name, examinee number (examinee's phone number-this will be used as their personal identifier), test date, test code number, test form number, test booklet number and number of examination attempts in the appropriate spaces provided. The areas labeled "School," "Examiner," "State" and "S-Code" do not need to be completed.
	
	• The proper administration and handling of answer sheets is of the utmost importance. If for any reason there is doubt about whether the coding will be read properly, the answer sheet should be replaced with another answer sheet that the examinee properly completes.
	• Torn or damaged answer sheets must be replaced and a new answer sheet filled out. It is very important that the test code number, test form number and the booklet number are recorded on a new answer sheet when replacing a damaged answer sheet.
	• Proctors must check to ensure that examinees have not made any stray marks on their answer sheets and that they only use a No. 2 pencil. Proctors must also check to ensure that examinees have recorded the correct information on the answer sheet.

Handling Late Examinees

Table 12. Handling Late Examinees.

Handling Late Examinees
• Examinees who arrive while the instructions are being read may be admitted into the testing room at the proctor's discretion. If admitted, such examinees must be given the opportunity to hear all instructions and complete the required portion of the answer sheet.
• Examinees who arrive after the examination has begun will not be admitted directly into the testing room, as this will disturb the other examinees. The examinee must be read the instructions outside the testing room, but one proctor must remain in the testing room at all times. The examinee will then be seated with the other examinees in the testing room to complete the examination. No additional time will be given; the examinee must complete the examination within the time remaining.

Reading the Exam Instructions

Table 13. Reading the Exam Instructions.

Reading the Exam Instructions
• Read the exam instructions to examinees aloud.
• Ensure that all examinees understand and are complying with the instructions.

During the Exam

Table 14. During the Exam.

During the Exam
• Proctors must circulate among the examinees during the examination to observe examinees and be alert for any irregularities. Every few minutes walk slowly and quietly around the room. Scan each examinee's desk area to be sure that the desk is free of unauthorized materials and that examinees are not engaged in any other type of examination misconduct. Avoid making excessive noise that may disturb examinee.
• Proctors are not to answer any examinee questions pertaining to examination content. Tell the examinee that s/he may note examination content comments on the Question/Comment Form.
• Proctors must allow only one examinee at a time to use the restroom. Proctors should collect the examinee's examination materials and then return them when the examinee returns.
• The script calls for the proctor to make an announcement to the candidates when there are 30 minutes remaining and 15 minutes remaining.
• The exam room must never be left unattended while examinees are testing. If one proctor must leave the room, a certified instructor or certified proctor must be present as a substitute.

After the Exam

Table 15. After the Exam.

After the Exam
• When examinees have completed the examination and raise their hands to be checked out, proctors must conduct the procedures listed below: 1. Verify that the examinee has used pencil to complete the entire answer sheet and filled in the test code number, test form number and test booklet number and that s/he has been properly darkened in on the answer sheet. 2. Check to see that the answers have been recorded on the answer sheet and not in the test booklet. 3. Verify the examinee's name and examinee number (examinee's phone number- this will be used as their personal identifier) 4. Collect the answer sheet, Question/Comment Form (if used) and test booklet from the examinee.
• Verify that all test materials, including answer sheets, Question/Comment Forms and test booklets have been accounted for.
• Sort test materials, separating answer sheets, Question/Comment Forms and test booklets. Test booklets should be sorted in ascending test booklet number order within each test form.
• After all examinees have completed the examination and answer sheets have been verified, place all test materials in a secure box or briefcase.
• Prior to leaving the examination site, the proctor should verify that all test booklets are accounted for. If a test booklet is missing, locate it before leaving the test site.

Sorting and Packaging of Materials

Table 16. Sorting and Packaging of Materials.

Sorting and Packaging of Materials
• Answer sheets, examination booklets, Question/Comment Forms and other forms used in relation to the examination must be packaged together and kept separate from unused material, then placed in a shipping package. Materials must be packaged carefully so that the coded edges of the answer sheets are not damaged. Packaged materials must lie flat in the envelope. Use extra manila envelopes if necessary. Do not over pack envelopes.
• Any defective unused materials should be put into numerical order and bound together. Any defective materials should be clearly marked in large letters that it is defective.
• Any unused materials that are not defective and you need to return should be put into numerical order and bound together. We encourage proctors to keep unused exams to be used in future events. However, the exams must be returned by "Return By" date on the exam to avoid a violation.
Used Materials
• Separate all used answer sheets from test booklets. The answer sheets must be handled carefully and packaged flat. Do not bend or fold edges (particularly the coded edge). Do not staple, bend, fold or otherwise alter answer sheets. Do not place sticky notes or tape on the answer sheets.
• Make sure all the used answer sheets are filled out completely and correctly in pencil. Any incomplete or damaged answer sheets may not be able to be scored and processed. An examinee will need to retake the examination if the score sheet is unable to be read and processed and the cost will be at the examinee's expense.

Sorting and Packaging of Materials
• This Exam Return Form needs to be completed after the exam administration and returned with the test booklets and answer sheets. This form is used by Prometric to document the details of the test administration, where certificates shall be shipped, and payment processing. The form must include form of payment (credit card, check, or purchase order). If this form is not filled out completely and payment is missing, it will delay the processing of the answer sheets and test results and may result in a violation. Use a paper clip to attach the Exam Return Form to the top of the used answer sheets.
• Ensure the Seating Chart and Examinee Roster are complete. Print clearly to ensure prompt processing.

Shipping Materials

Table 17. Shipping Materials.

Shipping Materials
• We recommend using a cardboard box or non-tear envelope, to ensure exam materials are not damaged in transit. Damaged materials may cause a delay in processing or may cause examinees to have to retake the exam.
• As these items are put into the package, put the materials in the following order: • Exam Return Form with payment and used answer sheets • Seating Chart and Examinee Roster • Question/Comment Forms • Used exam booklets • Unused materials, including exam booklets
• The shipping package containing all material used at the site must be returned to Prometric via traceable means (e.g. UPS, FedEx, Airborne) within 24 hours following the exam administration.
• Send the package to the attention of the Food Safety Program. Prometric Attn: Food Safety Programs 7941 Corporate Dr. Nottingham MD 21236

Final Steps

Table 18. Final Steps.

Final Steps
• When Prometric receives the package, the contents are verified against the Exam Return Form, to ensure all materials are included. The answer sheets are separated from the package, and scanned. Scoring routines are performed, and score reports and/or certificates are produced.
• The score reports/certificates are mailed according to the instructions provided on the Exam Return Form. Please be sure to clearly designate how the results should be sent.

Internet-Based Exams (IBT) – TCNET

TCNET Exams - General Information

Table 19. TCNET Exams.

TCNET Exams
TCNET exams do not require special software; however the following is required:
• Pentium 166+ with at least 32 megs of RAM
• Microsoft Internet Explorer (IE) v10+ or higher
• Minimum 56k modem
• A reliable Internet connection; recommended (DSL or cable)
• 100 megabytes free disk space (hard drive)
• Windows 95/98 or higher
• Monitor
• Mouse
• Keyboard
• Printer
After administering the TCNET exam, the examinees can view their preliminary results. Official results (certificate or failing score report) will be mailed directly to the examinees by Prometric.

Administrations

Table 20. Administrations.

Administrations	
The basic steps in internet-based test administrations are:	
1	Prepare for the administration.
2	Prepare the room for testing.
3	Prepare the computers.
4	Administer exam.
5	Register the examinee.
6	During the exam.
7	Notes about TCNET features.
8	After the exam.
9	Final steps
See the next tables for details.	

Prepare for the Administration

Table 21. Prepare for the Administration.

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

Prepare the Room for Testing

Table 22. Prepare the Room for Testing.

Prepare the Room for Testing
• The proctor will need to make sure that the area being used for testing is clear of any papers, pens and any writing materials. If the test is administered in a classroom, for example, the proctor should also ensure there are no signs posted or information on the chalkboard that might cue examinees such as terminology, procedures or reminders.

• Use one of the following four guidelines for seating examinees:
  • No more than two examinees per six-foot table. Examinees must all face in the same direction. Tables should be spaced approximately five feet apart from front to back.
  • No more than three examinees per eight-foot table. Examinees must all face in the same direction. Tables should be spaced approximately five feet apart from front to back.
  • Round tables may be used, but are inefficient because only one examinee may be seated at each table.
  • Desks may be used if they have a large enough surface area to hold the computer equipment. Desks should accommodate both left-handed and right-handed examinees with equal comfort.

• The proctor must assign additional people to proctor when there are more than 30 examinees taking the exam. When you receive the roster, you should separate it into sections of 30 examinees so that each proctor will have approximately 30 examinees to process during the examination administration. One station may have a few more or less than 30 examinees, depending on the total number of examinees scheduled. Seating assignments should be recorded on a seating chart by the proctor.
• The proctor should set up a check-in table for examinee arrival and check-in. The check-in table should be placed at the examinee entry/exit point. **Note:** There should be only one point of entry and exit to the examination room. In other words, examinees will enter and exit through the same door.

Prepare the Computers

Table 23. Prepare the Computers.

Prepare the Computers
• Before admitting the examinees, the proctor should establish a reliable Internet connection.
• Open Internet Explorer.
• Type in the URL provided on the proctor letter.
• Ensure the screen shows the log in area for Prometric's test delivery.

Administer the Exams

Table 24. Administer the Exams.

Administer the Exams
Verify examinee identification:
• The proctor checks the examinee's name against the roster.
• Check photo identification of the examinee at time of check-in. The proctor should make sure that the picture on the photo ID matches that of the examinee. Examinees must show a current photo ID (i.e. driver's license, state photo ID, military identification, student ID or valid passport) in order to be admitted into the testing room. Examinees who do not have a current photo ID should not be admitted   • To protect exam integrity, it is paramount that proctors do not deliver their own exams. If it is found that an examination is self-delivered, we will revoke all access to administer and use any Food Safety materials. .
Seat the examinees for the test:
• Examinees are not permitted to use any notes, textbooks, dictionaries (including translation dictionaries), during the test administration. Electronic translators are also not allowed. Electronic devices such as cell phones and pagers or data devices such as PDAs are also not allowed. The proctor should ensure the examinee does not have access to any personal belongings such as a purse during the test. The proctor will need to direct the examinee to an appropriate area to store any personal belongings.

Register the Examinee (First-Time Tester)

Table 25. Register the Examinee (First-Time Tester).

Register the Examinee (First-Time Tester)	
1	Click on **Register Now**.
2	The candidate should leave the **Prometric Testing ID** box BLANK (it will auto-populate) From the **Test Provide**r pull-down list, select **your exam provider** The candidate should enter their last name in the **Last Name** box
3	Click on **Continue.**

	Register the Examinee (First-Time Tester)
4	The candidate will create a **Username** and **Password**. In the **Username** field, enter the first three letters of the examinee's last name followed by the last four numbers of the examinee's phone number. For example, Fred Testing whose Phone number is 123-455-6789, Username would be Tes6789. The password must be at least 8 characters long, have a capital and lowercase letter, a number, and a special character (ex. Prometric1!). You will also need to create two "**Security Questions**". The first security question will come from the drop down list. The second security question can be created by the candidate. Both the question and answer must be manually entered. After all fields are complete, click continue.
5	Click on **Continue.**
6	Candidate will fill in all required demographic information in 4 sections: Name, Mailing Address, Contact Information, and Other Information. **Name** – first and last name are required **Mailing Address** – street, city, state/province, postal code, and country are required **Contact Information** – home and work phone numbers are required (email is optional, but suggested) **Other Information** – client code (found on proctor welcome letter) andbirth date are required, but the SSN is not required. Please leave the SSN field blank. *Please Note-Policy Update*: Candidates should no longer enter their SSN in the "SSN/Government ID#" field. Please leave this field blank.).
7	Have the examinee read the **Privacy Notice**.
8	Have the examinee click on **I Agree** to continue. **Note:** Individuals who do not agree with the terms of the Privacy Notice will be unable to take the exam.
9	The candidate will select "**Take Test**"
10	The candidate will select the test they would like to take from the list
11	The candidate will read the information presented on the screen and select "**Take Test**"
12	At this point, the **PROCTOR** will enter their **proctor username** and **proctor password** to launch the exam
13	Proctor will select "**Submit**"
14	If the candidate has a **Voucher** or **Promo Code** enter the code here and select "**Continue**"
a.	If the candidate does not have a Voucher or Promo Code, leave the field blank and select "**Continue**"
b.	Enter in credit card information and select "**Submit**"

15	Have the examinee review the information on this page. This page also includes a link to **View a Tutorial/Practice Test**. If desired, have the examinee click on this link. If the tutorial is not needed, continue to step 16.
	
	● The purpose of the Tutorial/Practice Test is to introduce the examinee to features in the TCNET testing and how to navigate the test. The tutorial does not include food safety type questions. The features shown in the tutorial include:
	
	        Selecting an answer
	        Timing
	        Marking a question for review
	        Using the summary page
	        Ending the test
	
	● The Tutorial/Practice Test consists of three different pages that let the examinee practice selecting and changing answers and moving to the next question. At the end of the tutorial, the examinee will click on link that says **Click here to launch test**.

Register the Examinee (First-Time Tester)	
17	Click on **Begin Test**. When the examinee begins the test a timer begins in the upper left corner of the screen that tracks the amount of time remaining. **Note:** Examinees have two-hours to take the test.

During the Exam

Table 26. During the Exam.

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

Notes about TCNET Features

Table 27. Notes about TCNET Features.

Notes about TCNET Features
• Questions are multiple choice with four options provided to select the answer from. Each question has only one correct answer. There is a small open circle in front of each option. To select an option as the answer the examinee will guide the mouse to allow the cursor to point to the desired option and left click on the mouse. This activity will fill in the circle. Questions only allow for one answer. The examinee can change any selected answer by clicking on another answer.
• Examinees can mark a question for review by clicking in the upper right corner in the box labeled **Mark for Review**. A question can be marked whether the examinee has provided an answer or not. The questions that are marked for review can be viewed by clicking on the button labeled **Summary**. The **Summary** page lists all questions with the beginning text for the question. To the left of the question are columns that display whether each question has been answered or marked for review. The examinee can view the **Summary** page at anytime during the test. To return to any question from the **Summary** page, the examinee can click on the question.
• When answering questions, examinees can click on the buttons marked **Next** or **Previous** to navigate through a test.

Notes about TCNET Features
•	In the event that the computer should freeze during the test administration or there be an interruption in Internet service, the examinee's test can be re-accessed. When the test is resumed, all the examinee responses up to the question that was in progress will be restored. The proctor will go through the following steps to resume the test: • Open Internet Explorer and go to the TCNET website. • Sign the examinee in using the examinee's username and password. • From the **Main** menu, select **Resume Test**. • Complete the steps for Proctor Authentication.
•	In the event of an emergency such as a fire drill that requires a temporary evacuation, the proctor can close Internet Explorer or turn off the computer, which will interrupt the test in TCNET allowing the test to be resumed. Do not click on **End Test** as this will score the test. When the examinee is able to resume the test, the proctor will go through the following steps: • Open Internet Explorer and go to the TCNET website. • Sign the examinee in using the examinee's username and password. • From the **Main** menu, select **Resume Test**. • Complete the steps for Proctor Authentication and selecting the location of the test site.
•	When there is a temporary interruption in testing and the test is resumed, the system does not automatically compensate the examinee with extra time. The proctor should note the time the examinee lost due to the interruption and if the test ends prior to the examinee having this time, call Prometric to have additional time added.
•	To review previous results, the proctor can click on **Review Scores** from the **Candidate** menu and click on the date/time of the test results to be viewed. This function will produce the score report for that test.

After the Exam

Table 28. After the Exam.

After the Exam
•	When the examinee is done with the test, the examinee will click on the **End Test** button.
•	The examinee will be asked if she/he is sure. If the examinee answers **No**, s/he is returned to the Summary Page. If the examinee answers **Yes**, the test will be submitted for scoring and a score report with the examinee's results will appear on the screen.
•	The examinees can view their preliminary results. Official results (certificate or failing score report) will be mailed directly to the examinees by Prometric.
•	After printing the score report, click at the link at the bottom of the page labeled **Click Here to Continue**. This gives the proctor the option to return to that examinee's menu or click on **Sign Out**. • Clicking on **Sign Out** will allow the proctor to return to the **Sign In** page to sign in another examinee for testing. • Clicking on something within the examinee's menu will allow the proctor to continue working with that specific examinee.

Final Steps

Table 29. Final Steps.

Final Steps
• When Prometric receives the TCNET testing results, the results are automatically added to the computer systems.
• Score reports and/or certificates are produced and mailed to examinees.
• Close Internet Explorer on all computers.

Revocation Policy for Certifications

Table 30. Revocation Policy for Certifications.

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

Prometric Guidelines for Interpreters and Accommodations

Table 32. Prometric Guidelines for Interpreters and Accommodations

Prometric Guidelines for Interpreters
If an individual proctor allows the use of an interpreter for a Food Safety Manager Exam, the following guidelines must be followed.

Prometric Guidelines for Interpreters	
Testing Environment	1. A candidate who is granted the use of an interpreter should be tested in a separate location to avoid distracting or disadvantaging other candidates in a testing session. 2. A proctor should be present and abide by all requirements in the Proctor Policies & Procedures Manual for the session with the translator.
Qualifications of a Interpreter	1. The interpreter should be knowledgeable of the subject-matter to be translated to ensure appropriate information is provided to the candidate 2. The interpreter should be in fluent in the candidate's requested language, preferably from a professional translator organization.
Relationship of Interpreter	1. The interpreter should not be directly or indirectly related to the candidate (e.g. husband, brother, cousin, sister-in-law). 2. The interpreter should not have a direct professional relationship with the candidate (e.g., trainer, manager, and employer).
Instructions for Interpreter	1. The interpreter should be instructed as to how the translation should be completed. Only the item stem and item options should be translated. 2. The interpreter should NOT provide any additional information during the translation, including but not limited to the following: a. Indication of the correct answer b. Explanation of terminology and/or vocabulary c. Ancillary information not included in the item itself 3. The interpreter should ensure that an even inflection is used throughout the translation, without extra emphasis on particular parts of the item.
Request for Interpreter and Other Accommodations	Candidates must complete the "Request for Interpreter and Other Accommodations" form when requesting an accommodation. This form is located on page 32 of this manual and also online: www.prometric.com/foodsafety under Proctors/Trainers.

Test Administration Materials

Table 31. Test Administration Materials.

Test Administration Materials	
The following forms and materials are required to administer exams. All forms are available on www.prometric.com/foodsafety. Samples are included when possible. You may make copies of these, as needed, to use in test administrations.	
Materials and Exam Item List	This form is used to locate the materials and exams item number, description and cost used to complete the materials and exam order form.
Materials and Exam Order Form	All materials should be ordered via the online form on www.prometric.com/foodsafety.

Test Administration Materials	
Examinee Roster Form	This form is used to identify examinee information such as: name, phone number, address and signature of the examinee. This information should be provided to Prometric upon return of the answer sheets and other test materials.
Seating Chart	This is an extra precaution used when examination booklets are collected, especially with large groups of examinees. Also, it is used for descriptive purposes if an incident occurs. This form must be filled out with the examinee's name and phone number in the boxes indicating each examinee's seat location.
Exam Return Form	Upon receipt of examinations from Prometric, the proctor should verify that all of the examinations listed on the shipping worksheet match what you have received. The form needs to be completed after the exam administration and returned with the test booklets and answer sheets. This form is used by Prometric to document the details of the test administration, where certificates shall be shipped, and payment processing. The form must include form of payment (credit card, check, or purchase order). If this form is not filled out completely and payment is missing, it will delay the processing of the answer sheets and test results and may result in a violation. Use a paper clip to attach the Exam Return Form to the top of the used answer sheets.
Answer Sheets	An adequate number of answer sheets will be provided with the test booklets. Additional answer sheets are included to ensure that if an examinee makes a mistake on an answer sheet, a new one can be provided.
Test Booklets	You should receive the exact number of test booklets as ordered on the **Materials and Exam Order Form**. You will receive two exam forms for the examination; this is to help ensure an incident-free exam administration. Bilingual Certified Professional Food Manager (CPFM) examinations are also available upon request. ● Test booklets are coded with three sets of numbers: the test code number, the test form number and the test booklet number. All numbers are located on the upper left corner of the test booklet. ● The test code number is the number that determines which answer key should be used when grading the answer sheet. ● The test form number identifies the specific version of the test form being used. ● The test booklet number is used for accountability and also identifies the particular test being given with an individual examinee.
Instructions to Examinees	This document is the instructions that are read to all examinees prior to the beginning of an exam. These instructions provide the information needed to complete the demographic portion of the answer sheet, explains how to code and bubble the answer sheets, the rules for taking the exam, and the time limits.
Question Comment Form/Candidate Appeal Process	This form is provided in the exam envelope. Examinees do not need to fill out a **Question/Comment Form** unless they have questions and/or comments. Exam administrators/proctors are not to answer examinee questions about the exam. The bottom of this form explains the **Candidate Appeal Process**.
Incident Report	Any compromise of the exam must be reported to Prometric immediately. An Incident Report must be completed by the end of the testing day and returned with the exams. Any occurrence that is out of the ordinary or that the exam administrator believes may adversely affect the reliability or validity of the test should be recorded on this form. As a rule of thumb, if you are unsure about whether to report a situation or not, always choose to report by using the form.

\

Important Forms- Please Print and Keep for your Records

PROMETRIC   **Candidate Roster**
                                                                  Food Safety Programs

By signing this form you are authorizing Prometric to release your test results to the organization administering this exam.

Exam Date: _____ **Exam City:** _____

Proctor Name: _____ **Proctor Number:** _____

Candidate Name	Mailing Address	Candidate Telephone Number & Email	Candidate Signature

PROMETRIC
                                                     Candidate Seating Chart
Food Safety Programs

Exam Date: _____ **Exam City:** _____

Proctor Name: _____ **Proctor Number:** _____

*Indicate the seating arrangement of the candidates by writing the Full Name of the Candidate or the Candidate Phone Number

Proctor Station

 * Chart based upon two candidates sitting at a 6' table, totaling 40 candidates.

Exam Return Form

**_All_ information on this form is required. Please print all information _clearly_. This document is double sided. Any incomplete sections may result in a delay in processing.

Proctor Information

Proctor Name:_____ **Proctor Number:**_____

Proctor Phone Number: _____ **Proctor Email:** _____

Exam Information

Exam Date:_____ **City/State:**_____
Company/Organization Name: _____
Results Reporting

Mail certificates and fail letters to (must choose one):

☐   Address Below ☐   Candidates

Send score reports to (must choose one):

☐   Address Below   ☐   **Email to:** _____

ATTN (person/business name): _____

Address:_____

City: _____State: _____Zip:_____

Payment Option (choose one):
☐   Check/Money Order Enclosed ***Personal Checks Not Accepted***
☐   Purchase Order Attached ***Only for 10 or more exams***
☐   Credit Card (please provide credit card information below)

Card Number: _____ Expiration Date (MM//YY):_____

Card Holder Name (print)_____
Card Holder Signature: _____
*By signing, you acknowledge that you are the card holder and authorize Prometric to charge your credit card.

Please read and sign:

This test was administered on the date listed above, at the location listed above, by the Proctor and in accordance

with the instructions described in the Policy and Procedures Manual for the Food Safety Program. Fees for any exams

submitted that did not adhere to the proctor manual policies and procedures are nonrefundable.

Print Name:_____
Signature :_____ Date: _____

Exam Return Form Cont.

Exam Inventory ***Required***

	Quantity	Test Code/Form	Serial Numbers		
Exams Received	_____	_____	_____	to	_____
	_____	_____	_____	to	_____
	_____	_____	_____	to	_____
	_____	_____	_____	to	_____
Used Exams	_____	_____	_____	to	_____
	_____	_____	_____	to	_____
	_____	_____	_____	to	_____
	_____	_____	_____	to	_____
	_____	_____	_____	to	_____
	_____	_____	_____	to	_____
Unused Exams	_____	_____	_____	to	_____
	_____	_____	_____	to	_____
	_____	_____	_____	to	_____
	_____	_____	_____	to	_____
Defective exams	_____	_____	_____	to	_____

PROMETRIC

Instructions to Candidates-Paper Based Testing (PBT)
Food Safety Programs

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

Read the following:

Good _____(**morning/afternoon**). My name is _____ (**state your name**). On behalf of Prometric, I would like to welcome you to the _____ (**exam name**) examination. I will be your test administrator for the examination.

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

All exam questions are copyrighted property of Prometric. Federal copyright law prohibits copying, reproducing, and recording, distributing or displaying these test questions by any means, in whole or in part, without Prometric's written permission. Doing so may subject you to severe civil and criminal penalties, including up to five years in prison and/or a $250,000 fine for criminal violations.

The only items allowed with you during the exam are the exam book, answer sheet, and No.2 pencils that are provided. If you have a briefcase, purse or other personal items, they must be left outside of the exam administration area until you are excused by the proctor upon completion of your exam.

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

You may now break the seal on your exam book. You should have thefollowing items:
1.)   Examination answer sheet
2.)   Examination booklet
3.)   Question/Comment; Candidate Appeal Process Instructions

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

You must use a #2 pencil for marking your answer sheet. If you don't have a #2 pencil, please raise your hand. The computer cannot score answers that are marked in ink. Each bubble, or circle, on the answer sheet must be completely filled in and darkened well to enable scoring by the computer.
Turn the answer sheet to page 1 (the side to be completed).

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

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

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

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

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

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

Leave the following spaces blank: "School", "Examiner" and "S Code".
In the space labeled "**Social Security Number or Candidate Number**", leave this area blank. .

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

Turn the answer sheet over to page 2.

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

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

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

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

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

In the space labeled "**Title**", print either CPFM, HACCP, or CAH based upon the exam booklet in front of you.

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

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

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

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

All answers must be recorded on your answer sheet. You will not be given credit for any questions that have been answered incorrectly or left blank. Neither will you be given credit for answers that are written in the test booklet. You will not be given credit for any questions that have more than on answer marked. If you do not know the answer to a question, it is to your advantage to guess, since there is not penalty for a wrong answer. If you have to change an answer, be sure to erase it completely without damaging the answer sheet. If you damage the answer sheet, please raise your hand for another one

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

The time allotted for you to complete this exam is _____ (**for CPFM or HACCP state two hours;**

for CAH state one hour). When you complete the exam or time has been called, follow these instructions: .

1.   Keep your exam book, answer sheet, and Question/Comment form separate on your desk.

2.   Stay seated and raise your hand.

3.   A proctor will come to your seat to verify that your examination booklet and collect all of your examination materials.

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

Good luck and you may now begin.

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

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

After the testing time has elapsed, say: Stop now. Close your test booklets and put your pencils down. I will collect your test booklets, answer sheets and Question/Comment Forms."
Collect test materials from each candidate individually.

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

PROMETRIC

Question/Comment Form
Appeal Directions
Food Safety Programs

QUESTION/COMMENT FORM FOR
EXAMS AND EXAM REVIEWS

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

THIS FORM MUST BE TURNED IN WITH YOUR EXAM BOOKLET

_____ _____
Candidate Name   Exam Date

_____ _____
State Abbreviation and Examination Name   Exam Code and Form Number

Question Number_____   Answer you marked_____
Question Number_____   Answer you marked_____
Question Number_____   Answer you marked_____

Candidate Appeal Process

If you have a concern involving the content or scoring of your examination and would like a written response from Prometric, you will need to submit an appeal letter. Please include your name, ID number, name of exam, date tested and specific description of your concerns. All appeals should be submitted via an online form. The form can be access by visiting the "Test Taker" section of www.prometric.com/foodsafety .

PROMETRIC

Incident Report
Food Safety Programs

Exam Date	Exam City/State
Candidate's Name:	Test Code Number:
Candidate's Phone Number:	Test Form Number:
Candidate's email address:	Witnesses (Printed Name(s)):

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

         Prometric
         Attn: Food Safety Program
         7941 Corporate Dr.
         Nottingham MD 21236

Description of Incident:

_____

_____

_____

_____

     Signature_____ Proctor #_____

      Name _____ Date _____

If you have any questions or concerns please contact us at: foodsafetyproctors@prometric.com
Thank you for your continued commitment to exam security!

PROMETRIC	**Request for Interpreter and other Accommodation** **Food Safety Programs**

Request for Interpreter and Other Accommodations

This form is to be completed by candidates requesting the use of an interpreter or other testing accommodations.

Candidate Name: _____   Candidate ID #:_____

Exam Date:_____

For an Interpreter:

Request for Interpreter: Into which language is the candidate requesting an interpreter for?

_____
(Note: Requests for personal interpreters for languages in which the CPFM is already available will be denied.)

Name of Interpreter:_____

Qualification of Interpreter:_____

To be signed by interpreter: I, _____ (name) attest that I have no personal relationship with the candidate taking the CPFM exam and can serve as an interpreter in the language requested without a conflict of interest. I agree to abide by all CPFM security provisions and keep confidential the contents of the exam.

To be signed by candidate: I, _____ (name) agree to complete the CPFM exam with the interpretation provided by the person named above as an interpreter.

For Testing Accommodations:

In accordance with the Americans with Disabilities Act and other applicable laws, Prometric will work with CPFM proctors to assist in the provision of access to services for individuals with documented disabilities. Completed accommodation requests with all necessary documentation **must** be submitted to the proctor and be approved prior to the date of the scheduled CPFM exam.

Accommodation requested:_____
Please attach professional documentation verifying your need for accommodations and a personal statement describing your disability and its effect on taking a test.

To be completed by proctor:

Support for accommodations provided:_____

Accommodation provided: _____

Signature of proctor: _____ Date:_____