Learn2Serve Food Protection Manager Certification Exam Candidate Information Booklet

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Summary

The Learn2Serve Food Protection Manager Certification Exam is an English-only, proctored, closed-book exam with 95 questions. Only 75 questions are scored, the remaining 20 are used to test and develop new questions for use in maintaining the integrity of the exam.

This test is only available on computer; there are no paper copies. Questions are multiple choice with four options for each question.

The following are the topics covered by the exam and their approximate weighting on any given test form:

N Tasks	Specs	Competency Domain
30	40%	I. Food
15	20%	II. Cleaning and Sanitizing
08	10%	III. Facilities
11	15%	IV. Food Personnel
11	15%	V. Legal and Regulatory Issues
75	**100%**	

To assemble each test form, the established number of test items are pulled from the master bank for each category and the statistics are reviewed for psychometric validity.

In each form of the exam (2 forms), we utilize an equal number of items from each category. Every quarter, at least 25% of the exam is replaced with items from the same category as the ones that are removed. We then pre-equate the new forms to the existing forms using data from previous forms the new items were pulled from.

At the end of the exam, Candidates have an opportunity to review all answer choices before submitting for scoring.

Some states, cities, or counties may require training prior to sitting for the exam. Candidates are responsible for compliance with such requirements.

Successful Candidates may use the terms "Certified Food Protection Manager," "Learn2Serve Certified Food Protection Manager," or "Learn2Serve Certified" to refer to themselves, but only while they maintain a valid certification. Certification is valid for up to five years from the date of the exam. Candidates may extend their period of certificate validity at any time by retaking the exam.

Candidates who require special assistance under the Americans with Disabilities Act can send their ADA form to us at Learn2ServeCertified@360training.com or proctoring@360training.com. Please allow 10 business days to arrange the requested accommodations.

Introduction

Various state and local governmental jurisdictions require food safety training and certification for the food managers of establishments that handle food. The Learn2Serve Food Protection Manager Certification Exam is designed to test and assess food managers on competencies relevant to the prevention of food borne illness.

To become a Certified Food Protection Manager, a Candidate must pass a food safety certification examination from an accredited certification program recognized by the Conference for Food Protection (CFP). The certificate shall be valid for no more than five years.

With ANSI-CFP accreditation, 360training.com, Inc.'s Learn2Serve Food Protection Manager Certification Examination is accepted in most states that have mandatory certification requirements for Food Management Professionals.

Exam Policies and Procedures

Proctor Hours of Operation

Our Live Proctoring is available from Monday-Friday between 7am to 10pm (CST).

Non-Discrimination and ADA Compliance

360training.com, Inc. does not discriminate among Candidates as to their age, sex, race, religion, ethnic origin, sexual orientation, disabilities, or marital status. 360training.com, Inc. is committed to accommodating Candidates in accordance with the Americans with Disabilities Act (ADA). Please refer to the section on Testing Accommodations.

Procedures for Certification

In order to become certified, Candidates must take and pass the Learn2Serve Food Protection Manager Certification Exam while being monitored by an approved Online Proctor. After enrollment, Candidates will be able to launch their exam and have the opportunity to take the exam through an Online Proctor at their convenience.

Candidates must not take any materials into the exam area and must not communicate with others or use any reference materials while taking the exam. Candidates must strictly comply with instructions given by the Online Proctor.

Upon successful completion of the exam with a passing score, Candidate will see the End of Course Instructions which will explain how to print your official certificate and pocket card. Candidates may want to laminate their pocket card and keep it on them.

Readily Accessible Exam with Online Proctor

360training provides online proctors for the ease of taking the exam at home without going to a testing site. 360training is committed to ensuring that proctors are competent, friendly and easily accessible to all Candidates.

Testing Accommodations

Testing accommodations create a more level playing field for Candidates in the on-line environment. Accommodations may include a reader of no relation to the Candidate for sight impaired Candidates; a sign language interpreter of no relation to the Candidate; additional testing time; or any similar requests in accordance with the Americans with Disabilities Act (ADA). They may also include permission to bring special items into the testing room for medical purposes (such as food, drink, medication, sound devices, etc.). Requests for testing accommodations must be reasonable, approved based upon appropriate documentation, and arranged for prior to taking your exam.

Candidates requiring testing accommodations must submit the ADA form along with the required documents to 360training.com. The candidate will fill out a Request of Accommodation form and submit it to 360training at least 10 business days prior to the requested accommodation for taking the Learn2Serve Food Protection Manager Exam. 360training will respond via e-mail to the candidate within five business days with an approval, denial, or modification request. The Online Proctor must accommodate all Candidates that present, in advance, documented disabilities and allow them sufficient time to become knowledgeable with the navigation and use of the online examination.

Reporting of Examination Results

After final answers are submitted, Candidates' examinations will be automatically graded and the results (pass or fail) will be displayed on the computer screen. A breakdown report (in form of a pie chart) of how well candidate performed in each major category is available at the end of examination. Candidate after the final examination can see the report before the second attempt. Also, the candidate can log back into their account at a later (more convenient) time and access summary statistics by clicking "view assessment" or . Example is shown below.

View Assessment

I - Food	80.00 %	
II - Cleaning & Sanitizing	75.00 %	
III - Facilities	90.00 %	
IV - Food Personnel	81.82 %	
V - Legal & Regulatory Issues	92.86 %	

Failed Examinations

Candidates who do not pass the examination on the first attempt will have the option to re-test one additional time before the exam locks out. Candidates who do not pass on their second attempt will need to repurchase the exam and must wait 90 days to do so in order to be assured of receiving a different form of the exam from the first two exam forms.

Confidential Examination Results

360training.com, Inc. will ensure that each Candidate's food protection manager certification examination results are held confidential. We will only release test information to a Candidate, or to a party authorized in writing by a Candidate, or pursuant to a binding legal request.

Complaint & Appeals Policy

360training.com, Inc. has a formal policy on appeals procedures for Candidates questioning eligibility or any part of the accredited certification program. Candidates must lodge their complaint with their Online Proctor at the time of the exam.

360training.com, Inc. will make decisions and respond to Incident Reports and Question/Comment Forms documented by Online Proctor. Decisions by 360training.com, Inc. may be appealed by the aggrieved party by filing a Notice of Appeal to the Management Review Committee, which shall meet within 15 business days to consider appeals. An appeal must be filed in writing and sent to 360training.com, Inc. using the contact information in this booklet.

The Examination

The examination is available in computer-based delivery only. The Learn2Serve Food Protection Manager Certification Exam is an English-only, proctored, closed-book, 95 question, multiple-choice test. The examination is timed to 1.5 hours. Only 75 questions are scored, the remaining 20 are used to test and develop new questions for use in maintaining the integrity of the exam.

How Do I Prepare for the Exam?

Candidates are expected to be familiar, through a combination of experience and training, with the principles and procedures for protecting public health from food borne or food related illnesses. Learn2Serve provides an optional test preparation course that covers the relevant material, though it is prepared by an independent team and therefore does not claim to provide exhaustive coverage of what is on the exam.

Some states, counties, or cities may require Candidates to successfully complete a training program prior to taking the exam. Candidates are responsible for ensuring that they comply with such requirements.

Candidates are strongly encouraged to log into their account and launch the exam PRIOR to starting their exam. There are several orientation and information screens that will help with preparation and familiarity. After the initial screens, the proctor will make sure the Candidate doesn't have any questions before starting the exam.

Identity Validation

Candidates must bring one form of valid government-issued photo identification and one other form of identification. Acceptable forms of identification include:

- 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

Test Administration

An Online Proctor will be responsible for establishing positive Candidate identification, ensuring proper exam administration and security, and verifying exam completion. Online Proctor will assist the Candidate in submitting their examination for grading.

The Online Proctor cannot answer any questions or comment about any exam content during the exam. They can provide the Candidate with a Candidate Question/Comment Form.

Candidate Misconduct

Candidate misconduct includes copying or sharing answers during the exam as well as any attempt to copy, save, or transmit the contents of the exam. Candidate misconduct also includes using any other computer programs or computing device, including laptops, tablets, or phones.

Examination Procedures

Below is a general overview of the examination process:

- The Online Proctor will complete a two-step process to verify a candidate's identity.

- The Online Proctor will inform the Candidates that they must remove their personal items (cell phones, pagers, PDAs, purses, bags, hats, briefcases, papers, books, or any other personal belongings) from the exam area.

- There must not be any talking, moving around, smoking, eating, or drinking in the exam area. All cell phones, beepers, and other electronic devices must be turned off and kept away from the examination area. There should not be any paper, pens, or writing utensils on the tables/desks.

- The Online Proctor will welcome the Candidates and provide exam instructions.

- Candidates will have logged into their accounts, which will contain the Learn2Serve Food Protection Manager Certification Exam that they have purchased or been assigned. Login credentials (username and password) will have been provided upon enrollment either via registered e-mail. If you lose or forget your credentials, please contact 360training Customer Support at 877-881-2235 for assistance.

- Candidates must carefully read all the instructions in the introductory screens.

- The Candidate must move through the course to the exam screen and then wait for the Online Proctor for further directions.

- Sample items are given to the Candidate providing an opportunity to see the layout and the functionality of the course player before the exam begins. Candidates will have one and a half hour to complete the examination.

- Answer all questions. Unanswered questions are always graded as incorrect. Candidates are not able to skip any questions and must answer all the questions.

- After completing the exam, Candidates will be presented with an Answer Review screen with the option to check all entered answers to be sure the choices selected are correct. Once Candidates have finished reviewing all their entered answers, they must click 'Submit' to submit the examination to be graded.

- Candidates' examinations will be automatically graded and the results (pass or fail)

displayed for them upon submitting the final answers. Upon successful completion of the exam with a passing score, Candidate will see is the End of Course Instructions which will explain how to print your official certificate and pocket card. Candidates may want to laminate their pocket card and keep it on them.

Candidates who do not pass the examination on the first attempt will have the option to re-test one additional time before the exam locks out. Candidates who do not pass on their second attempt will need to repurchase the exam and must wait 90 days to do so in order to be assured of receiving a different form of the exam from the first two exam forms.

Certification, Probation, Revocation

Successful Candidates will be entered into the Learn2Serve database of Certified Food Protection Managers and may use the terms "Certified Food Protection Manager", "Learn2Serve Certified Food Protection Manager" or "Learn2Serve Certified" to refer to themselves, but only while they maintain a valid certification. Certification is valid up to five years from the date of the candidate's last successful exam. Please be sure to verify the length of certification with your local health department. Candidates must retake the exam prior to their expiration date in order to maintain unbroken certification.

Candidates may sit for the exam at any point after initial certification in order to extend their period of certification validity. 360training.com, Inc. will confirm the status of an individual as being certified upon inquiry that includes the first name, last name, and certification number of the requested person. Candidates who change their names must notify 360training.com, Inc. if they desire to have their records updated. There is no charge to update a name record.

The certification status of a person may be revoked if 360training.com, Inc. becomes aware of any of the following:
- Incontrovertible evidence that the Candidate cheated during the examination
- Willing allowance of another person(s) to use the Candidate's name and certification number to represent themselves as a Certified Food Protection Manager
- Criminal or civil conviction related to food safety or public health

Should 360training.com, Inc. become aware of such conditions and it is considered to be a violation, the matter shall be brought to the Management Review Committee for consideration and possible action. The certified person shall be notified at least 30 days before such hearing and shall be entitled to present a defense, either in person, through legal counsel, or sworn affidavit. The decision of the Management Review Committee is final.

The Management Review Committee may dismiss the charge, revoke certification, or place the individual on probation for a period up to two years. If certification is revoked, the person's name shall be removed from the Learn2Serve database, and the person shall not be eligible to retake the exam for a period of three years. If the individual is placed on probation, any further infractions during the probationary period may result in further action by the Management Review Committee, up to and including revocation.

Copyright

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360training.com, Inc. Contact Information

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Hours of Operation for support are:

Monday through Friday 7 AM (CST) to 10 PM (CST)

Saturday Closed

Sunday Closed

E-mail: support@360training.com

Web: https://www.360training.com/food-beverage-programs/food-safety-manager-training

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