

# 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:

<b>N Tasks</b>	<b>Specs</b>	<b>Competency Domain</b>
25	40%	I. Food
3	20%	II. Cleaning and Sanitizing
27	13%	III. Facilities
5	15%	IV. Food Personnel
15	12%	V. Legal and Regulatory Issues
<b>75</b>	<b>100%</b>	

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.

Certification is valid for up to five years from the date of the exam.

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. They may also use the Learn2Serve Certified logo on their stationery, business card, personal Web site, etc. to indicate their status.

Candidates may extend their period of validity at any time by retaking the exam.

Candidates who require special assistance under the American’s with Disabilities Act can contact their Test Administrator to request an accommodation.

Candidates are strongly encouraged to log into their exam prior to their testing session as the initial screens contain useful information. Eventually, the Candidate will come to a screen that doesn’t allow further access. The exam itself cannot be started until a Test Administrator unlocks access. The initial screens also contain sample questions that the Candidate can use to gain familiarity with how questions look and how they are answered. Candidates can select the answers for these ungraded sample questions.

## 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'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

### Non-Discrimination and ADA compliance

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

### Procedures for Certification

To become certified, Candidates must take and pass the Learn2Serve Food Protection Manager Certification Exam while being monitored by an approved Test Administrator. After enrollment, Candidates must schedule a time to take the exam, either at a PSI testing center or with a Learn2Serve Test Administrator.

Candidates may not take any materials into the test site and may not communicate with other Candidates or use any reference materials while taking the exam. Candidates must strictly comply with instructions given by the Test Administrator.

Upon successful completion of the exam with a passing score, the final screen a Candidate will see is the End of Course Instructions. This is where the Proof of Completion and Official Certificate are explained. Candidates may download and print a Proof of Completion document for themselves, their employer, or their instructor by logging in to their LMS account. The Official Certificate will be mailed within 15 business days of completing the exam. The End of Course Instructions contains further details about the Proof of Completion and the Official Certificate.

## Readily Accessible Testing Sites

360training partners with PSI test centers nationwide for Test Administration and provides an option for corporate clients to have in-house Test Administrators. 360training is committed to ensuring that competently proctored testing sites are user-friendly and readily accessible to all Candidates. Testing sites are responsible for meeting all government health and safety requirements, and for being accessible to Candidates with disabilities.

## Testing Accommodations

Testing accommodations create a more level playing field for Candidates in the testing environment. Accommodations may include a reader and/or recorder for sight impaired Candidates; a sign language interpreter; 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 your scheduled examination.

Candidates requiring testing accommodations must arrange this with the 360training Program Manager by submitting a Request for Accommodation form at least 10 business days prior to the requested accommodation for taking the Learn2Serve Food Protection Manager Exam. 360training will coordinate with the PSI Exam Center selected by the candidate and respond via e-mail within five business days with an approval, denial, or modification request. The Test Administrator 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 by the course player, and the results of pass or fail will be displayed on the computer screen along with a breakdown of how well they performed per major category topic (display for this will be in the form of a pie chart per topic area which can

be viewed by proceeding to the next page). Example is shown below. Further, the Candidate can log back into their account at a later (more convenient) time and access a detail summary of their performance, which includes the **official score and the chart which was shown at the end of the exam**. Beneath the exam title, there is a link to open “more details”. This opens a page with summary statistics as well as detailed statistics. Upon passing the exam, we will mail out the official certificate within 15 business days. This certificate will also contain the **official score**.



## View Assessment Results

Below is how you fared on each major area of the exam.

Cleaning and sanitizing

Facilities

Food (Purchasing, Storing, Preparing, and Serving)



Note: The green area represents the percentage of questions answered correctly and the red area reflects the percentage answered incorrectly.

## Failed Examinations

Candidates who do not pass the examination will have the option to re-test one additional time for free within the 3 month period that the current form is running. We ask that you contact a Customer Support Representative to set up this re-test for a separate exam session. We are unable to allow a re-test during the current test session due to testing site time constraints. In addition, please understand that in order to properly schedule a new session, it will be necessary for Support to re-enroll the candidate in the exam, and then there will be a 24 hour wait period to be eligible to go back to the PSI exam scheduler and set up a new date/time.

## Confidential Examination Results

360training will ensure that each Candidate’s food safety 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.

## Appeals Policy

360training 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 Test Administrator at the time of the exam.

The 360training Program Manager will make decisions about responses to Incident Reports and Question/Comment Forms documented by Test Administrators. Decisions by the Program Manager may be appealed by the aggrieved party by filing a Notice of Appeal to the Operations Committee, which shall meet within 15 business days to consider appeals. An appeal must be filed in writing and sent to 360training using the contact information in this booklet.

## The Examination

The examination is available in computer-based delivery only. This format affords the most flexibility for exam Candidates. 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. The minimum passing score is set at 64 percent.

## 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 going to the testing center. There are several orientation and information screens that will help with preparation and familiarity. After the initial screens, there is a

proctor login screen preventing access to the exam questions until a Test Administrator uses their credentials to unlock it and start the timer.

Recall questions require simple knowledge of facts. Application questions require the use of knowledge to determine the answers. Analysis questions require higher order synthesis of facts, conclusions, and knowledge.

## What to Bring to the Test Site

You must bring 1 form of valid government-issued photo identification and 1 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
- Username and Password to access 360training account (see below)

Please be advised that this exam is offered through direct access to 360training's Learning Management System. The username and password that you created at the time you registered for the exam will be necessary to access your account and launch your exam from the independent test site. Generally, unless purposefully changed, the username will be your email address. The password is created when you set up your account to purchase the exam. NOTE: The username and password created when you SCHEDULED the exam session was for a separate system run exclusively and independently by PSI. Do not try to log into your account for the exam using these credentials.

## Test Administration

A Test Administrator will be present at the testing site and will be responsible for establishing positive Candidate identification, conducting secure exam logins, ensuring proper exam administration and security, and verifying exam completion.

The Test Administrator 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. This conduct constitutes cheating. A Candidate should not talk to another Candidate or look at another Candidate's computer screen. Candidate misconduct includes using any other computer programs or computing device, including laptops, tablets, or phones.

## Examination Procedures

Here is a general overview of what will happen at the testing site:

- The Test Administrator will complete a two-step process to check in Candidates and verify their identities.
- The Test Administrator will inform all Candidates where they must store their personal items (cell phones, pagers, PDAs, purses, bags, hats, briefcases, papers, books, or any other personal belongings) before taking their seats.
- There must not be any talking, moving around, smoking, eating, or drinking in the room during the exam. All cell phones, beepers, and other electronic devices must be turned off and stored with the Candidates' belongings. There should not be any paper, pens, or writing utensils on the tables/desks.
- The Test Administrator will welcome the Candidates and provide exam instructions.
- Candidates must each log into their accounts, which will contain the Learn2Serve Food Protection Manager Certification Exam that they have purchased or been assigned. Your login credentials (username and password) will have been provided upon enrollment either via e-mail to the address you registered with or by whoever registered you for the exam. If you lose or forget your credentials, please contact 360training Customer Support at 1-877-881-2235 for assistance.
- Candidates must carefully read all the instructions in the introductory screens.
- The Candidates must move through the course to the Proctor Login screen that requires the login by the Test Administrator and then wait for the Test Administrator to come to their computer to unlock access to the exam itself.
- 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 one half hours to complete the examination.

- Answer all questions. Unanswered questions are always graded as incorrect. At the end of the exam, Candidates will see a screen showing any questions that were skipped. At this stage the Candidate may return to any unanswered question(s) and enter an answer before the exam is graded.
- 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 with a passing score, the final screen a Candidate will see is the End of Course Instructions. This is where the Proof of Completion and Official Certificate are explained. Candidates may download and print a Proof of Completion document for them self, their employer, or their instructor by logging in to their LMS account. The Official Certificate will be mailed within 15 business days of completing the exam. The End of Course Instructions contains further details.

Candidates who do not pass the examination on their first attempt will have the option to re-schedule and re-test one more time without having to purchase the exam again. We ask that you please contact a 360training Customer Service representative at 877-881-2235 to arrange another attempt. Please be advised that there may be an additional charge for this if it requires you to re-schedule with the test center. 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 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. They may also use the Learn2Serve Certified logo on their stationery, business card, personal Web site, etc to indicate their status. Certification expires 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 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 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 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 become aware of such conditions, the matter will be considered by the Program Manager. Should the Program Manager have good cause to believe that a violation has occurred, the matter shall be brought to the Operations 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 Operations Committee is final.

The Operations 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 Operations Committee, up to and including revocation.

## Copyright

All exam questions are the property of 360training.com, Inc. and are protected by copyright. Federal law provides severe civil and criminal penalties for the unauthorized reproduction, distribution, or exhibition of copyrighted materials.

## Customer Support and Contact Information

Mailing address: 360training.com, Inc.  
Food Protection Manager Exam Program  
6801 N. Capital of Texas Hwy, Suite 150  
Austin, TX 78731

Toll Free Customer Support Telephone: 1-877-881-2235

E-mail: [Learn2ServeCertified@360training.com](mailto:Learn2ServeCertified@360training.com)

Web: <http://www.learn2serve.com/food-manager-certification>

### Document Control Form

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