



Company: EHT/NRFSP
Contact Person: Tiffany Vowell
Approval: Mark Conley
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# National Registry of Food Safety Professionals Test Administrator/Proctor Manual for Paper and Proctored Online Examinations

## Food Safety Manager Certification Examination



Developed and Administered by  
Environmental Health Testing

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## Introduction

### About the National Registry of Food Safety

National Registry of Food Safety Professionals (National Registry) is an American National Standards Institute/Conference for Food Protection (ANSI-CFP) accredited certification program that produces and administers the Food Safety Manager Certification Examination (FSMCE). National Registry's certification program has been developed to assess the knowledge of entry-level Food Safety Managers in the retail food industry.

National Registry offers the Certified Food Safety Manager program worldwide, enabling competent individuals to demonstrate that their knowledge and skills meet specific, measurable food safety management competencies. In doing so, National Registry advances its mission of promoting food safety and consumer protection.

Occasionally, this manual may be revised based on comments, recommendations and standard changes. It is your responsibility to review the Test Administrator/Proctor Manual for revisions. The most recent revision date is on the front cover of the manual. Contact National Registry with any questions, comments, or concerns about this manual.

**Shipping and Headquarters Address:**

National Registry of Food Safety Professionals  
6751 Forum Drive; Suite 220  
Orlando, Florida 32821

**Billing/Payment Address:**

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

**Email:**

- ) **customer.service@nrfsp.com** - Customer Service Dept. (All service/examination ordering questions)
- ) **info@nrfsp.com** - Shipping Dept. (Resources order questions)
- ) **examsecurity@nrfsp.com** – Accreditation Dept. (Quality Assurance & Compliance)
- ) **hotline@nrfsp.com** – Compliance Dept. (Report security breach, cheating)
- ) **ar@nrfsp.com** – Accounting Dept. (billing questions)

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

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

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

**Hours of Operation:**

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

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

**Web Site:**

[www.NRFSP.com](http://www.NRFSP.com)

## Why Certify Food Safety Managers?

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

### Benefits

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

## Helpful Terms

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

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

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

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

**Test Administrator/Proctor** means the individual at the test site who has the ultimate responsibility for conducting a *food safety certification examination*. The test administrator can also be a proctor.

**Examinee** means a person who takes an examination (no longer referred to as an Examinee)

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

## Your Role as an Test Administrator/Proctor Before Becoming a Test Administrator/Proctor

To become a Test Administrator/Proctor of National Registry:

- ) You cannot take the regular Food Safety Manager Examination. If you have taken the exam, you must wait 6 months from the test date to become a Test Administrator/Proctor.
- ) If you want to take the Food Safety Manager Examination, please contact the Accreditation Department at [examsecurity@nrfsp.com](mailto:examsecurity@nrfsp.com) to request the Food Safety Manager Certification for **Administrators** Examination (**FSMCAE**).
- ) Take the Test Administrator/Proctor Training that can be located on our website, **[www.nrfsp.com](http://www.nrfsp.com)**.
- ) Sign a non-disclosure agreement which is included during the training process
- ) Submit a new account application
- ) Pass a background check

As required by the Conference for Food Protection (CFP).

## General Roles and Responsibilities

After you have been approved by National Registry as a Test Administrator/Proctor, you are the representative for National Registry of Food Safety Professionals. You are responsible for overseeing all aspects of the examination activities. Responsibilities include the following:

- ) *Renewing your Test Administrator/Proctor training and Non-Disclosure Agreement every 3 years*
- ) *Provide each examinee with an equal opportunity to pass the examination by applying the general principles of fairness and equality. National Registry does not discriminate based on age, sex, race, religion, ethnic origin, disabilities, or marital status.*
- ) *Safeguard the examination by following all security procedures and practices. Security is the most important aspect of examination administration.*
- ) *Perform ethically by being aware of possible conflicts of interest.*
- ) *Agree to follow the terms as described on the Test Administrator/Proctor's Agreement Form.*
- ) *Follow all procedures and practices in this manual.*
- ) *Complete all National Registry forms accurately and completely.*

If you are a Test Administrator/Proctor of National Registry but have had no activity on your account for a year, an Account Update Form must be completed on the NRFSP website before you can Proctor/order exams. Please contact Customer Service or email them at [customer.service@nrfsp.com](mailto:customer.service@nrfsp.com). The Account Update Form can also be accessed by going to: <https://www.nrfsp.com/test-administrator-proctor-account-update-form/>.

## Your Responsibilities Associated with Examination Security

You are ultimately responsible for the security of the examination. This includes the storage of the examination materials prior to, during, and after the examination until it is returned to National Registry. It is especially important for the Test Administrator/Proctor to advise all staff that no one is permitted to open or view an examination booklet at any time, before or after the examination, without authorization from National Registry. **At NO time should any examination booklets or answer sheets be left unattended.** The Test Administrator/Proctor who is administering the FSMCE is responsible and will be held accountable for the entire examination package and all examinations within the package shipped to you whether the shipment was sent to you directly from NATIONAL REGISTRY or from another Test Administrator/Proctor.

Any Test Administrator/Proctors who sends out examinations to other Test Administrator/Proctors are responsible for verifying the exam content when received as stated in this manual. The Test Administrator/Proctor who receives the exams from another Test Administrator/Proctor must confirm the content. If at any time what was received and what is on the inventory form does not match it is the Test Administrator/Proctor responsibility to contact National Registry immediately, if not, it will be the responsibility of the Test Administrator/Proctor who accepted the exams.

Loss or theft of an examination booklet, whether intentional or unintentional, will be the liability of the Test Administrator/Proctor who administered the class and/or shipped the package to National Registry. The Test Administrator/Proctor is responsible for the examination package until the package is signed and delivered to National Registry. Please follow the process on the proper way to ship the exams found in this manual.

National Registry reserves the right to pursue legal action proceedings against a Test Administrator/Proctor who loses an examination booklet or exposes examination questions, by withdrawing the Test Administrator/Proctor's privilege to administer any future examinations and possible civil action to recover the costs associated with the loss of examination questions.

**Test Administrator/Proctor credentials are not to be shared for any reason.** Do not give your credentials to another Test Administrator/Proctor, or a third party to Proctor/order exams on your behalf. This can lead to suspension or revocation.

**Disclaimer:** Test Administrator/Proctors must be physically present during the entire exam administration and may not administer/monitor exams remotely via web applications (i.e. Skype, Facetime, Google Hangouts, etc.). Please contact examsecurity@nrfsp.com for additional information.

**ONLINE:** Keep Test Administrator/Proctor ID and password secure at all times and **do not share with anyone.** At NO time should the online examination be left unattended on the computer. National Registry will hold accountable the Test Administrator/Proctor who is on record as being in the online program.



## Your Responsibilities Associated with Examination Security (continued)

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

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

When a Test Administrator/Proctor has also been the trainer or instructor of the examinees taking the examination, it is extremely important that the difference between the former role of teacher/trainer and the new role as Test Administrator/Proctor is understood and honored.

Test Administrator/Proctor's cannot claim directly or indirectly to guarantee passing of the Food Safety Manager Certification Examination. Any Test Administrator/Proctor who claims to have such a guarantee can be suspended or revoked.

This manual serves as a guide for the Test Administrator/Proctor to understand National Registry's policies and procedures. If the policies and procedures are not followed, it may result in disciplinary actions.

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

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

## **Security Violations**

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Any incidents perceived to damage the security of the exam will be investigated by National Registry. This includes, but is not limited to:

- ) Theft of exams, exam content and other confidential information
- ) Distribution or sale of exam content and other confidential information
- ) Exam fraud, cheating or falsification of certification
- ) Hacking into exam item banks
- ) Assisting or taking the exam for an examinee
- ) Lack of test security before, during or after exam administration
- ) Misrepresentation of identity
- ) Failure to follow the procedures in this manual
- ) Submission of counterfeit answer sheets

Investigations are typically launched within five business days of notification of an alleged violation. Resolution of investigations typically occur within 30 days or less. If issues arise during the course of an investigation, it may take longer.

During the course of an investigation, National Registry has the right to suspend scoring of the exam(s), as well as place the Test Administrator/Proctor account on hold. Test Administrators/Proctors who are notified of an investigation are expected to expediently and honestly cooperate with all requests for information.

National Registry reserves the right to invalidate an examinee certificate based on any action that compromises the validity, reliability, security, or integrity of National Registry's certification examinations. National Registry reserves the right to conduct announced and unannounced audits at any exam site. National Registry has the right to issue warnings, institute probations, suspensions or revocations of Test Administrators/Proctors, based upon the outcome of an investigation and/or at will.

## **Data Forensics**

The Accreditation Department regularly analyzes data collected from exams, looking for any irregularities that may indicate a lack of exam security, test fraud, or cheating. Exam data is also used to determine whether such policies as the exam retest policy are being adhered to. Exam classes that are identified as potential sources of concern are subject to investigation, suspension, revocation of results/certification and/or revocation of instructor/proctor status.

## **Appeals Policy**

National Registry reserves the right to revoke a Test Administrator/Proctor based on any action that compromises the validity, reliability, security, or integrity of National Registry's certification examinations.

Test Administrators/Proctors whose privileges have been revoked may appeal a revocation by submitting a written request to the Accreditation Department within 30 calendar days of notification of the suspension or denial.

Upon receipt of the appeal, the Accreditation Department will forward the appeal with all documentation from the investigation to the Appeals Committee. The Appeals Committee will have 30 days to make a final decision from the date of the written appeal. The final decision will be communicated in writing, via traceable mail, to the Test Administrator/Proctor. The decision concerning an appeal is final.

To receive an Appeal Request Form, contact the Accreditation Department at 800-446-0257 or email [examsecurity@nrfsp.com](mailto:examsecurity@nrfsp.com) to request a copy.



## National Registry of Food Safety Professionals

6751 Forum Drive, Suite 220, Orlando, Florida 32821

### Appeal Request Form

All requests for appeal must be submitted to National Registry of Food Safety Professionals' (NRFSP) Accreditation Department within 30 days of the original incident. This will be reviewed and a final decision made within 30 days of the NRFSP's receipt of this form.

Please email, mail or fax completed form and statement to National Registry of Food Safety Professionals, Accreditation Department, 6751 Forum Dr., Suite 220, Orlando, FL 32821, or fax it to 407-226-3500 (local direct) or [ExamSecurity@nrfsp.com](mailto:ExamSecurity@nrfsp.com).

Please type or print clearly

Date Submitted:			
Last Name:	First Name:	M.I.	
Street Address:	Apt/Suite #:		
City:	State:	Zip:	
Phone:	Email:		

Appeal is requested for the following reason(s):

(Please attach additional page(s) if necessary)

Please attach a personal statement describing your reason(s) for appeal.

Signature of Requestor	Date
NRFSP Internal Use Only	
Date Appeal Request Received at NRFSP	Received By

Phone: (800) 446-0257 • Fax: (407) 226-3500 • [www.NRFSP.com](http://www.NRFSP.com) • [ExamSecurity@nrfsp.com](mailto:ExamSecurity@nrfsp.com)

## Test Administrator/Proctors Sitting for the National Registry Examination

If you are not a registered Test Administrator/Proctor with National Registry and have recently taken the regular Food Safety Manager Certification Examination (FSMCE), your application will be placed on hold for 6 months from the exam date.

If you are a Test Administrator/Proctor you may **NOT** sit for any of the examinations you administer, take the examination with another Test Administrator/Proctor, nor administer an examination to each other. If you need to be certified or recertified, even if you are not yet a Test Administrator/Proctor, you **MUST** sit for a special Food Safety Manager Certification **Administrator** Examination (FSMCAE) at a National Registry approved computer-based site.

Please email the Accreditation Department at [examsecurity@nrfsp.com](mailto:examsecurity@nrfsp.com). In the email, state your request. The Accreditation Department will return your email with instructions on how to take the exam.

Please note if you have taken the regular Food Safety Manager Certification Examination (FSMCE), the certificate will be invalidated, and suspension may occur.

**If you administered a FSMCE exam to another Test Administrator/Proctor or you have taken the FSMCE exam, your administration rights may be suspended or revoked.**

### Specific Responsibilities

Examinations must be administered according to the terms and instructions provided in this manual. As a Test Administrator/Proctor, you have specific responsibilities before, during, and after examinations. The major responsibilities are as follows:

#### Responsibilities Before Examinations

- ] *Plan for, order, and obtain all materials for the examination*
- ] *Verify completeness and accuracy of shipment upon receipt of examination materials or within 12 business hours of receipt.*
- ] *Ensure the security of the examination*
- ] *Select and train all support: Readers and Translators.*
- ] *Online: Select and set up the examination facility and seating/computers to achieve maximum security conditions*
- ] *Online: Make sure the exam program is the ONLY open program on each testing computer*
- ] *Online: Make sure if anyone was logged in, log that person out BEFORE a new test taker sits for the exam.*
- ] *Make sure the examinee name is correct on the computer screen before starting exam.*
- ] *Online exam starts at questions 1, if it does not you MUST contact National Registry immediately and STOP the exam.*

**Online Proctors: See end of manual for more information.**

**Specific Responsibilities (continued)****Responsibilities At/During Examinations**

- ] *Verify the identity of all examinees / valid Government-issued Photo Identification*
  - ] *Supervise other Test Administrators/Proctors assisting you during the examination*
  - ] *Safeguard the integrity of examination by following all security procedures and practices*
  - ] *Perform ethically by being aware of possible conflicts of interest\**
  - ] *Do not answer any examination related questions.*
  - ] *If examinee has a problem with a question, whether it is grammatical or disagrees with a question, give the examinee an Examinee Comment Form, available with all examination packages. It is important the examinee write the Exam Booklet # and Question # on the form.*
  - ] *Provide each certification examinee with an equal opportunity to pass the examination by applying the general principles of fairness and nondiscrimination*
  - ] *Handle any ADA examinee special needs and unexpected circumstances*
  - ] *Guide examinees in filling out required forms and information*
  - ] *Explain all examination materials and make clear all guidelines*
  - ] *Make sure the envelope is sealed by the examinee before you collect the examinations*
  - ] *Collect completed examinations and check for proper information.*
  - ] *The Test Administrators/Proctors **MUST** remain in the testing room at all times while exam is in progress*
- ] *Online: Test Administrators/Proctors **MUST** remain in the testing room at all times while the exam is in progress.*
  - ] *Online: Explain all online instructions*
  - ] *Online: Sign in and out of the online program as prompted and in between examinees.*

**] Online Proctors: See end of manual for more information.**

**\*NOTE:** When a Test Administrator/Proctor has also been the trainer or instructor of the examinees being examined, it is extremely important that the difference between the former role of Trainer and the new role as Test Administrator/Proctor is understood and honored. The Test Administrator/Proctor is responsible for fair and equitable administration of the National Registry Food Safety Manager Examination program to each examinee.

**Responsibilities After Examinations**

- ] *Report any security breaches to National Registry immediately*
  - ] *Fill out an incident report if there were any incidents during the exam. For example, if examinee left answer sheet in envelope, fire alarm, disruption during class, ripped exam booklet or answer sheet, examinee did not complete exam, examinee did not bubble answers on answer sheet, etc. Fill out incident report for anything that is not followed in this manual.*
  - ] *Ensure the security of the examination*
  - ] *Return all required examination materials and complete all necessary documentation in a timely manner*
- ] *Online: If using the online program, close out the program*

## Specific Responsibilities (*continued*)

### Staffing Requirements

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

Test Administrator/Proctor and examinee ratio requirements are as follows (assuming no unusual room features):

Number of Examination Test Administrator/Proctors	Number of Test Administrator/Proctors	Number of Examinees
1	0	1-35
1	1	36-70
1	2	71-105

**Specific Responsibilities (*continued*)****Test Administrator/Proctor Responsibilities and Requirements**

As the Test Administrator/Proctor, you can serve as a Test Administrator for the first 35 examinees only. Beyond that number, there must be one Test Administrator/Proctor for every additional 35 examinees, or any part thereof, taking the examination (see Staffing Requirements in this manual). Additional Test Administrator/Proctors may be necessary if there are approved special needs examinees or if some unusual feature of the examination room inhibits adequate security (too small or too large, L shaped room, columns or posts obstructing oversight of examinees, etc.).

It is your responsibility to locate another National Registry registered Test Administrator/Proctor for the examination, as needed.

You should meet with Test Administrator(s)/Proctor(s) in advance and on the day of the examination to explain how the examination will be administered and to go over the Test Administrator/Proctor responsibilities.

Test Administrators/Proctors must help perform all duties required at the examination site Test Administrators/Proctors must also

- ) Be at least 18 years old*
- ) Have visual acuity sufficient to read the print on: the examinees' admission documents, their identification document, instructions in this manual, answer sheets, computer screens and related examination materials*
- ) Have auditory acuity sufficient to hear examinees' spoken comments and whispered questions to them during the examination*
- ) Be able to move throughout the examination area to distribute materials and to assist examinees*
- ) **Be an active Test Administrator/Proctor for National Registry***
- ) Follow all standards of administration outlined in this Test Administration/Proctor Manual as required by National Registry*
- ) **All Proctors must sign up to become a Test Administrator before they are allowed to administer an exam for National Registry. (Test Administrator/Proctor Training Certificate of Completion Numbers are NOT Test Administrator/Proctor credentials. An application MUST be approved before being considered a registered Test Administrator/Proctor).***

## Before the Examination

### Obtaining Materials

The Test Administrator/Proctor is responsible for planning for and obtaining all required materials for each examination. Required materials include:

- ) *Examination packets for each examinee includes examination booklet with answer sheet and a dual-purpose envelope.*
- ) *Examination site checklist*
- ) *# 2 pencils*
- ) *All administration forms (Test Administrator/Proctor Inventory form, Incident Report form, Examinee Comment forms, Agreement form for Reader and Translators)*
- ) *Online: Ensure all computers are in working order and spaced appropriately. (see Preparing for Examination Site for details):*
- ) *Online Test Administrator/Proctors, can find the administration forms on our website at <https://www.nrfsp.com/exam-center/administrator-resources/>*

Online Proctors: See end of manual for more information.

**NOTE:** National Registry does not supply # 2 pencils. It is the responsibility of the Test Administrator/Proctor to supply pencils onsite.



## Ordering Examinations

The Test Administrator/Proctor needs to become familiar with ordering procedures. See *Appendix* for information on bulk orders.

- ) *We recommend examination orders to be placed at least 3 weeks prior to the test date.*
- ) *To avoid additional shipping fees, examinations must be ordered at least 9 business days prior to the date needed (not counting the day you order). See calendar examples on next page.*

**NOTE:** If no date needed is provided, the date needed will default to the business day prior to the examination date. If the date needed falls on a Saturday, Sunday, or holiday, it will default to the previous business day.

- ) *You can place orders through the National Registry website, [www.nrfsp.com](http://www.nrfsp.com) by clicking on Administrator login, entering your login information, and then choosing Submit New Examination Order.*
- ) *You can place orders via fax using the Examination Order Form available on the National Registry website, <https://www.nrfsp.com/exam-center/administrator-resources/> and click Examination Order Form.*
- ) *National Registry will confirm all orders within 2 days of receipt of the Examination Order Form via email. This email will contain the details of your order so please check this email confirmation carefully and call immediately if there are any discrepancies.*
- ) ***If an examination order confirmation is not received via email, contact National Registry as soon as possible. 1-800-446-0257***
- ) ***Rush fees will be charged \$35 for orders placed 9 business days (not counting the day you order) or fewer of the date needed. Rush fees will be charged \$89; for orders placed 4 business days (not counting the day you order) or fewer of the date needed. See calendar examples on next page.***
- ) *Orders requiring next day, or next business day delivery must be placed by 10:00 am Eastern the previous business day and will be charged a **rush fee of \$89**. Maximum of 50 examinations can be ordered.*
- ) *National Registry reserves the right to reduce the quantity of examinations ordered, based on usage history.*

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

## Receiving the Examination Shipment

Examinations will be shipped to the address indicated on the “Shipping Address” section of the *Test Administrator/Proctor Agreement Form* unless otherwise directed. Examination orders must be delivered to a physical address (no P.O. Boxes) and will require a direct-signature upon delivery.

- )] *Be prepared to receive shipments approximately 3-8 business days before the scheduled examination date. All examination orders are shipped via a traceable carrier, such as FedEx, and a direct signature is required. (When an examination shipment is delivered, only an individual authorized by the Test Administrator/Proctor must sign the delivery papers of the carrier).*
- )] *When National Registry ships the exam, you will receive an automated shipment confirmation that will give you the tracking information of your package.*
- )] *If you do NOT receive your examination materials, you can track the package by going on the UPS website [www.ups.com](http://www.ups.com) or call them at 1-888-742-5877*
- )] *Contact National Registry immediately. A replacement can be sent immediately if issues arise with delivery.*

Below is a sample of the automated shipment confirmation you will receive:

**Subject:** National Registry Order Shipment Notification

---

**National Registry Order Shipment Notification**

*Your National Registry order has shipped.*

<b>Order #:</b>	9539171	<b>Exam Date:</b>	7/9/2013
	Jason Cohen	<b>Ship Date:</b>	06/25/2013
<b>Shipped To:</b>	N&BSP 7680 Universal Blvd, Ste 550 Orlando, FL 32819	<b>Shipped Via:</b>	FEDX-SAVER
		<b>Tracking #:</b>	530599118624

Line #	Description	Quantity

## Inspecting Shipment Materials

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

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

The shipment box should contain the following:

- ) *Examination Packets (examination book and answer sheet). Ensure packets are sealed. If examination packets have been broken or have been tampered with, the serial numbers of those booklets must be listed on the Test Administrator/Proctor Inventory Form, with a brief description of the condition of the booklet. These examinations may not be used and must be returned to National Registry.*
- ) *Test Administration/Proctor Manual*
- ) *Administrative Packet containing the following forms (You may duplicate these forms as needed):*
  - ) *Agreement Form for Readers and Translators*
  - ) *Examination site checklist*
  - ) *Examinee Comment Form*
  - ) *Incident Report Form*
- ) *Test Administrator/Proctor Inventory Form (see sample in Appendix)*

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

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

If the contents exactly match the Inventory Form in quantity, sequence numbers, and there are no damaged booklets, sign the Inventory Form to certify that you have received a complete and accurate examination order, and then securely store the examinations. See the *Securely Storing Examinations* section.

Save the Inventory Form (and all other reports) and later return them to National Registry with the completed and returned examination materials.

## What to do about Damaged Shipments

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

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

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

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

**NOTE: Test Administrators/Proctors MUST NOT look at any of the examination questions, open any examination packets (examination booklets and answer sheets), or divulge any examination contents before, during or after the examination.**

## Securely Storing the Examinations

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

### Storage Guidelines

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

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

## Preparing the Examination Site

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

### *Examination Site Requirements*

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

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

**NOTE:** *Magnifying Glasses may be used during an exam administration without prior authorization.*

## Preparing the Examination Site (*continued*)

### Seating Guidelines

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

**Online Proctors: See end of manual for more information.**

### Report Times

You or the trainer determines the examination schedule and examinee reporting time. It is suggested that staff and Test Administrator/Proctor arrive at least 30 minutes prior to the initial examinee reporting time. It is advised to allow at least 20 minutes for the instructions to the examinees and/or the distribution of examination materials.

## Selecting and Training all Support: Readers and Translators

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

**NOTE:** A Test Administrator/Proctor cannot serve as a Translator or Reader during any examination. For example, the Test Administrator/Proctor cannot have dual roles such as Test Administrator/Proctor, Translator, or Reader during the examination.

### Reader Responsibilities and Requirements

A Reader is an individual who reads the examination questions and answers to an examinee who otherwise would not be able to read the examination (reading disability, limited English Proficient, visually disabled, etc.). When a Reader is provided, extra room(s) will be needed. It is your responsibility to locate, hire, train, and supervises competent Readers for the examination, as needed. Teachers from local schools are good options for Readers.

Readers must meet the following requirements:

- ) *CANNOT be a registered NRFSP Test Administrator/Proctor*
- ) *Be at least 18 years old*
- ) *Have proficient reading skills and a clear voice. The tone of voice must remain objective, with no inflection that cues the examinee to the correct answer.*
- ) *Complete the Agreement Form for Readers and Translators Form that comes with each examination order (see Appendix for a sample)*
- ) *Have visual acuity sufficient to read the print on the examinees' Application documents, their identification document, instructions in this manual, answer sheets, computer screens and related examination materials*
- ) *Have auditory acuity sufficient to hear examinees' spoken comments and whispered questions to them during the examination*
- ) *Follow all standards of administration outlined in this Test Administration/Proctor Manual as required by National Registry*

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

**Selecting and Training all Support: Readers and Translators  
(cont'd)****Translator Responsibilities and Requirements**

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

- ) *Follow all standards of administration outlined in this Test Administration/Proctor Manual as required by National Registry*

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

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

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



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

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Examinees needing a special accommodation under the Americans with Disabilities Act (ADA) are required to complete an *Accommodation Request Form* (See Appendix). Contact National Registry for more information on these forms or have examinee email [customer.service@nrfsp.com](mailto:customer.service@nrfsp.com) to request the form. Examinees can also find this form in the Examinee Information Bulletin located on our website.

If a special accommodation is granted, National Registry will provide the examinee an approval letter. It is the responsibility of the examinee to inform the Test Administrator/Proctor about their special needs accommodation before examination date give the Test Administrator/Proctor sufficient time to set up accommodations. **The examinee MUST present the letter of approval from National Registry to the Test Administrator/Proctor at the time of exam.** You must not deviate from the standard examination administration procedures for any examinee without prior approval from National Registry.

**\*\*NOTE: A Reader may NOT be used during an examination if an official Approval Letter has NOT been received by NRFSP. Any examinees that use a Reader without prior approval from NRFSP may not have their exams scored and will need to retest and receive approval. \*\***

## At/During the Examination

## General Administration Guidelines

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

- ] Under **no** circumstances are the exam envelopes to be opened by anyone other than the examinee taking the examination. Each opened examination packet should have the printed name of the examinee on the exam booklet cover. **National Registry will assume that any opened examination booklet without an examinee printed name is a result of unauthorized viewing of the examination materials by someone other than the examinee.** Appropriate actions will be taken.
- ] Examinations may only be used by one examinee and then must be returned to National Registry with the Answer Sheet.
- ] Only you, Readers and Translators, approved observers, and examinees are allowed in the examination area. No visitors are permitted.
- ] No cameras, tape recorders, radios, cell phones, Google glasses, erasers scanner, electronic transmitting devices, notes, reference materials, books, briefcases, backpacks, portfolios, purses, etc. are allowed on the table or desk during the examination. Encourage examinees to leave these items at home or in another secure location during the examination. However, if examinees bring any of these items into the examination room, all devices must be turned off and stored at the front or back of the room or in an appointed location. Examinees should not be allowed access to any of these materials during the examination. Cell phones may have photographic and texting capabilities, so they should remain off and not in the possession of examinees during the entire examination.
- ] Do **NOT** permit examinees to wear hats or visors during the examination. Examinees need to remove the headwear and place it under their chair during the examination.
- ] Examinees are not allowed to talk or move around during the examination.
- ] Examinees having an emergency or a need to use the restroom should raise their hand. Secure their examination materials and allow the examinee to leave. Examinees may not take any materials (books, notes, cell phones etc.) to the restroom. **Only one examinee is permitted to leave the room at a time.**
- ] Test Administrators/Proctors and others are not permitted to comment on or respond to any examinee concerning examination questions.
- ] If an examinee feels there is a misprint or an error in an examination question, or has a comment on an examination question, provide the examinee with an *Examinee Comment Form*. The online examination system provides a comment box for each question. National Registry staff will review the comment form when examinations are scored.  
**Online Proctors: See end of manual for more information.**
- ] If an examinee wants to take the examination again, they must wait 24 hours before retaking the examination.

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## **Approved Site Visitors/Observers**

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

## **Preparing the Examination Site**

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Before allowing an examinee into the examination room, the examinee's identification **MUST** be verified. This includes examinees who have been attending a training session prior to the examination. If the examinee's identification was verified by the Test Administrator/Proctor before the training session, and the examinees have not left the room, it does not need to be verified again. However, if the examinee's identification was not verified by the Test Administrator/Proctor before the training session, it must be verified before the examination.

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

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

## **Beginning the Examination**

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

## **Late Examinees**

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All examinees shall begin taking the examination at the same time. No examinee shall be admitted into the test site once examination administration has begun.

## Distributing Examination Materials

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Once examinees are seated, distribute one examination packet to each examinee. Examinees should not have anything on top of their tables except for their identification and pencils.

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

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

Additional pencils should be available for the examinees.

Before examinees begin exam, Test Administrator/Proctor must read the Test Administrator Script and Instructions to ensure all procedures are followed correctly and to prevent any discrepancies from unnecessarily occurring. See *Administrator Script and Instructions*.

## Handling the Unexpected

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### Emergencies

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

If there is a power outage, collect all examinations immediately. Do not allow examinees to talk with each other or discuss questions while they are waiting for the power to return. Return the examinations to the examinees when the power is restored and continue the examination, adding the amount of time missed as a result of the interruption to the administration time. **ONLINE:** Turn the computers back on and sign in the examinee's when the power is restored and continue the examination. If the power is not restored, contact National Registry to arrange for rescheduling.

If any other emergency or disruption happens, determine if the examinees can continue or if the examinations need to be collected and the examination rescheduled. Document all unexpected incidents on the Incident Report Form and contact National Registry to arrange for rescheduling.

## Handling the Unexpected (*continued*)

### Examinee Illnesses

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

If an examinee decides not to finish the examination, collect his/her examination materials. Write on the examination booklet and the answer sheet that the examinee chose not to finish the examination. Document what happened on the *Incident Report Form* (see Appendix) and attach the examinee's answer sheet to the form.

**ONLINE:** If an examinee decides not to finish the examination, turn off his/her examination computer. Email the Accreditation Department at National Registry immediately to [examsecurity@nrfsp.com](mailto:examsecurity@nrfsp.com) to report the incident.

**Online Proctors: See end of manual for more information.**

### Defective or Damaged Examination Material

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

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

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

### Examinee Questions & Comments

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

## Examinees Completing the Examination

Once an examinee completes the examination, he/she is free to leave. Do not allow examinees leaving early to disrupt the examinees still taking the examination. It is best to go to the examinee and collect the pencil, examination booklet, and answer sheet.

**ONLINE:** Go to the examinee and sign them out and turn the computer off.

**Online Proctors: See end of manual for more information.**

### Before examinee leaves exam site:

- ) All personal information is properly coded on the answer sheet. If any of the personal information has not been filled in properly, ask the examinee to correct it.*
- ) The examinee printed their name on the front of the examination booklet.*
- ) Examinee Comment Forms have been collected, even if they ultimately did not use them.*
- ) Examinee inserted examination booklet in the envelope and sealed.*
- ) If examinee circled the answers in the exam booklet and not the answer sheet, please have them transfer the questions to the answer sheet.*
- ) If the examinee cannot transfer the answers to the exam booklet due to poor eye sight etcetera, fill out incident report with booklet number and the reason why the answer sheet was not used.*

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

## Examination Conclusion

You will need to go to each examinee individually and collect the examination materials. If this is not possible, please have the examinee come to you. As the examination material is collected from the examinees, check to verify that the examination booklet is in the white window envelope, sealed, and answer sheet has been turned in to you directly. **All examination booklets, answer sheets, and any comment forms that were given out MUST be collected and accounted for.** Examination booklets should be placed in serial number order. The number of answer sheets and opened examination booklets must agree with the number of examinees who took the examination. Once all materials have been accounted for, dismiss the examinees.

**ONLINE:** Once an examinee completes the examination, he/she is free to leave. Do not allow examinees leaving early to disrupt the examinees still taking the examination. Go to each examinee and sign them out and turn the computer off. Then, dismiss the examinee. If there have been any irregularities during the examination, do not permit the examinee to leave until the conclusion of the examination. Ask him/her to quietly remain seated until the examination period ends.

**Online Proctors: See end of manual for more information.**

## Dealing with Suspected Dishonesty (Cheating)

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

Cheating incidents include:

- ) *Talking to another examinee*
- ) *Looking onto another examinee's papers (computer screen if taking online examination)*
- ) *Using notes or reference materials*
- ) *Removing any examination materials from the examination room or area*
- ) *Attempting to copy examination material with a scanner or camera*
- ) *Attempting to obtain information through an electronic transmitting device, such as cameras, cell phones, Google glasses, erasers scanner etc. (See last page for samples of potential cheating devices)*

**Online Proctors: See end of manual for more information.**

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

If you see an examinee reading from notes, copying questions, or otherwise stealing examination questions (scanning, taking pictures of, etc.), ask him or her to step to the back of the room with you. **Do NOT leave the other examinees alone if you are the only Test Administrator/Proctor in the room.**

Pick up the examinee's examination booklet, answer sheet, and notes. If taking the examination online, log them out and turn off their computer. Once at the back of the room, let the examinee know that this incident is unacceptable and will be reported. Keep the examinee's notes, reference materials, scanners or cameras. Inform the examinee that these materials will be forwarded to National Registry. If the examinee refuses to give you his electronic devices, make sure they delete all evidence of the examination while you observe.

Should National Registry identify any examination related items in the materials, National Registry will remove the examination related items before returning the materials to the examinee or forward the materials to a law enforcement agency for prosecution. Should no examination related items be found, National Registry will return the materials to the examinee once the review is complete or within thirty (30) days of the date of the examination, whichever is sooner. Send all confiscated notes, references and materials, along with a completed *Incident Report Form*, back to National Registry along with the examinations.

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

**Dealing with Suspected Dishonesty (Cheating) (continued)**

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The following are general guidelines for handling these situations:

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

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

**Restroom Breaks**

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



## When to Use the Incident Report Form

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

- ) *Is suspected of cheating*
- ) *Becomes ill or injured*
- ) *Disrupts the examination*
- ) *Arrives very late or leaves very early*
- ) *Decides not to finish the examination*
- ) *Has defective examination materials or*
- ) *Has an address that does not fit in the spaces provided on the answer sheet*
- ) *Examinee circled the questions in the exam booklet and did not fill out answer sheet*
- ) *Examinee does not fill out the answer sheet completely*
- ) ***\*\*Document anything that occurs or happens out of the ordinary, including policies and procedures not followed by an examinee, Reader, Translator or other Test Administrator/Proctor who assisted you during the exam administration***

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

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

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

## Administrator Script & Instructions

Online Proctors: Can use this script, adjust for computer testing.

### Introduction to the for Paper and Pencil Examinations Process

- ) Introduction – Hello my name is \_\_\_\_\_ and I am a registered Test Administrator/Proctor for National Registry of Food Safety Professionals, the developer of the Food Safety Manager Certification Examination that you are taking today
  - Working with me as another Test Administrator/Proctor is: \_\_\_\_\_.
- ) At this time please remove everything from the top of your table except for your government-issued photo ID and your number 2 pencils. All electronic devices must be turned off and stored with your belongings.
- ) I/we will be checking your ID's and handing out your examination packets. Please do not open the envelope until I instruct you to do so. If your ID is expired, you will not be allowed to take the exam today.
- ) There are some general guidelines and rules to be observed during the examination:
  - No talking or moving around the room.
  - No eating or drinking
  - Remove all hats or visors
  - Turn off cell phones, **including smart watches** and place them with the rest of your belongings. No cell phones allowed on the table while taking the exam.
  - If you have an emergency or need to use the restroom, please raise your hand.
  - There are 80 questions on this examination that will count toward your score. You are encouraged to fill in an answer to every question. Your score is based on the number of questions you answer correctly. Do not leave any questions unanswered. It's better to make an educated guess than to leave it blank and receive no points. All questions Will have one correct answer, if multiple answers are bubbled for the same question, they will be marked as incorrect

Copyright and Legal Responsibility

- ) Cheating on an examination includes:
  - providing false information,
  - misrepresenting certification status,
  - misusing property of National Registry
- ) If any form of cheating occurs, we will collect all your examination materials or erase any images including any electronic devices such as cell phones and notify National Registry. Should National Registry identify any examination related items in the material collected, National Registry will remove the examination related items before returning the material to you or forward the device to a law enforcement agency for prosecution.
- ) If National Registry determines there have been any collusion/cheating, they have the right to invalidate your score and pursue legal action

Examination ProcessDistribution of Examination Booklet

Before distributing exams:

1. Please remove everything from the top of your table or deck except your identification and pencils.
2. You will need a number 2 pencil (NO INK). I have extra pencils if you need one during the exam.
3. Please read the information on the envelope. By opening the envelope, you agree to the Examinee Examination Consent, Non-Disclosure, Code of Ethics and Releasing of your scores which is written on the envelope.
4. If you do not agree with these terms, please raise your hand and I will collect the examination and dismiss you.

*Distribute exam package - **WAIT UNTIL EVERY EXAMINEE RECEIVES AN EXAM***

Now open your packet.

1. Please read the cover of the exam booklet and print your name on the line provided on the lower right-hand side of your exam booklet cover.
2. After completing your examination, place ONLY the examination booklet into the envelope and seal the envelope. DO NOT INSERT THE ANSWER SHEET IN THE ENVELOPE, THAT MUST BE TURNED IN SEPARATELY TO ME.
3. Now go to the back of your booklet. The back cover of your booklet is your answer sheet. Carefully tear out your answer sheet from the back of the booklet and keep your booklet closed.
4. *[Optional: if you have a board]:*
  1. On the screen/board, you will find some information that will help you when completing your answer sheet (such as: last 4 digits of social security code, admin code, training hours, curriculum code, etc.), any field with a "\*" MUST be completed.
5. On your answer sheet you must write the letters in the boxes and fill in the corresponding bubbles.
6. You do not have to bubble in blank spaces.
7. If you have an employee and company ID, please write it in the appropriate boxes on the answer sheet.
8. The demographic information is optional.
9. Please note: There is information on both sides of the answer sheet.

*Take this time to take questions and help examinees fill out their answer sheets.*

#### **Procedural Directions for Paper and Pencil Examinations**

1. Your results and certificate will be mailed in about 10 business days.
2. You have a maximum of two hours to finish the examination.
3. We cannot answer questions about any examination questions, interpret the meaning of words, reword or rephrase examination questions or answer choices, or pronounce words for you. However, if you believe there is a problem with a question, I/we can provide you with an Examinee Comment Form. The form will be reviewed by National Registry. Due to exam security, you will not receive a written reply to the comment.

**Conclusion of the Paper and Pencil Examination**

1. When you are finished with the exam, place **ONLY** the exam booklet in the envelope and seal the envelope.
2. Please do **NOT** insert answer sheet inside the white window envelope, turn in the answer sheet separately to me with your sealed exam envelope.

*Ask to see if anyone has questions.*

1. Do you have any questions before we begin?
2. You can write in the exam booklet, but all answers must be transferred to the answer sheet.
3. When you finish your exam, please gather your exam materials and turn them in to me (or your other Proctor). We will collect your materials and double check that every field in the answer sheet is complete and the envelope has the examination booklet is sealed.
4. We will then dismiss you.

You may open your exam booklet and begin your examination now. Good luck!

## At the Conclusion of the Paper and Pencil Examination

You or any other Test Administrator/Proctor helping you need to personally collect the examination booklets, answer sheets, and any comment forms by walking to each examinee or have the examinee hand in the examination to you. **BEFORE** allowing the examinee to leave the exam site, make sure you receive the white window envelope sealed, with the examination booklet inside of it by the examinee. The answer sheet should be given to you separately.

**Allowing an examinee to leave the room with an examination booklet or answer sheet is considered a security breach and you will be held responsible.**

CHECK FOR THE FOLLOWING: AS THE EXAMINEES LEAVE.

### Answer Sheet

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

- Name
- Personal mailing address
- Employee ID Number
- Company ID Number
- Last 4 digit of social security code
- Administrator Code
- Training Hours
- Curriculum Code
- All answers have been marked clearly on the answer sheet
- Answer sheet has been signed in the space provided

### Examination Booklet

- Name has been printed on the examination booklet cover
- The examination booklet has been inserted in the envelope and sealed by the examinee

### Miscellaneous

- Examinee Comment Forms have been collected
- IDs have been checked against the signature
- Account for all materials, making sure nothing is missing
- Once all examination materials are accounted for, dismiss the examinee

**Returning the Examinations**

1. Place the following reports, fully completed, in the Answer Sheet Envelope:
  - a. *TA Inventory Form*
  - b. *Incident Report Form*
  - c. *Examination Site Checklist Form*
  - d. *Used Agreement Form for Readers and Translators Form(s)*
  - e. *Used Examinee Comment Form(s)*
2. Fill out the entire front of the Return Envelope (*see Appendix*). Be clear about how you would like Examinee and Test Administrator/Proctor results.
3. Place the used answer sheets in the Answer sheet envelope.
4. **All used booklets must be returned in the envelope that is provided and sealed by examinee.**
5. **The Test Administrator/Proctor is not allowed to insert the used examination booklet in the envelope that is provided. Only the examinee can insert the examination booklet into the envelope.**
6. **Examinee inserts examination booklet in the envelope and seals the envelope before giving it to the Test Administrator/Proctor.**
7. Separate used and unused booklets. Put each batch, separately, in consecutive order by the number printed on the front cover.
8. Pack examination booklets. Examinations must be separated by examination date if returning examinations for multiple dates, or by individual class for multiple Examination Administrations in the same day. **Do not keep any used examination booklets. Please use separate *TA Inventory Forms* for each separate exam administration or make note on the *TA Inventory Form*.**
9. List the serial numbers of the used and unused booklets that are being returned to National Registry in the appropriate section of the *TA Inventory Form*; make a copy of the report for your records.
10. Insert used answer sheets and *TA Inventory Form* in the Return Envelope. Put the sealed Return Envelope and examination booklets, in an approved shipping box. Use **boxes or tyvek material envelopes** as soft packs may be damaged in shipment. **DO NOT USE THE RETURN ENVELOPE AS THE ACTUAL SHIPPING CONTAINER.** All carriers strongly suggest that a new box is used for shipping and the original box is discarded. Ensure the package is shipped via a traceable, signature-required carrier by using UPS, FedEx, USPS Priority Mail Express, USPS Priority Mail with Signature Required, USPS Retail Ground with Signature Required, USPS Media Mail with Signature Required, and DHL **no more than two business days after the examination is given.** We ONLY accept USPS Priority Mail Express, USPS Priority Mail, USPS Retail Ground, and/or USPS Media Mail with tracking and Signature Required from the US Post Office. **(CERTIFIED MAIL IS NOT AN ACCEPTABLE FEATURE FOR SHIPPING EXAMS).** For the purpose of this examination, a business day is defined as normal business hours, Monday through Friday

ONLY. In the event there is a problem with the return of the examination materials, please contact National Registry to advise us of the circumstance and when materials will be returned. An *Incident Report Form* MUST also be included with the exam package summarizing the situation.

11. It is the Test Administrators/Proctors' responsibility that the examination package is sent out by the **second business day**.

**Mail all used/unused exams to the NRFSP Office:**

National Registry of Food Safety Professionals  
6751 Forum Drive; Suite 220  
Orlando, Florida 32821

**NOTE:** The U.S. Regular Postal Service is not traceable and therefore, not an acceptable carrier, except for USPS Priority Mail Express, USPS Priority Mail, USPS Retail Ground, and/or USPS Media Mail, USPS Express Mail and Priority Mail with traceable tracking and Signature Required ONLY. **CERTIFIED MAIL IS NOT AN ACCEPTABLE FEATURE FOR SHIPPING EXAMS.**



## Receiving Results

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

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

## Expired Orders

The expiration date for all orders can be found at the top-right corner of all examination booklets.

**Standard Ordering:** Standard orders have a 30-day expiration date

**Bulk Ordering:** Bulk Orders have a 90-day expiration date


Examinations can be used on or before the day of expiration but cannot be used after the expiration date. Examinations used after the expiration date can be invalidated and suspension may occur.

**NOTE: ALL unused exams MUST be returned back to NRFSP. Unused exams must be shipped back no later than 2 business days after the expiration date.**

This side must show through window in envelope



Property of:  
National Registry of  
Food Safety Professionals  
RETURN TO:  
6751 Forum Dr.  
Suite 220  
Orlando, FL 32821  
1-800-446-0257



201703002  
Expiration Date: 9/11/2018



9563059



2287  
030 of 035  
ENGLISH

**Food Safety Manager Certification Examination**  
GROCERY STORE

Based on the 2013 FDA Food Code

**How to Complete this Exam**

- Follow ALL instructions and accurately complete your Exam Answer Sheet. If you do not complete it properly, it may not be scored, and a fee to retake the Exam will be charged.
- Fill in your personal information. Print the requested information clearly in the row of appropriate boxes and then completely darken the circles corresponding to the letters that you printed in the boxes.
- If your name or address is longer than the space provided, please write on white area of Exam Answer Sheet or ask Test Administrator/Proctor to complete Incident Report. Do not leave spaces between the letters of your name.
- ENTER YOUR EMAIL ADDRESS CORRECTLY AND LEGIBLY.**
- Test Administrator/Proctor CANNOT answer questions regarding the exam. If you think a question has a mistake or is unclear, ask for an Examinee Comment Form. Complete the form and return it with Exam Answer Sheet.
- Multiple darkened responses within a row are recorded as an error and may result in an incorrect spelling on your Certificate. You will be charged a fee to correct or reprint a certificate.

\* Fill in appropriate boxes by printing neatly, one character per space provided, being careful not to touch any of the lines.

Correct: JOHN

Incorrect: JOHN

Correct: ●

Incorrect: ⊗

- When answering a question, make sure that the number on the Exam Answer Sheet matches the number of the question in the Exam Booklet that you are answering.
- Darken each circle completely. If you decide to change an answer, erase the original answer completely. Incomplete erasing, stray marks, or multiple responses on the Exam Answer Sheet could result in incorrect scoring.
- This Exam contains 85 multiple-choice questions. There are 5 unscored pilot questions included in the 85 multiple-choice questions.
- When you are finished, place your exam in the envelope and seal it.
- Return the sealed envelope and your Exam Answer Sheet to your Test Administrator/Proctor separately. **DO NOT SEAL YOUR ANSWER SHEET IN THE ENVELOPE!**

**DO NOT BEGIN THIS EXAM UNTIL YOU ARE TOLD TO DO SO**



#9000

Candidate Name (Print)

---

TO REPORT CHEATING CALL 888-544-9688

**THIS EXAM EXPIRES BY: 9/11/2018**

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## Sample Pictures of Potential Cheating Devices

A wireless remote-control with camera



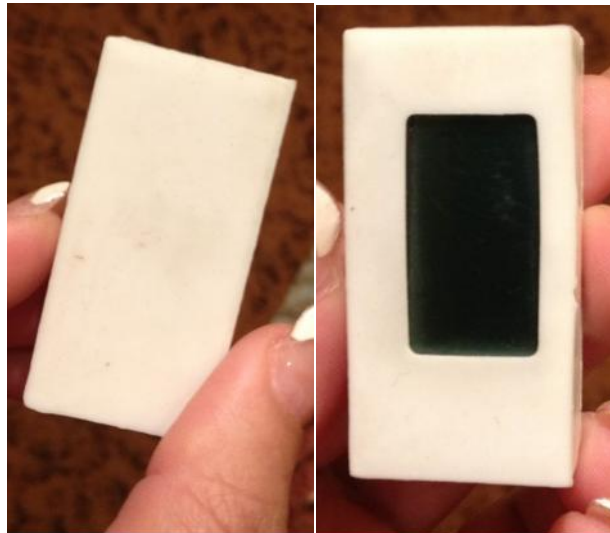
A wired shirt button with camera



A wired eye glass holder with camera



A regular eraser with a scanner underneath



Wrist watch with wireless camera



Google glasses with camera



Regular Bluetooth glasses with camera



## Appendices

### Appendix A: Standard Orders

---

All accounts are considered Standard Order clients unless you have been preapproved by National Registry for Bulk Ordering. See Appendix Bulk Ordering.

Standard ordering is a process of obtaining one order for multiple classes. The exams have a 30-day expiration date. The examinations for those classes are sent to just one location by National Registry.

All **USED** exams must be returned to National Registry no more than 2 business days after the exam date. All **UNUSED** exams must be shipped back to National Registry no more than 2 business days after the expiration date on the exam booklet cover. Any exams used after the expiration date can be invalidated and examinees will have to retest.

**SECURITY OF THE EXAMINATION PROCESS REMAINS CRITICAL IN THE BULK ORDER PROCESS.** The Test Administrator/Proctor may retain all unused examinations in a secure location for up to 30 days.

### Appendix B: Bulk Orders

---

Bulk ordering is a process of obtaining one order for multiple classes. The exams have a 90-day expiration date. The examinations for those classes are sent to just one location by National Registry.

All **USED** exams must be returned to National Registry no more than 2 business days after the exam date. All **UNUSED** exams must be shipped to National Registry no more than 2 business days after the expiration date on the exam booklet cover. Any exams used after the expiration date can be invalidated and examinees will have to retest.

You must submit a request in writing and be approved to participate in this program. Once approved, you are responsible for sending the examinations to their respective locations by secure means (*see the **Returning the Examinations** section for approved shipping methods*).

**SECURITY OF THE EXAMINATION PROCESS REMAINS CRITICAL IN THE BULK ORDER PROCESS.** The Test Administrator/Proctor may retain all unused examinations in a secure location for up to 90 days.

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

**Additional Procedures**

In addition to following all other policies and procedures in this manual, as a Test Administrator/Proctor of Standard and Bulk orders, you must follow these additional procedures:

- ] For Standard Orders, all unused examinations can be kept for no more than 30 days
- ] For Bulk Orders, all unused examinations can be kept for no more than 90 days.
- ] A tally/audit of both used and unused examinations must be made after each class to verify that no security breach has occurred; this information must be provided to National Registry at any time it is requested.
- ] A copy of the completed *TA Inventory Form* must be included with each returned package of examinations.
- ] If multiple orders are used, examinations and answer sheets are to be separated by order number before returning to National Registry and the completed *TA Inventory Form* must be included for each order.
- ] Once the examination is administered, you may retain unused examinations in a secure location for up to 30 days as a Standard Order client or 90 days as a Bulk Ordering client, for use during that time frame.
- ] After each examination administration, used examination materials -- including answer sheets, examination booklets, and completed *Examinee Comment Forms*-- must be returned to National Registry.

## Appendix C: Test Administrator/Proctor Inventory Form

The Test Administrator/Proctor Inventory Form is sent with each examination order. This report includes:

- ] Packing List - Lists all contents and quantities in the examination order
- ] Order Number
- ] Reported Examination date

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

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

### TEST ADMINISTRATOR/PROCTOR INVENTORY FORM

- Complete Part A upon Receipt of materials
- Complete Part B prior to return of materials



Examination Date: \_\_\_\_\_ Order # \_\_\_\_\_

PLEASE MAKE A COPY OF THIS FORM FOR YOUR RECORDS

Part A: Audit and Storage (Complete upon receipt of materials): CONTACT NRFSP IMMEDIATELY IF THERE IS AN ERROR.

Examination Form / Version	Quantity	Sequence Shipped	Initials
Total Examinations: _____			

I verify that I received the quantities and sequences of examination booklets as described above and have initialed beside each.  
I affirm that I am securely storing the examination materials as described until the examination date.

Storage Method:	_____		
Test Administrator/Proctor:	_____		
Signature:	_____	Date:	_____

Part B: Return Audit and Shipping (Complete prior to return of materials)

Examination Form	Quantity Used	Sequence Used	Quantity Unused	Sequence Unused
Total used examination booklets:		Total completed answer sheets:		

The following people assisted as proctors, translators, readers, or aides:

Name	Agreement on file	Agreement Attached

I affirm that I am returning the quantities and sequences of examination booklets as described above.  
I understand they must be returned as a whole via traceable carrier.

Audited By: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Check your exams for return and complete this section.

Check your order upon receipt and complete this entire section.

Complete this entire section when returning exams.

List any additional proctors used, translators & readers here.

Phone: (800) 446-0257 ■ Email: [customer.service@nrfsp.com](mailto:customer.service@nrfsp.com) ■ Web: [www.NRFSP.com](http://www.NRFSP.com) ■ Fax: (407) 352-3603

## Appendix D: White Answer Sheet Envelope

### National Registry of Food Safety Professionals



Enclose the following:

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

#### COMPLETE THE FOLLOWING:

Company Name \_\_\_\_\_  
Exam Administrator Name \_\_\_\_\_  
Test Administrator / Proctor \_\_\_\_\_  
Test Administrator / Proctor Code \_\_\_\_\_ Exam Date \_\_\_\_\_  
Trainer Name \_\_\_\_\_ Trainer Code \_\_\_\_\_  
Exam Site \_\_\_\_\_ Phone \_\_\_\_\_

Select your preference

Complete this section.

#### CLASS RESULTS ONLY (NO CERTIFICATE):

\_\_\_ Fax to Test Administrator / Proctor Fax: \_\_\_\_\_  
\_\_\_ Email results to: \_\_\_\_\_  
\_\_\_ Mail via Priority Mail to Test Administrator / Proctor (address on file)  
\_\_\_ All class results will be sent.  
\_\_\_ Notify Department of Health for the Following States: \_\_\_\_\_

#### RETURN CERTIFICATE / FAIL NOTICE ONLY:

\_\_\_ Mail to each examinee as addressed on answer sheet.  
-OR-  
\_\_\_ Mail to the Test Administrator / Proctor  
(address on file) with class results.  
\_\_\_ Please follow special instructions below: \_\_\_\_\_

Select your preference

#### For Registry Use Only

Order ID \_\_\_\_\_ Batch # \_\_\_\_\_ Used # \_\_\_\_\_ Unused # \_\_\_\_\_ Box # \_\_\_\_\_  
Date Received \_\_\_\_\_ By \_\_\_\_\_ Date Scanned \_\_\_\_\_ By \_\_\_\_\_ Date Processed \_\_\_\_\_ By \_\_\_\_\_  
Date Cert. Out \_\_\_\_\_ By \_\_\_\_\_ Cert. Audit by \_\_\_\_\_ Voucher Qty \_\_\_\_\_  
Note \_\_\_\_\_



## Appendix E: Examination Site Checklist

## National Registry of Food Safety Professionals

**EXAMINATION SITE CHECKLIST**

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

**BUILDING**

Yes or No

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

**ROOM**

Yes or No

- Does the room conform to the Americans with Disabilities Act (ADA) requirements?
- Is the capacity limit of the room ample for the number of examinees?
- Is the ventilation adequate for the rated seating capacity?
- Is the lighting bright enough to read the examination booklet and see the answer sheet clearly?
- Are you able to regulate the temperature of the room? If not, is someone readily available that will be able to regulate the temperature on the day of the test?
- Are there any posters, blackboard notes, or other information posted in the room that may give away answers to the examination? If yes, can these materials be easily removed and stored?
- Will you or the other Test Administrator/Proctor be able to see all examinees at all times?
- Is the room quiet and free of noisy distractions?
- Are examinees able to hear directions clearly from all areas?
- Is there sufficient workspace for you to handle the examinations securely?
- Is there an emergency source of light in case of a power outage?
- Can the room be locked in case of an evacuation?
- Are the room, cabinet, closet, and file locks strong enough to deter someone from breaking them?

**SEATING ARRANGEMENT**

Yes or No

- Are individual desks a minimum of three feet apart in each direction? Or can examinees sit a minimum three feet apart in each direction if long tables are used?
- If the seating is tiered, is there enough seating to meet the minimum of three feet apart in each direction for examinees?
- Are there enough desks or tables to meet the required spacing for examinees?
- If individual desks are used is there enough desktop space to fit both the examination booklet and answer sheet?
- Is the surface of the desk easy to write on?

Phone: (800) 446-0257 ■ Email: [customer.service@nrfsp.com](mailto:customer.service@nrfsp.com) ■ Fax: (407) 352-3603

2014-02





## Appendix F: Seating Chart & Audit Form (page 2)

### Examination Booklet Audit Form – Optional Use

Examination Booklet # To Be Completed as Booklets are Distributed

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

Make additional copies as needed.

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

### National Registry of Food Safety Professionals

### AGREEMENT FORM

#### for Readers and Translator



Please read carefully before completing the requested information

1) I am at least 18 years of age.
2) I have read the reader, and/or translator requirements section of the Test Administrator/Proctor's Manual and meet the specified requirements for my role.
3) I understand my role as reader or translator. (Translator CANNOT translate or read the exam content).
4) I have been trained by Test Administrator/Proctor and will follow all standards and procedures for examination administration and confidentiality.
5) I agree to maintain the security of the examinations before, during, and after the examination administration.
6) I will assist in filling out the address section on the front of the answer sheet.
7) I will <b>not</b> offer any hints, suggestions, definitions, or clues to the answer of an examination item.
8) If there are any uncertainty of an examination question, I will provide the examinee with an Examinee Comment Form.
9) I will ensure no talking or communication of any form between examinees occurs during the examination.
10) I will ensure all of the examinees books and class materials are stored at the front or back of the room.
11) I will ensure no examination materials have left the room with the examinee or have been photocopied.
12) Under no circumstances will I examine or discuss the examination contents with the examinees before, during, or after the examination.
13) As a reader or translator you will not be eligible to take the FSMCE for one calendar year after serving in one of those listed roles.
14) As a Reader only, I will read each examination questions clearly and without inflection. (Translator cannot read the exam)
15) I will fill in the blank(s) on the answer sheet that the examinee has indicated, if needed.

In addition, as a Translator

16) I will translate the directions for the examination and the script ONLY. Translating examination content is prohibited.
---

**PRIOR APPROVAL IS REQUIRED.**

Examinee must submit the Accomodation Documentation Form to NRFSP prior to testing. Examinee must submit approval letter to Test Administrator/Proctor.

**MUST BE SIGNED BY READER OR TRANSLATOR. IF NOT SIGNED, the examination MAY BE INVALIDATED.**

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

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

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

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

Phone: (800) 446-0257 ■ Email: [customer.service@nrfsp.com](mailto:customer.service@nrfsp.com) ■ Fax: (407) 352-3603

2017-05

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

### National Registry of Food Safety Professionals AGREEMENT FORM Page 2 for Reader and Translator



#### READER OR TRANSLATOR (PLEASE COMPLETE)

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

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

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

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

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

I WILL SERVE AS:  READER  TRANSLATOR

List the name of examinee:

NAME OF EXAMINEE: \_\_\_\_\_

#### TEST ADMINISTRATOR/PROCTOR (PLEASE COMPLETE)

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

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

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

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

Company: \_\_\_\_\_

**Test Administrator/Proctor: Please return this completed form with the examination materials used for the examination session at which the reader or translator was utilized.**

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

NATIONAL REGISTRY OF FOOD SAFETY PROFESSIONALS  
6751 FORUM DRIVE, SUITE 220  
ORLANDO, FLORIDA 32821  
FAX: 407-352-3603  
TOLL FREE: 800-446-0257  
EMAIL: CUSTOMER.SERVICE@NRFSP.COM

2017-05

## Appendix H: About the Examination

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

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

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

**Time:** Examinees have a maximum of two hours to complete the examination. Average time to take the examination is between one-and-a-half and two hours.

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

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

### **Test Administrator/Proctor Results:**

Test Administrators/Proctors receive the following results:

**Examinee List:** The Examinee list is the list of examinees that took the examination. The examinee list contains the name, home address, certificate number, examinee ID, examination date, trainer, Test Administrator/Proctor, company, score and the examination form.

**Pass List:** The pass list is the list of examinees that passed the examination for a particular class. The pass list contains the examinee name, certification number, examination date, trainer, Test Administrator/Proctor and company.

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

## Appendix I: Accommodation Form

### National Registry of Food Safety Professionals

6751 Forum Dr.; Ste 220  
Tel: 800-446-0257  
ExamSecurity@nrfsp.com

Orlando, FL 32821  
Fax: 407-352-3603  
www.nrfsp.com

Approved By: Mark Conley/Kate Piche  
Issue Date: 2011-04-11  
Contact Person: Tiffany Vowell  
Revision: 2018-08-10



### ACCOMMODATION DOCUMENTATION FORM

If you have a learning disability, a psychological disability, or other disability that requires an accommodation for the exam, please have this form completed by an appropriate **licensed professional** (psychologist, physician or surgeon) to certify that your disabling condition requires the requested exam accommodation.

The information requested below and any documentation regarding your disability and your need for accommodations for the exam will be considered strictly confidential and will not be shared with any outside source without your express written permission.

Please type or print		REQUIRED FIELD Must be filled out by a licensed professional	
Candidate Name:		Professional Name:	
Driver's License No:		License No.:	
Address:		Title:	
City:		Phone:	
St:	Zip Code:	Date:	
Phone:		Signature:	

**MUST SELECT ONE: REQUEST ACCOMODATION FOR WHICH TYPE OF EXAM:**

<input type="checkbox"/> Paper and Pencil	<input type="checkbox"/> Diversys Proctored Computer Based Exam	<input type="checkbox"/> Pearson VUE Computer Based Testing Center
---	---	--

**REQUIRED FIELD: MUST BE FILLED OUT BY LICENSED PROFESSIONAL**

<input type="checkbox"/> Accessible Exam Site	<input type="checkbox"/> Large Print	<input type="checkbox"/> **limited English – licensed professional not required
<input type="checkbox"/> Reader <input type="checkbox"/> for visual impairment <input type="checkbox"/> for learning disability <input type="checkbox"/> **limited English proficient		
<input type="checkbox"/> Scribe <input type="checkbox"/> for visual impairment <input type="checkbox"/> for learning disability		
<input type="checkbox"/> Extended time (please specify) <input type="checkbox"/> Time and half (3 hrs) <input type="checkbox"/> Double time (4 hrs) <input type="checkbox"/> Other (specify ___hrs ___mins)		
<input type="checkbox"/> Separate testing area		
<input type="checkbox"/> Other Accommodations (specify) _____		

Accommodations requested for the Food Safety Manager Certification Examination

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

I understand that I must forward all required paperwork with this document at least 30 days prior to my exam date in order to be processed.

Examinee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please see the Examinee Information Bulletin for complete instructions. Return completed form to National Registry of Food Safety Professionals  
Fax: 407-226-3500 Email: [examsecurity@nrfsp.com](mailto:examsecurity@nrfsp.com) Mail: 6751 Forum Drive, Suite 220, Orlando, FL 32821

## Appendix J: Incident Report Form

National Registry of Food Safety Professionals \_\_\_\_\_

### INCIDENT REPORT FORM



Test Administrator/Proctor's Name \_\_\_\_\_

Test Administrator/Proctor's Number \_\_\_\_\_

2<sup>nd</sup> Test Administrator/Proctor Name(s) \_\_\_\_\_

Examination Date \_\_\_\_\_ Location \_\_\_\_\_

\*ANY incidents which occur during the administration of the exam that does not follow the policies & procedures listed in the Test Administrator/Proctor Manual will need to be noted on this report form

Please check one of the following incidents:

Suspected Cheating       Illness or Injury       Failure to provide ID  
 Disruption of Examination       Not Completing the Test       Late Arrival  
 Circled answers in Exam Booklet      Other (Please note): \_\_\_\_\_

Examinee's Name \_\_\_\_\_

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

Test Administrator/Proctor's description of incident:	2 <sup>nd</sup> Test Administrator/Proctor and/or Witness Comments:

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

\_\_\_\_\_  
2<sup>nd</sup> Test Administrator/Proctor Signature      Date

\_\_\_\_\_  
Examinee's Signature      Date

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

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

Phone: (800) 446-0257 ■ Email: [customer.service@nrfsp.com](mailto:customer.service@nrfsp.com) ■ Fax: (407) 352-3603

2014-02

## Appendix K: Answer Sheet

National Registry has updated our answer sheet. Below is a sample of the new answer sheet and the changes we have made.

The image shows a sample of the new answer sheet with several sections highlighted by yellow boxes and numbered 1 through 6. Section 1 is the top header area. Section 2 is the candidate information area. Section 3 is the answer grid. Section 4 is the Employee ID section. Section 5 is the Company/Store ID section. Section 6 is the answer grid with shaded rows. The word 'SAMPLE' is printed diagonally across the grid.

**1)** The address has been removed from the candidate information on the front as this information is collected on the back. Employer Name has also been removed.

**2)** Terms and conditions have been streamlined to reduce extra text.

**3)** A section for last four of candidate's social security number has been added to increase the level of security on the exam.

**4)** The Employee ID section has been moved to the front and lengthened for those of you with longer IDs.

**5)** A new Company/Store ID has been added. The Train Code has been removed.

**6)** Alternating rows in the answer section have been shaded for easier reading.

**7)** Country code has been added for international candidates.

**8)** Apartment / Suite / Floor # has been combined with Street Address to give longer addresses more room.

**9)** Day and Month have been added to birth date for increased security.

The image shows a sample of the new answer sheet with several sections highlighted by yellow boxes and numbered 7 through 9. Section 7 is the answer grid with shaded rows. Section 8 is the answer grid with shaded rows. Section 9 is the answer grid with shaded rows. The word 'SAMPLE' is printed diagonally across the grid.

## Appendix L: US State/Territory Abbreviations

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

## Appendix M: International Orders Filling out the Answer Sheet

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

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

### Country Abbreviations

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



**Appendix N: Curriculum Codes**

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

<b>Curriculum Name</b>	<b>Curriculum Code</b>
Essentials of Food Safety and Sanitation, Food Safety Fundamentals	01
Educational Foundation, ServSafe	02
Online Training	03
Corporate Training	04
FMI Food Store Sanitation	05
Self-Trained	10
Learn Something Supermarket Training	11
Food Safety First Principles	13
FMI SafeMark	18
Serving it Safe	19
Food Safety Management Principles	20
NSF Health Guard	23
Training Achievement Program (TAP Series)	24
Customized/Consultant Training/Other	99



## National Registry of Food Safety Professionals

### Proctored Online Policies and Procedures

**\*IMPORTANT: Proctored Online Test Administrators/Proctors MUST follow the same guidelines as paper Test Administrator/Proctor**

Complete manual can be found at [www.nrfsp.com](http://www.nrfsp.com)

**Procedural Directions for Test Administrator/Proctor for  
Online Examinations****Test Administrator/Proctor/Computer Responsibilities****Test Administrator/Proctor must:**

- ) Conform to all requirements of NRFSP as outlined in the Test Administrator/Proctor Manual
- ) Be in and remain in good standing in regard to exam security & procedures
- ) Verify the identity of the examinee
- ) Provide a secure and comfortable testing environment
- ) Select the appropriate exam
- ) Keep Proctor ID and Password SECURE at all times and do not share with anyone
- ) Do not leave exam site at any time during testing

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

**Test Administrator/Proctor/ Enrollment Process**

- ) Contact NRFSP to register as an online Test Administrator/Proctor
- ) Set up a billing account with National Registry
- ) Request, by email at Customer.Service@nrfsp.com, an online Test Administrator/Proctor ID and Password number.
- ) NRFSP will send information to the new online Test Administrator/Proctor with the appropriate instructions on how to use the testing site.
- ) Test Administrator/Proctor enrollment status will be reviewed periodically. If for any reason it has been determined that a Test Administrator/Proctor is no longer eligible\* to access the testing site, NRFSP will deny access to the site and notify the Test Administrator.
  - o \*Reasons for loss of eligibility include but are not limited to:
    1. Suspected cheating by the Test Administrator/Proctor or examinee
    2. A breach in security
    3. Sharing user name and/or password
    4. Nonpayment or slow payment on account

**Examinee Enrollment Process**

- ) Examine each examinee's government issued photo identification BEFORE the exam, even if they are taking the test immediately after a training session taught by the Test Administrator/Proctor. The following are acceptable government photo identifications:
  - o Valid State Driver's License
  - o Current Passport
  - o Current Military Identification
  - o Valid State Identification with Photo
  - o Immigration and Naturalization Service Employment Authorization Document or Alien

**Registration Card**

- ) Have examinee store all personal belongings in another part of the room and all electronic devices off. Make sure cell phones are stored, because many now have photographic capability.

**Administering the Online Examination**

The examination program must be the only open program on the examination computer.

The Test Administrator/Proctor must be in the room at all times while testing is in progress.

General guidelines for Test Administrator/Proctors must enforce with the examinees:

- ) There is to be no talking or moving around the room during the test.
- ) There is to be no smoking, eating, or drinking in the room.
- ) All electronic devices must be turned off and placed in the back of the room or other secure location selected by the Test Administrator/Proctor.
- ) There are 80 questions on this test. You are encouraged to fill in an answer to every question. Your score is based on the number of questions you answer correctly. You can save a question for later and move on to the next question go back prior to completing the examination.
- ) The Test Administrator/Proctor cannot answer questions about the items on the test. It is recommended that examinees flag those items for review and send feedback at the end of the examination attempt.
- ) Communication with another examinee for any reason or copying or sharing answers during the examination is considered cheating. If any form of cheating occurs, the Test Administrator/Proctor will stop the administration of the examination and notify National Registry.
- ) The examinee will have two hours to complete the examination.
- ) Upon completion, the Test Administrator/Proctor can print the **unofficial score report**. All examinations are rescored by National Registry and validated.
- ) If examinee does not pass they must wait 24 hours to retest.
- ) If the unofficial score report states the examinee failed, have the examinee wait until the Test Administrator/Proctor receives the exam results via email before scheduling the examinee. (Results usually are emailed by the next business day). As stated above, the exam is validated by NRFSP. If the examinee takes the exam again but then receives a passing score from NRFSP for the first exam, **it is not NRFSP responsibility to refund any money for the exam.**

**\*Please note, National Registry is not responsible for examinees that have retaken the examination before the validated results have been sent to the Test Administrator/Proctors.**

**\*\*When a Test Administrator/Proctor administers the Food Safety Manager Certification for Administrators Examination (FSMCAE) to another Test Administrator/Proctor, the person who administers the exam must wait 2 weeks before they can take the FSMCAE exam themselves.**

## Diversys Online Enrollment Instructions

In many cases, the Test Administrator/Proctor may be creating the account and enrolling the examinee for the exam. To create an Examinee account and enroll for the exam, follow the instructions below:

1. Go to [www.myvlp.com/nrfsp](http://www.myvlp.com/nrfsp)
2. Click the Enroll Now button on the left side of the screen.
3. On the next screen, select the appropriate exam by clicking on the “Click here to authorize this item” button next to the exam.
  - a. After clicking this item, a Proctor log in box will open. The proctor must enter their login ID and password, and then click sign in.
  - b. You should now see a check box in that space. Click the space and **Add to Cart**
4. You are now on the Username Screen. The examinee should create their user name on the screen by following the on-screen instructions.
5. You are now in the account information page. You should enter the examinee information on this page. Examinee will need enter their proctor code.
  - a. Examinee will need to enter their proctor code.
  - b. If examinee is not yet a proctor of National Registry they must enter 11111 in the examinee proctor code.
  - c. In the Billing Information section, select the Payment Type from the drop-down menu.
  - d. **If payment is a Corporate Account, enter the Account Code in the Account Number field.**
  - e. **If payment is a Voucher, select Prepaid Code as the payment type enter the voucher number in the Account Number field.**
6. When completed, click Continue at the bottom.
7. On the next screen, enter the Examinee’s employer and demographic information. When finished, click Continue at the bottom.
8. On the Order Confirmation screen, verify the Order again.
  - a. **If using a Voucher, enter the Voucher number or discount code in the field below the product and click apply.**
  - b. Check the Agree to Terms and Conditions box.
  - c. Click **Purchase Now** when you are ready to continue, click OK to authorize the purchase
  - d. The next screen is a receipt screen, printing of receipt is optional but recommended
9. If enrolling more than one examinee you **MUST** click log out **BEFORE** entering the new examinee then follow enrollment instructions 2 – 8. If not, please continue.
10. To begin the exam, click the “Click Here to Begin Your Exam” button on the receipt screen.
11. Click on the green play button to start the exam.

**Please note:** the name of the examinee is located on the top of the screen. Please make sure the right examinee is logged into their exam.

Notify you examinees in the event the sequence numbers of the exam are incorrect please stop the exam and contact National Registry or click on the support link immediately.

## **Introduction to Online Examinations Process**

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

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

After you or any other Test Administrator/Proctors assisting have seated and identified all examinees, your script must contain the following or refer to the Administrator Script & Instructions section of this manual:

## **Administration Script & Instructions**

---

Introduction to the for Proctored Online Examinations Process

Introduction – Hello my name is \_\_\_\_\_.

- ) Now please remove everything from the top of your table except for your government issued photo ID. All electronic devices must be turned off and stored with your belongings.
- ) I will be checking your ID's
- ) There are some general guidelines and rules to be observed during the examination:
  - ) No talking or moving around the room.
  - ) No eating or drinking
  - ) Remove all hats or visors
  - ) Turn off cell phones, including smart watches and place them with the rest of your belongings. No cell phones allowed on the table while taking the exam.
  - ) If you have an emergency or need to use the restroom, please raise your hand.
  - ) There are 80 questions on this examination that will count toward your score. You are encouraged to fill in an answer to every question. Your score is based on the number of questions you answer correctly. Do not to leave any questions unanswered. It's better to make an educated guess than to leave it blank and get no points.

**Administration Script & Instructions**

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**Copyright and Legal Responsibility**

- ) Cheating on an examination includes:
  - ) Providing false information,
  - ) Misrepresenting certification status,
  - ) Misusing property of National Registry
- ) If any form of cheating occurs, we will collect and erase any images including any electronic devices such as cell phones. Images from your device will immediately be emailed to National Registry before returning any devices. Should National Registry identify any examination related items in the material collected, National Registry will contact law enforcement agency for prosecution.
- ) If National Registry determines there have been any collusion/cheating, they have the right to invalidate your score and pursue legal action

**Examination Process**

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

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

You will receive your official score report, a certificate and a wallet card through the mail in approximately 10 business days if you pass the exam.

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

“Good luck!”