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National Registry of Food Safety Professionals Candidate Information Bulletin

International Certified Food Safety Manager (ICFSM) Program

Developed and Administered by
National Registry of Food Safety Professionals®

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Introduction and Background

About the International Certified Food Safety Manager Program

The purpose of the International Certified Food Safety Management Program (ICFSM) is to identify individuals who demonstrate that their knowledge and skills meet specified food safety standards. National Registry's certification program has been developed to assess the knowledge and skills of entry-level food managers in the food industry. Only candidates who are successful in passing the computer based test (CBT) examination, meet all criteria for certification, and remain in good standing will be awarded and remain certified. Certification is awarded for a period of five years. Applicants must submit with their application the signed Code of Conduct in order to be considered eligible to take the certification examination. National Registry has the sole responsibility for making all certification decisions.

Development of the International Certified Food Safety Manager Examination

National Registry ensures that only qualified professionals with expertise in test development and measurement develop the examination. A job/task analysis shall be performed at least every five years, or as circumstances may warrant, to verify the content of the examination. Examination performance statistics are calculated and reviewed no less than twice per year, or as volume or circumstances may dictate, to ensure the maintenance of a fair, valid, and reliable examination.

Why Is It Important to Take This Exam?

You play a major role in keeping food safe. As part of your job, you need to know how to protect the public from foodborne illness. Taking this exam will help you measure how well you understand food safety and how to apply this knowledge in the workplace.

What Can the Registry Do for Me?

National Registry will:

- Provide a Diagnostic Score Report of your exam results
- Provide a frameable certificate and wallet card for those who pass
- Register your certification status and keep it on file
- Release your certification status to your local jurisdiction, state, and/or Department of Veterans' Affairs with your written approval

Tell Me about the Exam

1. What is the basis for the exam?

The exam is based on an analysis of tasks you perform in your job. The U.S. Food and Drug Administration (FDA) *Food Code* is used as a reference for critical food safety content to be tested.

2. What subjects does the exam cover?

There are eight broad categories of knowledge that are the focus of the exam. See Appendix A for more details.

3. What type of exam will I be taking?

This is an 80-question, multiple-choice exam and may include pilot test questions that will not be part of your final score. Each question has only one correct answer. See the sample questions in the “What Types of Questions are on the Exam?” Section on pages 21-22.

4. How long do I have to take the exam?

You have up to two hours to complete the exam.

5. What is the passing score?

A scaled score of 75 or higher is required to pass.

6. How long is my certification valid?

Certification is valid for up to five years; some jurisdictions and/or employers may accept it for a shorter length of time. We recommend contacting your local health department and/or employer to verify your local requirements.

Nondiscrimination Policy

National Registry is committed to adhering to the principles of fairness and due process throughout its certification program and endorses the principles of equal opportunity. National Registry does not discriminate among applicants to the ICFSM program based on race, religion, sex, national or ethnic origin, marital status, veteran status, age, or disability. National Registry adheres to standards established by the U.S. Equal Employment Opportunity Commission, the Civil Rights Act of 1964, and the Americans with Disabilities Act.

Impartiality

National Registry develops and offers accredited certification programs for individuals working in food safety. National Registry carries out its certification activities in an impartial manner and exercises utmost care in managing conflict of interest and ensuring objectivity in certification process and decision making. National Registry maintains independence in certification activities without influence of any governance, commercial, financial or other interests.

Publication of Policies

All policies affecting applicants, candidates, and certificants shall be published in the Candidate Information Bulletin and on the website. It is the responsibility of each individual involved in the certification program to comply with the current policies of National Registry.

Confidentiality

National Registry shall maintain the confidentiality of all candidate results and records, including that of the candidate score

Information Release Policy

National Registry may release a candidate's certification status to local jurisdictions, state, and/or trainer with written release by the candidate. No other individual or jurisdiction is to be provided a copy of a candidate's score report (or score) unless that candidate has signed a release form.

Information publically available regarding a certificants includes acknowledgment of certificate, certificate date, and disciplinary actions (if any) against the certificants.

Protection of Examination

National Registry may pursue remedies of any inappropriate nature for removal of or attempt to remove exam materials from the testing site, including, but not limited to, memorizing examination questions. Any individual who removes or attempts to remove examination materials will be subject to legal action. Any unauthorized individual found in possession of examination materials will be subject to legal action.

Name and Address Changes

To ensure that regular communications, announcements, and notices sent to you will be received, it is important that you update National Registry regarding any changes to your mailing and email addresses or other contact information. Contact us at:

National Registry of Food Safety Professionals
7680 Universal Blvd, Ste 550
Orlando, FL 32819

E-mail: customer.service@nrfsp.com
Phone: (407) 352-3830 or (800) 446-0257
between 8:30 A.M. and 6 P.M. Eastern Time, Monday through Friday

Fax: (407) 352-3603
Or visit our website at www.NRFSP.com

Eligibility & Application

How Do I Prepare for the Exam?

Anyone may take the ICFSM Examination regardless of education, background, or experience. However, work experience, studying, or taking a course in food safety and sanitation is recommended before taking the examination.

PLEASE NOTE: Because laws and regulations vary, please check with your local health agency to find out if you are required to take a course or other training prior to taking the examination. Some states require that you take an approved course before taking the exam. Other jurisdictions accept home study. If your jurisdiction does not require training, you may simply take the exam.

Prerequisite Qualifications

Candidates for the ICFSM examination must be of legal age to work in the jurisdiction in which they are employed and possess valid identification.

National Registry does not require or endorse any educational or training program for purposes of preparing for or passing the certification examination.

Candidate Identification Requirements

At the test site, candidates for the certification examination are required to present a form of government-issued identification that includes a photograph. Examples of acceptable forms of identification include:

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

Application Status

The decision to accept or reject a candidate application rests with National Registry.

Applications Accepted

Eligibility is determined at the time of application through the computer based testing center. The CBTC confirms the eligibility prior to the start of the exam with confirmation of identity through an approved identification document.

Eligibility Accepted

Applicants whose applications are incomplete or who do not meet the eligibility criteria will be denied eligibility status and will not qualify to take the certification examination. Applicants will be notified regarding the reasons for the denial and the steps they need to take to reapply.

Denial of Eligibility

Should the denial of eligibility be upheld, the denied candidate may appeal the decision within 30 days by submitting new information to the Compliance Department of National Registry.

The candidate must prove the determination was arbitrary or capricious, or based on incorrect or inaccurate information. The appeal and any related documentation shall be forwarded by the Compliance Manager to the Appeals Panel. The Appeals Panel shall consist of subject matter experts.

Alternative members shall be selected based on the circumstances of the appeal and shall bring appropriate knowledge and expertise to the investigation.

The Appeals Panel may uphold the determination or award eligibility status to the candidate. The decision of the Appeals Panel is final.

Should a candidate wish to appeal an eligibility denial or a certification withdrawal decision based on alleged violations of the Code of Conduct and Disciplinary Policy, the following shall apply.

If eligibility or certification is denied or revoked, an individual cannot be reconsidered eligible for certification for a period of at least three years. In the event that the alleged violation constitutes an imminent threat to the public, denial or revocation may be permanent.

Examination Administration

The ICFSM examination is administered in accordance with the policies and procedures developed by National Registry and in conformance with its business rules for test administration.

The ICFSM examination is available in an approved and secure test administration center. The ICFSM examination is available in English and Spanish.

Emergency Cancellations or Withdrawals

In the case of an emergency, the Exam Administrator shall determine if the administration of the exam can continue or if the exam needs to be ended.

If you withdraw from the examination due to illness, emergency, or other causes, the Exam Administrator onsite must document the time of the incident and a description of what occurred.

Following the administration of the exam, the administrator must complete an incident report and return it to National Registry for review.

Translators or Test Site Translations

National Registry does not allow translation or interpretation of the ICFSM examination.

Where Can I Take the Exam?

The examination is offered worldwide. When offered at a computer testing center, the examination administration options are proctored online through computer-based testing at a computer-based testing (CBT) Center.

Should you wish to take the examination, Pearson VUE network offers hundreds of sites across the United States and Canada. To schedule a reservation at a Pearson VUE site, you will need a credit card and should go **online to www.pearsonvue.com/nrfsp** or **call Pearson VUE Customer Service at (888) 687-1571**. If you have purchased an exam voucher, you will need to bring it with you on the day of the examination.

Online Application Instructions

- Step 1: Go to www.pearsonvue.com/nrfsp or www.pearsonvue.com to access the online testing system.
- Step 2: Nondisclosure and Code of Conduct agreement: You will be required to affirm that you have read and accept the National Registry Nondisclosure and Code of Conduct agreements online before you will be able to schedule your examination.
- Step 3: Under the scheduling information, click “Schedule Online.” Attention, first-time users: You will need to create a web account before you can sign in. Once you create a web account online, it will take 24 to 48 hours for you to receive your password in your email. Once received, you can schedule your exam.
- When you have your Pearson VUE web account username and password, you can proceed to scheduling an exam appointment by signing in to your account. Payment with your voucher number must be made at the same time as scheduling your exam appointment. You cannot book first and pay later.
- Sign in by entering your username and password on the sign in screen and click the “Sign in” button. There is also an option to retrieve lost or forgotten usernames and passwords. This site walks you through the scheduling process:
<http://www.pearsonvue.com/nrfsp>
- Please call the Pearson VUE Customer Service at (888) 687-1571 if you have any questions.
- The exam series code is ICFSM. The name of the exam is International Certified Food Safety Manager Examination.

Examination Fees

National Registry reserves the right to set all fees. Fees for the certification examination are due at the time of registration for the examination.

**Candidate Consent Form, Non-Disclosure & Code of Conduct
Policy**

National Registry expects its food safety managers to conduct themselves in a manner that reflects well on the ICFSM program and protects the public from foodborne illnesses. The Code of Conduct sets forth the behaviors ICFSMs are expected to uphold and abide by. Candidates for the ICFSM program must agree to the terms of the Code of Conduct as a condition of applying for the certification, and those who are certified and seeking recertification must agree to continue to uphold and abide by the Code of Conduct as a condition of maintaining the credential.

Before the exam begins, you must read the Candidate Consent, Non-Disclosure and Code of Conduct Policy and sign that you have read and understood the terms of each. By taking the examination, you are agreeing to follow the Code of Conduct. Failure to uphold and abide by the Code of Conduct will result in disciplinary action, including revocation of the certification.

You also authorize National Registry to release your results to the appropriate parties.

Candidate Examination Consent

I agree to follow the following National Registry examination administration rules:

1. I understand the Administrators or Proctors may stop me from entering the testing area if I do not have proper photo ID or if administration has already begun when I arrive.
2. I understand the Administrators or Proctors at my exam site may take any reasonable actions necessary to properly administer the exam and keep the exam site secure.
3. I understand the Administrators or Proctors may reassign my seat before or during the examination.
4. I will not communicate with other candidates in any way.
5. I may take the examination only for the purpose of becoming an ICFSM.
6. I will not take any examination materials from the exam site.
7. I will not copy any examination materials.
8. I will not give examination questions or answers to others.

I hereby acknowledge and consent to the confiscation by the Exam Administrator of any external device capable of recording sound or written material which is found in my possession during the administration of a National Registry exam. I agree that such a device may be sent to National Registry for review. Should National Registry identify any test-related item(s) on the device, National Registry may remove such material before returning it to me, or relinquish such device to a law enforcement agency for prosecution. Should no exam related item(s) be found, National Registry agrees to return the device to me once its review is complete or within 30 days from the date of the exam, whichever is sooner.

I hereby indemnify and hold harmless National Registry for any claims I may have (excepting gross negligence and intentional misconduct) relating to the confiscation of such external device taken under the conditions above described.

I understand that if I do not follow the above rules that National Registry may subject me to penalties including (but not limited to) the following: canceling my examination score (with no refund or credit for any future examination), denying scoring of my examination, revoking my certification, or legal proceedings against me to recover costs associated with lost exam questions.

I certify that all of the information provided on my ICFSM Exam answer sheet is true and accurate to the best of my knowledge. If I become certified and wish to continue being certified as an ICFSM, I understand that I must retake and pass the examination at least one time every five years or more frequently as the law in my location or my employer may require.

Non-Disclosure

This exam is confidential and it's protected by trade secret law. It is made available to you, the candidate, solely for the purpose of assessing qualifications in the discipline referenced in the title of this exam. You are expressly prohibited from disclosing, publishing, reproducing, or transmitting this exam, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of National Registry of Food Safety Professionals.

Code of Conduct

The ICFSM Code of Conduct requires certificants to uphold standards of conduct that allow for the proper discharge of their responsibilities to those served, that protect the integrity of the food safety profession, and safeguard the interests and well-being of the public. As a condition of holding and maintaining the ICFSM credential, I agree to:

- *Be truthful and accurate in what I say, do, and write.*
- *Adhere to the law at all times.*
- *Promote and encourage the highest level of food safety within the industry.*
- *Not misrepresent nor permit misrepresentation of my qualifications or the qualifications of my associates.*
- *Maintain due regard for the environment and for the public safety, health, and well-being.*
- *Strive to maintain competence by remaining current with changes in the industry.*
- *Understand the certificate, logo, and marks for the ICFSM are the property of National Registry; and I will use such property in an approved manner.*
- *Uphold and follow all policies and procedures required by National Registry to remain in good standing.*
- *Report to National Registry any pending litigation and resulting resolution related to my work in food safety.*
- *Avoid any interest, activity, or influence which may be intended to influence a decision purely for personal gain and not in the interest of public safety.*
- *Should I be awarded the ICFSM credential, I agree to abide by the Code of Conduct and to notify National Registry if at any time I develop the incapacity to perform my professional responsibilities in accord with the standard of the ICFSM examination.*

Violations of the Code of Conduct will be considered grounds for sanctions, including censure, suspension, and/or revocation of the ICFSM credential.

What Should I Expect at the Exam Site?

When you arrive to take the exam, you must show proof of your identity to the Exam Administrator by providing government-issued photo identification. Candidates without an acceptable photo ID will not be permitted to enter the exam area nor will they receive a refund of their exam fees. Candidates should expect a location conducive to taking an exam. If the facility or Pearson VUE Administrator does not provide the right conditions, notify National Registry at (800) 446-0257 or via email at customer.service@nrfsp.com.

What Do I Need to Bring to the Exam Site?

You must bring valid government-issued photo identification. Acceptable forms of identification include:

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

No reference materials or personal electronic devices such as cell phones, personal computers, or programmable calculators will be permitted within the exam area.

What If I Need Special Exam Conditions or Accommodations?

National Registry complies with the Americans with Disabilities Act (ADA). Candidates with documented disabilities may request necessary aids and services as long as they do not fundamentally alter the measurement of the exam, skills, or knowledge. National Registry does not charge for reasonable accommodations.

To make a request, you must complete the Accommodation Request Form and Documentation of Disability Related Needs Form found in Appendix B at the back of this booklet, including the specific diagnosis of your disability, medical records, or other written proof of the diagnosis by an appropriate licensed professional, as well as the type of accommodation being requested.

All accommodation paperwork must be received and approved by National Registry at least 30 days before the scheduled exam date. National Registry will review all requests for accommodations and notify the candidate prior to the exam date. If you do not receive notification within two weeks of submitting your accommodation, please contact National Registry via email (customer.service@nrfsp.com) or telephone (800-446-0257).

Taking the Exam

- *You have two hours to complete the exam.*
- *Listen to and read all instructions carefully.*
- *Take your time reading the questions. If you have a problem with a question, mark it and come back to it later.*
- *Answer ALL questions. Blanks are always incorrect. There is no penalty for guessing.*
- *Pearson VUE Administrators cannot answer questions regarding the examination. If you think a question has a mistake or is unclear, use the Candidate Comment Form provided.*
- *No reference materials, books, papers or personal electronic devices such as cell phones, personal computers, or programmable calculators will be permitted within the exam area.*
- *No talking or other communication is permitted during the exam. Candidates shall not copy examination materials, provide answers to others, use materials not allowed in the exam room, or in any way cheat on an examination.*
- *No smoking, drinking, or eating is permitted in the exam area.*
- *No moving about the room or other behavior distracting to other candidates is permitted.*
- *One candidate at a time will be permitted to leave the exam area to use the restroom or for emergencies.*

Behavior that violates these rules may result in your examination being invalidated or your removal from the exam site.

Candidates engaging in the following behavior and or activities will be asked to leave the exam location and may not be allowed to complete the examination:

- *Suspected cheating*
- *Identification does not match candidate name provided on the application*
- *Disruptive behavior at the exam site*
- *Use of electronic devices during the exam*
- *Other behaviors or circumstances as determined by the Exam Administrator*

Pearson VUE Testing Center Instructions

Step 1: To register go to www.pearsonvue.com/nrfsp to access the online scheduling system and to create a Web Account. Once you create a Web Account online, it will take 24 to 48 hours for you to receive your password via email. Once you have received your password you can schedule your exam appointment online. You can also register and schedule by calling 1-888-687-1571. When registering, please enter your name as it appears on your valid government-issued ID.

Step 2: You will be required to affirm that you have read and accept the NRFSP Code of Conduct, Non-Disclosure and Candidate Consent Form agreements before you will be able to schedule your exam.

Step 3: When you have your Pearson VUE Web Account username and password, you can proceed to scheduling an exam appointment by signing into your account. Under the “Scheduling” information click “Schedule Online”.

Scheduling

Please recognize National Registry of Food Safety Professionals (NRFSP) as the client when registering. When creating your Pearson VUE web account, you will be asked to provide your NRFSP ID. This ID is created by Pearson VUE. If you are a first-time test-taker, you will not yet have a NRFSP ID and you should leave this field blank.

Be sure of your exam date when scheduling. A \$20 cancellation/reschedule fee applies to all cancelled or rescheduled exam dates.



Step 4: Sign in by entering your username and password on the sign in screen and click the “Sign in” button. There is an option to retrieve lost or forgotten usernames and passwords. If you are using a voucher number, your voucher number must be entered or given as payment at the time of scheduling your exam appointment. **You cannot hold an exam appointment or give the voucher number at the exam site.**

Pearson VUE Testing Center Instructions (con't)

- This site walks you through the online scheduling process:
www.pearsonvue.com/reg_guide/schedule/
- If you arrive more than 15 minutes late for an exam and are refused admission, payments are due for the exam and delivery fees. If you wish to cancel or reschedule your exam, you must contact Pearson VUE one business day prior to your exam appointment. A \$20 cancellation/ reschedule fee applies for all cancelled or rescheduled exams. Canceling or rescheduling an exam less than 24 hours is subject to a same-day forfeit exam fee. Exam fees are due for no-shows.
- Exam series code is **ICFSM**. Name of the exam is International Certification Food Safety Manager Examination

Schedule Exam(s): Select Exam(s)

[Testing Program](#) > [Exam](#) > [Test Center](#) > [Appointment](#) > [Review](#) > [Payment](#) > [Confirm](#) > [Receipt](#)

1. Select the exams that you wish to schedule.

To change the way the list is sorted, click the column heading.

Exam Code	Exam Name	Information
<input type="checkbox"/> CFSHME	Certified Food Safety HACCP Manager Examination	
<input type="checkbox"/> FSMCAE	Food Safety Manager Certification Administrator Exam - voucher only	
<input type="checkbox"/> HACCP-Pilot	Food Safety HACCP Manager	
<input type="checkbox"/> ICFSM	International Certified Food Safety Manager	

- Please call Pearson VUE Customer Service at 1-888-687-1571 if you have any questions.
- **PLEASE NOTE:** A voucher is valued at the cost of one (1) International Certification Food Safety Manager Examination. **National Registry is not responsible for lost vouchers.** Please note the voucher does expire on the date indicated on the voucher. You will need to purchase another voucher if the voucher is not used by the expiration date or lost.

Obtaining My Score

Your certification is not official or valid until National Registry issues your certificate.

If you successfully pass the exam, a certificate and wallet card will be sent within 2 weeks of your exam date. If you fail the exam a Diagnostic Report will be mailed within 2 weeks of your exam date.

Answers to the multiple-choice items are scored by an optical scanner and checked for accuracy, a virtually error free process. However, if you believe an error has been made, you may request a rescore of your multiple-choice answers.

Rescore

A request for rescoring must be made in writing. Please visit our website, www.nrfsp.com, and fill out a Rescore Request Form or you may call Customer Service at 800-446-0257 to request the form. All requests for rescoring must be post marked within 30 days from the original score notice.

In the event that the rescoring process results in a passing score alteration, your records will be updated and a correct score along with a certificate and wallet card will be issued and sent. If the rescore confirms failing status, you will be sent a letter confirming the failure.

Certificate Not Received

If you do not receive your exam results within 2 weeks of your exam date, contact Customer Service at National Registry of Food Safety Professionals by calling 800-446-0257 or by email at customer.service@nrfsp.com. You will have 60 days to claim exam results and after the 60 day grace period there will be a fee to receive your results.

Pearson VUE provides candidates with an **unofficial** score report. The exam results are sent to National Registry for official scoring. The exam results are then sent to you. If you passed, you will receive your certification. You will be given credit for all correct answers.

A Diagnostic Score Report will be mailed to failing candidates no later than two weeks after the exam date. If you successfully pass the exam, a certificate and wallet card will be sent to you within two weeks of your exam date. Your certification will not be official until National Registry issues your certificate.

Certificate and Wallet Card

A certificate and a wallet card will be issued to passing candidates within two weeks of the examination date. All certificates will contain:

- *Your name and address*
- *Certificate number*
- *Name of certification organization*
- *Scope of certification*
- *Effective date*
- *Expiration date*

The wallet card will contain:

- *Your name*
- *Certificate number*
- *Expiration date*

Reference ICFSM Policy: 3.1

If you require a new copy of your certificate or wallet card, contact National Registry and ask for a reprint request form or visit the website at www.nrfsp.com. There is a fee for each reprint requested. See the National Registry website (www.nrfsp.com) for a current fee schedule.

Indeterminate Scores

National Registry may subject candidates suspected of cheating or committing other candidate testing improprieties with penalties including, but not limited to, the following:

- Canceling his/her examination score and requiring retesting
- Canceling his/her examination score with no refund or credit for any future exam
- Denying scoring of his/her exam
- Revoking his/her certification
- Legal proceedings to recover costs associated with lost exam questions

Reference ICFSM Policy: 2.2.5

Appeal of a Failing Score

Should you fail the exam, you may ask to have it scored again. All requests for a rescore must be in writing and postmarked no later than 30 days from the date of the original grade notice.

If, for some reason, you do not receive your exam results from National Registry within two weeks of your exam date, contact National Registry's customer service department at (800) 446-0257 or customer.service@nrfsp.com. *Reference ICFSM Policy: 2.2.8*

Appeal of Sanctioned Certificant(s)

The certificant shall have 30 days from the date of the notification of a sanction to request an appeal of the findings. All appeals must be made in writing and must be mailed by certified mail, return receipt requested to the National Registry Appeals Panel. The certificant shall state the specific grounds why the appeal should be considered. The certificant may not present, include, or rely on facts not presented in the proceedings. *Reference ICFSM Policy: 5.2*

Candidate Comments

Candidates may comment on questions that appear to have mistakes or appear to be unclear. All comments must be made in writing and submitted at the test site following completion of the exam. *Reference ICFSM Policy: 2.2.10*

Retaking the Exam

Candidates failing the examination must submit a new application and pay the current examination fee in order to retake the examination. Candidates have up to three attempts to pass the certification exam. Candidates who are not successful by the third attempt must wait 90 days before reapplying to retake the exam. Carefully review your Diagnostic Score Report and study any problem areas. *Reference ICFSM Policy: 2.2.9*

Recertification

The only method for recertification is to retake the examination. Certification is valid for up to five years. Individuals applying to recertify must sign and agree to uphold and abide by the Code of Conduct, complete the application for the examination, and pay all applicable fees. Failure to do so will result in forfeiture of certification. *Reference ICFSM Policy: 6.1*

PLEASE NOTE: The laws and regulations covering certification as an ICFSM vary across jurisdictions. Please check with your local health agency or your employer to verify your local regulations and find out the number of years that your jurisdiction or your employer will accept your certification.

Verification of Certification

If you agree, pass the examination, and are certified as an ICFSM, National Registry will verify your certification status upon request by governmental organizations including the Department of Veterans' Affairs, employers, and other interested people. *Reference ICFSM Policy: 17.1*

International Certified Food Safety Manager Disciplinary Policy

National Registry has adopted an ICFSM Disciplinary Policy. A copy of this Code of Conduct is listed on page 10 of the Candidate Information Bulletin. In addition to passing National Registry's examination, candidates must adhere to the requirements contained in this Disciplinary Policy in order to become and remain an ICFSM. To be eligible for certification and continued certification, an individual must continuously comply with all of National Registry's standards, policies, and procedures. Actions that constitute a violation of the ICFSM Disciplinary Policy include, but are not limited to: cheating on an examination, providing false information, misrepresenting certification status, misusing property of National Registry, and being subject to any regulatory, criminal, or civil action related to public health and/or food safety.

Persons concerned about a possible violation of the Disciplinary Policy are asked to inform National Registry in writing. Alleged violations are first referred to the Compliance Manager and then to an Appeals Panel if review is warranted. If good cause is found to further pursue the alleged violation, a hearing will be held before the Appeals Panel. The individual will have the opportunity to present a defense. The Appeals Panel will determine the appropriate sanctions to be imposed, if any. National Registry may deny, revoke, or otherwise act upon an individual's certification. The individual may appeal an unfavorable decision; otherwise, the Appeals Panel decision will be final. If eligibility or certification is denied or revoked, an individual cannot be reconsidered for a period of at least three years. In the event that an alleged violation constitutes an imminent threat to the public, this procedure may be accelerated. *Reference ICFSM Policy: 4.3; 5.0 – 5.2*

Procedures for Investigating Complaints Filed Against Individuals Holding the International Certified Food Safety Manager Credential

Any individual may file a complaint against an individual holding the ICFSM Credential. The following procedures describe the steps to be taken when complaints are presented. By publishing this procedure, National Registry does not expect, invite, solicit, or encourage complaints. The use of these procedures is for the sole purpose of protecting the reputation of the certification program and assuring a fair investigation of complaints. All complaints, therefore, must stipulate an alleged violation of the ICFSM Code of Conduct. Only complaints that follow the published procedures of National Registry will be considered.

Filing a Complaint:

- *Complaints will be accepted only from those who claim to be harmed by the alleged behavior.*
- *All complaints must be in writing and signed by the complainant(s), and only information submitted in writing and signed will be considered.*
- *Complaints and supporting evidence must show a violation of the ICFSM Code of Conduct.*
- *At a minimum, the complaint should specify the respondent, the alleged inappropriate behavior referencing the specific section of the Code of Conduct allegedly violated, the standing of the complainant, and any collaborating evidence.*

All charges of violations of the Code shall be addressed to the Compliance Department, National Registry, 7680 Universal Blvd, Suite 550, Orlando, Florida 32819. Complaints shall then be forwarded to the Compliance Director of National Registry. Charges must be made in writing and must include the following information:

- Name of the accused certificants and his or her address, if known
- Name of the accuser, address, telephone, and email contact information
- Description of the allegations and any documentary evidence relating to the alleged violation
- List of Codes allegedly violated
- Signature of the complainant

Reference ICFSM Policy: 5.0 – 5.2

Policy On Use of Certification Marks & Release of Information

**Sharing Status as an International Certified Food Safety
Manager**

Upon successful completion of the ICFSM Examination, you will be entered into the National Registry database. National Registry will not provide examination scores without your authorization.

The trademarks “International Certified Food Safety Manager,” “National Registry of Food Safety Professionals,” “National Registry,” “Environmental Health Testing,” and the abbreviations relating thereto are the exclusive property of Environmental Health Testing, and it has the sole right to control the use of these marks. However, with continued certification and compliance with National Registry’s standards, policies, and procedures as they may be amended from time to time, you may use these marks to identify yourself as an ICFSM, including:

- Displaying the certificate awarded to you
- Stating that you are an “International Certified Food Safety Manager”
- Using the ICFSM marks on business cards and letterhead

Should you wish to use these marks in other ways, such as on advertising or promotional materials, you must obtain written approval for each use from National Registry.

You may not reproduce certificates or wallet cards, alter certificates or wallet cards, or otherwise misrepresent the information contained on the original document. Evidence of involvement in the above activities will be grounds for revocation or other disciplining sanction.

If you require a new copy of your certificate or wallet card, see Appendix D for the ICFSM Reprint Request Form or contact National Registry or visit the website at www.NRFSP.com and click HACCP. There is a \$19 fee for each reprint requested.

Monitoring and Enforcing Appropriate Use

You may not reproduce certificates or wallet cards, alter certificates or wallet cards, or otherwise misrepresent the information contained on the original document. National Registry reserves the right to require the removal or cessation of use of National Registry marks from any location it determines does not comply with its guidelines.

Evidence of involvement in the above activities will be grounds for revocation or other disciplinary sanction.

National Registry reserves the right to take legal action and/or other corrective measures to ensure the appropriate use of the logo and marks.

Reporting Security Breaches

National Registry exam questions can cost \$500 or more per question to replace due to cheating and violations in security protocol. It also forces us to continue to develop enhanced security and cheat detection to fulfill our accreditation standards. Competent food safety ICFSM managers are critical to promoting food safety and consumer protection. Help us maintain the highest level of integrity of our exam by reporting suspected cheating.

Please report any suspected cheating or exam irregularities to our Cheating Hotline. Your identity will be kept confidential and secure. Call the Cheating Hotline or email:

Cheating Hotline
1-888-544-9688 hotline@nrfsp.com

Appendix A

Preparing for the Exam

Below is a breakdown of the content of the exam. There are a number of ways you can prepare for the exam. If you want more information on food safety to prepare for the exam, see the section, “More on Food Safety” on page 23.

Content	# of Items
Preventing Contamination and Cross-Contamination	15
<i>Protect Food Packaging and Food Contact Surfaces From Contamination</i>	4
<i>Verify No Bare-Hand Contact for Ready-to-Eat Foods</i>	3
<i>Ensure that Food is Stored Properly</i>	4
<i>Monitor “Foot Traffic” of Non-essential Staff in Food Preparation Areas</i>	1
<i>Dispose of Wastes</i>	3
Ensuring Personal Hygiene and Employee Health	14
<i>Execute Employee Health Policies</i>	3
<i>Ensure Proper Hand Washing and Hygiene</i>	3
<i>Monitor Employee Behaviors Related to Smoking, Eating, and Drinking</i>	3
<i>Ensure Proper Glove Use</i>	3
<i>Ensure Proper Storage of Employee Personal Belongings</i>	2
Actively Managing Controls in a Food Establishment	13
<i>Implement a Food Safety Plan</i>	2
<i>Train the Food Establishment Staff</i>	2-3
<i>Recognize a Foodborne Illness</i>	2
<i>Develop a Food Allergen Plan</i>	2
<i>Ensure Regulatory Compliance of Your Establishment</i>	2-3
<i>Implement a Crisis Management Plan</i>	2
Monitoring the Flow of Foods	10
<i>Purchase and Receive Products</i>	2
<i>Store and Display Food Products</i>	2
<i>Serve Food or Manage the Self-Service of Food</i>	2
<i>Manage the Transportation and Delivery of Food</i>	2
<i>Monitor Foods While They are Being Prepared</i>	2
Ensuring Product Time and Temperature	11
<i>Maintain Temperature-Measuring Devices</i>	3
<i>Manage Food Product Time and Temperatures Controls</i>	8
Conducting Cleaning and Sanitizing	9
<i>Develop Cleaning and Sanitizing Procedures</i>	3
<i>Store and Maintain Cleaning and Sanitizing Materials, Tools and Products</i>	3
<i>Conduct Cleaning and Sanitizing Procedures in the Establishment</i>	3
Managing the Physical Facility Design and Maintenance	5
<i>Develop Plans for Facility Design and Maintenance</i>	1
<i>Maintain Water Supply and Waste Disposal Systems</i>	1
<i>Maintain Adequate Ventilation</i>	1
<i>Maintain Lighting in Food Preparation and Storage Areas</i>	1
<i>Obtain and Maintain Equipment and Supplies</i>	1
Preventing and Controlling Pests	3
<i>Implement Pest Control Prevention</i>	3
Total	80

What Types of Questions are on the Exam?

The following sample questions are provided as examples of the types of questions that will appear on the exam. These samples are provided primarily to allow you to become familiar with the format of the questions. They should not be viewed as representative of the entire content of the exam. These exact questions will not be on the exam.

1. Bacteria that can cause a foodborne infection are
 - A. *Ciguatera*.
 - B. *Hepatitis A*.
 - C. *Salmonella enteritis*.
 - D. *Clostridium botulinum*.
2. The presence or growth of microorganisms is a type of
 - A. *acid hazard*.
 - B. *physical hazard*.
 - C. *chemical hazard*.
 - D. *biological hazard*.
3. A shipment of frozen fish arrives at your food establishment. You see that the outside bottoms of the shipping cartons have too much ice and the fish fillets held within the cartons have brown edges. These are signs of
 - A. *thawing and refreezing*.
 - B. *safe, high quality seafood*.
 - C. *seafood that has been kept in frozen storage too long*.
 - D. *seafood that has been blast chilled*.
4. Potentially hazardous foods MUST be reheated to an internal temperature of
 - A. *130° F (54° C) within 1 hour*.
 - B. *155° F (68° C) within 1 hour*.
 - C. *165° F (74° C) within 2 hours*.
 - D. *171° F (77° C) within 2 hours*.
5. Checking the walk-in refrigerator, you see food stored in the following ways. Which one would you correct IMMEDIATELY?
 - A. *Raw foods are stored on a shelf above ready-to-eat foods*.
 - B. *Loosely covered cooked foods are cooling on the top shelf*.
 - C. *Ice is being used to cool spaghetti sauce in a shallow pan*.
 - D. *Foods are being stored in plastic containers with tight-fitting lids after cooling*.
6. When cooked and raw foods are displayed in a deli, you should
 - A. *Keep the food temperature at 50° F (10° C)*.
 - B. *Physically separate raw and cooked foods*.
 - C. *Physically separate whole raw fish and raw fish fillets*.
 - D. *Use window cleaner on glass inside the case*.
7. Which of the following practices is approved for use in a food establishment?
 - A. *Wooden cutting boards are washed in a 2 compartment sink*.
 - B. *Serving utensils are stored with their food-contact surfaces in the food*.
 - C. *The guard is removed from the slicer to handle large food items*.
 - D. *Single use aluminum pans are reused*.
8. Which of the following are the CORRECT steps to follow when using your manual 3 compartment sink to wash dishes and utensils?
 - A. *Pre-scrape and pre-flush, wash, rinse, sanitize, and air dry*.
 - B. *Pre-scrape and pre-flush, rinse, wash, sanitize, and air dry*.
 - C. *Pre-scrape and pre-flush, wash, rinse, sanitize, and towel dry*.
 - D. *Pre-scrape and pre-flush, rinse, wash, sanitize, and towel dry*.

What Types of Questions are on the Exam? (continued)

9. The only correct way to make sure the proper strength of a chemical sanitizer in the third compartment of the manual warewashing sink is to
- A. *measure it using correct test strips.*
 - B. *change the solution every 3 hours.*
 - C. *change the solution at the end of each shift.*
 - D. *look for the color of the sanitizer in the final rinse water.*
10. Which of the following conditions in an outside waste disposal area needs to be corrected IMMEDIATELY?
- A. *a locked fence.*
 - B. *containers without covers.*
 - C. *a location too far from the building.*
 - D. *containers located on a hard surface.*
11. During a self-inspection, you see the following situation. Which should you correct at once?
- A. *Employees and customers are using the same restroom.*
 - B. *The waste basket at the hand washing station does NOT have a plastic liner.*
 - C. *The hand washing station in the kitchen does NOT have foot pedals to turn the water on.*
 - D. *A hand washing sink in the kitchen is being used to hold a tray of cookies that are cooling.*
12. Corrective action needs to be taken IMMEDIATELY if you see a food handler
- A. *using hand sanitizer instead of washing their hands.*
 - B. *wearing a plain wedding band during food production.*
 - C. *wearing the same apron when changing from raw beef to raw chicken.*
 - D. *using the same paper towels they dried their hands with to touch the handles on the sink to turn off the water.*
13. The MOST important reason for having food handlers wear hair restraints is to
- A. *keep the food handlers' hair neat and in place.*
 - B. *avoid the need for having food handlers wash their hair daily.*
 - C. *prevent food from getting into food handlers' hair.*
 - D. *prevent food handlers from contaminating their hands by touching their hair.*
14. The best method for teaching employees how to clean a slicer is to show the skill and then
- A. *have them do it for you.*
 - B. *hand them the manufacturer's directions.*
 - C. *show them a video on cleaning the slicer.*
 - D. *have another employee show how to do it again.*
15. You see that the food handler you assigned to prepare the salad has a small cut on their hand. You should
- A. *have them start the preparing the salad anyway.*
 - B. *move them to the meat slicing area.*
 - C. *send them to see his doctor, then home for the day.*
 - D. *have them put on a watertight bandage over the cut and wear gloves.*

Answers for Sample Questions

- | | | |
|------|-------|-------|
| 1. C | 6. B | 11. D |
| 2. D | 7. B | 12. A |
| 3. A | 8. A | 13. D |
| 4. C | 9. A | 14. A |
| 5. A | 10. B | 15. D |

Appendix B Accommodation Documentation Form

National Registry of Food Safety Professionals

7680 Universal Blvd; Ste 550
Tel: 800-446-0257
compliance@nrfsp.com

Orlando, FL 32819
Fax: 407-352-3603
www.nrfsp.com

Approved By: Jeff Belmont 2012-05-23
Issue Date: 2011-04-11
Contact Person: Liz Corchado Torres
Revision: 2 / 2012-05-23



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:	
SSN#		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"/> Reader	<input type="checkbox"/> for visual impairment	<input type="checkbox"/> for learning disability
<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.

Candidate Signature: _____ Date: _____

Please see the Candidate Information Bulletin for complete instructions.

Return completed form to National Registry of Food Safety Professionals

Fax: 407-352-3603, Email: compliance@nrfsp.com, mail: 7680 Universal Blvd, Suite 550, Orlando, FL 32819

Appendix C

ICFSM Rescore Request Form

RESCORE REQUEST

- Please print clearly
- Fax, email, or mail completed form
- Incomplete and unsigned forms will result in a processing delay



Today's Date: _____ Test Date: _____ Administrator Name: _____

IDENTITY DISCLAIMER (required)

I certify that all of the information contained on this form is true and accurate to the best of my knowledge and that I am requesting this rescore of my Food Safety Manager Certification for myself.

Signature

CANDIDATE NAME

Last Name

First Name

Phone Number

Street Address /P.O. Box

City / State

ZIP Code

SCORE RECEIVED: _____

COMMENTS: _____

Your request will be processed and shipped within 3-5 business days

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

Appendix D

ICFSM Reprint Request Form

REPRINT REQUEST & RECORD UPDATE

- Please print clearly
- Fax, email, or mail completed form
- Incomplete and unsigned forms will result in a processing delay
- All prices include shipping and handling



Today's Date: _____ Approximate Test Date: _____ Certificate #: _____

IDENTITY DISCLAIMER (required)

I certify that all of the information contained on this form is true and accurate to the best of my knowledge and that I am requesting this reprint and/or record update of my Food Safety Manager Certification for myself.

Signature _____

REASON FOR REPRINT REQUEST

- Lost certificate or card
 Address change/correction
 Name change/correction (documentation required)

CURRENT RECORD

Residential Business - Name of business: _____

Last Name _____ First Name _____ Phone Number _____
 Street Address / PO Box _____ City / State _____ ZIP Code _____

RECORD UPDATE

Residential Business - Name of business: _____

Last Name _____ First Name _____ Phone Number _____
 Street Address / PO Box _____ City / State _____ ZIP Code _____

Email Address _____

PAYMENT & DELIVERY OPTIONS (RUSH & OVERNIGHT delivery options are not available to PO Boxes)

- \$19 STANDARD (5-7 business days)
 \$39 RUSH (3 business days)
 \$59 OVERNIGHT (next business day)

Check or Money Order

Make checks payable to "NRFSP" and mail to:

NRFSP
 P.O. Box 628244
 Orlando, FL 32862-8244

Bill to Administrator Account

Name / Code _____

Credit Card (by signing below, you authorize NRFSP to charge your card)

- Visa MasterCard AMEX Discover

Credit Card Number _____ Exp. Date _____ Sec. Code _____

Name (as it appears on credit card) _____ Cardholder's Signature _____

Billing Address _____ City _____ State _____ ZIP _____