



ServSafe® Exam Administration Handbook

About This Handbook

This Handbook will guide you through the administration of the ServSafe® Food Protection Manager Certification Exam and help you understand your role and responsibilities as an Instructor and/or Proctor. It outlines the policies and procedures for successful exam administration. It also includes useful step-by-step guides.

The goal of these policies and procedures is to give all examinees the same opportunity to demonstrate their abilities, and prevent examinees from gaining an unfair advantage.

Your role in administering the Exam helps ensure the highest degree of integrity for the entire testing process and allows examinees to perform to their maximum level of capability.

The ServSafe program is recognized and accepted by more federal, state and local jurisdictions than any other food safety program. The ServSafe Exam is secure, copyrighted, and developed independently of ServSafe training materials.

This Handbook, along with the documents referenced within it, are available on www.ServSafe.com in the Instructor Resource Center.



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Section I—Policies

About the ServSafe® Food Protection Manager Certification Exam

The ServSafe® Exam is secure, copyrighted, and developed independently of ServSafe training materials. It adheres to all valid test development criteria. Exam questions are rotated on a scheduled basis to reflect the most updated food safety information. Although the questions will vary from exam to exam, they provide a fair assessment of examinees' knowledge. Exam questions are developed using a systematic process to pilot questions to check their accuracy, relevance, technical quality, and readability.

Exam Security

Definition and Responsibility

Exam Security—Protecting the Exam, related processes, and persons from any operational risks associated with the development, publication, storage, transfer and administration of the Exam.

Exam Security is the responsibility of everyone involved in and impacted by the exam process, this includes, but is not limited to the participants below.

- National Restaurant Association Solutions (NRA Solutions)
- American National Standards Institute (ANSI), Conference for Food Protection (CFP), Other CFP Exam providers
- Subject Matter Experts
- Vendors (printing, data destruction, service providers)
- Instructors
- Proctors
- Course and Exam Sponsoring Organizations
- Employers
- Regulatory, Law Enforcement, and Government Agencies
- The Public

Responsibilities for Instructors and Proctors

Please read the following policies and procedures you will be required to follow as a ServSafe Exam Proctor or ServSafe Dual Role Course Instructor and Exam Proctor.

- Follow the exam administration guidelines in this Handbook (including how to handle exam irregularities and accommodations), and stay current with changes to procedures.
- Organize and administer all exam location activities and procedures to ensure secure, standardized exam administration.
- Maintain exam security by reporting security breaches, and cooperating with any security-related inquiries.
- Ensure the integrity of the exam by **not** doing the following practices.
 - Do not review, discuss, copy, publish or keep any ServSafe Food Protection Manager Certification Exam, create an answer key or share any information including actual exam questions/answers or with anyone at any time, especially examinees.
 - Do not administer the Exam to yourself or to anyone who might pose a conflict of interest (i.e., a relative) or an Exam Security risk.
 - Do not construct answer keys for your own use, grade exams yourself, make copies of the answer portion of the Exam Answer Sheet, or print any screens from the Online Exam.



- Do not use information gleaned from an Exam to teach a course. Exams are for examinee testing use only!
- Do not falsify or tamper with Exam Answer Sheets, Exam Booklets, Score Results or Certifications.
- Do not leave Exam materials unattended or outside of a secured storage area.
- Return all appropriate Exam Materials within two business days from the date of the exam or grade the Online Exam immediately after the last examinee is done. (Note: *For Print-Based ServSafe Food Protection Manager Certification Exams, utilize the prepaid shipping label and enclosed packaging [if fewer than 50 exams] when returning Exams.*)
- Ensure there is one registered Proctor per every 35 examinees and/or per exam room (in the event where more than one exam room is needed).
- Identify each examinee accurately to prevent a situation where someone may attempt to take the Exam on someone else's behalf. See page 12 Examinee Check In for more details.
- Maintain documentation on conformance of exam location to NRA Solutions standards.
- Conduct exam administrations in accordance with all requirements set by state/local regulatory authorities. NRA Solutions' regulatory requirements database, located in the Instructor Resource Center under "State Regulations" of www.ServSafe.com, provides updated information regarding requirements for every state.
- Treat all examinees in a fair and equitable manner.
- Train/supervise Assistant Proctor(s) and assure their availability in the event the Primary Proctor must leave the exam room for any reason. A Dual Role Instructor or Proctor must be present during the exam administration process at all times.

Assistant Exam Proctors are responsible for observing examinee behaviors and assisting with exam administration duties. An Assistant Exam Proctor must be a registered Proctor and should be present when

- testing more than 35 examinees.
- there is more than one exam room.
- the Primary Exam Proctor leaves the exam room for any reason.

Verifying Training Hours

National Restaurant Association Solutions will no longer be able to print students hours of training attached to their ServSafe Certificate. If you are a ServSafe Instructor in a state or within a local jurisdiction that requires the student provide proof of training hours attended, you as the instructor will be responsible for providing that information to the state by completing an *Hours of Training Form*. This simple form will allow you to input the student's name and number of classroom hours attended which will meet the requirements of that state or local jurisdiction. This form can be found on our www.ServSafe.com Web site under the Instructor Resource menu. See Section II, page 14 for more information.

Examinee Test Use Agreement

In order to take the ServSafe® Exam and/or receive certification, examinees are required to read and agree to the conditions set forth by the *Examinee Test Use Agreement* on the cover of their Exam Booklet or preceding the Online Exam, a copy of the *Examinee Test Use Agreement* is provided in **Appendix A**.

The Examinee Test Use Agreement is a contract between the Examinee and NRA Solutions concerning certain responsibilities of the examinee and NRA Solutions. The Examinee Test Use Agreement provides examinees the opportunity to review, and accept or reject, the terms that govern the purpose, use and content of exams, and consequences of misuse of exam contents, prior to taking the exam. Among other provisions, the Examinee Test Use Agreement contains, guidelines related to the exam purpose, retesting options, recertification policies, repercussions for cheating, appeal and research options, Instructor or Proctor responsibilities, confidentiality and privacy (related to the examinee), and reproduction of any or all of the Exam.



Examinees may indicate their DISAGREEMENT with the terms and conditions of the *Examinee Test Use Agreement* by returning the Exam Booklet with an unbroken seal to the Proctor. A *Test Use Agreement Refund Form* must be submitted in order to receive a full refund for an answer sheet or seat registration number purchased through NRA Solutions. The form must be submitted along with the examinee's unused Answer Sheet or unused seat registration number. The Proctor must note the class number on the Answer Sheet or seat registration number and sign it.

Security Violations

Any incident perceived to damage the security of the Exam will be investigated by NRA Solutions. This includes, but is not limited to the situations listed below:

- Theft of tests, test content and other confidential information
- Distribution or sale of test content and other confidential information
- Test fraud, cheating or falsification of Certification
- Hacking into test item banks
- Assisting or taking the test for an examinee
- Lack of test security before, during or after test administration
- Misrepresentation of identity
- Failure to follow the procedures in this Handbook

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

During the course of an investigation, NRA Solutions has the right to suspend class scoring, as well as, Exam Proctor and class Instructor privileges. Exam Proctors, Course Instructors, Class Sponsors and Examinees who are notified of an investigation are expected to expediently and honestly cooperate with all requests for information.

NRA Solutions reserves the right to revoke an examinee's certificate based on any action that compromises the validity, reliability, security or integrity of NRA Solutions Certification Exam programs. NRA Solutions reserves the right to conduct announced or unannounced audits of ServSafe® classes and exam administrations. NRA Solutions has the right to issue warnings, probation, or revoke instructor and/or proctor privileges based upon the outcome of an investigation and/or at will.

Appeals Policy

Any examinee who is denied eligibility to sit for the Exam, is denied accommodation, failed the Exam, had the Exam terminated due to cheating, has had a Certificate revoked, believes there is an error with a question in the Exam, or any Instructor or Proctor wishing to appeal an action resulting from an investigation may appeal the decision by submitting an *Appeal Request Form* within 30 days of the initial incident. NRA Solutions will review and render a decision within 30 days of receipt of the form. This decision is final.

The Exam Security Department and Practices

The Exam Security Department

As an Instructor or Proctor, you are not alone in maintaining and monitoring the level of Exam Security involved in the administration of the ServSafe® Food Protection Manager Exam. The Exam Security Department is available to assist you with any issues you feel may threaten the security or integrity of the Exam.

You can reach the Exam Security Department at certification@restaurant.org (You must include "Exam Security" in the subject line) or call 888.291.6462 (option 5) for the Exam Security Hotline.



Data Forensics

The Exam Security 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 or not such policies as the Exam retest policy are being adhered to.

Audits

An audit (announced or unannounced) may be scheduled by the Exam Security Department at anytime. Audits allow NRA Solutions to ensure that Exam Security standards are being met and evaluate the overall performance of an Instructor, Proctor or Sponsor Organization's exam administration practices.

Once the results have been reviewed and the audit is complete, NRA Solutions will share its findings with the Instructor, Proctor or Sponsor Organization. NRA Solutions will then work with them to improve any areas they may be having difficulty with or help them maintain any areas in which they already excel.

Exam Location Standards

Locations must conform to all federal/state/local legal requirements for safety, health, and accessibility for all qualified candidates. Keep documentation on file about locations and the conformance of the location to the following standards.

Physical Facility

- Permits all examinees to perform to their highest level of ability.
- Adheres to fire, safety, building (including codes regarding smoking), and occupancy codes in the local jurisdiction.
- Meets all state and/or local regulatory requirements for exam administration.
- Offers adequate lighting, heating, cooling, ventilation, writing surfaces, and seating.
- Acoustics allow examinees to hear instructions clearly.
- Accessible for disabled examinees (e.g., wheelchair accessibility).
- Offers the ability to monitor the examinees and the Exam Booklets at all times.
- Allows sufficient spacing between each examinee in actual testing area, or other appropriate and effective methods to prevent any examinee from viewing another's responses.
- Online Exam only: A computer with Internet access, mouse and keyboard is available for each examinee. Not required but recommended is a printer connection for providing printed pass/fail information upon exam completion.

Visibility

- **Print Based only:** The following information (available on the *Exam Information Form*) must be posted in a visible area of the exam location: six-digit Class Number, four-digit Exam Form Number(s), language of the Exam (if applicable), and information about obtaining scores—"To obtain class tracking and score information within 10 business days of your exam date, note the Class Number and keep it for your reference. You will need this Class Number to log on to www.ServSafe.com to "Check Exam Results."

Have Available

- Availability of this Handbook on your exam date for easy reference.
- Online Exam only: Class Access Code is available in a secure place, which only the Exam Proctor can access.

Not Allowed

- No charts, posters, or other materials that might be sources for Exam answers.
- These items are prohibited at the exam location: bags/purses, books, papers, pagers, cell phones and any electronic device that can be used to capture/record exam content. In the event an examinee brings any of these items to the exam location, they must be collected prior to the exam administration and placed in a location that prohibits their use during testing and inaccessible even if the examinee needs to temporarily leave the exam location (i.e., restroom breaks).



Exam Accommodations and Irregularities

Exam Accommodations: Identifying Examinees with Special Needs

All Proctors should be notified of any accommodation requests for a special-needs examinee at least 10 business days prior to the exam date in order to obtain approval from NRA Solutions and to prepare for the accommodation. If, at the time of the exam, an examinee requests an accommodation that has not been pre-approved by NRA Solutions, the examinee can either postpone the exam to another date OR take the exam without the requested accommodation.

Examinees with Disabilities

NRA Solutions provides reasonable accommodations to individuals with disabilities following procedures that are consistent with the *Americans with Disabilities Act*, *Uniform Guidelines on Employee Selection Procedures* and the *Standards for Educational and Psychological Testing*. This includes alternate test formats (e.g., oral instead of written) and test aids (e.g., readers or large-print booklets).

Foreign Language Translations

An examinee with limited proficiency in English is permitted to hire and pay for a qualified interpreter to assist the Proctor in administering the exam. The interpreter needs to be fluent in both English and the examinee's native language. The interpreter may have no personal relationship with the examinee. The interpreter also may not interpret subjective opinions or provide cues to the examinee. Examinees who want to use an interpreter must submit a *Request for Exam Accommodation* 10 business days prior to the exam date, listing the credentials of the interpreter. If the request is denied, an *Appeal Request Form* can be submitted within 30 days of the denial.

Examinees who want to take the Exam in English are permitted to use a printed bilingual English-native language dictionary (e.g., English-Spanish) during the exam. Report the use of a dictionary in the "Irregularities" section of the *Exam Information Form* for Print-Based Exams or on an *Irregularity Report for Online Exams*, and inspect the dictionary when the examinee checks in. English-language dictionaries are not allowed.

Literacy Deficiencies

Examinees with literacy deficiencies may apply for a special accommodation by completing the *Request for Exam Accommodation* and submitting it with an official report documenting the deficiency to NRA Solutions at least 10 business days prior to the scheduled exam date. If the request is denied, an *Appeal Request Form* can be submitted within 30 days of the denial.

Exam Irregularities

If any of the irregularities described in this section occur during the exam, note them in the "Irregularities" section of the *Exam Information Form* for Print-Based Exams or in an *Irregularity Report* for Online Exams. If you encounter an irregularity not listed here, please call NRA Solutions Exam Administration Department during business hours. If you encounter any irregularities outside of NRA Solutions' normal business hours, dismiss the examinee and contact NRA Solutions during regular business hours. Please do not take any action until you have heard back from a representative.

Time Allowances

Exam materials should be collected/returned after two hours from the start of the exam. As the Proctor you may grant additional time, you determine is appropriate, and make a note on the irregularity section of the *Exam Information Form*.



Cheating

If you are certain beyond a reasonable doubt that someone is cheating, you must notify the examinee(s) that they must stop the Exam immediately, and collect their Exam materials. Inform them that they will not receive a score and that they must collect their personal belongings (including their photo IDs) and leave the exam location quietly.

Print Based Collect the exam materials and write “VOID” in very large letters (preferably in black marker) across the examinee’s Exam Answer Sheet. Be sure to include the Exam Answer Sheet and Exam Booklet when you send the materials in for grading. Provide as much information as possible on the incident, in the Irregularity Section of your *Exam Information Form*.

Online Suspend the exam before or after requesting they leave the exam location.

Defective Exam Materials (Print Based Only)

If an Exam Booklet is defective, give the examinee a new booklet with the same Exam form number. The examinee may continue from where he/she has stopped. Write “Defective Material” on the cover with the nature and location of the defect and note the issue in the Irregularities Section of the *Exam Information Form*.

Emergencies

Print Based If an emergency occurs during testing (events over which you have no control—e.g., fire alarm, flood, storm, power failure, etc.) that prevents examinees from completing the Exam, take appropriate measures to maintain security during the event.

When possible, the Instructor/Proctor should return to the exam location to ensure it still meets the standards for exam administration. If the location is deemed suitable and the Instructor/ Proctor feels Exam Security was maintained, the examinees should return and continue with their exam.

Online If an emergency occurs during testing (events over which you have no control—e.g., fire alarm, flood, storm, power failure, etc.) that prevents examinees from completing the Exam, close the browsers and shut off the computers with the assistance of the examinees as quickly as possible. Ensure that everything has been shut down prior to leaving the exam location. Note this occurrence by submitting an Irregularity Report.

When possible, the Instructor/Proctor should return to the exam location to ensure it still meets the standards for exam administration. If the location is deemed suitable and the Instructor/ Proctor feels exam security was maintained, the examinees should return and continue with their exam. You will resume it following the same process used to initially in the beginning of the session.

Illness

If an examinee becomes ill during the Exam, and must leave the exam location, they will not be allowed to return and a retest will need to be scheduled for another time. They will be eligible for a refund, through NRA Solutions, for their Exam Answer Sheet or Seat Registration Number.

Print Based If an examinee becomes ill during the exam, collect the examinee’s exam materials, return his/her ID and personal belongings. Document this incident as an irregularity.

Online If an examinee becomes ill during the Exam, close his/her browser, return their ID and personal belongings. Submit an irregularity report documenting this incident.



Intentional or Unintentional Disclosure of Test Items

Please note any instances which result in the disclosure of test items, by the Examinee or Proctor, on your *Exam Information Form* or by submitting an Irregularity Report.

Missing Exam(s) (Print Based only)

If you discover a secure Exam Booklet is missing prior to the exam date, call NRA Solutions Exam Administration Department to report the incident. If you discover a secure Exam Booklet is missing on the exam date and you believe it may have been taken by an examinee, take appropriate measures to assure it is returned before anyone leaves the exam location. If your efforts are unsuccessful, note the incident and return the remaining Exams. This is a security violation, and you will likely receive a survey inquiring about the incident. The Exam Answer Sheets will not be graded until the secure Exam Booklet is returned or the survey has been returned/reviewed.

Restroom Breaks

Only one examinee at a time may go to the restroom during the exam. Prior to the exam, ensure that examinees will not have access to personal effects, should a restroom break be required. Ensure the examinee signs out on the Examinee Entry/Exit log when they leave, and signs back in upon their return. If they are gone for an extended period of time, record the incident as an irregularity.

Print Based Collect the exam material before the individual leaves; return the same materials upon the person's return.

Online Examinees should close the browser before leaving the room. Upon return, take them back to the "Welcome Examinee" screen and have them re-enter their Seat Registration Numbers. You will then need to re-enter the Class Access Code. Anything answered previously has been recorded; examinees can proceed to the question where they stopped.

Testing Policies and Recertification

Re-test Policy

An examinee may take the exam twice within a 30-day period, if necessary. If three or more attempts are required, the examinee must wait at least 60 days from their last attempt.

Not passing the Exam is the only legitimate reason to retake the Exam.

Instructor and Proctor Test and Re-test Policy

Instructors or individuals looking to become Instructors or obtain "dual role" status must take the "Instructor" version of the Exam to obtain a *ServSafe® Food Protection Manager Certificate (Certification)*.

The "Instructor" version is a form of the *ServSafe Food Protection Manager Certification Exam* that is designated for use solely by those who intend to become or currently are Instructors and need to obtain certification. This is intended to prevent exposure of identical exam items to both the Instructor and the examinee. If a passing score of 75% is not obtained on the "Instructor" version of the Exam, **the "Instructor" version must be retaken online.** Please follow the online exam instructions outlined in Section II of this document, page 20. If a passing score is not obtained the second time, the examinee may take the regular version of the *ServSafe Food Protection Manager Exam*. If they take the regular version and pass, applicant hopefuls will have to wait 90 days from their exam date before they can teach a class (they can still proctor an exam). If they take the regular version and fail, they will have to wait a year before they can retake the Exam.



Unless a Proctor must have this Certification as a requirement for a job, Proctors should not take the Exam. If the Certification is a job requirement, the Proctor must take the “Instructor” version of the Exam. If a passing score is not obtained, the same re-test policies as mentioned in the previous paragraph on page 10 apply.

The “Instructor” version of the Exam is ordered, proctored and administered to the same standards as all other *ServSafe Food Protection Manager Certification Exams*. It can be administered with other languages and versions of the Exam. It must be proctored by a registered Proctor and you cannot administer this Exam to yourself or anyone who may pose a conflict of interest.

Examinee Recertification

If an examinee needs to recertify due to NRA Solutions Certificate expiration (five years), regulatory requirements, or company requirements, follow the recertification requirements provided by your local regulatory authority or company. NRA Solutions recommends a review of the most current material prior to retaking the *ServSafe Food Protection Manager Certification Exam*.

NRA Solutions Contact Information

If you have any questions related to the administration of any NRA Solutions Exam, we can assist you prior to, on, or following your exam date. When contacting NRA Solutions, please have your name and class sponsor information available.

You can contact NRA Solutions Exam Administration Department by any of the methods below.

Standard business hours are Monday through Friday, 8:30 a.m. to 4:30 p.m. (CST).

Mail National Restaurant Association Solutions
Attention: Exam Administration Department
175 West Jackson Blvd, Suite 1500
Chicago, IL 60604-2814

Phone 800.765.2122, ext. 6703

Fax 866.665.9570 (toll-free) or 312.583.9853 (in the Chicago area)

Web site www.ServSafe.com **Email** certification@restaurant.org

Exam Security Department certification@restaurant.org

You must include “Exam Security” in the subject line.

Exam Security Hotline 888.291.6462, option 5



Section II—Procedures

The following section is made up of “How To” documents which detail the step-by-step procedures involved in preparing for and managing your ServSafe® Food Protection Manager Certification Exam, in both Print-Based and Online formats.

ServSafe® Food Safety Print-Based Exam Administration

Receiving Exams

- Check to verify that contents of the package match information provided on the *Exam Information Form* and “Dear Proctor” letter.
- Contact Exam Administration with any discrepancies, or if Exam Booklets are not received at least three business days prior to your exam date.
- Place Exam Booklets in a secure place that only the Proctor can access until the exam date. No one may review, discuss or copy the Exam Booklet or administer the exam to themselves, or anyone that might pose a conflict of interest (i.e., a relative).



Setting Up Exam Location

- Ensure exam location standards are being met as detailed in the *Exam Administration Handbook*.
- There must be one Instructor/Proctor per every 35 examinees.
- Create and keep a seating chart for the exam date and assign a seat for each examinee. Examinees may not select their own seats.
- Post the six-digit Class Number, four-digit Exam Form Number, information on how to obtain exam scores (they can visit www.ServSafe.com and click “Check Exam Results” at the top of the screen), and contact information for the certificate distributor in an area visible to examinees. Notify examinees that results are typically available within 10 business days from the exam date.
- Examinees must have the Class Number and create, or enter an existing, User ID and Password to view results on the Web site. NRA Solutions is not authorized to release exam score/result information directly to examinees.



Examinee Check In

- As you check in each examinee, request a photo ID with signature (e.g., driver’s license, state ID, student ID, military ID, employee ID, U.S. green card, or valid passport), have them sign the Examinee Entry/Exit Log and verify ID for authenticity. **Note:** Photo ID is collected to ensure the return of all exam materials. This is a security measure meant to prevent the loss of exam materials and thereby maintain exam integrity.
- Close the exam site, if you are in possession of Answer Sheets you may distribute them at this time.
- Have examinees clear their immediate area of everything but their Answer Sheet.
- Instruct examinees how to complete their Answer Sheets based upon the “Completing and Reviewing Answer Sheets” document sent with Exam Booklets or available at www.ServSafe.com.



Designating a Certificate Distributor

Provide the contact information for the individual who will provide examinees with certificates. Individuals authorized to distribute certificates to examinees include:

- Examinee’s Instructor or Proctor
- Examinee’s employer
- NRA Solutions or its designee*
- Health or regulatory agencies*

*You may only designate these agencies for this duty if you are employed by them.

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Distributing Exams

- Exam Booklets should be handed to seated examinees one at a time. DO NOT allow examinees to pass Exam Booklets to one another.
- Inform examinees that they are not to open the Exam until told to do so and that they must read and agree to the *Examinee Test Use Agreement*.
- If an examinee DOES NOT agree, they must return their Exam (unopened) to the Proctor.
- Inform examinees that they will have one hour to complete the Exam. (Collect materials after no more than two hours.)
- Indicate that upon completion of the Exam the examinee must re-seal the *Exam Booklet* with the red seal at the top right corner of the booklet.
- Examinees must approach you one at a time to submit materials.
- Once everyone has read and agreed to the *Examinee Test Use Agreement*, if there are no questions, they may begin the Exam.



Monitoring the Exam

- Without disturbing examinees, take frequent walks around the exam location to observe for cheating and to ensure directions are being followed.
- Do not leave the room while the exam is in progress.



Collecting Exams and Answer Sheets

- Examinees must approach Proctor one at a time to turn in re-sealed *Exam Booklet* and properly completed *Answer Sheet*. **Note:** You may not alter, erase, or correct an examinee's *Exam Answer Sheet* yourself, as this is considered tampering, which is a security violation.
- After the *Exam Booklet* and *Answer Sheet* have been received, mark each examinee's name on the seating chart, have them sign out on the Entry/Exit Log and return their photo ID.
- Do not place *Answer Sheets* inside the Exam Booklet. Exam Booklets are destroyed upon receipt by NRA Solutions.

Note: You must ensure that no one looks at the exam materials after they have been collected. Place the collected materials away from examinees leaving the room and those still taking the Exam, but still within your sight. Also, at no time should completed Exam Answer Sheets be placed inside an Exam Booklet. If an examinee's Exam Answer Sheet is submitted to NRA Solutions inside an Exam Booklet, the examinee will need to retest at your expense.



Returning Exams

- After all exam materials have been collected and all examinees have left the room, count the number of used Answer Sheets. Record this number on the *Exam Information Form*.
- Place used and unused Exam Booklets in numerical order and count to ensure you have the same number originally received from NRA Solutions. **ALL** Exam Booklets must be returned. Contact Exam Administration with any discrepancies.
- Review and complete any necessary information (including additional Proctor signatures) on the *Exam Information Form*, make a copy of this for your files.
- Keep Exam Booklets and Answer Sheets in a secure place until ready to return to NRA Solutions.
- Place Answer Sheets, the completed and signed *Exam Information Form* and any defective materials in the small white envelope provided.
- Place all Exam Booklets, along with the small envelope containing the Answer Sheets, in the secure tamper-resistant packaging provided.
- Return package by placing the prepaid, return-shipping label on the package and shipping to NRA Solutions' Exam Administration Department within **two business days** of the exam date. Follow the "How to Get Your Package to UPS" instructions sent with your Exam Booklets. **Note:** Failure to ship materials within two business days of the exam date, using improper packaging, using a mailing method that is not in-route traceable, and/or failing to inform NRA Solutions Exam Administration Department there will be a shipping delay are all security violations subject to disciplinary action.



Result

- Results are posted to the Web site within 3-4 days of receipt by NRA Solutions, Certificates/results are sent within one business day from posting.



Verifying Training Hours with Hours of Training Form

When to Complete an Hours of Training Form

- If you are in a state or within a local jurisdiction that requires the student to provide proof of training hours attended.



How to Find the Hours of Training Form

- Go to www.ServSafe.com. Click on **"Instructor Resource Center"** located in the upper left hand corner of the home page.
- Under the yellow box titled **"Instructor Toolbox,"** click on **"Hours of Training Form."**
- Enter your Instructor user ID and password and click **"Login."**
- Print the form and complete the information. This form can be shown to health inspectors or your local health department to verify the number of classroom hours attended.



Submitting a Test Use Agreement Refund

When to Submit a Test Use Agreement Refund

- You chose not to agree with the terms of a Print-Based or Online Exam.



How to Submit a Test Use Agreement Refund Form

- Go to www.ServSafe.com. Click on **“Certification Support.”**
- Under the header **“ServSafe Food Safety Class and Exam Administration”** click **“How do I obtain a refund from not accepting the Test Use Agreement.”**
- Select **“Test Use Agreement Refund Form”** to download or print the *Test Use Agreement Refund Form*.
- For Print-Based Examinees, mail the unused Answer Sheet (with the Class Number and Proctor’s signature across the top) and the completed *Test User Agreement Refund Form* to Exam Administration, 175 W. Jackson Blvd., Ste 1500, Chicago, IL 60604. (866.665.9570 or 312.583.9853).
- For Online Examinees, fax the Test Use Agreement Refund (along with the Seat Registration Number, Class Number and Proctor’s signature) to Exam Administration at 866.665.9570 or 312.583.9853.
- Please note, used Answer Sheets and Redeemed Seat Registration Numbers are not available for refunds.



Submitting an Appeal Request Form

When to Submit an Appeal Request Form

- Any candidate or examinee who has been denied eligibility to sit for an exam, failed an exam, or whose certificate or Instructor/Proctor privilege has been revoked, may appeal a denial or revocation by submitting a written request to the Exam Administration Department within 30 calendar days of notification of the denial or revocation.



How the Appeal Process Works

- Upon receipt of the appeal, the Exam Administration Department forwards the request with all prior documentation (if any) to the Director of Exam Administration or Director of Exam Development (depending on the nature of the concern) for review. The Director can escalate the concern to the Certification Governing Board, if warranted, or will review and make a final decision on the appeal within 30 days of receipt of the written request. This final decision will be communicated in writing, via traceable mail, to the individual who submitted the appeal within 10 days of rendering the decision.
- The decision of the Exam Director or Certification Governing Board concerning appeals is final.



How to Submit an Appeal Request Form

- Go to www.ServSafe.com. Click on **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** click **"Exam Admin, Info and Documents."**
- Select **"Appeal Request Form"** to download or print the *Appeal Request Form*.
- Complete the form then fax (866.665.9570 or 312.583.9853) or mail it to Exam Administration.



Ordering the ServSafe® Food Safety and/or ServSafe Alcohol® Print-Based Exam Online

General Guidelines for Ordering Online

- The date Exam Booklets are needed must be at least nine business days from the date the order is placed.
- Exams and Certificates cannot be sent to PO Boxes.
- Exam Answer Sheets do not accompany the Exam Booklets.
- If you need to order Exams three business days or less prior to the exam date, you can not order online. You must complete the paper *Exam Request Fax*.

To Order Pencil-and-Paper Exams Online

- Go to www.ServSafe.com. Click on **"Instructor Resource Center"**
- Under **"Administer Classes and Exams,"** click **"Order Print-Based Exams."** Enter your User ID and Password, click **"Login."** Click **"Create Class"** next to 09-ServSafe Food Safety Manager Certification Exam or 08-ServSafe Alcohol Course and Advanced Exam.
- Select **"Print Based."**
- Complete all fields under the **"Request Form for Print-Based Exams."** If your organization does not appear under the **"Select One"** option you must search for your company by clicking on the blue **"Organization"** hyperlink, if your Organization is not listed please contact Exam Administration.
- Once all fields are completed click **"Save."**
- You will be provided a Class Number, please print this screen or copy this number for future reference. You will receive this information via email if a valid email address is on file.

Edit a Print-Based Exam Order Online

- Go to **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** click **"Order Print Based Exams."** Enter your User ID and Password and click **"Login."**
- If the exams *have not* been sent, your class will appear under **"Request Approved"** in the drop down **"Status"** box at the bottom of the page. Alter the information by clicking **"Edit."** Update the necessary information and click **"Save."**
- If the exams have been sent, fax an *Exam Request Form* to order additional exams. To obtain a form, go to **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** click **"Exam Admin, Info and Documents."**

Canceling a Print-Based Exam Order Online

- Go to **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** click **"Order Print-Based Exams."** Enter your User ID and Password, click **"Login."**
- If the exams *have not* been sent, your class will appear under **"Request Approved"** in the drop down **"Status"** box at the bottom of the page.
- Click **"Cancel,"** provide a reason if applicable, then click **"Cancel Exam Request."**
- If exams have been sent, upon receipt indicate why the class was cancelled on the *Exam Information Form* and return to NRA Solutions using the pre-paid mailing label.

To Track the Status of a Print-Based Class

- Click **"Instructor Resource Center."** Under **"Administer Classes and Exams"** click **"Class Tracking."**
- Enter the Class number. Click **"Submit"** and view the current status of your class. **-OR-**
- Click **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** click **"Class Tracking."** Enter your User ID and Password and click **"Login."**
- Scroll towards the bottom, click the drop down box next to **"Status"** under Sort Class Views on the right side of the screen, and search until you find your class.



Submitting a Cancellation and Shipping Refund

When to Submit for a Cancellation and Shipping Refund

- You are eligible for a refund of shipping charges on canceled classes, if your exams have not already shipped.



How to Submit for a Cancellation and Shipping Refund

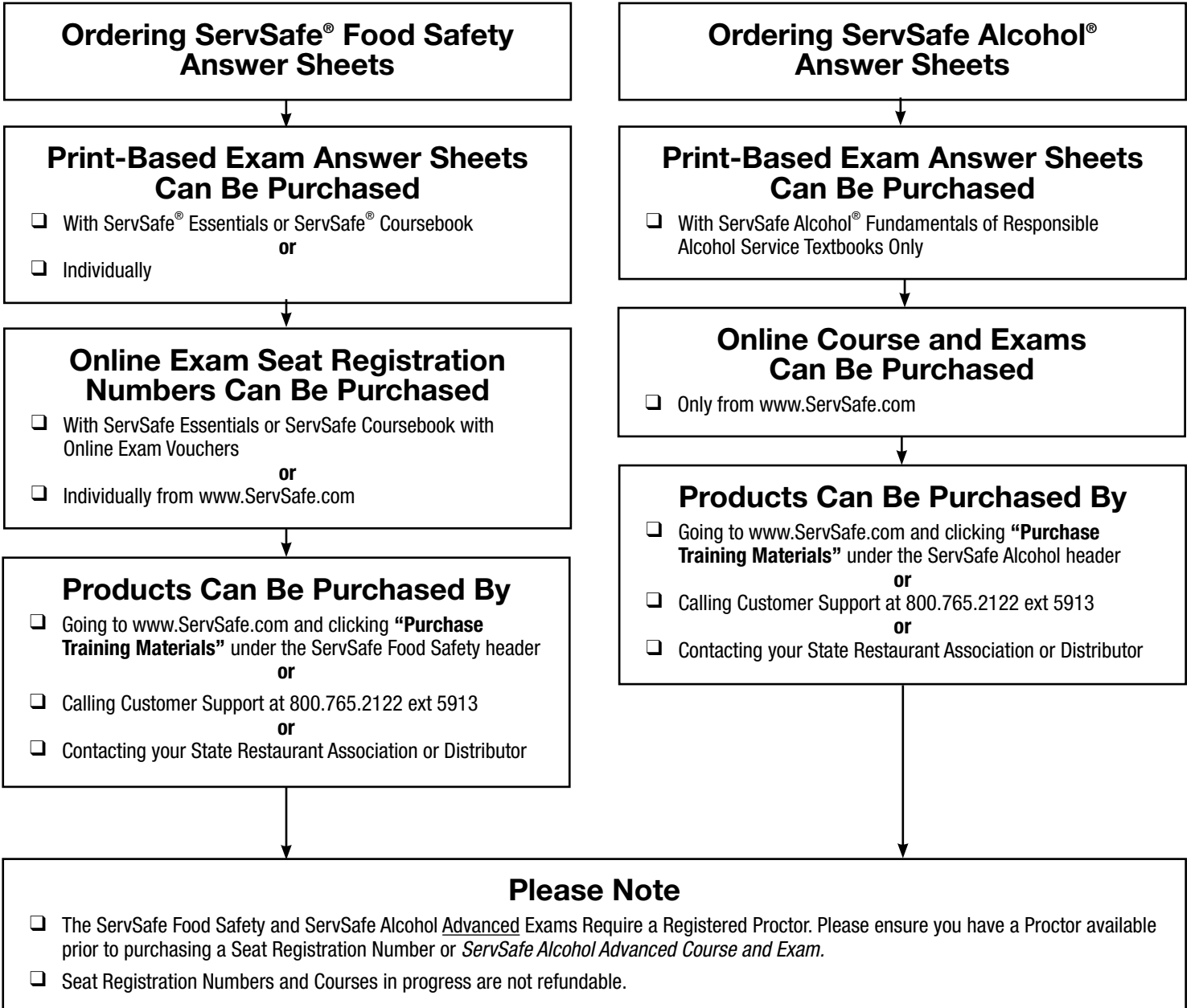
- Submit an email to certification@restaurant.org with **"Cancelled Class Refund"** in the subject line.
- In the message include
 - Your Name
 - Instructor/Proctor ID Number
 - Class Number



- Refunds are issued within four to six weeks of receipt.



Ordering ServSafe® and ServSafe Alcohol® Answer Sheets





ServSafe® Food Safety Online Exam Creation and Administration

To Create a Class

- Go to www.ServSafe.com. Click on **“Instructor Resource Center.”**
- Under **“Administer Classes and Exams,”** select **“Create an Online Class.”** Enter your User ID and Password, click **“Login.”** Click **“Create Class”** under **“Action”** and next to **“09-ServSafe Food Safety Manager Certification Exam.”**
- Select **“Web”** and click **“I accept.”**
- Select language from the drop down menu and click **“Continue.”** Online exams are available in English, Spanish, Chinese and Instructor version (Note: For the Spanish-language and Chinese-language Exams *the questions and answers appear in Spanish or Chinese, the navigation/instructions are in English*).
- Please note the following details when creating a class.
 - Online Exams are not bi-lingual. Questions will only appear in English, Spanish, or Chinese, not both. Examinees cannot switch between languages.
 - Once an examinee starts an exam in one language, they must complete it in the same language.
 - The English, Spanish, Chinese and Instructor version of the exams **MUST** be administered by creating separate classes. One class must be created for all English-language examinees, another class created for all Spanish-language examinees, and another class for all Chinese-language examinees, etc.
 - A new Seat Registration Number will need to be purchased if an examinee changes their language preference after the exam has begun. NRA Solutions *will not* reimburse Seat Registration Numbers for an exam already in progress.
 - MAKE SURE THE CORRECT CLASS ACCESS CODE IS ENTERED PRIOR TO BEGINNING THE EXAM.** The Class Access Code entered is linked to the exam language and the Seat Registration Number entered. Linking an examinee to an exam language that is not their preference will require the purchase of a new Seat Registration Number.
- Complete all fields with an asterisk under the **“Request Form for Online Exams.”** If your organization does not appear under the **“Select One”** drop down box option, you must search for your company by clicking on the [Organization](#) hyperlink. If your organization is not listed, please contact the Exam Administration Department.
- Once all fields are completed click **“Save.”** You will be provided both a Class Number and Class Access Code. Print this screen or document these numbers for access to the exam. You will receive this information via email if a valid email address is on file.



To Purchase Online Exam Seats (if already purchased, go to next step)

- Click **“Access Online Course/Exam”** at the top of the page.
- Enter your user ID and password, click **“Login.”**
- Under **“Purchase Course/Exam”** located at the bottom center of the page, click **“ServSafe Food Safety Online Training and Exam.”**
- Under **“Online Products”** click **“Add to Shopping Cart”** for the **“ServSafe® Manager Certification Online Exam Voucher.”**
- Ensure the email address to send Seat Registration Numbers is accurate. Enter the quantity and select **“Go to Check Out.”**
- Provide payment information and click **“Go to Order Review.”**
- Review information and click **“Place Order.”** Print the Order Confirmation for future reference. You will receive the Seat Registration Numbers via email if a valid email address is on file.



Exam Location Requirements

- Ensure a computer with Internet access, mouse and keyboard is available for every examinee.
- Review page 7 of the *ServSafe® Exam Administration Handbook*, to ensure Exam Location Standards are being met.
- Identify each examinee accurately and observe examinee behavior during exam administration to prevent cheating.

(Continued on Next Page)



To Begin an Online Exam

- Select **"Access Online Course/Exam"** at the top of the page (Instructor/Proctor should not be logged in on the examinees computer at this time).
- Examinee(s) enter their user ID and password(s) and select **"Login"**.
- Under **"Take Online Exam"** click on the arrow for the drop down menu and select **"ServSafe Manager Certification Online Examination."** Below in the **"Select the Exam version"** dropdown menu, select the language for which the Exam was created.
- Examinee(s) will read the **"Examinee Test Use Agreement"** and click **"I accept"** at the bottom of the page.
- Have examinee(s) complete Step 1, **Review Exam Instructions**, and Step 2, **Complete the Practice Exam**.
- Enter Seat Registration Number. Select **"Continue."**
- Verify or update **"Personal Information"** section. Proctor enters the Class Access Code for the appropriate language needed to begin the exam. **Do not give the Class Access Code to your students.** Select **"start exam."**
- To monitor Online Exam progress (on a separate computer), the Proctor must select **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** select **"Monitor and Grade Online Exams."** Enter User ID and Password and select **"login."**
- Scroll to the bottom of the page. Select **"In-progress (Online)"** from the drop down box next to **"Status."**
- Find the appropriate class and select **"View Progress."**
- Select the **"Suspend"** link to suspend the progress of an examinee and **"reset"** to resume.
- Without disturbing examinees, take frequent walks around the exam location to observe for cheating and to ensure directions are being flowed. **Do not leave the room while the exam is in progress!**
- When the examinee completes the exam and the Proctor enters the Class Access Code, the selects **"Finish."** Pass/Fail results are given immediately.



To Officially Complete Exam

- To complete the Online Exam process, the Proctor must select **"Instructor Resource Center."** Under **"Administer Classes and Exams,"** click **"Monitor and Grade Online Exams."** Enter User ID and Password and select **"Login."**
- Scroll to the bottom of the page select **"In-progress (Online)"** from the drop down box next to **"Status."**
- Find the appropriate Class and select the **"View Progress,"** scroll down to the bottom of the page and select **"Grade Class."**
- To view examinees percent scores, scroll down to find the appropriate class and select **"Score Analysis."**
- If anything unusual occurs during exam administration, including technical difficulty, send an irregularity report to **certification@restaurant.org.**
- Online exam administration is now complete and results/Certificates will be mailed out within one business day.



Resolving Technical Issues

When You Have a Technical Issue

- Most technical issues will include instructions on how to resolve the issue. If no instructions are provided, proceed to the instructions below.



If No Instruction is Provided

- Make note of the error and close the browser.
- Return the examinee to the **“Welcome Examinee”** screen and proceed with exam. The examinee will be able to continue from where they left off with his or her exam.
- If restarting the browser does not resolve the issue, call the Exam Administration Department at 800-765.2122 (312.715-.1010 in Chicagoland) ext. 5907, and report the error so NRA Solutions may assist in resolution.
- Note any technical difficulties that occur during exam administrations in an Irregularity Report.



Submitting a Request for Exam Accommodation

When to Submit a Request for Exam Accommodation

- To request a change in exam administration for examinees with special needs
- To request an interpreter for an Examinee with limited proficiency in English

Examinee Information Needed to Submit a Request for Exam Accommodation

- Requests for Exam Accommodations must be submitted by the Class Sponsor or Instructor/Proctor, on behalf of the examinee, at least 10 business days prior to the exam date.
- Examinee name, social security number (if available), telephone/email address and description of disability that qualifies for an accommodation
- Description and documentation of disability and type of accommodation requested
- Interpreter's credentials and business card or letterhead

Instructor/Proctor Information Needed to Submit a Request for Exam Accommodation

- Proctor name, Proctor number, Company name and address, Date of Exam, Telephone/ email address

How to Submit a Request for Exam Accommodation

- Go to www.ServSafe.com. Select "**Instructor Resource Center.**" Under "**Administer Classes and Exams,**" select "**Exam Admin, Info and Documents.**"
- Select "**Exam Accommodation**" to download or print the Request for Exam Accommodation.
- Complete the form then fax (866.665.9570 or 312.583.9853) or mail it to Exam Administration.
- Requests are processed within five business days of receipt.
- The Instructor/Proctor will be contacted directly via email (if provided) concerning the outcome of the request.



Submitting an Irregularity Report

When to Submit an Irregularity Report

- An examinee experiences any type of technical difficulty while taking the exam
- There is a deviation in exam administration protocols as outlined in the ServSafe® Food Safety and ServSafe Alcohol® Exam Administration Handbook.
- It is not necessary to submit an Irregularity Report if no irregularities occurred.



How to Submit an Irregularity Report

- Send an email to certification@restaurant.org.
- Include the Type of Exam (ServSafe® Food Safety or ServSafe Alcohol®) and Class Number in the Subject Line.



Information to be Included with an Irregularity Report

- Instructor/Proctor User Name and Password, Class Access Code, Examinee Name, Seat Registration Number, and a contact phone number for the Instructor
- The specific reason for submitting the Irregularity Report. If it is related to a technical error with NRA Solutions Web site be sure to include the error message as it reads exactly on the screen (if possible, copy and forward the message as part of the Irregularity Report).
- Resolution or action taken to resolve the Irregularity (if applicable).



Irregularity Report Resolution

- An NRA Solutions representative will contact the Instructor/Proctor within one business day of receiving the notice.



Examinee Instructions to View Exam Scores Online

Information Needed to Review Exam Scores Online

- Results are typically available within 10 business days of the exam date.
- Availability of results online is dependent upon information provided on the Answer Sheet.
- Class Number (obtained from course Instructor/Proctor only)
Class Number: _____
- If you do not have a class number, or cannot obtain your results from the site you will need to contact your Instructor/Proctor to obtain the Class Number and/or your score.
- NRA Solutions is not authorized to release exam score/result information or Class Numbers directly to examinees.



How to Obtain Exam Results Online

- Go to www.ServSafe.com. Select **“Check Exam Results”** at the top of the screen.
- Enter your User ID and Password, select **“Login.”**
- If you have not previously logged in to the site select **“Create New Profile.”** Provide the required information, including the Class Number, and select **“Save”** to see if results are available (complete the questions and select **“Next”** to access My Exams).
- If results are not available please contact the Instructor/Proctor or Sponsor Organization of the exam.



My Exams

- This report provides your Class Number, Course Name, Exam Date, Percent Score, Pass/Fail Status and Class Tracking.
- Select the Class Number hyperlink that appears with your course name to access your score via Examinee Score Analysis Report — Detail. (Note: Food Safety Examinees will be given a questionnaire before entering Examinee Score Analysis Report — Detail.)
- Select **“Class Tracking Report”** to view when Certificates/results were sent to the Instructor/Sponsor of the course.



Examinee Questionnaire (Food Safety Examinees Only)

- Complete the Examinee Questionnaire and select **“Submit”** or scroll to the bottom of the page and select **“Skip Questionnaire”** to access Examinee Score Analysis Report—Detail.



Examinee Score Analysis Detail Report

- Screen will show class information, actual Percent Score and examinee strengths/weaknesses by presenting the overall percent breakdown by Exam Domain.
- Select **“Click Here”** to obtain the form to purchase a duplicate certificate (Please note that the original Certificate is sent to you from the Instructor/Sponsor of your course).
- Select **“Class Tracking Report”** to view when Certificates/results were sent to the Instructor/Sponsor of your course.



Certificates/Results

- Certificates/results are mailed to the Instructor/Sponsor of your course within one business day of being posted to the site.



How to Request an Exam to be Re-scored or Review a Misspelled Certificate

When to Submit an Answer Sheet Review Form

- An error on the printed certificate (misspelled name, Instructor/Sponsor or number of classroom hours are incorrect, etc.)
- An exam score is inaccurate or missing (These requests must be submitted by the Instructor/Proctor of the exam.)



Information Needed to Submit an Answer Sheet Review Form

- Answer Sheet Review Forms* must be submitted within 30 days of receiving the score results.
- Include the name of the Proctor, examinee, exam date, and Class Number.



How to Submit an Answer Sheet Review Form

- Go to www.ServSafe.com. Select **"Instructor Resource Center."** Under **"Administer Classes and Exams"** select **"Exam Admin, Info and Documents."**
- Select **"Answer Sheet Review form"** to download or print the *Answer Sheet Review*.
- Complete the form then fax (866.665.9570 or 312.583.9853) or mail it to Exam Administration.
- Requests are processed within five business days of receipt.
- The requestor will be contacted directly concerning the results of the request.



Appendix A

EXAMINEE TEST USE AGREEMENT:

I, THE EXAMINEE, HEREBY CERTIFY THAT I HAVE READ, UNDERSTAND AND AGREE TO ALL OF THE BELOW TERMS, CONDITIONS, AND OTHER PROVISIONS STATED, AND BY BREAKING THE SEAL AND OPENING THIS EXAM BOOKLET, I AM INDICATING MY AGREEMENT TO THE BELOW TERMS AND CONDITIONS:

The contents of this ServSafe® Food Protection Manager Certification Exam (“Exam”) and this Exam booklet are the property of the National Restaurant Association Solutions (“NRA Solutions”), and are protected by copyright law, trade secret law and international agreements.

You are expressly prohibited from copying, recording, downloading, disclosing, publishing, reproducing, or transmitting this Exam, in any form or by any means, for any purpose, without the prior express written permission of NRA Solutions.

Cheating is prohibited. Cheating is defined as an Examinee having an unfair advantage over other Examinees such as:

- Prior knowledge of test contents
- Use of recorded notes or unauthorized aids
- Viewing or copying other examinees’ answers
- Planning or consulting with other persons regarding the exam by any means

Exam results are statistically monitored for evidence of cheating. Any such evidence may result in, but is not limited to, at the discretion of NRA Solutions: an investigation, declining to score or to cancel the Exam scoring, and denial and/or revocation of certificate. You are requested to report any cheating or other improper behavior that may result in unfair advantage of any examinee over another.

Any irregularities or misconduct by an Examinee may be grounds for Exam suspension. Penalties for such misconduct can result in:

- Denial or revocation of certificate without refund
- Refusal for future testing
- Civil or criminal action
- Other action NRA Solutions considers appropriate

Notification of any such action may be sent without notification to the examinee to: educational institutions and to other third parties such as government and law enforcement agencies.

By completing and submitting the Exam Answer Sheet, you authorize NRA Solutions or its designee to release score information to parties it reasonably deems appropriate, including you, the examinee, the instructor/proctor of the Exam, your employer, and all health/regulatory agencies.

You may indicate your DISAGREEMENT with the above terms and conditions by returning this Exam, with unbroken seal to the proctor and you will be eligible to receive a refund through NRA Solutions. To receive a refund for this reason, you must write your class number across the Exam Answer Sheet, have your proctor sign it and then visit www.ServSafe.com for additional return information.



0665

DO NOT OPEN THIS EXAM UNTIL YOU ARE TOLD TO DO SO BY YOUR PROCTOR