

Certification Integrity overview

To learn more, please visit www.ServSafe.com/irc/service



To help clarify policies and responsibilities regarding the security of the ServSafe® Exam, the following new resources will be established. These improvements will help ensure that the ServSafe Program is **administered with the highest level of integrity**. New security measures have been reviewed and approved by the American National Standards Institute (ANSI), and meet or exceed ANSI-Conference for Food Protection (CFP) standards.



NEW COMPONENT	PURPOSE AND BENEFITS	EFFECTIVE
<p>Test Use Agreement will appear on every Exam booklet cover</p>	<p>The Test Use Agreement will detail what constitutes cheating and the consequences of cheating. This clear agreement will protect the integrity of the program and the ServSafe brand, as well as Instructors and Proctors. When students break the seal on the test, they indicate their agreement to not cheat.</p> <p>Please allow examinees time to read the new <u>Test Use Agreement</u> before beginning the Exam. If an examinee does not accept the terms and conditions outlined in the Test Use Agreement on the Exam booklet, the examinee should return the sealed booklet to the Proctor. The Proctor should then sign the blank, unused answer sheet, write the class number and give it to the examinee. The examinee should contact the NRAEF for details regarding the refund and will need to submit the signed, unused answer sheet.</p>	<p>Effective now</p>
<p>New ServSafe Examinee Handbook</p>	<p>This new resource will help explain important procedures to examinees. The <i>Examinee Handbook</i> will serve to educate examinees about their rights and responsibilities, and will also help them prepare for the Exam.</p> <p>The <i>Examinee Handbook</i> is available on www.ServSafe.com and we encourage you to e-mail students a link to the handbook, so they can review it prior to coming to class.</p>	<p>Effective now</p>
<p>Retest policy for failing examinees</p>	<p>Examinees who fail may retest once immediately, but if the examinee fails a second time, they may not retest for another 60 days. This prevents people from taking the test repeatedly to get familiar with questions, and discourages cheating.</p> <p>To help determine if an examinee is eligible to retake the Exam, contact Exam Administration at (312) 715-1010, ext. 703 or e-mail certification@nraef.org.</p>	<p>Effective now</p>
<p>Toll-Free Exam Security Hotline and e-mail "in-box"</p>	<p>Call or e-mail the NRAEF regarding Exam security information and to report cases of cheating or unsecure testing experiences. The Hotline number is (888) 291-6462. Or send an e-mail to the "in-box" at certification@nraef.org, and please put "Exam Security" in the subject line.</p>	<p>Effective now</p>

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NEW COMPONENT	PURPOSE AND BENEFITS	EFFECTIVE
<i>ServSafe Examination Administration Handbook</i>	Outlines policies and procedures for administering the ServSafe Food Protection Manager Certification Examination. The <i>ServSafe Examination Administration Handbook</i> will be available online. Please print and review this document.	Effective now
Audit review program	This audit review program has two different formats: <ol style="list-style-type: none">1. <i>The "announced" review.</i> An Instructor and/or Proctor will be notified that his/her class has been randomly chosen to be part of the review program.2. <i>The "unannounced" review.</i> An outside firm will act as a student in randomly selected classes and obtain information for the review program. This audit review program is designed to help protect the integrity of the ServSafe Program as well as Instructors and Proctors. It ensures accordance with ServSafe requirements and the standards set by the American National Standards Institute-Conference for Food Protection. In addition, the review program is a way to assess how well the standards of the <i>ServSafe Examination Administration Handbook</i> are being utilized for existing Proctors.	Ongoing
Instructor and Proctor training standards improvements	Better prepared and rigorously qualified Instructors and Proctors will make certification more secure.	Effective now