

# ServSafe® Food Handler Program Handbook

## About This Handbook

This Handbook will guide you through the administration of the ServSafe® Food Handler exam and help you understand your role and responsibilities as an instructor. It outlines the policies and procedures for successful class and 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 to prevent participants from gaining an unfair advantage.

Your role in administering the exam helps ensure the highest degree of integrity for the entire program and allows participants to perform to their maximum level of capability.

This handbook, along with the documents referenced within it, are available at [www.ServSafe.com/FoodHandler](http://www.ServSafe.com/FoodHandler) in the “Instructor Tools” section.

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## Section I—Policies

### ***About the ServSafe® Food Handler Course and Assessment***

ServSafe® Food Handler Online Course delivers consistent food safety training to employees. The course covers many areas, including but not limited to:

- Basic Food Safety
- Personal Hygiene
- Cross-Contamination & Allergens
- Time and Temperature Control
- Cleaning and Sanitation

**This course has no official prerequisite and may be completed by any individual that seeks knowledge of basic safe food handling procedures.**

The ServSafe® Food Handler Assessment is designed to gauge the knowledge that has been delivered through the ServSafe Food Handler Course or comparable program. Individuals who receive a ServSafe Food Handler Certificate have successfully completed a Food Handler Course and have basic knowledge of the topics covered in the course.

Please note that some states have specific requirements for food handler training and assessment. In instances where regulations require use of specific course content or assessment standards, please use the appropriate state-specific version of the program.

This handbook and other program materials will be updated as needed. The most current materials will always be available on [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler).

### **Program Feedback Policy**

Any suggestions, questions or concerns about the course or assessment design, content, delivery, scope, purpose, learning outcomes, or any other matter should be directed to the Association's Customer Care Center over the phone or in writing (see National Restaurant Association Contact Information section). The Association will resolve all legitimate concerns to the best of its ability, and it appreciates your assistance in ensuring this program is of the highest quality.

## Responsibilities for Instructors

Please read the following policies and procedures you will be required to follow as a ServSafe Food Handler Instructor:

- Follow the exam administration guidelines in this handbook (including how to handle exam irregularities and accommodations), and stay current with changes to procedures.
- Do not indicate or imply that you or Food Handler certificate recipients are “certified,” “certificated,” “licensed,” “registered,” or “accredited” by the Association.
- An instructor may refer to himself or herself as a “ServSafe Food Handler Instructor.”
- 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. Return all appropriate exam materials within two business days from the date of the exam.
- Ensure there is one registered instructor per 50 examinees and/or per exam room, allowing for secure exam administration to the quantity of examinees that are testing or when more than one exam room is needed. Comply with fee, cancellation, and refund guidelines provided in this handbook.
- Identify each examinee accurately to prevent someone from attempting to take the exam on someone else’s behalf. See Examinee Check-In, for more details.

Maintain documentation on conformance of exam location to the Association standards. Classes and assessments must be administered in accordance with the Americans with Disabilities Act. Conduct exam administration in accordance with all requirements set by state and local regulatory authorities. The Association’s regulatory requirements database, located at [www.foodhandlerusa.com](http://www.foodhandlerusa.com), provides updated information for every state. Treat all examinees in a fair and equitable manner. The instructor must be present during the exam administration process at all times. Do not review, discuss, or keep any ServSafe Food Handler Assessments; create an answer key; or share any information, including actual exam questions or answers, with anyone at any time, especially examinees.

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 out screens from the online exam.

- Do not falsify or tamper with exam answer sheets, exam booklets, or score results.
- Do not leave exam materials unattended or outside of a secured storage area.

## Establishing Fees for Courses

The Association encourages instructors to set course and assessment fees that are reasonable based on course and assessment materials, location/travel expenses and time involved. Take care to ensure your fees are not beyond what a food handler can afford and are competitive for your local marketplace.

Instructors must specify fee policies to customers. Fees must be reasonable and include, but are not limited to: class/assessment cancellation, class/assessment re-scheduling and course/assessment registration.

If the instructor cancels the class and does not intend to instruct the course in the future, a refund, minus the Food Handler book and assessment items (if these are in the customer's possession) must be provided to the customer.

Re-scheduling fees may not exceed the original class registration fee. Individuals that do not attend a scheduled class and do not intend to attend the class in the future are potentially eligible for a refund at the Instructor or training company discretion. This refund may be less than the amount originally charged given the registration process, book/assessment charges, fees the instructor may have incurred for travel or location based on a certain number of class participants and the number of times the participant has re-scheduled.

The Association does offer refunds for online courses and assessments. Unused online courses and exams may be re-assigned to other employees. Please see [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler) for information on how to reassign a course.

The Association does provide a refund for unused ServSafe Food Handler books and assessment, or assessment-only 10-packs, if done in compliance with the Association's Return Policy, posted in the FAQ section of [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler).

## Handling Cancellations

If your class is cancelled, please log into [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler) in the "Manage Classes" section to either change the date for your class or to cancel your class.

If the instructor cancels the class and does not intend to instruct the course in the future, a refund, minus the Food Handler book and assessment items (if these are in the customer's possession) must be provided to the customer.

## Issuing Refunds

The Association will issue refunds for course and assessment materials if they are returned within 30 days of purchase. Our return policy is available on [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler) in the FAQ section.

Refunds related to classes may be provided to registrants at the discretion of training companies and instructors according to the general guidelines as indicated in the "Establishing Fees for Courses" section.

## Course Completion

Progress toward completion of the ServSafe Online Food Handler Course is tracked by use of the "progress bar" and the "course status." When the participant has begun to review the course content, the course status is "in progress," and when course instruction is concluded, the status is changed to "completed."

For classroom training, instructors must state when the classroom training is complete and when the assessment portion will begin, so that participants are aware that from that point forward no further course instruction will be provided.

## Assessment Expiration Policy

The print version of the assessment notes an expiration date. Please do not use an expired exam unless instructed to do so by Association staff or if indicated in the secure instructor-only download section of [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler). Typically, new exams will be posted prior to or shortly after the expiration date.

## Examinee Test Use Agreement

By submitting the Food Handler Answer Sheet, the examinee verifies completion of a food handler course that meets all applicable regulatory requirements, and authorizes National Restaurant Association Solutions LLC, or its designee, to release score information to appropriate sources, including but not limited to the examinee, the examinee's instructor, the examinee's employer, and all appropriate regulatory or law enforcement agencies.

## Privacy Policy

The Association respects your privacy and knows that you care about how your information is used or shared. We value your trust and have created this privacy policy so that you are aware of our commitment to maintaining it. The Association collects only the information necessary to ensure the integrity of our services and to maintain accurate records.

On occasion, the Association may survey and solicit feedback from users to help improve the products, services, and information that we provide. These information requests are strictly voluntary. Such surveys may also provide you with opportunities to receive products or additional business-related information, and you may opt out of receiving these communications at that time.

The Association does not sell the information it collects from you. Data may be shared with the National Restaurant Association (NRA), the National Restaurant Association Educational Foundation (NRAEF), and our state restaurant association partners. The Association is not responsible for use of the shared data with any of the other entities. If your access to goods or services has been paid for by another organization (e.g. your employer), we may also share some information with that organization.

You may review and approve the information we collect from you upon registration in our database. We will remove the information from our customer database or change/correct personal information that you state is erroneous upon your request. If you have any questions about changing your personal information, please contact us at [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org).

While we use SSL encryption to protect sensitive information online, we also do everything in our power to protect user information offline. Information sent to the Association via email is stored on our server behind a firewall and is not web-accessible.

The Association reserves the right to modify this Privacy Statement at any time without notice.

## **Exam Accommodations**

### **Exam Accommodations: Identifying Examinees with Special Needs**

All Instructors should be notified of any accommodation requests for a special-needs examinee prior to the exam date in order to obtain approval from the Association and to prepare for the accommodation. If, at the time of the exam, an examinee requests an accommodation that has not been preapproved by the Association, the examinee may either postpone the exam to another date or take the exam without the requested accommodation.

### **Examinees with Disabilities**

The Association 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).

### **Examinees with Literacy or Language Concerns**

The Association provides reasonable accommodations to individuals that may have difficulty reading the course materials and assessment for reason of illiteracy, or if the materials are unavailable in their native language. This includes alternate test formats (e.g., oral instead of written) and test aids (e.g., readers or large-print booklets).

Please submit an *Exam Accommodation Request* prior to the exam date in order to obtain approval from the Association and to prepare for the accommodation.

## **Exam Location Standards**

Locations must conform to all federal, state, and local legal requirements for safety, health, and accessibility for all qualified candidates. The following traits are recommended for the location:

- Permits all examinees to perform to their highest level of ability.
- Adheres to fire, safety, building, and occupancy codes in the local jurisdiction, including codes regarding smoking.
- Meets all state and 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 examinees with disabilities (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 the actual testing area, or other appropriate and effective methods to prevent any examinee from viewing another's responses.
- Location is private to instructor and examinees during exam administration.



## Visibility

*Print-Based Only:* The following information must be posted in a visible area of the exam location: four-digit exam form number (available on the Exam Information Form), language of the exam (if applicable), exam session number and information about obtaining scores. (“To obtain score information within 10 business days of your exam date, note the exam session number and keep it for your reference. You will need the exam session number to log on to [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler) to check your score.”)

## Have Available:

- This handbook on your exam date for easy reference
- Copies of exams for examinees
- Exam Information Form

## Not Allowed:

- Charts, posters, or other materials that might be sources for exam answers or that enable cheating on the assessment. Bags, purses, books, papers, pagers, cell phones, and any electronic device that can be used to capture or 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 they must remain inaccessible even if the examinee needs to temporarily leave the exam location (i.e., restroom breaks).

## Time Allowances

There is no time limit for the ServSafe Food Handler Assessment. Most examinees should finish within 40 minutes.

## Cheating

If you are certain beyond a reasonable doubt that someone is cheating, you must instruct the examinee(s) to stop the assessment immediately, and collect their assessment 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.

*For Print-Based Assessment:* Collect the exam materials and write “VOID” in very large letters (preferably in black marker) across the examinee’s answer sheet and return with the other answer sheets you submit for grading. Provide as much information as possible on the incident, in the “Irregularity” section of the Exam Information Form.

## Emergencies

If an emergency occurs during testing (events over which you have no control, such as a fire alarm, flood, storm, power failure, etc.) that prevents examinees from completing the assessment, take appropriate measures to maintain security during the event.

When possible, the instructor should return to the location to ensure it still meets the standards for exam administration. If the location is deemed suitable and the instructor feels exam security was maintained, the examinees should return and continue with their assessment.

## **Illness**

If an examinee becomes ill during the assessment and must leave the location, they will not be allowed to return and a retest will need to be scheduled for another time. If an examinee becomes ill during the assessment, collect the examinee's assessment materials and return his/her ID and personal belongings.

## **Intentional or Unintentional Disclosure of Test Items**

Please note any instances resulting in the disclosure of assessment items, by the examinee or instructor, on your Exam Information Form, or by submitting an Irregularity Report.

## **Restroom Breaks**

Only one examinee at a time may go to the restroom during the assessment. Prior to the assessment, 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 return. If they are gone for an extended period of time, record the incident as an irregularity. Collect the assessment materials before the individual leaves; return the same materials upon the person's return.

## ***Scores, Certificates, Retest, and Renewal Policies***

### **Score Availability**

If the examinee and instructor provide an accurate email address, notification will be sent when assessment scores are available. Scores for the classroom/print program will be available no later than four business days following receipt of the completed Exam Information Form and answer sheets. Scores for the online version of the program are available immediately after assessment's completion.

Examinees can access their scores by logging into [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler) using their user ID and password if they took an online exam, or by using the exam session number if they took the print version of the assessment. Examinee scores are securely maintained in the Association database for a minimum of three years from the date the assessment was completed.

### **Retest Policy**

An examinee may retake the assessment as many times as is necessary to pass it. The examinee may incur expenses due to a retest. Examinees are not authorized to retake the assessment after passing, unless it is for the purpose of certificate renewal.

## Certificates

If an examinee successfully passes the assessment, he or she can print the certificate by logging into [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler) using the user ID and password if they took an online exam, or by using the exam session number if he or she took the print version of the assessment.

Certificates can also be verified by employers, examinees, and regulatory agencies by using the “Certificate Verification” option provided on [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler).

Only the Association has the authority to issue certificates. The Association issues a certificate when an examinee has successfully passed the assessment, the certificate has not expired, and no unresolved security or ethical concerns are present.

Certificates may not be tampered with, and text or logos may not be added to them without the express written permission of the Association. Certificate-holders and instructors may not portray themselves or imply that they are “certified,” “certificated,” “licensed,” “registered,” or “accredited” by the Association. Certificate-holders may refer to their certificate as a “ServSafe Food Handler Certificate” or “ServSafe (state or county specific) Food Handler Certificate.” Certificate-holders may say that they are “ServSafe Food Handler Certificate Recipients.”

## Lost or Inadvertent Destruction of Certificates

If an examinee needs another copy of the certificate, this can be obtained by logging onto [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler) and selecting “Print my Certificate.”

Certificates can also be verified by employers, examinees, and regulatory agencies by using the “Certificate Verification” option provided on [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler).

## Certificate Renewal

ServSafe Food Handler Certificates expire three years after the date the assessment was successfully passed. An examinee may need to renew more frequently due to regulatory company requirements. Please follow the renewal requirements provided by your local regulatory authority or company. The Association recommends a review of the most current course material prior to retaking the *ServSafe Food Handler Assessment*.

## Certificate Concerns

Please report any issues regarding certificates, inappropriate references to the certificate or certificate recipient’s status to our Exam Security Department.

## **Course Integrity and Assessment Security**

### **Security Violations**

Any incident perceived to damage the integrity of the program will be investigated by the Association. This includes, but is not limited to, the situations listed below:

- Theft of course content, tests, test content, and other confidential information
- Theft of intellectual property, logos, or unauthorized use of copyrighted materials
- Distribution or sale of course or test content and other confidential information
- Test fraud, cheating, or falsification of a certificate
- 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, the Association has the right to suspend assessment scoring, as well as instructor privileges. Instructors and examinees who are notified of an investigation are expected to expediently and honestly cooperate with all requests for information.

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

### **Exam Security Department**

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

You can reach the Exam Security Department at [examsecurity@restaurant.org](mailto:examsecurity@restaurant.org), or call (888) 291-6462 for the security hotline.

### **Data Forensics**

The Exam Security Department regularly analyzes data collected about our courses and exams, looking for any irregularities that may indicate a lack of exam security, test fraud, course fraud, or cheating. Classes or exam sessions that are identified as potential sources of concern are subject to investigation, suspension, revocation of results and certificates, and/or revocation of instructor status.

## Audits

An audit (announced or unannounced) may be scheduled by the Exam Security Department at any time. Audits allow the Association to ensure that standards are being met and evaluate the overall performance of an instructor or sponsor organization's administration practices. The Association also conducts internal audits to ensure ongoing adherence to the policies and procedures for this program.

Once the results have been reviewed and the audit is complete, the Association will share its findings with the instructor, sponsor organization, or staff. The Association will then work with them to improve any areas they may be having difficulty with or to help them maintain any areas in which they already excel.

## Appeals Policy

The Association reserves the right to revoke or invalidate an examinee's certificate based on any security violation that severely compromises the validity, reliability, security, or integrity of the National Restaurant Association programs.

Any examinee whose certificate has been revoked, or instructor whose privileges have been revoked, may appeal a denial or revocation by submitting a written request to the Exam Security Department within 30 calendar days of notification of the denial or revocation. Upon receipt of the appeal, the Accreditations Team will forward the request with all prior documentation (if any) to the Food Handler Oversight Committee for review. The Sr. Director of Accreditations can escalate the concern to the Food Handler Oversight Committee, 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 or via email, to the individual who submitted the appeal within 10 days of rendering the decision.

The decision of the Sr. Director of Accreditations or Food Handler Oversight Committee concerning all appeals is final. A secondary appeal may be submitted three years after the original date of the decision.

## National Restaurant Association Contact Information

If you have any questions related to the administration of any of the Association's programs, please contact our Customer Care Center. When contacting the Association, please have your name and class sponsor information available.

You can contact the Association's Customer Care Center by any of the methods below.

Standard business hours are Monday through Friday, 8:00 a.m. to 9:00 p.m. EST, excluding national holidays.

**Mail** National Restaurant Association  
Attention: Customer Care Center  
233 S. Wacker Drive, Suite 3600  
Chicago, IL 60606-6383

**Phone** 800.765.2122

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

**Web site** [www.servsafe.com/foodhandler](http://www.servsafe.com/foodhandler) and [www.FoodHandlerUSA.com](http://www.FoodHandlerUSA.com)

**Email** [foodhandler@restaurant.org](mailto:foodhandler@restaurant.org)

**Exam Security Department** [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org)  
(include "Exam Security" in the subject line)

**Exam Security Hotline** 888.291.6462

## **Section II—Procedures**

The following section is made up of “How To” documents that detail the step-by-step procedures involved in preparing for and managing your ServSafe® Food Handler program exam, in both print-based and online formats.

## Obtaining and Administering the ServSafe Food Handler Print-Based Exams

- To administer a ServSafe Food Handler Exam you must be registered as an Instructor and have a User Name & Password.
- For complete instructions on the exam administration process please refer to the ServSafe Food Handler Assessment Handbook

### Information and Materials Needed to Administer the ServSafe Food Handler Assessment

- ☐ Your User ID and Password.
- ☐ Exam Information Form.
- ☐ Review Answer Sheet Form.
- ☐ A copy of the ServSafe Assessment and Answer Sheet for each Examinee.



### To Obtain Print Based Assessment and Exam Information Form

- ☐ Go to [www.ServSafe.com/Starters](http://www.ServSafe.com/Starters). Under the Tab titled **"Instructors"** select **"Schedule Class"**.
- ☐ Select **"Create Class"** Next to the correct course ServSafe Food Handler Online Course and Assessment.
- ☐ Select **"I Accept"** for the ServSafe Online Examination Request Form and Agreement.
- ☐ Complete all fields that are required for the online ServSafe Exam Request Form & Agreement and select **"Save"**.
- ☐ Download and Print the *Examination Information Form* and Exams that you will be administering.



### Setting up Exam Location

- ☐ Ensure exam location standards are being met as detailed in the ServSafe Food Handler Assessment Handbook.
- ☐ There must be one Instructor/Proctor per 50 examinees.
- ☐ Ensure a sufficient number of clearly printed, complete, examination copies are available for examinees.
- ☐ Post the Examination Form Number (located in the upper right hand corner of the exam) where it can be easily seen by examinees, along with the exam session number.



### Distributing Examinations

- ☐ Exams should be handed to seated examinees one at a time. Do not allow examinees to pass Exams to one another.
- ☐ Inform examinees that this is not a timed exam however it typically takes no more than 40 minutes.



### Monitoring the Examination

- ☐ Without disturbing examinees, take frequent walks around the exam location to observe for cheating and to ensure directions are being followed..



### Collecting Examinations and Answer Sheets

- ☐ Examinees must approach the Instructor one at a time to turn in Exam and properly completed *Answer Sheet*.
- ☐ Inspect the registration portion of the Answer Sheet. If it has not been correctly completed, hand it back to the examinee, who may correct the errors in that section only.
- ☐ Place collected and extra exam materials away from examinees leaving the room.



### Returning Examinations

- ☐ Count the Exams to ensure you have the same number you originally printed. Exams must be destroyed securely.
- ☐ Review and complete all necessary information on the Exam Information Form. Make a copy of this form for your files. **Failure to accurately complete the Exam Information Form will cause a delay in results.**
- ☐ Keep *Answer Sheets* in a secure place until ready to return to NRA Solutions.
- ☐ Place *Answer Sheets*, the completed and signed *Exam Information Form* and and defective materials in secure tamper-resistant packaging. Address Package to: NRA Solutions 233 S. Wacker Drive, Suite 3600 Chicago IL, 60606-6383.
- ☐ Return Package by utilizing an in-route traceable method to the NRA Solutions Exam Administration Department within **two business days** of the exam date.



### Results/Certificates

- ☐ Examinees can access their results/certificates by logging onto [www.ServSafe.com/foodhandler](http://www.ServSafe.com/foodhandler) and clicking on "Check My Score".
- ☐ Results are posted to the website within 3-4 business days of receipt by the NRA Solutions. Certificates and Results will be available to print from the website at this time.



## ServSafe Food Handler: How Administrators Find Scores

### Checking Student Scores for Online Food Handler Courses

- ☐ Go to [www.ServSafe.com/Starters](http://www.ServSafe.com/Starters) and log in using the login link in the upper right corner of the screen.
- ☐ Locate the “**Administrators**” menu, and select “**Manage Courses**”.
- ☐ Select “**Course Activities**”, you will be able to select the course you wish to view scores. Select “**ServSafe Food Handler**” course in the drop down menu to view the scores for the course.
- ☐ Under “**Management Options**”, select “**Track Students**”. At the bottom of this page is the list of students that have been assigned the course. Find the student and click on the magnifying glass to the right of the student’s name to check the course score.

## ServSafe Food Handler Online Course Administrators: Unassign Courses

### Unassigning Online Food Handler Courses

- ☐ Go to [www.ServSafe.com/Foodhandler](http://www.ServSafe.com/Foodhandler) and log in using the link in the upper right hand corner of the home screen.
- ☐ Locate the **“Administrators”** menu on the left side of the home screen. Then click on **“Manage Courses”**.
- ☐ The screen will change, and you will see two tabs titled **“My Courses”** and **“Course Activities”**. By clicking on **“Course Activities”**, you will be able to select the course you want to unassign. Select this course in the drop down menu to proceed to unassign the course.
- ☐ Under **“Management Options”**, click on **“Track Students”**. At the bottom of this page is the list of students that have been assigned the course. Click on the trash bin to the right of the student’s name you want to unassign.
- ☐ At this time, you will be prompted to un-assign the course, and if you want to continue select **“ok”** to complete your request.

## 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 Customer Care Center within 30 calendar days of notification of the denial or revocation.



### How the Appeal Process Works

- ☐ Upon receipt of the appeal, the Customer Care Center forwards the request with all prior documentation (if any) to the Accreditations Department for review. Accreditations will escalate the concern to the Certification Governing Board, Oversight Committee, or Appeals Council to 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 concerning an appeal is final.



### How to Submit an Appeal Request Form

- ☐ Go to **ServSafe.com**. Click the **Instructors/Proctors** tab and select **Instructor and Proctor Support Materials** and then **Exam Forms and Help Documents**.
- ☐ Select **Appeal Request Form** to download or print the *Appeal Request Form*.
- ☐ Complete the form, then email it to [courseadminfax@restaurant.org](mailto:courseadminfax@restaurant.org) or mail it to Exam Security.

## Submitting an Irregularity Report Form

Submit an Irregularity Report in the event of a deviation in exam administration protocols, as outlined in the ServSafe® Food Handler Assessment Handbook. It is not necessary to submit an Irregularity Report if no irregularities occurred.

### How to Submit an Irregularity Report

- ☐ Send an email to [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org). Include the type of exam (ServSafe® Food Handler Assessment) and class number in the subject line.



### Information to be Included with an Irregularity Report

- ☐ Exam Session Number.
- ☐ Instructor's 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.
- ☐ Resolution or action taken to resolve the Irregularity (if applicable).



### Irregularity Report Resolution

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