

Certification Exam and Proctor Assessment Failure Policy and Procedure

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Implementation & Review:	
Superseded Document:	
Related Documents:	

Any questions or concerns with this Policy and Procedure document should be referred to the first-line supervisor. If questions are not resolved, follow the organizational chart.

1) Purpose

The purpose of this policy is to provide clarity for StateFoodSafety employees, proctors, and exam candidates on how to handle failed certification exams.

2) Scope

This policy outlines the procedures that will be taken if a candidate fails to pass the StateFoodSafety Certified Food Protection Manager (CFPM) Exam.

3) Definitions

Please refer to StateFoodSafety's controlled *Definitions* document for clarity regarding the following terms:

- *Appeal*
- *Exam session*
- *Candidate*
- *Proctor*

4) Policies

a) CFPM Exam Failure

- Candidates who fail the CFPM Exam must repurchase the exam and register for an exam session for each attempted retake.
 - If candidates have purchased the exam bundled with a training course, they do not need to be repurchase the training course with each attempt. Only the exam should be repurchased.
- Candidates must wait at least 24 hours after failing the CFPM exam before making an additional attempt.

b) Appeals Policy

- i) Candidates may appeal for another attempt of the CFPM Exam if an exam failure occurs due to circumstances beyond their control. Appeals must follow the procedure described in the *Complaints and Appeals Policy and Procedure* found on the StateFoodSafety website.
- ii) If a candidate appeals for an additional CFPM Exam attempt due to an abnormality in the testing experience, the proctor must have documented the abnormality in the exam session report for the appeal to be considered.
 - (a) If the proctor has not documented the abnormality in a session report, a StateFoodSafety representative will reach out to the proctor to establish if the incident occurred and, if so, why it was not documented.
- iii) A decision regarding the appeal will be made within 10 business days from the day that the appeal was filed. The candidate will be notified of the appeal outcome in writing.

5) Procedures

a) Repurchasing the CFPM Exam

- i) StateFoodSafety will allow candidates to begin a second attempt of the CFPM Exam (provided the candidate has repurchased the exam and registered for an exam session) after 24 hours have elapsed since the completion of the first attempt, unless specified in writing as the result of an appeal.

b) Exam Refunds and Appeals

- i) StateFoodSafety retains the right to allow or refuse a refund for any reason. In general, StateFoodSafety will not give refunds on a CFPM Exam attempt that has been initiated.
- ii) A refund decision may be appealed using the procedure described in the *Complaints and Appeals Policy and Procedure* found on the StateFoodSafety website.

6) Revision History

- a) **4/9/2019:** Changed retake wait time from 10 days to 24 hours.
- b) **1/13/2021:** Editorial changes throughout for clarity, changes to numbering/bulleting for consistency throughout, condensed Definitions clause (3.0), change to Exam Refunds and Appeals (5.b) specifying that StateFoodSafety retains the right to allow or deny refunds. Elimination of descriptions of the appeals process in multiple places; readers are directed to the *Complaints and Appeals Policy and Procedure*.
- c) **8/9/2021:** Struck approval escalation for three or more proctor assessment attempts.