

## Certification Exam and Proctor Assessment Failure Policy and Procedure

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<b>Implementation &amp; Review:</b>	<b>Vernon W. Stout, COO</b>
<b>Superseded Document:</b>	
<b>Related Documents:</b>	

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.

### 1.0 Purpose

The purpose of this policy is to provide clarity for AboveTraining Inc. (DBA StateFoodSafety.com) employees, exam proctors, and examinees on how to handle failed certification exams and proctor assessments.

### 2.0 Scope

This policy outlines the procedures that will be taken if an applicant fails to pass the StateFoodSafety.com Certified Food Protection Manager (CFPM) Exam or Proctor Assessment.

### 3.0 Definitions

For the purposes of this policy, the following definitions and connotations apply:

- *“Appeal”* is defined as a request for reconsideration of an adverse decision.
- *“CFPM Exam”* refers to the StateFoodSafety.com Certified Food Protection Manager Exam.
- *“Failed CFPM Exam”* refers to an exam attempt in which an examinee has not achieved a passing score of the StateFoodSafety.com CFPM exam.
- *“Exam session”* is a scheduled time during which a proctor administers the CFPM Exam. Proctors monitor exam sessions to ensure that the exam proceeds fairly and securely for all examinees.
- *“Examinee”* is any applicant, successful or otherwise, of the StateFoodSafety.com CFPM Exam.
- *“Proctor”* is an individual who has been approved and certified by StateFoodSafety.com to act as a proctor for its CFPM Exam.
- *“Proctor applicant”* is an individual who intends to become a proctor for the StateFoodSafety.com CFPM exam and has begun the training or application process for proctors.
- *“Proctor Assessment”* refers to the assessment that concludes the StateFoodSafety.com Proctor Training course.
- *“Failed Proctor Assessment”* refers to assessment attempts in which the applicant has not achieved a passing score of the Proctor Assessment.

## 4.0 Policies

- **CFPM Exam Failure**

- Examinees who fail the CFPM Exam must purchase the exam and register for an exam session each time they wish to take it.
  - If examinees 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.
- Examinees must wait at least 24 hours after failing an exam attempt before taking an additional attempt.

- **Proctor Assessment Failure**

- Proctor applicants have unlimited attempts to pass the proctor assessment. If an applicant requires more than two (2) attempts to pass, their application will be escalated to the management team for approval. The management team may require additional information from proctors before making a final determination the application.

- **Appeals Policy**

- Examinees may appeal for another attempt of the CFPM Exam if an exam failure occurs due to circumstances beyond their control. Appeals must be submitted to [complaintsandappeals@statefoodsafety.com](mailto:complaintsandappeals@statefoodsafety.com) within 30 days of the exam session date.
  - Reasons for appeals may include but are not limited to:
    - A failed exam attempt due to internet or power failure at the exam site.
    - A failed exam attempt due to suspected cheating, e.g. when a proctor shuts down an exam attempt mid-session or rejects a completed exam submission.
  - If an examinee appeals for an additional CFPM Exam attempt due to an abnormality in the testing experience, the proctor should have documented the abnormality in the exam session report.
    - If the proctor has not documented the abnormality in a session report, a StateFoodSafety.com representative will reach out to the proctor to establish whether or not the incident occurred and, if so, why it was not documented.
  - A decision regarding the appeal will be made within 10 business days from the day that the appeal was filed. The examinee will be notified of the appeal outcome in writing.

## 5.0 Procedures

- **Repurchasing the CFPM Exam**

- StateFoodSafety.com will allow examinees to begin a second attempt of the CFPM Exam (provided the examinee has repurchased the exam and registered for an exam session) after 24 hours have passed since the completion of the first attempt, unless as specified as the result of an appeal (see 4.3, 5.2).

- **Exam Refunds and Appeals**

- Except in circumstances beyond the examinee’s control such as a power outage or emergency at the test site, StateFoodSafety.com will not give refunds on a CFPM Exam attempt that has been started.
- Appeals may be sent to [complaintsandappeals@statefoodsafety.com](mailto:complaintsandappeals@statefoodsafety.com).
  - Appeal submissions must include the examinee’s name, StateFoodSafety.com username, email address associated with the StateFoodSafety.com account, the reason for the appeal, and a personal statement regarding the situation that occurred that motivated the appeal.
- Appeal decisions cannot be made by a Customer Service Representative. However, the decision can be carried out by a Customer Service Representative with approval from an Accounting or Client Services Coordinator or a member of the management council.

## **6.0 Revision History**

- 4/9/2019—Changed required 10 days between CFPM Exam attempts to 24 hours.