

Certificate and Certification Issuance, Invalidation, and Use Policy and Procedure

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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.

1.0 Purpose

The purpose of these procedures is to provide clarity about how certificates and certifications are issued, used, and invalidated to AboveTraining Inc. employees, partnered health department officials, and external entities.

2.0 Scope

AboveTraining Inc./StateFoodSafety provides certificate or certification issuance to all users who successfully meet the qualifications dictated by partnered health department officials, state or local laws or regulations, certification and accreditation standards, and/or legislative documents. These procedures outline the process by which a certificate will be issued to the user and the intended use of the certificate.

3.0 Definitions

For the purposes of these procedures, the following definitions and connotations apply:

- “*Certificate*” is defined as a document issued after academic study of online course materials and successful completion of an online examination.
- “*Certification*” is understood to mean an official document that represents an individual’s qualification or achievement as articulated by a specific certification program standard, for example the “Conference for Food Protection Certified Food Protection Manager Program Standard.”
- “*Certificate issuance*” is defined as the act of delivering a certificate via the AboveTraining Inc./StateFoodSafety proprietary Learning Management System, AboveLMS.
- “*Certificate use*” is understood to mean the intended use of the certificate or certification documents by an individual, operation, corporation, agency, or other entity.

- “*Qualifying user*” is an individual who has met predefined criteria for a certification or certificate program. For example, an individual working within the food service or retail industries as a food worker or manager.
- “*Successful completion*” is understood to mean the receipt of a passing score or percentage upon completion of an examination.

4.0 Qualifications for Certificate Issuance

Certificates are issued only to qualifying users who have met the following criteria:

- Registration with AboveTraining Inc./StateFoodSafety
- Successful completion of an online examination
- Completion of online course or training materials (partnered health department officials may choose to eliminate this criteria)
- Fraud prevention determined not to be an issue

Certifications are issued only to qualifying users who have met the following criteria:

- Registration with AboveTraining Inc./StateFoodSafety
- Acceptance of content usage policies and Test-taker’s Code of Ethics
- Certification examination initiated, taken, and completed in a proctored environment
- Successful completion of online certification examination
- Fraud or cheating determined not to be an issue

5.0 Certificate Issuance

Certificates and certifications are automatically generated by AboveLMS when a passing score or percentage is achieved upon submission of an examination to AboveLMS by a qualifying user. AboveTraining Inc. employees and partners *may not* artificially create or issue certificates or certifications in lieu of successful completion of an examination.

AboveTraining Inc. utilizes industry best practices to ensure the security and integrity of all examination forms, keys, and items; AboveLMS; and all other certificate and certification issuing systems, documents, and assets.

6.0 Certificate Invalidation

AboveTraining Inc. has the right to invalidate any certificate or certification that comes under suspicion of fraudulent behavior. This may include but is not limited to:

- Fraudulent or otherwise dishonest completion of the online examination;

- Duplicated or otherwise “doctored” certificate;
- Request for investigation from a health department official, employer, or other stakeholder that results in discovery or increased suspicion of fraudulent behavior.

Certificates that are invalidated will be clearly marked in AboveLMS and the appropriate health department partners will be notified, as applicable.

Steps to invalidate a certificate include:

1. Invalidation proposed by Client Services Coordinator or the supervisor of the Client Services Coordinator or equivalent position.
2. Decision to invalidate is carried out by certificate committee, which comprises at least the management council and StateFoodSafety.com client services coordinator. At no time, can there be less than two members of Senior Management participating, of which, one must be CEO, COO, Vice President of Finance, Vice President of Operations, or Vice President of Product Development.
3. Repository of invalidated certificates will be kept by the AboveTraining Inc. Accounting team with corresponding reports to management council monthly.

7.0 Certificate Use

Certificate or certification use is defined and dictated by partnered health department officials, state or local laws or regulations, certification program standards, and/or legislative documents. Qualifying individuals receiving certificates are not issued credentials or acronyms by AboveTraining Inc.

Qualifying individuals receiving certifications from AboveTraining Inc. are issued the Certified Food Protection Manager credential with the associated acronym CFPM. For example, “John Doe, CFPM”.

8.0 Certificate Deactivation

In an exchange (See Section 4.3 of the Fee Collection, Refund, and Cancellation Policy) where a learner had already been issued a certificate, the original product will be removed from their account and the original certificate will be deactivated. AboveLMS will invalidate the original certificate as a part of the automated refund process, but this invalidation is customer-initiated and does not affect the integrity of the certificate program. As such, it does not need to go through the procedure outlined in Section 6.0 of this document.