Certificate and Certification Issuance, Invalidation, and Use 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Superseded Document:	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.

1.0 Purpose

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

2.0 Scope

This document applies to certificates and certifications associated with the following standards:

- *ASTM E2659 Standard Practice for Certificate Programs*:
  - StateFoodSafety Food Handler Training
  - StateFoodSafety Food Handler Essentials
  - StateFoodSafety Food Safety Manager Training
  - StateFoodSafety Food Safety Allergens
- *ASTM D8403 Standard Practice for Certificate Programs within the Cannabis and Hemp Industries:*
  - Cannabis Responsible Vendor Training
- *Conference for Food Protection Accreditation Standard*:
  - StateFoodSafety Food Protection Manager Certification Exam

3.0 Definitions

Please refer to the controlled *Definitions* document for clarification of the following terms:

- *Certificate*
- *Certificate program*
- *Certification*
- *Certification program*

- *Certificate issuance*
- *Certificate use*
- *Form*
- *Item*
- *Key*
- *Passing score*
- *Program*
- *Program requisite*
- *Qualified candidate*

4.0 Qualifications for Certificate Issuance

The Company provides certificate or certification issuance to all users who successfully meet the requisites of credentialing programs. Program requisites may be determined by law, accreditation standards, or the Company itself.

Certificates are issued only to qualified candidates of certificate programs who have fulfilled the following program requisites:

- Registration with the Company
- Completion of online course or training materials
- Successful completion of the assessment (i.e., receiving a passing score)
- No evidence of cheating or fraudulent behavior

Certifications are issued only to qualified candidates of certification programs who have fulfilled the following program requisites:

- Registration with the Company
- Acceptance of content usage policies
- Certification examination initiated, taken, and completed in a proctored environment
- Successful completion of online certification examination (i.e., receiving a passing score)
- No evidence of cheating or fraudulent behavior

5.0 Certificate Composition

Each credentialing program awards a unique certificate. Initial certificates, and any subsequent changes, must be approved by the product manager and accreditations manager.

Certificates awarded for certificate programs must include:

- Name of the certificate holder
- Unique certificate number
- Title and scope of the certificate program
- Name of the certificate issuer
- Certificate issue date
- Certificate term of validity
- Certificate issuer's signature of authorization

Certificates awarded for certification programs must include:

- Name of the certified individual
- Unique certificate number
- Name of the certification
- Certification issue date
- Certification term of validity
- Examination form number
- Name and certification mark of certification organization
- Accrediting organization mark
- Contact information for the certification organization

6.0 Certificate Issuance

Certificates and certifications are automatically generated when a passing score or percentage is achieved upon submission of an examination to the LMS by a candidate. Company employees and customers *may not* artificially create or issue certificates or certifications in lieu of the honest fulfillment of a program's requisites.

The Company utilizes industry best practices to ensure the security and integrity of all certificate and certification issuing systems, documents, and assets.

7.0 Certificate Use

Certificate or certification use may include, but is not limited to:
- Demonstrate achievement of stated knowledge, skills, and abilities/attitudes as defined and dictated by partnered health department officials, state or local laws or regulations, certification program standards, and/or legislative documents.
- Obtained for educational purposes.
- Meet employer requirements.

Certificates are nontransferable between individuals.

Qualified candidates receiving *certificates* are not issued credentials or acronyms by the Company.

Qualified candidates receiving *certifications* from the Company are issued the Certified Food Protection Manager credential with the associated acronym CFPM.

8.0 Certificate Invalidation

The Company 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 assessment or examination;
- Duplicated or otherwise "doctored" certificates;
- Request for investigation from a health department official, employer, or other stakeholder that results in discovery or increased suspicion of fraudulent behavior.

When a certificate is invalidated, a note will be added to the student's account to keep record or the date of and reason for invalidation, as well as the name of the staff member who deactivated the certificate. A representative of the Company will notify the appropriate health department partners, as applicable.

Steps to invalidate a certificate include:

1. Invalidation proposed by Company employee or program stakeholder.
2. Decision to invalidate is made by the accreditation committee.
3. Certificate is invalidated by a member of the customer care team. and notes are added to the student's account.
4. Certificate holder is notified of the invalidation by a member of the customer care team or the accreditation committee. Information regarding how to appeal the invalidation shall be provided.

9.0 Revision History

1. 1/12/2021: Editorial changes throughout for cohesion and clarity across several policy documents, condensed Definitions section (3.0), revisions to section Certificate Invalidation process (6.0) to require invalidation decisions to come from the complaints and appeals committee, addition of Revision History (9.0).
2. 6/10/2021: Replaced references to complaints and appeals committee and senior management with accreditation committee.
3. 9/9/2022: Editorial changes throughout for use across the Company's multiple brands and platforms and to reflect updated team names. Reordering of sections for more

logical order. Addition of requirement to include a note outlining reason for invalidation to student's account. Addition of Certificate Composition section. Removed section on Certificate Deactivation.