

## Certification Exam Session Cancellation Policy and Procedure

<b>Authorized By:</b>	Senior Mgmt Team	<b>Date Authorized:</b>	November 10, 2016
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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 canceled and modified certification exam sessions and proctors or examinees who fail to attend an exam session for which they have registered. Additionally, this policy will provide AboveTraining Inc. employees the grounds for acceptance or refusal of refund claims by examinees.

### 2.0 Scope

This policy outlines the procedures for canceling or modifying exam sessions, the qualifications by which an exam refund is deemed appropriate, and the penalties for repeated exam session cancellations, modifications, or absences for proctors and examinees.

### 3.0 Definitions

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

- “*Absence*” refers to a proctor or examinee who has scheduled or registered for a proctored exam session but fails to attend.
- “*Fee collection*” refers to the process by which proctors charge examinees for exam administration services.
- “*Cancellation*” refers to a scheduled exam session that has been canceled.
- “*Exam*” refers to the StateFoodSafety.com Certified Food Protection Manager (CFPM) Exam.
- “*Exam session*” is a scheduled time during which a proctor administers the CFPM Exam. Proctor 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 any individual who has been approved and certified by StateFoodSafety.com to administer CFPM Exam sessions and monitor examinees during the exam.

- “*Refund*” refers a credit to a cardholder account, usually as the result of product return.
- “*Appeal*” is defined as a request for reconsideration of an adverse decision.

## **4.0 Policies**

### **4.1 Proctor Fee Collection**

Proctors may set their own proctoring fees.

- Proctor fees will not be included in the price of the exam.
- Proctors are responsible for collecting and managing their own fees. Proctoring fees will not be collected or managed by StateFoodSafety.com.

### **4.2 Exam Session Cancellations and Modifications**

If a proctor must cancel or modify an exam session for which examinees have already registered:

- The proctor should attempt to find a substitute for the exam session at the originally scheduled time before modifying or canceling it.
  - This substitute must be a registered and approved proctor with StateFoodSafety.com who has completed the proctor training course and test.
- An automated email will be sent to examinees who have registered for an exam session that has been canceled or modified.
- Except in the case of a personal emergency, the proctor should not modify or cancel a scheduled exam session less than seven (7) days before the session is scheduled to take place.
- Examinees who have registered for exam sessions that have been modified will have the option to cancel their registration and register for a separate exam session without repurchasing the CFPM Exam.
- Examinees who have registered for a canceled exam session will be able to register for a separate exam session without repurchasing the CFPM Exam.
- Examinees who have registered for a modified or canceled exam session have the option to appeal for an exam refund if their exam has not been launched.
  - Refunds will not be issued to examinees who have completed their examinations and received a certificate.

If StateFoodSafety.com receives multiple complaints about a proctor canceling or modifying exam sessions, StateFoodSafety.com will audit that proctor’s performance and may revoke his or her proctoring permissions. Proctors may appeal adverse decisions by contacting [complaintsandappeals@statefoodsafety.com](mailto:complaintsandappeals@statefoodsafety.com).

### **4.3 Absent Proctors**

- Proctors who fail to attend an exam session that they have scheduled will be audited by StateFoodSafety.com. If the proctor cannot offer a satisfactory explanation for the absence, his or her proctoring permissions may be revoked.
  - Proctors may appeal adverse decisions by contacting [complaintsandappeals@statefoodsafety.com](mailto:complaintsandappeals@statefoodsafety.com).

- Examinees may appeal for an exam refund if they have registered for and attended an exam session that a proctor failed to attend, provided that the exam has not been launched.
  - Refunds will not be issued to examinees who have completed their examinations and received a certificate.

#### **4.4 Absent Examinees**

- Examinees are expected to cancel exam session registration if they cannot attend.
- By agreeing to administer the StateFoodSafety.com CFPM Exam, proctors acknowledge that they absorb the risk that an examinee may register for a scheduled exam session and fail to attend.

### **5.0 Procedures**

#### **5.1 Proctor Audit**

In the event that StateFoodSafety.com must audit a proctor's performance due to an exam session cancellation, modification, or absence:

- A Customer Support Representative will contact the proctor for an explanation of the cancellation, modification, or absence.
- The Customer Support Representative will recommend whether or not the proctor should retain proctoring permissions to an Accounting or Client Services Coordinator or member of the management council.
- The proctor will be notified of the audit results within ten (10) business days of the audit's resolution.

#### **5.4 Exam Refunds**

- Appeal decision cannot be made by Customer Service Representative. However, it can be carried out by a Customer Service Representative with approval from Accounting or Client Services Coordinator or a member of the management council.
- Transaction is refunded.
- Examinee account is deactivated.
- Email notification of refund is sent to examinee.