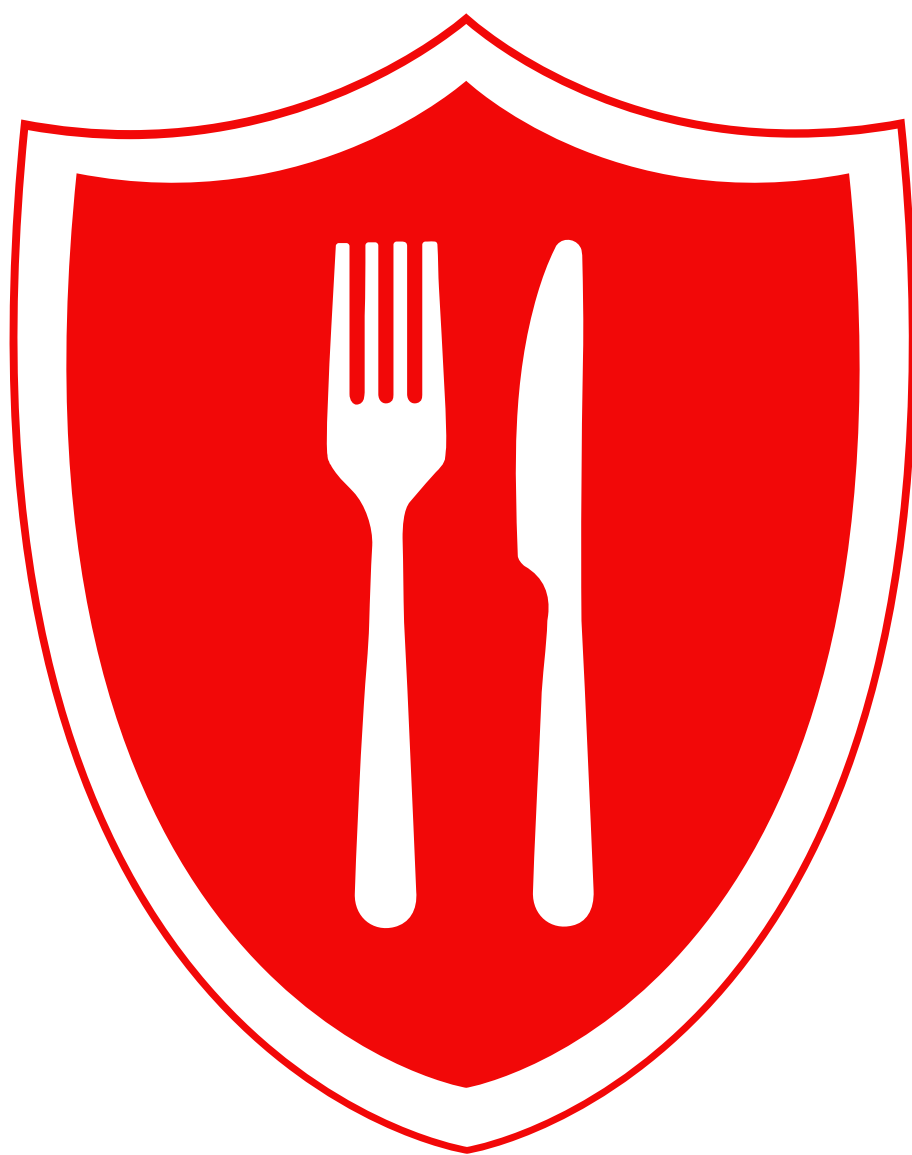


StateFoodSafety

Exam Administration Manual



Contents

Creating an Exam Session

Log in to StateFoodSafety.com

Fill in the “Create Session” box

Making Changes to a Session

Canceling a Session

Proctoring an Exam Session

Before the Examination

Arrange Accommodations

Plan Ahead

Arrive Early

Check Examinees

Take the Exam-Taking Tutorial

Review Policies

Begin the Exam

During the Examination

Monitor Examinees

Restroom Reports

Responding to Questions

Address Technical Problems

Remove Distractions

After the Examination

Finalize Exams

Exit Browser

Exam Session Report

Exam Retakes

Creating an Exam Session

Log in to StateFoodSafety.com

Select **Proctor** in your StateFoodSafety account.

Under **Sessions**, select the **Create Session (+)** button.

- Read the **Terms and Conditions** and select the appropriate box.

Fill in the “Create Session” box

Company

- Select the **Company** you work for from the drop-down menu.
- Listing a company allows company proctors to take your place if you are sick and gives them access to reports from your exam sessions.

Session Date

- Indicate the date of the exam session in the **Exam Start** field.

Start Time

- Select a start time for the exam session using the **Exam Time** dropdown menus. Plan for time before the exam to give instructions and let examinees log in.
- Select the appropriate **Time Zone** for the exam session location.

Seats

- Select the maximum number of **Seats** for your session. This number may not exceed the seating capacity of the exam location.
- One proctor may supervise 35 examinees at a time. Additional examinees may join a session if additional proctors are present. To co-proctor a session, two or more proctors create an identical session in their own accounts. The combined number of seats listed should not exceed the number of available seats at the exam location.

Handicap Access

- Indicate if the exam location is wheelchair accessible. Select the box to indicate yes or leave it blank to indicate no.

Public or Private Session

- Select **Public** to put your exam session on a searchable list. Public exams are available to all examinees.
- Select **Private** to limit your exam session. Only individuals who receive the Session ID from you will be able to register for a private exam session. This option is usually selected by proctors who plan to fill the session with corporate employees.

Contact Phone and Email

- Enter the complete phone number (including area code) and email address at which you would like examinees to contact you.

Location

- Fill in the **Exam Session Location**, including a complete address and directions.

Fees

- As a proctor, you may set your own proctoring fees. Fill in the **Fee** field and select **Payment Methods** for the exam session.
- Please note that proctoring fees are your responsibility to manage and collect. Proctoring fees will not be managed or collected by StateFoodSafety.

Proctor Note

- Use the **Proctor Note** field to communicate session-specific instructions to your examinees. For example, if you will not provide computer equipment for your examinees, use the Proctor Note to remind examinees to bring their own devices.

Create

- Click **Create**. Once you create a session, it will appear in your **Proctor Tools**.
- The names of examinees who join the exam session will appear under the **Proctor Tools**.
- Wait until the exam session to approve or remove examinees from the session. Do not approve examinees until you verify each examinee's identity at the exam session site.

Making Changes to a Session

After you create a session, you will be able to edit that session. Be aware that making changes could create problems for examinees who have already registered for your session. Examinees will receive an automated email informing them if changes are made to an exam session they have registered for. They will have the option to cancel their registration or register for a different exam session without repurchasing the exam.

Canceling a Session

Once examinees begin registering, do not change or cancel the scheduled exam session unless it is absolutely necessary. If possible, arrange for a substitute proctor to administer the exam session at the originally scheduled time and place.

If you need to change or cancel an exam session, you must do so at least seven days before the session is scheduled to take place except in the case of a personal emergency. Be aware that StateFoodSafety may audit proctors who cancel or change exam sessions. If a proctor cannot offer a satisfactory explanation for a change or cancellation, his or her proctoring permissions may be revoked.

Examinees will receive an automated email informing them if a session they registered for has been canceled. Examinees will have the option to register for a different exam session without repurchasing the exam.

Examinees may cancel their session registration at any time.

Proctoring an Exam Session

Before the Examination

Arrange Accommodations

- All accommodations must be arranged before the exam session. Examinees must submit an Exam Accommodation Application to the proctor 10 days in advance if they require accommodations.
- If an examinee requests extra time, test-site translation, or an exam reader, StateFoodSafety must approve the accommodation. You are responsible for submitting the examinee's accommodation application materials to StateFoodSafety. Please mail, email, or fax these documents. Notify the examinee when an accommodation has been approved or rejected.
- If you are co-proctoring a session, inform your co-proctor of all accommodations in that session.

Plan Ahead

- Bring necessary resources that your exam location does not supply. Do not bring any materials that could compromise the integrity of the exam or cause distractions.

Arrive Early

- Check your exam location to make sure it meets exam session standards. Will there be enough computers? Is the internet working? Is the room comfortable and quiet?
- Log in to your StateFoodSafety account.
- If you have access to a whiteboard, write some simple directions for your examinees, such as:
 1. Confirm your identity with the proctor.
 2. Open your StateFoodSafety account.
 3. Take the Exam-Taking Tutorial or review for the exam.

Check Examinees

- Check each examinee's identity as they arrive. Acceptable forms of ID include any valid, government-issued photo ID, including IDs issued by governments outside of the United States. Ensure that each examinee resembles the photo on his or her ID. Check that the name on the ID matches the name on the examinee list in your proctor tools.
- Keep in mind that some people may register using middle names or shortened names such as "Bob" instead of "Robert." If someone uses a middle name, that name must appear on his or her ID.
- As you verify each examinee's identity, click the **Accept (+)** button to the right of each entry. This action indicates that the examinee is present and verified. The **Remove (-)** button indicates that an examinee is absent or disqualified from taking the exam. Examinees are disqualified from taking the exam if their identification documents do not match their registered identification.
- If an examinee has an accommodation, check that he or she is prepared and has all necessary materials. If the examinee brought his or her own materials, inspect them for unauthorized information.
- Some examinees may require accommodations that they did not arrange. If this happens, these examinees can reschedule their exam and attend a different session. Instruct these individuals to call StateFoodSafety customer support at 801-494-1416. English- and Spanish-speaking support staff are

available between 7 a.m. and 7 p.m. Mountain Time. A toll-free emergency number is available after hours at 1-866-397-5180. Remind these examinees that they are responsible for arranging accommodations before the exam session.

- Seat each examinee at his or her own computer. Space examinees at a reasonable distance to prevent cheating.
- Instruct examinees to log in to StateFoodSafety.com. As needed, help examinees log in.

Take the Exam-Taking Tutorial

- Before the exam, examinees may access an Exam-Taking Tutorial from the Food Manager Certification “Learn More” page or from the “Course Files” section of their StateFoodSafety account. This tutorial will let examinees explore the StateFoodSafety exam features before they must use them in a high-pressure exam setting. Examinees are encouraged to take the tutorial before they attend the exam session, but if they have not, you may allow them to take it before launching the exam.
- Examinees will need no more than 10 minutes to complete the tutorial. Instruct examinees to look up from their computers when they are ready to take the exam.
- If no examinees want or need to review the tutorial, you may begin the Review Policies section.
- Examinees can join the exam session any time up to this point. However, once you begin reviewing policies, additional examinees cannot be admitted to the exam session.

Review Policies

- Announce that you will now read the policies and procedures for the exam. Tell examinees that they can follow along in the Examinee Handbook found in their StateFoodSafety accounts. The instructions you will read are duplicated in the section “Exam Instructions and Policies.” Read aloud the remaining text in this section, beginning with “Welcome.”

“Welcome to the Food Protection Manager Certification Exam. This exam will test whether you have the knowledge, skills, and abilities necessary to oversee the safe storage, preparation, and service of food in the workplace. My name is _____, and I will be the proctor for this exam session. The role of a proctor is to administer the exam and prevent cheating. Please pay attention as I explain the policies for this exam session.

Personal Items Policy

“Please put away all personal items during the exam. This includes electronic devices such as cell phones, tablets, MP3 players, and digital or smart watches. Cell phones must be turned off.

“The exam is closed-note and closed-book. This means that review materials, notes, or papers of any kind are not allowed. Examinees may keep an unmarked water bottle on their desks.

“Take a moment to put away your personal items. These items must be stowed in a locker, under a chair, or in a closed bag during the exam. You may leave personal items with the proctor for safekeeping.

(Wait for examinees to put their personal items away. If an examinee asks you to hold an item, put it somewhere safe, such as a drawer or a large bag.)

Cheating Policy

“Cheating is any action that may provide an unfair advantage over other examinees or compromise the exam itself. Cheating includes using outside information to answer exam questions, including notes, unauthorized knowledge of the exam, a neighbor’s exam, or information from electronic devices.

“This exam has a zero-tolerance policy for cheating. If I suspect that an individual is cheating, I will reject his or her exam. If I suspect that multiple examinees are cheating, I may shut down all exams in the session, even if some examinees do not appear to be cheating. If your exam is shut down, you must repurchase the exam and retake it on a different day. I will be watching for cheating and unauthorized objects during the exam.

“Please note that all exam materials are copyright protected and cannot be copied or reproduced without written permission.

Restroom Policy

“Examinees may use a designated restroom during the exam. The designated restroom is located _____. Examinees may use the restroom one at a time. Examinees cannot take notes or electronic devices with them to the restroom. This includes digital and smart watches.

“If you need to use the restroom, I will pause your exam. Time will continue to run while you use the restroom. Check with me to make sure no one else is using the restroom. If you use the restroom, I will note the occurrence.

“Are there any questions about the policies we just covered?”

Begin the Exam

- When your examinees are ready to take the exam, read the following:

“By completing and submitting the StateFoodSafety Food Protection Manager Certification Exam, you have agreed to uphold and promote the integrity of the exam and the intention of the managerial certification process and to promote food safety to the best of your ability. You have affirmed that you will:

“Act with high ethical standards;

“Be honest and trustworthy in your service to your employer, the food industry, and the exam owner, StateFoodSafety;

“Report cheating to the exam proctor or StateFoodSafety;

“Follow all StateFoodSafety directions for exam participation;

“Advance the credibility and prestige of the food protection manager profession.

“Failure to follow this code of ethics may result in immediate dismissal from exam location, denial or revocation of certificate without refund, refusal of future testing, and legal action.

“We are about to begin the exam. During the exam, there should be no talking. Please note that talking can be considered cheating. If you experience technical difficulties during the exam, please raise your hand and I will help you. However, I cannot answer questions about exam content.

“The Food Protection Manager Certification Exam has approximately 90 multiple-choice questions. Unanswered questions will be marked incorrect. There is no penalty for guessing, so it is in your best interest to answer all the questions.

“You will have two hours to complete the exam, unless otherwise arranged. When you finish, wait for me to confirm your exam submission. The computer will then issue you a score. Examinees who pass will receive a certificate in their StateFoodSafety account. Please close your browser before you leave.

“Are there any questions?”

- When all examinees are ready, click the **Start Exam** button. This will give examinees access to the exam.

During the Examination

Monitor Examinees

- During the exam, your main responsibility is maintaining the integrity of the exam and making sure that all examinees take their exams honestly and receive a reliable score.
- Move around the room and watch for cheating and unauthorized objects. Use your presence to discourage examinees from cheating.
- Make sure examinees are not using the internet to browse for answers. This exam requires no typing. If you see or hear typing, investigate that examinee’s computer or device immediately.
- You may use the **pause** button to the left of the examinee’s name to suspend their exam progress. The examinee will not be able to navigate between exam questions until you press the **play** button to resume their exam. Any answer that the examinee selects while the exam has been paused will not be recorded. The exam timer will continue to run while an exam has been paused.
- If you suspect cheating, you are authorized to reject the exam submission. To minimize disruptions, wait until the end of the session to reject the exam. Direct the suspected examinee to stay in the room until the session is finished so you can speak with them privately. Explain what you witnessed, state the “zero-tolerance” cheating policy, and inform the examinee that their exam has been rejected.
 - There are two scenarios when an examinee’s exam should be shut down during the session: 1) when an examinee is recording exam information and 2) when an examinee’s behavior disrupts others. In both cases, the exam should be shut down immediately, and the examinee should be directed to leave the test site.

- If more than one examinee is cheating, this may indicate that many examinees are cheating. If more than one examinee is cheating, you are authorized to shut down all exams in the session, even if some examinees may not be cheating.
- To shut down an exam during the exam session, suspend the exam by clicking the **pause** button to the left of the examinee's name. Then, click the **EJECT** button to the right of the exam entry. You will be prompted to provide a reason for why you stopped the exam. Please explain the examinee's suspicious or disruptive behavior clearly and give any details necessary to support your decision.
- If examinees are dissatisfied with the decision to shut down their exams, refer them to the StateFoodSafety Complaints and Appeals Policy and Procedure.

Restroom Reports

- Only one examinee may use the restroom at a time.
- Make sure examinees do not take electronic devices to the restroom, including digital and smart watches and items they may have in their pockets. Ask examinees to leave these items in the exam room.
- You can use the **pause** button to the left of the examinee's name to suspend their exam progress while they are in the restroom. Press **play** to allow them to resume the exam when they return.
- Use the **Session Report** tool in your account to keep track of each examinee who uses the restroom. Record the examinee's name, exit time, and return time.

Responding to Questions

- Your examinees may have questions and comments about the exam while they take it. If they ask you questions related to the exam material, do not respond in a way that will influence their answers. Remember that a proctor does not act in the role of teacher or trainer. Using your knowledge of the Food Protection Manager Certification Exam to assist examinees with the exam content is expressly forbidden. Instead, encourage your examinees to think through the questions and give their best answers.

Address Technical Problems

- If examinees are having technical trouble, help them resolve the issue. Contact StateFoodSafety customer support at 1-801-494-1416 if you cannot resolve a technical problem. English and Spanish-speaking support staff are available between 7 A.M. and 7 P.M. Mountain Standard Time. A toll-free emergency number is available after hours at 1-888-222-4403.

Remove Distractions

- As you monitor the exam, be mindful of possible environmental distractions. Is there a distraction you could remove or reduce? If so, take action to improve the testing environment. Remember that you cannot leave examinees unsupervised.

After the Examination

Finalize Exams

- As each exam is completed, click the **FINALIZE** button to the right of the examinee Status column. To approve exams, click **Submit Exam for Grading**. If you suspect that an examinee has cheated, click **Reject Exam**. You will be prompted to provide a reason for rejecting the exam submission. Please

explain suspicious or disruptive behavior clearly and give all details necessary to support your decision.

- If an examinee exceeds the time limit, the exam will end automatically.
- All exams will be scored electronically. Examinees will receive an unofficial exam score immediately after they submit their exams. Examinees can access their official exam score from the Transcript on their StateFoodSafety account.
- Examinees who receive a passing score will be automatically issued a Food Safety Manager Certificate by email and in their StateFoodSafety account.
- Encourage examinees to print their certificate off-site or at home. This practice preserves examinee privacy and allows examinees to leave the test site as they finish. However, certificates may be printed at the proctoring location if a printer is available. Instruct examinees who request a printed certificate to wait silently. Wait until **all** examinees have completed the exam before printing certificates.

Exit Browser

- Examinees can leave the testing site when they finish their exam and exit their browser.
- Check each examinee's screen to ensure they have logged out completely before allowing them to leave.

Exam Session Report

- After you have finalized all exam submissions for an exam session, you will be prompted to write an exam session report. Wait to complete your report until all the examinees are finished and have exited the exam location. You must write a report for **EVERY** exam session you proctor.
- Report any incidents of cheating or irregularities of exam administration such as accommodations, restroom use, absent or late examinees, disruptive examinees, and technical problems.
- If there were no incidents or irregularities during the exam session, report that all exam policies were followed throughout the exam session.
- Failure to complete a report after each exam session could result in the suspension or revocation of your proctoring permissions.
- Once your report is submitted, your proctoring responsibility for the exam session is complete.

Exam Retakes

- Examinees who fail the exam must repurchase it and register for an additional proctored exam session in order to retake it. Examinees must wait a minimum of 10 days before repurchasing the exam after each exam attempt. For more information, please refer to the [Certification Exam and Proctor Assessment Failure Policy and Procedure](#).