

ServSuccess® Examination Administration Handbook

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About This Handbook

This handbook will guide you through the administration of the ServSuccess® Certification Examination and help you understand your role and responsibilities as an instructor and/or proctor. It outlines the policies and procedures for successful exam administration. It also includes useful step-by-step guides.

The goal of these policies and procedures is to give all examinees the same opportunity to demonstrate their abilities, and prevent examinees from gaining an unfair advantage.

Your role in administering the exam helps ensure the highest degree of integrity for the entire testing process and allows examinees to perform to their maximum level of capability.

The ServSuccess Certification Exam is secure, copyrighted, and developed independently of ServSuccess training materials.

This handbook, along with the documents referenced within it, are available on ServSuccess.com under the Become A Proctor section.

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Section I—Policies

About the ServSuccess® Certification Examination

The ServSuccess® exam is secure, copyrighted, and developed independently of ServSuccess training materials. It adheres to all valid test development criteria. Exam questions are rotated on a scheduled basis to reflect the most updated food safety information. Although the questions will vary from exam to exam, they provide a fair assessment of examinees' knowledge. Exam questions are developed using a systematic process to pilot questions to check their accuracy, relevance, technical quality, and readability.

Exam Security

Definition and Responsibility

Exam security refers to protecting the exam, related processes, and persons from any operational risks associated with the development, publication, storage, transfer and administration of the exam.

Exam security is the responsibility of everyone involved in and impacted by the exam process. This includes, but is not limited to, the participants below.

- National Restaurant Association
- American National Standards Institute (ANSI), Conference for Food Protection (CFP), other CFP exam providers
- Subject matter experts
- Vendors (data destruction, service providers)
- Instructors
- Proctors
- Course and exam sponsoring organizations
- Employers
- Regulatory, law enforcement, and government agencies
- The public

Responsibilities for Instructors and Proctors

Please read the following policies and procedures you will be required to follow as a Registered ServSuccess® Proctor or Certified ServSuccess® Instructor and Registered ServSuccess® Examination Proctor (dual role).

- Follow the examination administration guidelines in this handbook (including how to handle exam irregularities and accommodations), and stay current with changes to procedures.
- Organize and administer all exam location activities and procedures to ensure secure, standardized examination administration.
- Maintain exam security by reporting security breaches and cooperating with any security-related inquiries.
- Ensure there is one registered proctor per every 35 examinees and/or per exam room (when more than one exam room is needed).
- We do not allow proctors to monitor the exam remotely via web applications (i.e. Skype, Google Hangouts, etc.) and Exams taken in this way are not valid at this time. Exam proctors must be physically present in the room during exam administration.

- Identify each examinee accurately to prevent a situation in which someone may attempt to take the exam on someone else's behalf. See page 13 *Examinee Check In* for more details.
- Maintain documentation on conformance of exam location to the National Restaurant Association (the Association) standards and complete the *Exam Location Standard* form with each exam request.
- Conduct examination administration in accordance with all requirements set by state/local regulatory authorities. The Association's regulatory requirements database, located on **ServSuccess.com** under the Regulatory Information tab, provides updated information regarding requirements for every state.
- Treat all examinees in a fair and equitable manner.
- Train/supervise assistant proctor(s) and assure their availability in the event the primary proctor must leave the exam room for any reason. A Registered ServSuccess Proctor or a Certified ServSuccess Instructor and Registered ServSuccess Examination Proctor (dual role) must be present during the examination administration process at all times.

Assistant exam proctors are responsible for observing examinee behaviors and assisting with the exam administration duties. An assistant exam proctor must be a Registered ServSuccess Proctor and should be present when:

- Testing more than 35 examinees
- There is more than one exam room
- The primary exam proctor leaves the room for any reason

Both primary proctors and assistant proctors are expected to ensure the integrity of the exam by **not** doing the following practices:

- Do not review, discuss, copy, publish or keep any ServSuccess Certification Exam.
- Do not create an answer key or share any information, including actual exam questions/answers, with anyone at any time, especially examinees.
- Do not administer the exam to yourself or anyone who might pose a conflict of interest (e.g., a relative) or an exam security risk.
- Do not construct answer keys for your own use, grade exams yourself, or print any screens from the online exam.
- Do not use information gleaned from an exam to teach a course. Exams are for examinee testing use only!
- Do not falsify or tamper with scores, results or certifications.
- Do not leave exam materials unattended.
- Do not split a class over two different exam dates, or allow examinees to come in the test exam session after it has begun.

Examinee Test Use Agreement

In order to take the ServSuccess exam and/or receive certification, examinees are required to read and agree to the conditions set forth by the *Examinee Test Use Agreement* preceding the online exam. A copy of the *Examinee Test Use Agreement* is provided in **Appendix A**.

The *Examinee Test Use Agreement* is a contract between the examinee and National Restaurant Association Solutions (NRA Solutions) concerning certain responsibilities of the examinee and NRA Solutions. The *Examinee Test Use Agreement* provides examinees the opportunity to review and accept or reject the terms that govern the purpose, use and content of exams, and consequences of misuse of exam contents, prior to taking the exam. Among other provisions, the *Examinee Test Use Agreement* contains guidelines related to the exam purpose, retesting options, recertification policies, repercussions for cheating, appeal and research options, instructor or proctor responsibilities, confidentiality and privacy (related to the examinee), and reproduction of any or all of the exam.

Examinees may indicate their DISAGREEMENT with the terms and conditions of the *Examinee Test Use Agreement* by clicking the button at the bottom of the page indicating that you don't accept the terms and conditions. A *Test Use Agreement Refund Form* must be submitted in order to receive a full refund for an exam access code purchased through the Association. The form must be submitted along with the examinee's unused exam access code. The proctor must note the exam session number exam access code and sign it.

Security Violations

Any incident perceived to damage the security of the exam will be investigated by the association. This includes, but is not limited to, the situations listed below:

- Theft of exams, exam content, and other confidential information
- Distribution or sale of exam content and other confidential information
- Exam fraud, cheating, or falsification of certification
- Hacking into exam item banks
- Assisting or taking the exam for an examinee
- Lack of test security before, during, or after exam administration
- Misrepresentation of identity
- Failure to follow the procedures in this handbook

Investigations are typically launched within five business days of notification of an alleged violation. Resolution of investigations typically occurs within 30 days or less. If issues arise during the course of an investigation, it may take longer.

During the course of an investigation, the Association has the right to suspend class scoring, as well as exam proctor and course instructor privileges. Exam proctors, course instructors, class sponsors and examinees who are notified of an investigation are expected to expediently and honestly cooperate with all requests for information.

The Association reserves the right to revoke an examinee's certification based on any action that compromises the validity, reliability, security, or integrity of the Association's certification examination programs. The Association reserves the right to conduct announced or unannounced audits of ServSuccess classes and examination administrations. The Association has the right to issue warnings, institute probation, or revoke instructor and/or proctor privileges, based upon the outcome of an investigation and/or at will.

Appeals Policy

National Restaurant Association reserves the right to revoke an examinee's certification based on any security violation that severely compromises the validity, reliability, security, or integrity of the National Restaurant Association certification examination programs.

Any examinee who is denied eligibility to sit for the exam, denied accommodation, failed the exam, had an exam terminated due to cheating, has had a certificate revoked, or any instructor/proctor wishing to appeal an action resulting from an investigation may appeal the decision by submitting an *Appeal Request Form* within 30 days of the initial incident. The Association will review and render a decision within 30 days of receipt of the form. This decision is final.

Upon receipt of the appeal, the Service Center forwards the request with all prior documentation (if any) to the Accreditation team for review. Accreditation will escalate the concern to the Certification Governing Board, Oversight Committee, or Appeals Council to make a final decision on the appeal within 30 days of receipt of the written request. This final decision will be communicated in writing, via traceable mail, to the individual who submitted the appeal within 10 days of rendering the decision.

The Accreditation Department and Practices

The Accreditation Department

As an instructor or proctor, you are not alone in maintaining and monitoring the level of exam security involved in the administration of the Examination. The Accreditation department is available to assist you with any issues you feel may threaten the security or integrity of the exam.

You can reach the Accreditation Department at ExamSecurity@restaurant.org or call 888.291.6462 for the Exam Security Hotline.

Data Forensics

The Accreditation department regularly analyzes data collected from exams, looking for any irregularities that may indicate a lack of exam security, test fraud, or cheating. Exam data is also used to determine whether or not such policies as the exam retest policy are being adhered to. Exam sessions that are identified as potential sources of concern are subject to investigation, suspension, revocation of results/certification and/or revocation of instructor/proctor status.

Data Forensics Reports have been very effective in conclusively identifying collusion and cheating. Hence, instructor/proctors that are listed as high risk proctors for multiple quarters with a high number of irregularities on Data Forensics Reports will have their instructor/proctor privileges immediately revoked. This is due to numerous investigations and unannounced audits that showed that high risk proctors identified on data forensics reports are consistently in violation of exam security requirements.

Audits

An audit (announced or unannounced) may be scheduled by the Accreditation department at anytime. Audits allow the Association to ensure that exam security standards are being met and evaluate the overall performance of an instructor, proctor, or sponsor organization's examination administration practices.

Once the results have been reviewed and the audit is complete, the Association will share its findings with the instructor, proctor, or sponsor organization. The Association will then work with them to improve any areas they may be having difficulty with or help them maintain any areas in which they already excel.

Exam Location Standards

Locations must conform to all federal/state/local legal requirements for safety, health, and accessibility for all qualified candidates. All exam requests must be accompanied by an *Exam Location Standard Form*. This form will provide additional information about exam location standards and how exam locations will be audited for conformance to the standards listed below. These standards are intended to ensure that examinees have an equal opportunity for success on the examination based on the quality of the exam location environment. Failure to comply with these standards is grounds for suspension, revocation of results/certification, and/or revocation of instructor/proctor status. Keep documentation on file about locations and the conformance of the location to the following standards.

Physical Facility

- Permits all examinees to perform to their highest level of ability.
- Adheres to fire, safety, building (including codes regarding smoking), and occupancy codes in the local jurisdiction.
- Meets all state and/or local regulatory requirements for exam administration.
- Offers adequate lighting, heating, cooling, ventilation, writing surfaces, and seating.
- Acoustics allow examinees to hear instructions clearly.
- Accessible for examinees with disabilities (e.g., wheelchair accessibility).
- Offers the ability to monitor the examinees at all times.
- Allows sufficient spacing between each examinee in actual testing area, or other appropriate and effective methods to prevent any examinee from viewing another's responses.
- Online exam only: A computer with Internet access, mouse, and keyboard is available for each examinee. Not required but recommended is a printer connection for providing printed pass/fail information upon exam completion.
- Location is private to proctor and examinees only during examination administration.

Have Available

- This handbook on your exam date for easy reference.
- Proctor-created password is available in a secure place, which only the exam proctor can access.

Not Allowed

- Charts, posters, or other materials that might be sources for exam answers.
- Bags/purses, books, papers, pagers, cell phones, and any electronic device that can be used to capture/record exam content. In the event an examinee brings any of these items to the exam location, they must be collected prior to the examination administration and placed in a location that prohibits their use during testing and are inaccessible even if the examinee needs to temporarily leave the exam location (e.g., restroom breaks).

Exam Accommodations and Irregularities

Exam Accommodations: Identifying Examinees with Special Needs

All proctors should be notified of any accommodation requests for a special-needs examinee prior to the exam date in order to obtain approval from the Association and to prepare for the accommodation. The examinee is responsible for submitting all requests for exam accommodation or foreign language interpretation to the Association. If, at the time of the exam, an examinee requests an accommodation that has not been preapproved by the Association, the examinee can either postpone the exam to another date OR take the exam without the requested accommodation. See page 32 for additional information on how to submit a request for exam accommodations or foreign language translation.

Examinees with Disabilities

The Association provides reasonable accommodations to individuals with disabilities following procedures that are consistent with the *Americans with Disabilities Act*, *Uniform Guidelines on Employee Selection Procedures* and the *Standards for Educational and Psychological Testing*. This includes alternate test formats (e.g., oral instead of written) and test aids (e.g., readers or large-print booklets).

Foreign Language Translations

An examinee with limited proficiency in English is permitted to hire and pay for a qualified interpreter to assist the proctor in administering the exam for a language that is not offered. The interpreter needs to be fluent in both English and the examinee's native language. The interpreter may have no personal relationship with the examinee. The interpreter also may not interpret subjective opinions or provide cues to the examinee. Examinees who want to use an interpreter must submit a *Request for Foreign Language Translation Form* prior to the exam date, listing the credentials of the interpreter. If the request is denied, an *Appeal Request Form* can be submitted within 30 days of the denial.

Examinees who want to take the exam in English are permitted to use a printed bilingual English-native language dictionary (e.g., English-Spanish) during the exam. Report the use of a dictionary on an *Irregularity Report* for Online Exams, and inspect the dictionary when the examinee checks in. English-language dictionaries are not allowed.

Exam Irregularities

If any of the irregularities described in this section occur during the exam, note them in an *Irregularity Report* for online exams. If you encounter an irregularity not listed here, please call the Service Center during business hours. If you encounter any irregularities outside of the Association's normal business hours, dismiss the examinee and contact the Association during regular business hours. Please do not take any action until you have heard back from a representative. Irregularity reports for online exams should be submitted by sending an email to ServiceCenter@restaurant.org with "*Irregularity Report*" in the subject line.

Time Allowances

Examinees have two hours from the start of the exam to complete the exam and it is the proctor's responsibility to ensure that this guideline is followed. Additional time may only be extended if an approved exam accommodation has been granted through the examination accommodation request process.

Cheating

If you are certain beyond a reasonable doubt that someone is cheating, you must notify the examinee(s) that he/she must stop the exam immediately. Inform the examinee that he/she will not receive a score and must collect his/her personal belongings (including photo IDs) and leave the exam location quietly.

Online Exam Suspend the exam before or after requesting the examinee leave the exam location.

Emergencies

Online Exam If an emergency occurs during testing (events over which you have no control—e.g., fire alarm, flood, storm, power failure) that prevents examinees from completing the exam, close the browsers and shut off the computers with the assistance of the examinees as quickly as possible. Ensure that everything has been shut down prior to leaving the exam location. Note this occurrence by submitting an *Irregularity Report*. **Online classes will automatically be graded 24 hours from when exam was started.**

When possible, the instructor/proctor should return to the exam location to ensure it still meets the standards for examination administration. If the location is deemed suitable and the instructor/proctor feels exam security was maintained, the examinees should return and continue with their exam. To resume the exam, follow the same process used to begin the session.

Illness

If an examinee becomes ill during the exam and must leave the exam location, he/she will not be allowed to return, and a retest will need to be scheduled for another time. The examinee will be eligible for a refund through the Association for his/her exam answer sheet or exam access code.

Online Exam If an examinee becomes ill during the exam, close his/her browser, and return his/her ID and personal belongings. Submit an *Irregularity Report* documenting this incident.

Intentional or Unintentional Disclosure of Test Items

Please note any instances that result in the disclosure of test items, by the examinee or proctor, by submitting an *Irregularity Report*.

Restroom Breaks

Only one examinee at a time may go to the restroom during the exam. Prior to the exam, ensure that examinees will not have access to personal effects should a restroom break be required. Ensure the examinee signs out on the *Examinee Entry/Exit Log* when he/she leaves, and signs back in upon return. If an examinee is gone for an extended period of time, record the incident as an irregularity.

Online Exam Examinees should close the browser before leaving the room. Upon return, take the examinee back to the “Welcome Examinee” screen and have the examinee reenter the exam access code. You will then need to re-enter the proctor access code. Anything answered previously has been recorded. The examinee can then proceed to the question where he/she stopped.

Testing Policies

Retest Policy

An examinee may take the exam twice within a 30-day period, if necessary. If three or more attempts are required, the examinee must wait at least 60 days from their last attempt. No more than four attempts are allowed in a 12-month period.

Not passing the exam is the only legitimate reason to retest.

For example: 1st attempt: June 1st, 2nd Attempt: June 2nd, 3rd Attempt: August 2nd, 4th Attempt: October 2nd..

National Restaurant Association Contact Information

If you have any questions related to the administration of any of the Association's exams, we can assist you prior to, on, or following your exam date. When contacting the Association, please have your name and exam session available.

You can contact the Association's Service Center by any of the methods below.

Standard business hours are Monday through Friday, 8:00 a.m. to 8:00 p.m. (CST).

Mail National Restaurant Association
Attention: Service Center
233 S. Wacker Dr., Suite 3600
Chicago, IL 60606

Fax 866.665.9570 (toll-free) or 312.583.9853 (in the Chicago area)

Website ServSuccess.com **Submit Form** ServSuccess.com/contact-us

Exam Security Department ExamSecurity@restaurant.org

You must include the exam session number in the subject line.

Exam Security Hotline 888.291.6462

Section II—Procedures

The following section is made up of How-To documents that detail the step-by-step procedures involved in preparing for and managing your ServSuccess Certification Examination, in the online format.

ServSuccess® Online Exam Creation and Administration

To Create an Exam Session

- Go to ServSuccess.com and click “Sign In” link located in upper right.
- Enter Email address and Password and click “Sign In” button.
- Click “Welcome, [User]” link in the upper right. Select “Exam Proctoring” from the drop-down menu options.
- Select “Create New Exam Session” button and complete the required fields as denoted by the red asterisk *
 - Program
 - Sponsor
 - Address
 - City
 - State/Province
 - Zip/Postal Code
 - Scheduled Date
 - Scheduled Time
 - Time Zone
 - Language Offered
 - Seat Capacity
Note: Capacity must be set to greater than 0
 - Password to Unlock Exam (Password is created by you, the exam proctor)
 - Email Addresses for Results
- Click “Save Session & Register Users” button.
- Click “Users” tab or if you are on the “Upcoming Proctor Session” screen select the “Manage” button next to the session.
- Click “Copy URL” button and paste into email that is being sent to examinee that you’ve created.
 - **Note:** Once examinee enrolls in the session they will show on the “Users” tab of the proctor’s session admin screen.
 - **Note:** The proctor can remove an examinee from the session by clicking the “Remove” button for that examinee within the “Users” tab of the proctor’s session admin screen.

To Start an Online Exam Session

- Click the “Control Panel” tab within the proctor’s session admin screen.
- Click “Start Session”.
 - **Note:** Clicking the start session button will allow the examinees to launch the exam.
 - **Note:** The examinee will be prompted for password that you, the exam proctor created when you set up the exam session.



To End and Grade an Online Exam Session

- Click the “Control Panel” tab within the proctor’s session admin screen.
- Click “End Session”.
 - **Note:** This will end the session for all users. All examinees in the session must have completed the exam before you end the session.
- Click “Submit” so that the exam can be scored.



To Cancel an Online Exam Session

- Click “Control Panel” tab within the proctor’s session admin screen.
- Click “Cancel Session” button.
 - **Note:** Clicking the cancel session button will prompt you to “Please provide reason for cancellation to include in the email” and to select “Yes, Cancel the Session” button in order to complete the cancellation.

Examinees: To Begin an Online Exam

- Go to ServSuccess.com and click the “Sign In” link located in upper right.
- Enter Email address and Password, then click “Sign In” button.
- Click “Welcome, [User]” link in the upper right. Select “My Exams and Learning” from the drop-down menu options.
- Select “Scheduled Exams” under the “My Exam Activity” section.
Note: The exam the examinee purchased will be listed here.
- Click “Launch Exam” next to the Exam you have purchased.
- Enter the password the proctor provided, then click “Launch”.
- Read and agree to the Examinee Test Use Agreement, by clicking “I accept”.
- Review the information provided on the Introduction screen, then click “Next”.
- Answer all 100 questions, then click “Submit”.

Submitting a Request for Exam Accommodation or Foreign Language Translation

When to Submit a Request for Exam Accommodation or Foreign Language Translation

- To request a change in exam administration for examinees with special needs.
- To request an interpreter for an examinee with limited proficiency in English.
- Requests for exam accommodations must be submitted prior to exam administration by the examinee or on behalf of the examinee.

Examinee Information Needed to Submit a Request for Foreign Language Translation or Exam Accommodation

- Examinee name, date of birth, telephone number, email address, and description of disability that qualifies for an accommodation.
- Description and documentation of disability and type of accommodation requested. **Note: If supporting documentation is not submitted with the request, the request will be denied.**
- Interpreter's credentials and business card or letterhead.

Instructor/Proctor Information Needed to Submit a Request for Exam Accommodation or Foreign Language Translation

- Proctor name, proctor number (if available), company name and address, date of exam, telephone number, email address.

How to Submit a Request for Exam Accommodation or Foreign Language Translation

- Go to **ServSuccess.com**. Select **Instructors/Proctors** in the ribbon at the top of the page and then select **EXAM SUPPORT MATERIALS** in the teal ribbon on the following page.
- Select **Request for Exam Accommodation or Foreign Language Translation Form** to download or print the form.
- Complete the form then scan and email to **ExamSecurity@restaurant.org**. Please include **Exam Accommodations Request** in the subject line.
- Requests are processed within 3–5 business days.
- The examinee will be contacted directly via email (if provided) concerning the outcome of the request. Proctors/Administrators will also be notified via email (if provided).
- Once the examinee has been approved for his or her requested accommodation, it is his or her responsibility to contact the exam proctor to schedule the exam session with the approved accommodation.

Submitting an Online Irregularity Report

When to Submit an Online Irregularity Report

- An examinee experiences any type of technical difficulty while taking the exam.
- There is a deviation in exam administration protocols as outlined in the *ServSuccess Exam Administration Handbook*.
- It is not necessary to submit an irregularity report if no irregularities occurred.



How to Submit an Online Irregularity Report

- Send an email to ServiceCenter@restaurant.org.
- Include the type of exam (ServSuccess), exam session number, and "Irregularity Report" in the subject line.
- For print exams, please make note of any irregularities in the Irregularity section on the exam information form.



Information to be Included with an Online Irregularity Report

- Instructor/proctor user name and password, proctor access code, examinee name, exam access code, and a contact phone number for the instructor.
- The specific reason for submitting the irregularity report. If it is related to a technical error with the Association's website, be sure to include the error message exactly as it reads on the screen (if possible, copy and forward the message as part of the irregularity report).
- Resolution or action taken to resolve the irregularity (if applicable).



Irregularity Report Resolution

- An Association representative will contact the instructor/proctor within two business days of receiving the notice.

Submitting a Test Use Agreement Refund

When to Submit a Test Use Agreement Refund

- The examinee chooses not to agree with the terms of a print or online exam.



How to Submit a Test Use Agreement Refund Form

- Go to **ServSuccess.com**. Select **Instructors/Proctors** in the ribbon at the top of the page and then select **EXAM SUPPORT MATERIALS** in the teal ribbon on the following page.
- Click **Instructor/Proctor Support Materials**.
- Click on *Test Use Agreement Refund Forms* link to download or print.
- For online examinees, fax the *Test Use Agreement Refund Form* (along with the exam access code, exam session number and proctor's signature) to 866.665.9570 or 312.583.9853. You can also submit a customer service request form at ServSuccess.com/contact-us.
- Please note: Used answer sheets and redeemed exam access codes are NOT available for refunds.

Submitting an Appeal Request Form

When to Submit an Appeal Request Form

- Any candidate or examinee who has been denied eligibility to sit for an exam, failed an exam, or whose certificate or instructor/proctor privilege has been revoked may appeal a denial or revocation by submitting a written request to the Service Center within 30 calendar days of notification of the denial or revocation.



How the Appeal Process Works

- Upon receipt of the appeal, the Service Center forwards the request with all prior documentation (if any) to the Accreditation department for review. Accreditation will escalate the concern to the Certification Governing Board, Oversight Committee, or Appeals Council to make a final decision on the appeal within 30 days of receipt of the written request. This final decision will be communicated in writing, via traceable mail, to the individual who submitted the appeal within 10 days of rendering the decision.
- The decision concerning an appeal is final.

Resolving Technical Issues

When You Have a Technical Issue

- Most technical issues will include instructions on how to resolve the issue. If no instructions are provided, proceed to the instructions below.



If No Instruction Is Provided

- Make note of the error and close the browser.
- Return the examinee to the **Welcome Examinee** screen and proceed with the exam. The examinee will be able to continue from where he/she left off with the exam.
- If restarting the browser does not resolve the issue, you can live chat with Customer Care at ServSuccess.com by clicking on the orange icon in the lower right hand corner of the browser, and report the error so the Association may assist in resolution.
- Note any technical difficulties that occur during exam administration by submitting a form on ServSuccess.com/contact-us. Please note the error message and the exam session.

How To Request Exam Accommodations

Guidelines and Frequently Asked Questions

All supporting documentation must be submitted at the same time as the Request for Exam Accommodation Form. This form must be submitted directly to National Restaurant Association for approval.

What types of conditions or impairments might need to be accommodated?

The most commonly accommodated conditions include:

- Learning disabilities
- Emotional disorders such as major depression
- Visual impairments
- Physical impairments
- ADHD

What type of documentation must be submitted when requesting accommodations?

1. A letter written and signed by a physician, guidance counselor, disability support specialist, social worker, psychiatrist, or other professional qualified to evaluate the disability, who has made an individual assessment of the examinee, which includes the examinee's name, date of birth, and the date of diagnosis or evaluation.
 - o The letter must be printed on the Certified Examiner's letterhead, and include the Examiner's credentials, title, address, and telephone number.

and/or

2. Other evidence of prior diagnosis, any modifications, accommodations, or auxiliary aids or services received in a similar testing situation.
3. Other evidence of any modification, accommodation or related aids or services provided under an Individualized Education Program (IEP) under the Individuals with Disabilities Education Act, or any plan describing services pursuant to Section 504 of the Rehabilitation Act of 1973.

Who is considered a Certified Examiner?

A physician, guidance counselor, disability support specialist, social worker, psychiatrist, or other professional qualified to evaluate the disability.

Who can read the exam aloud once the exam accommodation has been approved?

The reader must be someone who is not acting as the Registered Proctor for the exam session. The reader can't be anyone who is related to the examinee, a certificate holder in a ServSuccess Program, a direct supervisor or manager, nor can it be someone that has a vested interest in food protection. The reader of the exam must sign and submit the Reader Guidelines and Non-Disclosure & Confidentiality Agreement form. This form must be submitted along with the Request for Exam Accommodation form.

Note: Readers may not provide cues to the examinee or answer any questions during the administration of the exam. The Exam must be in a proctored environment where the reader is not active as the Exam Proctor. The reader and proctor can't serve both roles.

When should the request for Exam Accommodations be submitted?

It is strongly recommended that the request for exam accommodations be submitted well in advance of the exam date to allow for ServSuccess approval, as well as coordination between the examinee and Exam Proctor.

Can the ServSuccess Exam be taken with an accommodation that has not been approved by ServSuccess?

Under no circumstance should an examinee be allowed to take the ServSuccess exam with an unapproved accommodation. If the requested accommodation has not been approved by ServSuccess, the examinee may either postpone the exam until the accommodation is approved by ServSuccess or take the exam without the requested accommodation.

How will I know if the request for exam accommodation has been approved or denied?

Approval or denial of an exam accommodation will be communicated directly to the examinee and/or Exam Proctor via email or fax number. Examinees are required to provide a valid email address or fax number when submitting a request for exam accommodation or foreign language translation.

The examinee is illiterate or has difficulties with reading comprehension unrelated to a disability. What are the options?

We encourage submission of a completed request for exam accommodation form, along with a statement from an educator, doctor, trainer, school counselor, or other professional who can attest to the examinees difficulties. The statement must be provided by someone who does not represent a conflict of interest. Each request will be considered on an individual basis and processed as a courtesy accommodation.

I still have questions. Who should I contact?

Contact the Accreditation department

By email: ExamSecurity@restaurant.org
Please remember to include *“Exam Accommodation”*
in the subject line

By telephone: 888.291.6462

How To Request Foreign Language Translations *Guidelines and Frequently Asked Questions*

In the event that an exam version is not available in your requested language and you require a translator, you may submit a Request for Foreign Language Translation form.

What are the options if the Exam is not in offered in the examinee's native language?

If the exam is not available in the examinee's native language, the examinee is allowed to use a dictionary with translations from English to their native language during the exam (ex: English to Spanish, English to Arabic, etc.). All dictionaries, whether paper or electronic, must be inspected by the Exam Proctor prior to the start of the exam.

Who can provide translation services during the ServSuccess Exam?

The translator must be someone who is not acting as the Registered Proctor for the exam session. The translator can be anyone who is not related to the examinee, is not a certificate holder in a ServSuccess Program, is not a direct supervisor or manager, nor have any vested interest in food protection. The translator must provide proof of providing translation services in a professional capacity in the form of references or other proof. The translator must sign and submit the Translator Non-Disclosure and Confidentiality Agreement along with the Request for Foreign Language Translation Form

Please Note: Translators/Interpreters may not provide cues to the examinee or answer any questions during the administration of the exam. The Exam must be in a proctored environment where the translator/interpreter is not active as the Exam Proctor. The translator/interpreter and proctor can't serve both roles.

What adaptive technologies are recommended when taking an online ServSuccess Exam?

While ServSuccess does not endorse use of any brand of adaptive technology, we are confident that such programs can be used successfully with an online ServSuccess Exam.

Please note: Google Translate is not a valid option for any ServSuccess Exam.

How will I know if the request for foreign language translation has been approved or denied?

Approval or denial of a foreign language translation request will be communicated directly to the examinee via email or fax. Examinees are required to provide a valid email address or fax number when submitting a request for exam accommodation or foreign language translation.

What happens after the request for foreign language translation is approved?

You must notify your Exam Proctor of your approved foreign language translation in advance so they can prepare for the accommodation.

How long is the approved translation request valid?

The examinee must request a foreign language translation every time they sit for a ServSuccess Exam.

How To Submit an Examinee Comment Form

When to Provide an Examinee Comment Form

- An examinee would like to comment on an exam question because of a typo or error within a question or they wish to provide general feedback

How to Submit an Examinee Comment Form

- The examinee must complete all sections of the Examinee Comment Form indicated by an asterisk (*).

Note: You may not review, copy, or otherwise reproduce the Examinee Comment Form or any of its content. The contents of the form should be considered confidential. Do not use information gleaned from this form to teach to the exam.

- Include the completed form with your completed exam package.
- The form will be reviewed when the exam session is processed for grading.

Section III – Appendices

Appendix A

EXAMINEE TEST USE AGREEMENT

I, THE EXAMINEE, HEREBY CERTIFY THAT I HAVE READ, UNDERSTAND, AND AGREE TO ALL OF THE BELOW TERMS, CONDITIONS, AND OTHER PROVISIONS STATED, AND BY TAKING THIS EXAM, I AM INDICATING MY AGREEMENT TO THE BELOW TERMS AND CONDITIONS:

The content of this ServSuccess® Certification Examination (“Exam”) is the property of the National Restaurant Association Educational Foundation, as licensed to National Restaurant Association Solutions. Both are protected by copyright law, trade secret law, and international agreements.

You are expressly prohibited from copying, recording, downloading, disclosing, publishing, reproducing, or transmitting this Exam, in any form or by any means, for any purpose, without the prior express written permission of National Restaurant Association Solutions.

Cheating is not allowed. Cheating is defined as any action that may provide an unfair advantage over other Examinees or compromise the Exam itself, such as:

- Prior knowledge of test contents
- Viewing or copying other examinees’ answers
- Use of recorded notes or unauthorized aids
- Planning or consulting with other persons regarding the exam by any means

Examinee performances are statistically monitored for evidence of cheating. You are required to report cheating to National Restaurant Association Solutions and/or to your Exam Proctor. National Restaurant Association Solutions has the right to investigate any report or suspicion of cheating.

Penalties for cheating may include, but are not limited to:

- Denial or revocation of certificate without refund
- Refusal for future testing
- Immediate dismissal from the Exam location
- Civil or criminal action
- Declining to score or to cancel the Exam scoring
- Other action that National Restaurant Association Solutions considers appropriate

National Restaurant Association Solutions may notify third parties of penalty actions, with or without prior notice to you. These parties include:

- Educational institutions
- Government, health, and regulatory agencies
- Employers
- Law enforcement agencies

By completing the Exam, you agree that National Restaurant Association Solutions or its designee may release score information to others that it deems reasonably appropriate. These include, but are not limited to: you, the Examinee, Course Instructor and/or Exam Proctor, Employers, Exam Purchaser, Government, health, and regulatory agencies.

If you do not accept the terms of the agreement, please contact customer care by submitting a form on ServSuccess.com/contact-us.

Appendix B

Proctor Checklist: ServSuccess® Certification— Online Exam Administration

Before the Exam Date

- Read, understand, and keep a copy of the *ServSuccess Exam Administration Handbook*.
- Confirm that the physical exam facility meets the requirements provided by the National Restaurant Association.
- Schedule the exam session.
- Confirm that examinees has exam codes.
- Create a seating chart and an *Examinee Exit/Entry log*.

Day of the Exam

- Check and collect each examinee's ID upon arrival to the exam location.
- Have the proctor access code available.
- Notify examinees that pass/fail results will be available immediately. Official scores will be available within one business day.
- Notify examinees that they have only two hours to complete the examination (unless an accommodation has been submitted and approved).
- Instruct examinees how to access the online exam:
 - Create a user ID and password (login)
 - Read through and accept the *Test Use Agreement*
 - Read step 1, review exam instructions
 - Complete the practice exam
- Verify that the examinee's name appears, and not the proctor's name, and that the examinee was logged in before entering the proctor access code and starting the exam.

After Exam Administration

- Enter the proctor access code for each examinee upon completing the exam.
- Return photo IDs to examinees.
- After the last examinee finishes, log into ServSuccess.com and grade the online exam.
 - Results for examinees will be available immediately
 - Certificates will also be available for printing at this time
- Send any exam irregularities, technical issues or otherwise, by submitting a form on ServSuccess.com/contact-us.

Appendix C

Request for Exam Accommodation

This form must be submitted directly to National Restaurant Association Solutions (NRA Solutions) by the examinee or on behalf of the examinee. Please provide the following information and fax this form to 866.665.9570 (toll-free) or to 312.583.9853 (local direct) All examinees will be notified of their approved or denied accommodation status via email. It is the examinee's responsibility to notify their proctor of their approved examination so the proctor can prepare for the accommodation.

Accommodation requested for following delivery method:

(Must select one)

- Print Exam
- Online Exam
- Pearson Vue Testing Center

Section I. Examinee Information

Name

Date of birth

Email address

Daytime telephone number

Section II. Type of Accommodation Requested

(Select all that apply)

- Reader (signed *Reader Non-disclosure & Confidentiality Agreement* must be attached)
- Separate room/alternate exam location
- Extra time
- Scribe
- Sign language interpreter

Section III. Instructor/Proctor/Organization Information

Name of proctor (If known)

Name of sponsoring organization

Date of exam

Section IV. Documentation Guidelines

Documentation must meet the following guidelines in order to be processed:

- Be current (within 3 years if possible)
- State a specific diagnosis
- Include a detailed description of current functional limitations
- Written by a professional qualified for evaluating the disability
- Include the examinee's name, date of birth, and the date of diagnosis or date of last evaluation
- Proof of previous accommodation

Reader Guidelines

As the Reader for the ServSuccess Exam you attest to the following:

- You have no personal relationship with the examinee .
- You will not provide cues to the examinee(s) or answer questions during the administration of the exam.
- You will administer the exam in a separate room, free from distraction .
- You have read and signed the Reader Nondisclosure & Confidentiality Agreement.

Reader Nondisclosure and Confidentiality Agreement

This Reader Nondisclosure and Confidentiality Agreement (hereafter “Agreement”) is made on this date, as listed below, by Reader and between National Restaurant Association Solutions, LLC.

The content reviewed is considered privileged and strictly confidential information. All information will be considered proprietary and confidential information and will be held in strictest confidentiality and by all participants who will be held liable for any breach of this Agreement.

This Agreement shall be governed by, construed in accordance with, and enforced solely in the State of Illinois. Each party agrees any claim or action relating to the Agreement shall be commenced exclusively in an appropriate court in the State of Illinois and each party waives any objection to personal jurisdiction in such court the party may otherwise have.

The parties agree that the Agreement shall be interpreted and enforced according to the State of Illinois. That the Agreement represents the entire Agreement between the parties and supersedes any prior oral or written agreement, understanding or communication on the subject matter. The provisions hereof shall be binding and inure to the benefit of the parties and their successors.

<i>Reader</i>	

By	_____
Signed	_____
Title	Email address
Date	Contact phone
<i>National Restaurant Association Solutions, LLC</i>	

By	_____
Signed	_____
Title	_____

233 S. Wacker Drive, Suite 3600, Chicago, IL 60606-6383
 Live Chat: ServSuccess.com Websites: Restaurant.org | NRAEF.org | ServSuccess.com

Appendix D

Request for Foreign Language Translation

Please fill out all of the information below.

This form will be returned to you to complete in the event of any missing information.

**Start
here**

Examinee Information

Examinee name

Date of birth

Email address

Daytime telephone

Date of exam (if known)

Date sent to National Restaurant Association

Requested specific language

**Continue
here**

Instructor/Proctor/Organization Information

Name of proctor (if known)

Organization name and address

Proctor contact telephone

Proctor email address

Contact telephone (if different from the proctor)

**Please
answer**

Translator Guidelines

- | | Agree | Disagree |
|---|--------------------------|--------------------------|
| • You will administer the exam in a separate room, free from distraction. | <input type="checkbox"/> | <input type="checkbox"/> |
| • You are not a certificate holder or have a vested interest in the ServSuccess program. | <input type="checkbox"/> | <input type="checkbox"/> |
| • You will not provide cues to the examinee(s) or answer questions during the administration of the exam. | <input type="checkbox"/> | <input type="checkbox"/> |
| • You have no personal relationship with the examinee. | <input type="checkbox"/> | <input type="checkbox"/> |
| • You have read and signed the Translator Nondisclosure & Confidentiality Agreement (next page). | <input type="checkbox"/> | <input type="checkbox"/> |
| • You have provided references or other proof verifying your translation experience. | <input type="checkbox"/> | <input type="checkbox"/> |

Continue on next page

Translator Nondisclosure & Confidentiality Agreement

This translator Nondisclosure and Confidentiality Agreement (hereafter “Agreement”) is made on this date, as listed below, by translator and between National Restaurant Association Solutions, LLC.

The content reviewed is considered privileged and strictly confidential information. All information will be considered proprietary and confidential information and will be held in strictest confidentiality and by all participants who will be held liable for any breach of this Agreement.

This Agreement shall be governed by, construed in accordance with, and enforced solely in the State of Illinois. Each party agrees any claim or action relating to the Agreement shall be commenced exclusively in an appropriate court in the State of Illinois and each party waives any objection to personal jurisdiction in such court the party may otherwise have.

The parties agree that this Agreement shall be interpreted and enforced according to the State of Illinois. That the Agreement represents the entire Agreement between the parties and supersedes any prior oral or written agreement, understanding or communication on the subject matter. The provisions hereof shall be binding upon and inure to the benefit of the parties and their successors.



Translator

Translated by _____

Translator signature _____ **Date** _____

Translator title _____

Email address _____ Telephone number _____

INTERNAL USE ONLY - NRA SOLUTIONS

Date request received: _____

Reviewed by: _____

Reviewer title: _____

Reviewer signature: _____

Complete

Incomplete

Approved

Not Approved

Appendix E

Examinee Comment Form

Proctors: Provide this document to examinees who indicate issues with exam questions. Once they have completed this form, include it in your package of returned answer sheets.

NOTE: You may not review, copy, or otherwise reproduce this form or any of its content. The contents of this form should be considered confidential and you are prohibited from sharing it per your signed proctor agreement. Do not use information gleaned from this form to teach to the exam. Should the NRA receive information that this agreement has been breached you will be subject to disciplinary action, including but not limited to revocation of instructor/proctor privileges.

Examinees: If you would like to comment on an exam question because you found a typo or error within a question, or wish to provide general feedback, complete this form and return it to your proctor once you've finished your exam.

Please be aware that you will not receive a response. All comments will be reviewed by our Exam Development Department for validity and to ensure test questions are error-free and accurate.

Your input is greatly appreciated.

Exam Date* Exam Session Number*

Your Name Exam Form Number*

A (*) denotes mandatory fields. You may submit your Examinee Comment Form anonymously.

Note: DO NOT write the entire question on this form. only indicate the exam question number and your comments regarding the question. Forms submitted with complete questions will subject the examinee to disciplinary action, including but not limited to refusal to score their exam.

Question Number

Comments



Question Number

Comments

Question Number

Comments

Question Number

Comments

Question Number

Comments

Question Number

Comments

Question Number

Comments

Check here if you have additional comments and record those comments on the back side of this form.