

# National Registry of Food Safety Professionals International Certified Food Safety Manager (ICFSM)

## Policy Section

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### Where Can I Take the Exam?

The International Certified Food Safety Manager (ICFSM) examination is offered at Pearson VUE Exam Centers. The examination administration is proctored online through computer-based testing at a Pearson VUE computer-based testing (CBT) Centers. Should you wish to take the examination, Pearson VUE network offers Thousands of sites across the globe.

To schedule a reservation at a Pearson VUE site, you will need a credit card or corporate account and go online to [www.pearsonvue.com/nrfsp](http://www.pearsonvue.com/nrfsp) or call Pearson VUE Customer Service at (888) 687-1571. If you have purchased an exam voucher, you will need to bring it with you on the day of the examination.

### What Should I Expect at the Exam Site?

When you arrive at the test site to take the exam, you must show proof of your identity to the Exam Administrator by providing government-issued photo identification. Candidates without an acceptable photo ID will not be permitted to enter the exam area nor will they receive a refund of their exam fees. Candidates should expect a location conducive to taking an exam. If the facility or Pearson VUE Administrator does not provide the right conditions, notify National Registry at (800) 446-0257 or via email at [customer.service@nrfsp.com](mailto:customer.service@nrfsp.com).

Acceptable forms of photo identification include:

- Valid state driver's license
- Current passport
- Current military identification
- Valid state photo identification
- Valid Immigration and Naturalization Service Employment Authorization Document
- Alien Registration Card.

No reference materials or personal electronic devices such as cell phones, personal computers, or programmable calculators will be permitted within the exam area

### Prerequisite Qualifications

Candidates for the ICFSM Program must be of legal age to work in the jurisdiction in which they are employed and possess valid identification. National Registry does not require or endorse any educational or training program for purposes of preparing for or passing the certification examination.

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### Application Status

The decision to accept or reject a candidate application rests with National Registry.

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## **Nondiscrimination Policy**

National Registry of Food safety Professionals is committed to adhering to the principles of fairness and due process throughout its certification program and endorses the principles of equal opportunity. National Registry does not discriminate among applicants to the ICFSM program based on race, religion, sex, national or ethnic origin, marital status, veteran status, age, or disability. National Registry adheres to standards established by the U.S. Equal Employment Opportunity Commission, the Civil Rights Act of 1964, and the Americans with Disabilities Act.

## **Code of Conduct Policy**

National Registry expects its food safety managers to conduct themselves in a manner that reflects well on the ICFSM program and protects the public from foodborne illnesses. The *Code of Conduct* sets forth the behaviors ICFSMs are expected to uphold and abide by. Candidates for the ICFSM program must agree to the terms of the *Code of Conduct* as a condition of applying for the certification, and those who are certified and seeking recertification must agree to continue to uphold and abide by the *Code of Conduct* as a condition of maintaining the credential.

The ICFSM *Code of Conduct* requires certificants to uphold standards of conduct that allow for the proper discharge of their responsibilities to those served, that protect the integrity of the food safety profession, and safeguard the interests and well-being of the public. As a condition of holding and maintaining the ICFSM credential, I agree to:

- Be truthful and accurate in what I say, do, and write.
  - Adhere to the law at all times.
  - Promote and encourage the highest level of food safety within the industry.
  - Not misrepresent nor permit misrepresentation of my qualifications or the qualifications of my associates.
  - Maintain due regard for the environment and for the public safety, health, and well-being.
  - Strive to maintain competence by remaining current with changes in the industry.
  - Understand the certificate, logo, and marks for the ICFSM are the property of National Registry of Food safety Professionals; and I will use such property in an approved manner.
  - Uphold and follow all policies and procedures required by National Registry to remain in good standing.
  - Report to National Registry any pending litigation and resulting resolution related to my work in food safety.
  - Avoid any interest, activity, or influence which may be intended to influence a decision purely for personal gain and not in the interest of public safety.
- Violations of the Code of Conduct will be considered grounds for sanctions, including censure, suspension, and/or revocation of the ICFSM credential.

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## ICFSM Non-Disclosure agreement

The ICFSM exam is confidential and it is protected by trade secret law. It is made available to you, the examinee, solely for the purpose of assessing qualifications. You are expressly prohibited from disclosing, publishing, reproducing or transmitting this exam, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of National Registry of Food Safety Professionals.

## Candidate Consent Form

Before the exam begins, you must read the *Candidate Consent form* and sign that you have read and understood the terms. By taking the examination, you are agreeing and understand that National Registry may report passing status and verification of your certificate number to local health departments and your current or new employer upon request of such information. You are also agreeing to have correspondence sent to you that applies to your certification.

### **I agree to follow the National Registry examination administration rules.**

1. I understand the Pearson Vue Administrators may stop me from entering the testing area if I do not have proper photo ID.
2. I understand the Pearson Vue Administrators at my exam site may take any reasonable actions necessary to properly administer the exam and keep the exam site secure.
3. I understand the Pearson Vue Administrators may reassign my seat before or during the examination.
4. I will not communicate with other examinees in any way.
5. I may take the examination only for the purpose of becoming an ICFSM.
6. I will not take any examination materials from the exam site.
7. I will not copy any examination materials.
8. I will not give examination questions or answers to others.

I hereby acknowledge and consent to the confiscation by the Exam Administrator of any external device capable of recording sound or written material which is found in my possession during the administration of the National Registry ICFSM exam. I agree that such a device may be sent to National Registry for review. Should National Registry identify any test-related item(s) on the device, National Registry may remove such material before returning it to me, or relinquish such device to a law enforcement agency for prosecution. Should no exam related item(s) be found, National Registry agrees to return the device to me once its review is complete or within 30 days from the date of the exam, whichever is sooner.

I hereby indemnify and hold harmless National Registry for any claims I may have (excepting gross negligence and intentional misconduct) relating to the confiscation of such external device taken under the conditions above described.

I understand that if I do not follow the above rules that National Registry may subject me to penalties including (but not limited to) the following: canceling my examination score (with no refund or credit for any future examination), denying scoring of my examination, revoking my certification, or legal proceedings against me to recover costs associated with lost exam questions.

I certify that all of the information provided is true and accurate to the best of my knowledge. If I become certified and wish to continue being certified as an ICFSM, I understand that I must retake and pass the examination at least one time every five years or more frequently as the law in my location or my employer may require.

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## Taking the Exam

- You have two hours to complete the exam.
- Listen to and read all instructions carefully.
- Take your time reading the questions. If you have a problem with a question, mark it and come back to it later.
- Answer ALL questions; there is no penalty for guessing.
- Pearson VUE Administrators cannot answer questions regarding the examination. If you think a question has a mistake or is unclear, use the Candidate Comment Form provided.
- No reference materials, books, papers or personal electronic devices such as cell phones, personal computers, or programmable calculators will be permitted within the exam area.
- No talking or other communication is permitted during the exam. Examinees shall not copy examination materials, provide answers to others, use materials not allowed in the exam room, or in any way cheat on an examination.
- No smoking, drinking, or eating is permitted in the exam area.
- No moving about the room or other behavior distracting to other candidates is permitted.
- One candidate at a time will be permitted to leave the exam area to use the restroom or for emergencies.

**Behavior that violates these rules may result in your examination being invalidated or your removal from the exam site. Candidates engaging in the following behavior and or activities will be asked to leave the exam location and may not be allowed to complete the examination:**

- Suspected cheating
- Identification does not match candidate name provided on the application
- Disruptive behavior at the exam site
- Use of electronic devices during the exam
- Other behaviors or circumstances as determined by the Exam Administrator to compromise exam security and/ or exam integrity

## Indeterminate Scores

National Registry may subject candidates suspected of cheating or committing other candidate testing improprieties with penalties including, but not limited to, the following:

- Canceling his/her examination score and requiring retesting
- Canceling his/her examination score with no refund or credit for any future exam
- Denying scoring of his/her exam
- Revoking his/her certification
- Legal proceedings to recover costs associated with lost exam questions

# National Registry of Food Safety Professionals International Certified Food Safety Manager (ICFSM)

## Obtaining My Score

Pearson VUE provides candidates with an unofficial score report and the exam results are sent to National Registry for official scoring. The exam results are then sent to you. If you passed the exam, you will receive your certification. You will be given credit for all correct answers. A Diagnostic Score Report will be mailed to failing candidates no later than two weeks after the exam date. If you successfully pass the exam, a certificate and wallet card will be sent to you within two weeks of your exam date. Your certification will not be official until National Registry issues your certificate.

If you have questions about your score, you may write a letter or email National Registry. Please include your name, address, phone number, exam date and location.

Contact information:

National Registry of Food Safety Professionals  
7680 Universal Blvd., Suite 550  
Orlando, Florida 32819  
Customer Service Department at (800)-446-0257  
customer.service@nrfsp.com.

## Retaking the Exam

Candidates failing the examination must submit a new application and pay the current examination fee in order to retake the examination. Candidates have up to three attempts to pass the certification exam. Candidates who are not successful by the third attempt must wait 90 days before reapplying to retake the exam. Carefully review your Diagnostic Score Report and study any problem areas.

## Certificate and Wallet Card

A certificate and a wallet card will be issued to passing candidates within two weeks of the examination date. All certificates will contain:

- Your name and address
- Certificate number
- Name of certification organization
- Scope of certification
- Effective date
- Expiration date

**The wallet card will contain:**

- Your name
- Certificate number
- Expiration date

# National Registry of Food Safety Professionals International Certified Food Safety Manager (ICFSM)

## **Appeal of a Failing Score**

Candidates failing the examination may appeal the decision on certification. Upon written request, National Registry will rescore the examination. Rescores will be completed within ten business days from the receipt of the request. Candidates are responsible for paying the costs to rescore the exam. All requests for a rescore must be in writing and received no later than 30 days from the date of the exam.

## **Certification Marks**

The trademarks “International Certified Food Safety Manager,” “National Registry of Food Safety Professionals,” “National Registry,” and the abbreviations relating thereto are the exclusive property of National Registry of Food Safety Professionals and it has the sole right to control the use of these marks. However, with continued certification and compliance with National Registry’s standards, policies, and procedures as they may be amended from time to time, you may use these marks to identify yourself as an ICFSM, including:

- Displaying the certificate awarded to you
- Stating that you are an “International Certified Food Safety Manager”
- Using the ICFSM marks on business cards and letterhead

Should you wish to use these marks in other ways, such as on advertising or promotional materials, you must obtain written approval for each use from National Registry.

## **Monitoring and Enforcing Appropriate Use of Certificates**

You may not reproduce certificates or wallet cards, alter certificates or wallet cards, or otherwise misrepresent the information contained on the original document. National Registry reserves the right to require the removal or cessation of use of National Registry marks from any location it determines does not comply with its guidelines. Evidence of involvement in the above activities will be grounds for revocation or other disciplinary sanction. National Registry reserves the right to take legal action and/or other corrective measures to ensure the appropriate use of the logo and marks.

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## **International Certified Food Safety Manager Disciplinary Policy**

National Registry has adopted an ICFSM *Disciplinary Policy*. A copy of this *Code of Conduct* is listed on page 10 of the Candidate Information Bulletin. In addition to passing National Registry's examination, candidates must adhere to the requirements contained in this *Disciplinary Policy* in order to become and remain an ICFSM. To be eligible for certification and continued certification, an individual must continuously comply with all of National Registry's standards, policies, and procedures. Actions that constitute a violation of the ICFSM *Disciplinary Policy* include, but are not limited to: cheating on an examination, providing false information, misrepresenting certification status, misusing property of National Registry, and being subject to any regulatory, criminal, or civil action related to public health and/or food safety.

Persons concerned about a possible violation of the *Disciplinary Policy* are asked to inform National Registry in writing. Alleged violations are first referred to the Compliance Manager and then to an Appeals Panel if review is warranted. If good cause is found to further pursue the alleged violation, a hearing will be held before the Appeals Panel. The individual will have the opportunity to present a defense. The Appeals Panel will determine the appropriate sanctions to be imposed, if any. National Registry may deny, revoke, or otherwise act upon an individual's certification. The individual may appeal an unfavorable decision; otherwise, the Appeals Panel decision will be final. If eligibility or certification is denied or revoked, an individual cannot be reconsidered for a period of at least three years. In the event that an alleged violation constitutes an imminent threat to the public, this procedure may be accelerated.

## **Procedures for Investigating Complaints Filed Against Individuals Holding the International Certified Food Safety Manager Credential**

Any individual may file a complaint against an individual holding the ICFSM Credential. The following procedures describe the steps to be taken when complaints are presented. By publishing this procedure, National Registry does not expect, invite, solicit, or encourage complaints. The use of these procedures is for the sole purpose of protecting the reputation of the ICFSM certification program and assuring a fair investigation of complaints. All complaints, therefore, must stipulate an alleged violation of the ICFSM Code of Conduct. Only complaints that follow the published procedures of National Registry will be considered.

# National Registry of Food Safety Professionals International Certified Food Safety Manager (ICFSM)

## **Filing a Complaint:**

- Complaints will be accepted only from those who claim to be harmed by the alleged behavior.
- All complaints must be in writing and signed by the complainant(s), and only information submitted in writing and signed will be considered.
- Complaints and supporting evidence must show a violation of the ICFSM Code of Conduct.
- At a minimum, the complaint should specify the respondent, the alleged inappropriate behavior referencing the specific section of the Code of Conduct allegedly violated, the standing of the complainant, and any collaborating evidence.

**All charges of violations of the Code shall be addressed to the Compliance Department, National Registry of Food Safety Professionals, 7680 Universal Blvd. Suite 550, Orlando, Florida 32819. Complaints shall then be forwarded to the Compliance Director of National Registry. Charges must be made in writing and must include the following information:**

- Name of the accused certificant and his or her address, if known
- Name of the accuser, address, telephone, and email contact information
- Description of the allegations and any documentary evidence relating to the alleged violation
- List of Codes allegedly violated
- Signature of the complainant