ServSafe International™ Exam Administration Handbook

About This Handbook

This handbook will guide you through the administration of the ServSafe International™ Food Safety Exam (Exam) and help you understand your role and responsibilities as a registered ServSafe International™ Instructor and/or Exam Proctor. It outlines the policies and procedures for successful exam administration.

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

Your role in administering this exam is to ensure the highest degree of integrity for the entire testing process which will allow examinees to perform to their maximum level of capability.

This handbook, along with the documents referenced within it, are available on ServSafeInternational.com.

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Section I—Policies

About the ServSafe International™ Food Safety Exam

The exam is designed to test an examinee's understanding of food safety. It is a copyrighted exam and 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.

Exams may vary on the number of multiple choice questions. The Canadian ServSafe exam contains 50 multiple choice questions, other ServSafe International exams contain 80 to 90 multiple choice questions. The minimum passing score for the ServSafe Canadian exam is 70%, all other ServSafe International exams have a minimum passing score of 75%.

It is to the student's advantage to answer every question, even if they have to guess.

The exam will take approximately 60 to 90 minutes to complete.

Exam Security

Definition and Responsibility

Exam security—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
- Subject Matter Experts
- Vendors (printing, 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

ServSafe International™ Instructor and/or Exam Proctors are required to follow these policies and procedures:

- Follow the exam 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 exam administration.
- Maintain exam security by reporting security breaches, and cooperating with any security-related inquiries.
- Ensure the integrity of the exam by *not* doing the following practices:
  - Reviewing, discussing, publishing or keeping any ServSafe International™ Food Safety Exam creating an answer key or sharing any information including actual exam questions/answers with anyone at any time, especially examinees.
  - Administering the exam to yourself or to anyone who might pose a conflict of interest (e.g., a relative) or an exam security risk.
  - Construct answer keys for your own use, grade exams yourself, or make copies of the answer portion of the *Exam Answer Sheet.*
  - Use information from an Exam to teach a course. Exams are for examinee testing use only!
  - Falsifying or tampering with *Exam Answer Sheets,* Exam Booklets, score results or certificates.
- Ensure there is one registered proctor per every 25 examinees and/or per exam room (in the event where more than one exam room is needed).
- Identify each examinee accurately to prevent a situation where someone may attempt to take the exam on someone else's behalf.
- Maintain documentation on the conformance of the exam location to National Restaurant Association standards.
- Conduct exam administrations in accordance with all requirements set by local regulatory authorities.
- Treat all examinees in a fair and equitable manner.
- Train/supervise assistant exam proctor(s) and assure their availability in the event that the primary exam proctor must leave the exam room for any reason. An instructor or proctor must be present during the exam administration process at all times.

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

- testing more than 25 examinees.
- there is more than one exam room.
- the primary exam proctor leaves the exam room for any reason.

Examinee Test Use Agreement

In order to take the exam and/or receive a certificate, examinees are required to read and agree to the conditions set forth by the *Examinee Test Use Agreement* on the cover of their Exam Booklet or at the beginning of 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 National Restaurant Association Solutions (NRA), and the examinee concerning certain responsibilities of the NRA and the examinee. 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 returning the exam booklet with an unbroken seal to the proctor or by selecting "I Don't Accept." A *Test Use Agreement Refund Form* must be submitted in order to receive a full refund, through NRA. This form must be submitted along with the examinee's unused *Exam Answer Sheet* or the unused Exam Access Code. The proctor must note the Exam Session Number on the answer sheet and sign it or sign the *Test Use Agreement Refund Form* for the online exam.

Security Violations

Any incident perceived to damage the security of the exam will be investigated by the National Restaurant 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 exam 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 National Restaurant Association has the right to suspend exam session scoring, as well as Exam Proctor and Course Instructor privileges. Exam Proctors, Course Instructors, Exam Session Sponsors and examinees who are notified of an investigation are expected to expediently and honestly cooperate with all requests for information.

The National Restaurant Association reserves the right to revoke an examinee's certificate based on any action that compromises the validity, reliability, security or integrity of NRA Certification Exam programs. The National Restaurant Association reserves the right to conduct announced or unannounced audits of ServSafe International™ Exam sessions and exam administrations. The National Restaurant Association has the right to issue warnings, probation, or revoke instructor and/or proctor privileges based upon the outcome of an investigation and/or at will.

Appeals Policy

Any examinee who is denied eligibility to sit for the exam, is denied accommodation, failed the exam, had the exam terminated due to cheating, has had a certificate revoked, believes there is an error with a question in the exam, or any instructor or 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 National Restaurant Association will review and render a decision within 30 days of receipt of the form. This decision is final.

The Exam Security Department and Practices

The Exam Security 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 exam. The Exam Security Department is available to assist you with any issues you feel may threaten the security or integrity of the exam.

Data Forensics

The Exam Security Department regularly analyzes data collected from exams, looking for any irregularities that may indicate an issue with exam security, exam fraud or cheating. Exam data is also used to ensure exam policies are being adhered to.

Audits

An audit (announced or unannounced) may be scheduled by the Exam Security Department at any time. Audits are used to ensure that exam security standards are being met and evaluate the overall performance of an instructor, proctor, or sponsor organization in relation to exam administration practices.

Once the results have been reviewed and the audit is complete, the National Restaurant Association will share its findings with the instructor, proctor, or sponsor organization. These will be used to improve any areas of difficulty or help maintain any areas of strength.

Exam Location Standards

Locations must conform to all local legal requirements for safety, health, and accessibility for all qualified candidates. 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, the Exam Booklets or online exam 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 and certificate upon exam completion.
- Location is private to proctor and examinees only during exam administration.

Visibility

The following information (available on the *Exam Information Form*) must be posted in a visible area of the exam location: Exam Session Number, language of the exam (if applicable), and information about obtaining scores—"To obtain exam session score information please provide your email address, note the Exam Session Number and keep this number for your reference. This Exam Session Number will allow you to log on to ServSafeInternational.com to check exam results."

Have Available

This handbook on your exam date for easy reference.

Not Allowed

- No charts, posters, or other materials that might be sources for exam answers.
- These items are prohibited at the exam location: 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 exam administration and placed in a location that will not allow their use during testing and remain 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 at least 10 business days prior to the exam date in order to obtain approval from the National Restaurant Association and to prepare for the accommodation. If, at the time of the exam, an examinee requests an accommodation that has not been pre-approved by the National Restaurant Association, the examinee can either postpone the exam to another date OR take the exam without the requested accommodation.

Examinees with Disabilities

The National Restaurant Association provides reasonable accommodations to individuals with disabilities. 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 the language in which an exam is being administered, is permitted to hire and pay for a qualified interpreter to assist the proctor in administering the exam. The interpreter needs to be fluent in both the language in which the exam is being administered 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 Exam Accommodation Form* 10 business days 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 may use a print, bilingual, English-native language dictionary (e.g., English-Spanish) during the exam. Report the use of a dictionary in the "Irregularities" section of the *Exam Information Form* or on the Irregularity Report for online exams, and inspect the dictionary when the examinee checks in for exam-related notes. Electronic dictionaries and standard reference dictionaries are not allowed.

Literacy Deficiencies

Examinees with literacy deficiencies may apply for a special accommodation by completing the *Request for Exam Accommodation Form* and submitting it with an official report to NRA at least 10 business days prior to the scheduled exam date. If the request is denied, an *Appeal Request Form* can be submitted within 30 days of the denial.

Exam Irregularities

If any of the unusual occurrences described in this section occur during the exam, note them in the Irregularity Section of the *Exam Information Form* or on an Irregularity Report for online exams. If you encounter an unusual occurrence not listed here, please email ServSafeInternational@restaurant.org. Please allow 3 business days for a response.

Time Allowances

Exam materials should be collected after two hours from the start of the exam. As the proctor, you may grant additional time and make a note of additional time granted in the Irregularity Section of the *Exam Information Form*, or by submitting an Irregularity Report for online exams.

Cheating

If you are certain beyond a reasonable doubt that someone is cheating, you must notify the examinee(s) that they must stop the exam immediately, and collect their exam materials. Inform them that they will not receive a score and that they must collect their personal belongings (including their photo ID) and leave the exam location quietly.

Collect the exam materials and write "VOID" in very large letters (preferably in black marker) across the examinee's *Exam Answer Sheet.* Securely destroy the exam, using a shredder or document destruction service. Provide as much information as possible on the incident, in the Irregularity Section of your *Exam Information Form.*

Emergencies

Print Exam If an emergency occurs during testing (events over which you have no control—e.g., fire alarm, flood, storm, power failure, etc.) that prevents examinees from completing the exam, take appropriate measures to maintain security during the event.

When possible, the instructor or proctor should return to the exam location to ensure it still meets the standards for exam administration. If the location is deemed suitable and the instructor or proctor feels exam security was maintained, the examinees should return and continue with their exam.

Online Exam If an emergency occurs during testing (events over which you have no control—e.g., fire alarm, flood, storm, power failure, etc.) 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.

When possible, the instructor or proctor should return to the exam location to ensure it still meets the standards for exam administration. If the location is deemed suitable and the instructor or proctor feels exam security was maintained, the examinees should return and continue with their exam. You will resume it following the same process used to initially in the beginning of the session.

Illness

If an examinee becomes ill during the exam, and must leave the exam location, they will not be allowed to return and a retest will need to be scheduled for another time. They will be eligible for a refund, through NRA, for their *Exam Answer Sheet* or Online Exam Voucher.

Print Exam If an examinee becomes ill during the exam, collect the examinee's exam materials, return his/her ID and personal belongings. Document this incident as an irregularity.

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

Intentional or Unintentional Disclosure of Exam Items

Please note any instances which result in the disclosure of exam items, by the examinee or proctor, on your *Exam Information Form* or by submitting an Irregularity Report for online exams.

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/exitlog when they leave, and signs back in upon their return. If they are gone for an extended period of time, record the incident as an irregularity.

Print Exam Collect the exam material before the individual leaves; return the same materials upon the person's return.

Online Exam Examinees should close the browser before leaving the room. Upon return, take them back to the "Welcome Examinee" screen and have them re-enter their Exam Access Code. You will then need to re-enter the Proctor Session Code. Anything answered previously has been recorded; examinees can proceed to the question where they stopped.

Testing Policies and Recertification

Retest Policy

An examinee may retest up to 3 times, within a 90-day period.

Not passing the exam is the only legitimate reason to retake the exam. If it is found that an individual has retaken the exam after passing, their scores will be invalidated and they may be suspended from taking the exam for up to a year.

Examinee Recertification

If an examinee needs to recertify due to certificate expiration (five years), regulatory requirements, or company requirements, follow the recertification requirements provided by your local regulatory authority or company. We recommend a review of the most current course material prior to retaking the exam.

National Restaurant Association Contact Information

If you have any questions related to the administration of any ServSafe International Exam, we can assist you prior to, on, or following your exam date. When contacting us, please have your name and Exam Session Sponsor information available.

You can contact the National Restaurant Association by any of the methods below.

Website: **ServSafeInternational.com**

Email: National Restaurant Association: **ServSafeInternational@restaurant.org**

Section II—Procedures

The following section is made up of help documents which detail the step-by-step procedures involved in preparing for and managing your ServSafe International™ Food Safety Exam.

Schedule and Administer Print Exams

To Schedule a Print Exam

- ❏ Login to ServSafeInternational.com.
- ❏ Select **"Order/Print Exam."**
- ❏ Select **"Create Exam Session."**
- ❏ Read the Select **"I accept."**
- ❏ Select the **"Print Exam"** format.
- ❏ Complete all fields under the **"Print Exam Schedule Form."** If your organization does not appear under the "Select One" option you must search for your company by selecting the blue **"Organization"** hyperlink, if your organization is not listed please email the National Restaurant Association at ServSafeInternational@restaurant.org.
- ❏ Once all fields are completed select **"Save."**
- ❏ You will receive your **Exam Session Number** along with instructions for printing your exams on the screen.

Printing Your Exam

Once you have received the confirmation e-mail, please follow the instructions below to print the *Exam Information Form* and your Exam Booklets.

- ❏ Disable browser popup blocker.
- ❏ Select **"Print Exam Information Form."**
- ❏ Once you have printed the *Exam Information Form,* print one copy of the exam in each language or country specific version you have selected. Make enough copies of each language orcountry specific version to supply all examinees with the appropriate exam.

Setting Up Exam Location

- ❏ Ensure exam location standards are being met as detailed in the *ServSafe International Exam Administration Handbook.*
- ❏ There must be one instructor/proctor per every 25 examinees.
- ❏ Create and keep a seating chart for the exam date. Examinees may not select their own seats.
- ❏ Post the Exam Session Number, Exam Form Number, and notify examinees that results are typically available within three business days after the exams have been received by the Association for grading.
- ❏ Examinees must have the Exam Session Number and create, or enter, an existing user ID and password to view score results and to print certificates from the website.

Examinee Check In

- ❏ As you check in each examinee, request a photo ID with signature (e.g., driver's license, government ID, student ID, military ID, employee ID, or valid passport) Note: Photo ID is collected to ensure the return of all exam materials. This is a security measure meant to prevent the loss of exam materials and to maintain exam integrity.
- ❏ Assign each examinee to a seat.
- ❏ Close the exam site, and have examinees clear their immediate area of everything but their answer sheet.
- ❏ Instruct examinees how to complete their answer sheets using the "Completing and Reviewing Answer Sheets" instructions sent with Exam Booklets or available in the "Help" section at ServSafeInternational.com.

Distributing Exams

❑ Exam Booklets should be handed to seated examinees one at a time. Do not allow examinees to pass exams to one another.

❑ Inform examinees that they are not to open the exam until told to do so and that they must read and agree to the Examinee Test Use Agreement.

❑ If an examinee does NOT agree, they must return their exam to the proctor.

❑ Once everyone has read and agreed to the Examinee Test Use Agreement, if there are no questions, they may begin the exam.

Monitoring the Exam

❑ Without disturbing examinees, take frequent walks around the exam location to observe for cheating and to ensure directions are being followed.

Collecting Exams and Answer Sheets

❑ Examinees must approach the proctor one at a time to turn in exam and properly completed answer sheet. Note: You may not alter, erase, or correct an examinee's *Exam Answer Sheet* yourself, as this is considered tampering, which is a security violation.

❑ After the exam and answer sheet have been received, mark the examinees name on the seating chart and return their photo ID.

Note: You must ensure that no one looks at the exam materials after they have been collected. Place the collected materials away from examinees leaving the room and those still taking the exam, but still within your sight. Also, at no time should completed *Exam Answer Sheets* be placed inside an exam. Only examinee *Exam Answer Sheets* should be submitted to National Restaurant Association for grading along with the *Exam Information Form.*

Returning Exams

❑ After all exam materials have been collected and all examinees have left the room, count the number of used answer sheets. Record this number on the *Exam Information Form.*

❑ Securely destroy all exams.

❑ Complete the *Exam Information Form,* and make a copy of this form for your files.

❑ Keep *Exam Answer Sheets* in secure place until ready to ship to National Restaurant Association.

❑ Send all *Exam Answer Sheets* and *Exam Information Form,* in secure tamper-resistant packaging.

❑ Ship the package to the Association's Service Center within two business days of the exam date. Please use only in–route traceable mail carriers.

Mail Exams to: National Restaurant Association
        Attn: Service Center Department
        175 W. Jackson Blvd., Suite 1500
        Chicago, IL 60402-2814
        USA

Schedule and Administer Online Exams

■ To administer the ServSafe International™ Food Safety Exam you must be registered as a ServSafe International™ Instructor and/or Exam Proctor and have a user ID and password. See the "To Become a ServSafe International™ Instructor and/or Exam Proctor" document for further information.

■ For complete instructions on the exam administration process please refer to the *ServSafe International™ Exam Administration Handbook.*

To Schedule Your Online Exam

❑ Login to ServSafeInternational.com.

❑ Select **"Schedule Online Exam."**

❑ Select **"Create Exam Session."**

❑ Read the *Proctor Agreement Form.* Select **"I accept."**

❑ Select the online exam format.

❑ Select a **Language or Country Specific Version** from the dropdown menu.

❑ Complete all fields under the **"Online Exam Schedule Form."** If your organization does not appear under the **"Select One"** option you must search for your company by selecting the blue **"Organization"** hyperlink, if your organization is not listed please email the National Restaurant Association at ServSafeInternational@restaurant.org.

❑ Once all fields are completed select **"Save."**

❑ You will receive an Exam Session Number, please print this screen or copy this number for future reference.

❑ You will receive your Exam Session Number along with your **Proctor Session Code,** via e-mail if a valid e-mail address is on file. Once you have this information, you may begin conducting your exam at any time.

Exam Location Requirements

❑ Ensure a computer with Internet access, mouse and keyboard is available for every examinee.

❑ Review the *ServSafe International™ Exam Administration Handbook,* to ensure exam location standards are being met.

Examinee Check In

❑ As you check in each examinee, request a photo ID with signature (e.g., driver's license, government ID, student ID, military ID, employee ID, or valid passport) Note: Photo ID is collected to ensure the security of all exam materials.

❑ Assign each examinee to a seat and arrange seating so that examinees can not view other examinee's screens.

❑ Close the exam site, and have examinees clear their immediate area of personal belongings.

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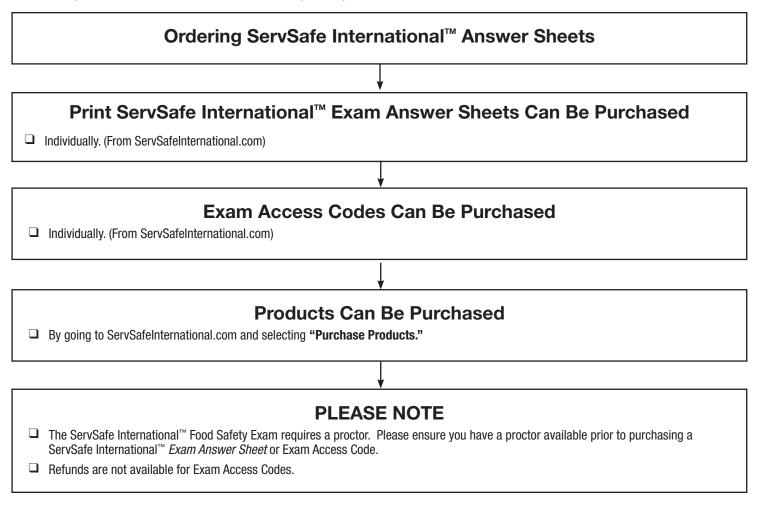

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To Administer an Online Exam

❑ Examinee(s) login to ServSafeInternational.com . (Instructor/Exam Proctor should not be logged in on the examinees computer at this time).

❑ Select **"Take Online Exam"** under **"Students"** heading on the homepage.

❑ Examinee selects an exam language or country specific version from the dropdown menu.

❑ Have examinee(s) complete Steps 1-3.

❑ Have examinee(s) enter their Exam Access Code and select **"Continue."**

❑ Instruct the examinee(s) to read the Examinee Test Use Agreement and select **"I Accept."**

❑ Examinee then verifies or updates **"Personal Information"** section of the Exam Registration Form. Proctor enters the Proctor Session Code for the appropriate exam needed which will allow access to the Exam.

Monitoring the Exam

❑ Without disturbing examinees, take frequent walks around the Exam location to observe for cheating and to ensure directions are being followed.

To Complete an Online Exam

❑ When the examinee completes the exam, the proctor enters the Proctor Session Code, and then selects **"Finish."** Pass/fail results are given immediately.

❑ Upon completion of the exam, examinee(s) will be able to view their scores and print their certificate.

Ordering ServSafe International™ Exam Answer Sheets and Exam Access Codes

- To administer the ServSafe International™ Food Safety Exam you must be registered as a ServSafe International™ instructor or proctor.

- For complete instructions on the exam administration process please refer to the *ServSafe International™ Exam Administration Handbook.*

Ordering ServSafe International™ Answer Sheets

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Print ServSafe International™ Exam Answer Sheets Can Be Purchased

❑ Individually. (From ServSafeInternational.com)

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Exam Access Codes Can Be Purchased

❑ Individually. (From ServSafeInternational.com)

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Products Can Be Purchased

❑ By going to ServSafeInternational.com and selecting **"Purchase Products."**

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PLEASE NOTE

❑ The ServSafe International™ Food Safety Exam requires a proctor. Please ensure you have a proctor available prior to purchasing a ServSafe International™ *Exam Answer Sheet* or Exam Access Code.

❑ Refunds are not available for Exam Access Codes.

ServSafe International™ Instructor and Proctor Registration Process

ServSafe International™ Instructor and Proctor Registration Process

❑ Go to ServSafeInternational.com. Select **"Become an Instructor/Exam Proctor."**

❑ Choose a role.

❑ You must be at least 19 years of age to proctor exams.

❑ If you decide to teach the ServSafe International™ course and administer the exam, complete the **"ServSafe International™ Instructor and Proctor Application"** and agree to the Performance Agreement.

- or -

❑ If you decide only to administer the exam, complete the **"ServSafe International™ Proctor Application"** and sign the Performance Agreement.

How to Submit Your Application

❑ Email your application to ServSafeInternational@restaurant.org. Please include the words "International Application" and your country in the subject line.

Get Your Exam Score

ServSafe International™ Online Options to View Exam Score

- ❑ Exam scores are available immediately at the end of your online exam.
- ❑ All examinees who provide a valid email address will be sent an email with a link to view their exam score, when it is available.
- ❑ Go to ServSafeInternational.com. Select **"View Exam Scores"** and login.

View Exam Scores

- ❑ You can also search for your score by Exam Session Number, certificate number or exam date, in the appropriate space provided. Select **"Find Record."**

Requesting an Exam Accommodation

When to Request an Exam Accommodation

❑ To request a change in exam administration procedures for examinees with special needs.

-or-

❑ An examinee requires an interpreter in order to take the exam.

How to Obtain an Exam Accommodation Request Form

❑ Go to ServSafeInternational.com. Select **"Forms."**

❑ Select the **"Exam Accommodation"** to download or print the *Request for Exam Accommodation.*

Information Needed to Submit a Exam Accommodation Request Form

Examinee requests for exam accommodations must be submitted by the Exam Session Sponsor or instructor/proctor, on behalf of the examinee, at least 10 business days prior to the exam date.

Provide the following information:

❑ Examinee name, telephone/email address and description of disability that qualifies for an accommodation.

❑ Proctor name, proctor number, company name and address, date of exam, telephone number and email address.

❑ Description and documentation of disability and type of accommodation needed.

❑ Credentials of the interpreter on letterhead, with a copy of their business card.

How to Submit the Exam Accommodation Request Form

❑ Email your request to ServSafeInternational@restaurant.org.

❑ Requests are processed within five business days of receipt.

❑ The instructor/proctor will be contacted directly by email (if provided) with approval or denial of the request.

Submitting an Appeal Request Form

When to Submit an Appeal Request Form

❑ Any examinee who is denied eligibility to sit for the exam, is denied accommodation, failed the exam, had the exam terminated due to cheating, has had a certificate revoked, believes there is an error with a question in the exam, or any instructor or 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 National Restaurant Association will review and render a decision within 30 days of receipt of the form. This decision is final.

How to Submit an Appeal Request Form

❑ Go to ServSafeInternational.com. Select **"Forms."**

❑ Select **"Appeal Request Form"** to download or print the *Appeal Request Form.*

❑ Complete your request and email ServSafeInternational@restaurant.org.

Submitting an Irregularity Report for Online
ServSafe International™ Exams

When to Submit an Irregularity Report

Note: It is not necessary to submit an Irregularity Report if no irregularities occurred.

❑ An examinee experiences any type of technical difficulty while taking the exam.

❑ Exam administration rules as outlined in the *ServSafe International™ Exam Administration Handbook* were not followed or a situation not covered in the handbook occurs.

How to Submit an Irregularity Report

❑ Send an email to ServSafeInternational@restaurant.org.

❑ You must include the Exam Session Number and the words **"Irregularity Report"** in the subject line.

Information to be Included with an Irregularity Report

❑ Instructor/proctor user name and password, Exam Session Number, examinee name, exam access code, and the contact email address for the instructor.

❑ The specific reason for submitting the Irregularity Report. If it's related to a technical error, 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 you took to resolve the irregularity (if applicable).

Irregularity Report Resolution

❑ A ServSafe International representative will contact the instructor/proctor within three business days, via email (if provided).

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INTERNATIONAL

Submitting an Answer Sheet Review Form

When to Submit an Answer Sheet Review Form

❑ There is an error on the certificate (misspelled name).

❑ You believe an exam score is inaccurate or are missing an exam score for an examinee (these requests must be submitted by the instructor/proctor of the exam).

❑ *Answer Sheet Review Forms* must be submitted within 30 days of receiving the exam score.

Information Needed to Submit an Answer Sheet Review Form

❑ Proctor name

❑ Examinee name

❑ Exam date

❑ Exam Session Number

How to Submit an Answer Sheet Review Form

❑ Go to ServSafeInternational.com. Select **"Forms."**

❑ Select the **"Answer Sheet Review Form"** to download or print the *Answer Sheet Review Form.*

❑ Complete the form (as indicated above) then fax to +1.312.583.9841 or 866-665-9570 in the US, or email to ServSafeInternational@restaurant.org.

❑ Requests are processed within five business days of receipt and an email will be sent with the results of the request.