

# Food Managers Certification Candidate's Manual



Certified Food Protection Manager Examination Certification  
Developed and Electronically Administered  
By EduClasses® dba Food Managers Certification  
for the Food Managers Certification Program  
[www.FoodManagersCertification.com](http://www.FoodManagersCertification.com)



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## Table of Contents

	Page
Introduction	3
ANSI National Accreditation Board (ANAB) Certified Food Protection Manager (CFPM) Program	3
Benefits of the Certified Food Protection Manager (CFPM) Program	3
The Certified Food Protection Manager Examination	3
Commitment to Equal Opportunity	4
Eligibility	4
The Examination & Online Application	4
Suggestions on How to Prepare for the Examination	4
Where to Take the Examination	5
Registration Requirements	5
Online Application	5
Candidate's Code of Conduct and Consent Policy	5
Candidate Code of Conduct	5
Candidate Examination Consent	6
Scheduling the Examination	8
What to bring to the Exam Site	8
Exam Site Check-In	8
Taking the Examination	9
Examination Content and the Types of Questions on the Exam	9
Special Examination Accommodations	9
Scoring & Indeterminate Scores	10
Candidate Survey	11
Retaking the Examination	11
Recertification of Food Managers	11
Certification Verification	12
Replacement Certification	12
Disciplinary Policy for Certified Food Managers	12
Privacy Policy	13
Candidate Dispute Process	15
Breaches in Security and Reporting Procedures	15

## Introduction

This Certified Food Protection Manager exam certification program, Food Managers Certification (FMC), is accredited through the ANSI National Accreditation Board Conference for Food Protection (ANAB-CFP).

Our FMC Certified Food Protection Manager (CFPM) Certification Exam ensures that a candidate that successfully completes the examination and receives a certification, as identified by passing the exam, that they are capable of identifying the proper food safety measures, applicable regulations, and techniques to maintain food safety in their surrounding environment. They will be able to recognize food safety concerns and implement appropriate corrective and preventative action, if, and when necessary.

## ANSI National Accreditation Board (ANAB-CFP) Certified Food Protection Manager Program

This CFPM Certification Program is accredited by the ANSI National Accreditation Board (ANAB-CFP). Our site is listed under the Accredited Certificate Bodies section of the ANSI National Accreditation Board Certified Food Manager Program – Food Establishments Group, which can be viewed by visiting <https://www.ansi.org/Accreditation/credentialing/personnel-certification/food-protection-manager/ALLdirectoryListing?menuID=8&prgID=8&statusID=4>.

## Benefits of the FMC Certified Food Protection Manager (CFPM) Program

The benefits of this CFPM Certification Examination Program are that it reinforces the candidate's demonstration of the knowledge, skills, and abilities, concerning food safety and service. More importantly, due to being an ANAB-CFP Accredited Certificate Food Protection Manager program, our certificate is valid nationwide. In addition, when the examination is successfully completed, candidates will have the option to print the FMC Certified Food Protection Manager (CFPM) certificate immediately. At any time before the expiration date of their FMC CFPM certificate, the candidate can log into their account and print off copies of their FMC CFPM certificate. The FMC CFPM certificate is valid for five years from the date of issuance. Check with your local health jurisdiction to determine if your local regulatory authority recognizes the certificate less than five years, and to determine if transfer fees may apply.

## The Certified Food Protection Manager Examination

This Certified Food Protection Manager Certification Examination will consist of seventy (70) multiple-choice questions and five (5) unscored pilot questions. Candidates shall complete the exam within 2 hours (120 minutes). Examination timers will be present on the computer screen during the exam. FMC does not guarantee passing in regards to the examination and any such claim from any proctor, instructor, or training organization



should be reported to FMC. Candidates must pass the CFPM Certification Examination with a seventy percent (70%) or higher passing score to be credited as successfully completing the exam. If the exam is not successfully completed with a seventy (70%) or higher passing score, the candidate will not be allowed an opportunity to print the certificate. If the candidate is not successful, then the candidate must then repurchase the examination, and successfully pass in order to become properly certified.

Once the examination is started, the candidate must complete the examination in one complete session. It is extremely important the candidate have an uninterrupted period of time, up to 2 hours (120 minutes), to complete this examination. No refunds will be given due to a candidate's inability to complete the exam in one 2-hour (120 minute) session.

### Commitment to Equal Opportunity

Our program is committed to adhering to equal opportunity rights, per the U.S. Equal Employment Opportunity Commission, and the rights of those with disabilities, under the Americans with Disabilities Act. FMC Certified Food Program Manager Certification Program Examination candidates will not be discriminated against based upon age, sex, religion, race, color, ethnic origin, marital status, or disability.

### Eligibility

Candidates need to possess sufficient knowledge, skills, and abilities, concerning food safety and service, as assigned to Food Managers with food preparation, service, and/or food handler oversight responsibilities. This FMC CFPM Certification Program Examination provides a convenient method of obtaining proper certification to those who have sufficient background in the food industry.

### The Examination & Online Application

In order to be eligible to take this FMC CFPM examination, all candidates with a sufficient background in the food industry must complete our online application. All required fields on the online application will need to be properly completed as indicated.

### Suggestions on How to Prepare for the Examination

Candidates who take this proctored FMC CFPM certification examination should already possess sufficient knowledge, skills, and abilities in the food industry. However, it is recommended that the candidates refresh their knowledge by taking a food safety and sanitation course before taking their examination. Some states require you to take an approved training course before taking the examination. Be sure to check with your local health agency to see if they require training before you are eligible to take the



examination. Preparation for the exam will need to be completed prior to beginning the examination. **No reference materials can be used, at any time, during the examination.** Also, candidates shall not receive assistance from anyone during the examination.

## Where to Take the Examination

This computer-based examination is offered nationwide and must be taken through a proctored testing center operated by an FMC approved proctor or proctor service. For more information on how to schedule your exam, simply visit [www.FoodManagersCertification.com](http://www.FoodManagersCertification.com) and follow the instructions.

## Registration Requirements

Candidates will be required to complete an online registration form and enter required information. The Candidate will schedule the assessment time through [www.FoodManagersCertification.com](http://www.FoodManagersCertification.com) with the 3<sup>rd</sup> Party Proctor organization. The Candidate will be advised of cancellation and reschedule policies. Please see our Privacy Policy on page 10, of this document, for how the information will be protected.

## Online Application

The candidate will register and complete the online application as prompted, and required, if they desire to apply to take this proctored ANAB-CFP Accredited FMC CFPM program. All required fields will be completed as indicated. The candidate will have the option to purchase the proctored ANAB-CFP Accredited FMC CFPM Certification Examination. Once the candidate has made their purchasing decision, they will have completed the online application.

## Candidate's Code of Conduct and Consent Policy

During registration, the candidate shall read the Candidate's Code of Conduct and Consent Policy. Once at the testing facility, the candidate shall electronically indicate that they understand, and agree to the Candidate's Code of Conduct and Consent Policy before the assessment begins.

## Candidate Code of Conduct

I understand that my integrity must always be above reproach, and I will conduct myself in such a manner to reflect honor upon my profession. I will lead by example to promote an ethical work environment within my organization, industry, and community. I will conduct my relationships with clients, and co-workers, with honesty and fairness, and



reliably perform the duties required by my profession.

- I will be truthful.
- I will promote a spirit of cooperation among my co-workers, and in all my working relationships.
- I will adhere to all applicable laws, rules and regulations relating to my industry.
- I will pursue excellence in all aspects of my profession.
- I will practice the highest level of food safety within the industry, and encourage and promote such practices within my organization.
- I will interact with clients, co-workers, vendors, and all other work relationships equally, without regard to religion, ethnicity, gender, age, national origin, or disability.
- I will not misrepresent my qualifications, or the qualifications of my associates, nor will I allow anyone else to misrepresent those qualifications.
- I will observe all laws, rules, and regulations regarding proper care for the environment.
- I will observe all laws, rules, and regulations regarding the safety, health, and well-being of the general public.
- I understand my industry is constantly evolving, and I will strive to stay current and competent as the industry changes.
- I understand the certificates, logos, and marks are property of Food Managers Certification (FMC).
- I will uphold and follow all policies and procedures required by Food Managers Certification (FMC).

## Candidate Examination Consent

I agree to follow the following Food Managers Certification (FMC) exam administration rules:

1. I understand that proper photo identification is required for me to take the Food Managers Certification (FMC) examination. I understand that if I do not have the proper identification the Test Administrator/Proctors may prevent me from entering the testing area.
2. I understand that admittance to the testing area is prohibited once the examination has begun. I understand that if I arrive late the Test Administrator/Proctors may prevent me from entering the testing area.
3. I understand the Test Administrator/Proctors at my exam site are responsible for maintaining a secure examination site, and may take any reasonable actions for the proper administration of the exam.
4. I understand that communicating with other examinees is a violation of Food Managers Certification (FMC) exam administration rules, and I agree to not communicate with others who are taking the exam.



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5. I understand the Test Administrator/Proctors have the right to assign seats to all examinees, and may reassign seats before, or during the exam.
6. I acknowledge that my only purpose taking this examination is to become a Certified Food Manager.
7. I understand it is a violation of Food Managers Certification (FMC) exam administration rules to take any examination materials from the exam site, and I agree not to do so.
8. I understand it is a violation of Food Managers Certification (FMC) exam administration rules to copy any examination materials, and I agree not to do so.
9. I understand it is a violation of Food Managers Certification (FMC) exam administration rules to give examination questions or answers to others, and I agree not to do so.
10. I understand it is a violation of Food Managers Certification (FMC) exam administration rules to bring any external device capable of recording sound or written material into the testing area, and I agree not to do so.

I hereby acknowledge, and consent to the confiscation by the Test Administrator/Proctor of any external device capable of recording sound or written material, which is found in my possession during the administration of a Food Managers Certification CFPM exam. I understand that such a device may be sent to Food Managers Certification for review. I understand that if Food Managers Certification identifies any test-related material on the device, Food Managers Certification may remove such materials from the device before returning it to me. I understand that any confiscated device may be relinquished to law enforcement personnel for prosecution. I understand any such confiscated device will be returned to me by Food Managers Certification (FMC) once its review is complete or within 30 days from the date of the exam, whichever is sooner.

I hereby indemnify and hold harmless Food Managers Certification for any claims relating to the confiscation of such external device taken under the conditions above described (excepting gross negligence or intentional misconduct).

I understand that violation of the above stated rules may result in the invalidation of my examination score, the refusal to score my examination, the revocation of my certification (without refund or credit toward a future examination), and possible legal proceedings to recover costs associated with compromised examination questions.

I certify that all the information provided on my Certified Food Protection Manager Exam answer sheet is true and accurate to the best of my knowledge. If I become certified and wish to continue being certified as a Certified Food Protection Manager, I understand that I must retake and pass the examination at least once every five years (some jurisdictions or employers may require more frequent examinations).

## Scheduling the Examination

The Candidate can schedule the examination nationwide. The computer-based examination will be proctored through an FMC approved proctor or proctor organization. The candidate will schedule the examination through the scheduling service provided through the FoodManagersCertification.com CFPM system.

## What to Bring to the Exam Site

All you will need to bring with you when you come to the examination test site is a valid government-issued photo ID. Forms of acceptable identification include the following:

- Valid state issued driver's license
- Valid state issued identification with photo
- Current passport
- Current military ID
- Valid immigration / Naturalization Service Employment Authorization Document or Alien Registration Card

You should also bring your examination voucher if you were issued a voucher.

## Exam Site Check-In

### Prometric Proctor Service

When you arrive at the examination testing center, you will be required to provide proof of identity. You must also bring your examination voucher, if a voucher was issued. You will then be required to sign the check-in roster. Candidates who arrive late or without acceptable identification will not be permitted to take their examination, nor will they receive any refund for the examination or proctoring fees. You will then be provided a secure locker to store any personal items, including prohibited items, before being escorted into the testing lab.

### FMC Approved Proctor

When you arrive at the examination testing center, you will be required to provide proof of identity. You must also bring your access code, if an access code was issued. Candidates who arrive late or without acceptable identification will not be permitted to take their examination, nor will they receive any refund for the examination or proctoring fees. Upon arrival, you will be required to store personal belongings, including prohibited items, before being escorted into the examination room.



## Taking the Examination

Candidates will have the capability to electronically navigate through the examination. Candidates will be allowed to browse and/or review their selected responses to each of the seventy (70) multiple-choice questions and five (5) non-scored pilot questions, and will be able to change their answers to those responses before submitting the examination for grading, as long as the candidate does so within the allowable 2 hours (120 minutes), and the time has not been exceeded. Examination timers will be present on the computer screen during the examination. If the maximum amount of time has been reached, exceeded, or is approaching zero, then the candidate will not be allowed to review their selected responses and/or change their answers. Once the on-screen timer has counted down to zero, the candidate will be notified and automatically exited from the online examination, regardless of completion. The candidate will be informed of their examination score once they sign back into their account after leaving the testing facility. When the candidate receives an examination score of seventy percent (70%) or higher, they will be allowed to view and print their personal FMC CFPM certification certificate. If the examination is not successfully completed with a seventy percent (70%) or higher passing score within the 2 hours (120 minutes), then the candidate must repurchase the examination and successfully pass to become properly certified. If a candidate fails the examination, then the candidate will be electronically informed as to their general area(s) of deficiency, after each attempt.

Candidates are not permitted to have any open tabs on their computers during the examination. The FMC examination systems are monitored for open windows and notifies candidates if their mouse leaves the exam page for too long or too often. If the candidate moves their mouse outside of the exam window, they will receive the following message "You cannot leave the page while your exam is open. Multiple infractions will lock your exam and require your proctor to manually unlock." If the candidate does not return to the examination, the exam will be locked and the following message will display "You left the exam window too many times and your exam has been locked. To resume, your proctor must first enter their designated proctor key in the field below." The proctor will then need to unlock or close the exam. If an exam is locked and closed, a support ticket is created for the proctor and FMC tech support.

## Examination Content and the Types of Questions on the Exam

This ANSI National Accreditation Board (ANAB-CFP) accredited FMC CFPM Certification Examination will consist of seventy multiple choice questions, with a specific number of each covering the following topics:

- Protect Food – fourteen (14) questions;
- Purchase, Receive and Store Food – eight (8) questions;
- Prepare Food – seventeen (17) questions;



- Serve and Display Food – seven (7) questions;
- Cleaning, Sanitizing and Maintenance – six (6) questions;
- Maintaining Facilities – four (4) questions;
- Food Personnel and Hygiene – ten (10) questions; and
- Following Regulations – four (4) questions.

## Special Examination Accommodations

EduClasses® Food Managers Certification (FMC) complies with all state and federal laws concerning individuals with disabilities per the Americans with Disabilities Act (ADA) so as not to discriminate against them, and to provide reasonable accommodations to qualified individuals.

Reasonable accommodations available to qualified individuals with disabilities may include, but are not limited to:

- Providing written materials in accessible formats;
- Providing readers or sign language interpreters;
- Conducting examination in accessible locations;
- Providing or modifying equipment or devices; or
- Adjusting or modifying application policies and procedures as necessary.

**NOTE:** This examination is offered in English only. Candidates are not allowed to use a foreign-language dictionary or translator during the examination.

Your request for a reasonable accommodation must be made in writing.

EduClasses® reserves the right to memorialize any such request in written form for record-keeping and quality assurance.

To request an accommodation:

- You, or someone acting on your behalf, must inform EduClasses® for the Food Managers Certification program that you need some sort of change or adjustment to the examination process because of your impairment.
- Unless your disability and the need for accommodation are obvious, EduClasses® may ask you for reasonable documentation from your physician, license healthcare practitioner, or other appropriate professional explaining the disability, and why an accommodation is necessary.
- Although you may request specific accommodations, if more than one possible accommodation is available that will meet your needs, EduClasses® reserves the right to choose which accommodation to provide. If an accommodation that EduClasses® proposes will not meet your needs, you will need to explain why.
- EduClasses® does not need to provide an accommodation if doing so would create an undue hardship.



If you are a qualified individual with a disability, and you believe that you will need some change or adjustment to one or more of the examination activities, you may request a reasonable accommodation by visiting <https://www.foodmanagerscertification.com/ada-policy>.

## Scoring & Indeterminate Scores

Once the on-screen timer has counted down to zero, the candidate will be notified and automatically exited from the online examination, regardless of completion. The candidate will be informed of their examination score once they sign back into their account after leaving the testing facility. When the candidate receives an examination score of seventy percent (70%) or higher, they will be allowed to view and print their personal CFP certification. If the examination is not successfully completed with a seventy percent (70%), or higher passing score within the 2 hours (120 minutes), then the candidate must repurchase the examination, and successfully pass to become properly certified. If a candidate fails the examination, then the candidate will be electronically informed as to their general area(s) of deficiency. Regardless of any candidate's score, all examination results are held confidential. FMC CFPM examination scores are graded electronically through the Food Managers Certification system. If a candidate feels that the grade received is not correct, Food Managers Certification can hand grade the candidate's FMC CFPM examination at a cost to the candidate of \$100. Hand graded FMC CFPM examination scores cannot be contested.

Indeterminate scores may be obtained for many different reasons; including, if the candidate fails to complete the examination due to personal reasons, or if the proctor service internet service is interrupted, or the candidate fails to complete the exam in one complete session.

Along with the Candidate's scores, Areas of Deficiency will also be shown to the Candidate to inform them of food safety learning areas they made need to focus upon.

Candidates who wish to share their score and Areas of Deficiency may do so by utilizing the email feature when viewing their score and Areas of Deficiency.

## Candidate Survey

Candidates are encouraged to take the survey after they have completed their examination to tell FMC about their experience at the testing facility and interaction with the examination proctor. The survey will be available when viewing the examination results.

## Retaking the Examination



Each candidate will have one (1) “Exam Opportunities” attempts to successfully pass the exam. If the examination is not successfully completed with a seventy percent (70%) or higher passing score, within the 2 hours (120 minutes), then the candidate must repurchase the examination, reschedule the examination assessment and successfully pass to become properly certified. The candidate will need to retake the ANAB-CFP Accredited FMC CFPM Certification Examination and successfully pass to obtain a valid certificate.

## Recertification of Food Managers

Recertification for food managers can be obtained by successfully passing the ANAB-CFP Accredited FMC CFPM Certification Examination, and printing out the certificate. Our proctored FMC CFPM Certification Examination has been approved by the ANSI National Accreditation Board (ANAB-CFP). The certificate is valid for five years from the date of issuance. Check with your health jurisdiction to determine if your local regulatory authority recognizes the certificate less than five years, and to determine if transfer/registration fees may apply.

## Certification Verification

Verification of certification can be accessed following our online instructions. A link will be provided to look up the FMC CFPM certificate numbers and verify the certificate holder and expiration date. For more information, please visit the following web site: [https://National.FoodManagersCertification.com/check\\_certificate.aspx](https://National.FoodManagersCertification.com/check_certificate.aspx).

Verification of certification can also be achieved by using a QR code reader to scan the QR code on the FMC CFPM certificate to verify the certification holder and expiration of the certification.

## Replacement Certification

If at any time within the five (5) year certification period, a candidate that successfully completed the examination and received a certificate upon initial exam completion can sign into [www.FoodManagersCertification.com](http://www.FoodManagersCertification.com), and save or print another copy of their FMC CFPM certificate. The replacement certificate shall carry the same effective and expiration date as the original certification. At no time will the certification be valid for more than five (5) years from the original effective date.

## Disciplinary Policy for Certified Food Managers

An FMC Certified Food Protection Manager’s Certificate can be denied, suspended, or revoked for the following reasons:



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- (1) Breach of security;
  - Candidate has been reported, and confirmed by the proctor organization that the candidate cheated during proctored examination.
- (2) Failure of payment or payment processing;
  - Candidate has requested a chargeback through their credit card provider.
  - Candidate has requested a refund after completion of examination.
- (3) Violation of the Candidate's Code of Conduct.
- (4) Upon request from Regulatory Authorities due to observed or reported food code violations.
- (5) Court Order due to failure to pay child support or to comply with child possession /access terms
  - Suspension of the FMC CFPM certificate can also take place if, based upon the receipt of a final court order or attorney general's order suspending a certificate due to failure to pay child support or for failure to comply with terms of a court order providing for the possession of or access to a child, the department shall immediately determine if a certificate has been issued to the obligator named and: (A) record the suspension of the certificate in the department's records; (B) report the suspension as necessary; and (C) demand the surrender of the suspended certificate.

## **Appeal**

Candidates who wish to appeal the revocation of their certification may do so by submitting a formal appeal via the Appeals Policy provided on the FoodManagersCertification.com website, thereby providing due process.

The Appeals Policy outlines the process for submitting an appeal, including the process of investigation and communication with persons involved in the appeal.

Should the appeal be successful, the candidate's certification shall remain active for the remainder of the term of the certification.

You can find more information about the appeals policy at <https://www.foodmanagerscertification.com/appeals-policy>.

## **Privacy Policy**

Our privacy policy outlines the information we have access to when visiting our site, as well as how we use this information. We receive two types of information when visiting



our site: 1) Information automatically collected, and 2) Information users choose to provide.

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### Information Automatically Collected

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When going online, some personal information about you can be collected automatically. When you browse through the site, or read pages, some information is collected to measure how many visitors come to the site.

**Example:** We use browser information to help us design our site so the greatest number of people can view the pages correctly.

For every visitor, we collect and temporarily store the following information:

- Your computer's Internet Protocol (IP) address, a number automatically assigned to your computer when you go online.
- The website address from which you came to our site.  
**Example:** www.hhs.gov if you came by clicking an FDA link on the U.S. Department of Health and Human Services' site.
- The date and time you arrived at our site and how long you were there.
- The name and version of your computer's operating system and browser.  
**Example:** Windows® 11 / Google Chrome®.
- The pages you visited.

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### Browser Cookies

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Some services on our website rely on browser cookies. These are:

- Small bits of information temporarily stored on your computer.
- Used to aid proper site navigation and functionality.
- Discarded when you close your browser.

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### Information You Choose to Provide

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We collect and store no other information about you when you visit our site unless you choose to provide it. For example:

- We do not automatically receive your e-mail address unless you send us an e-mail or submit an online form. However, you will need to provide it to us if you would like an e-mail response. We will receive no other personally-identifying information from your e-mail unless you provide it.
- If you submit a form on our website, we will receive only the personal information you include in the form.

- Children's Privacy: We collect no information from children under 13. If a child sends us an e-mail inquiry or comment, we will answer it, and then delete the e-mail from our files.

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## Information Disclosure Policy

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We will not disclose, give, sell, or transfer any personal information about our visitors unless it is required:

- By law.
- For law enforcement reasons.

### Other possible uses of your information:

- We will only use personal identifying information to respond to you, in which case various people may need to see the information you provide in order to provide a response to you.
- If enough questions or comments come in that are the same, your question (but not your name) may be added to our Frequently Asked Questions section. We use this information to help us improve our site.
- We may share information with other government agencies that have public health or consumer protection duties, in which case we or any of those agencies may contact you.
- In other limited circumstances, including requests from Public Health Affiliates or private individuals, we may be required by law to disclose information you submit.

**Note:** Email is not necessarily secure against interception. If your communication is sensitive, or if it includes personal information such as your social security number, you can send it by postal mail instead.

## Candidate Dispute Process

When a dispute arises, a candidate can create an online support ticket which will be processed, tracking the candidate's dispute and dispute resolution. The support ticket created online by the candidate will be tracked from opening, in-process, resolution, and finally, closure. The candidate will be contacted, using the contact information entered during the candidate's registration process, by either telephone or email, using the support ticket system.

Candidates may also submit formal complaints or formal appeals by emailing their complaint or appeal to [info@foodmanagerscertification.com](mailto:info@foodmanagerscertification.com).

To view information regarding the Complaints Policy, go to <https://www.foodmanagerscertification.com/complaints-policy>.

To view information regarding the Appeals Policy, go to <https://www.foodmanagerscertification.com/appeals-policy>.

## Breaches in Security and Reporting Procedures

For security purposes, no section, or section in whole, or in part of this entire FMC CFPM Certification Examination may be copied, faxed, photocopied, photographed, printed, saved to any electronic device, external or internal hard drive, written down, or reproduced in any form or fashion for any reason. Examination questions shall not be replicated in any fashion. Reference materials shall not be used during the examination and the candidate shall not receive assistance from anyone during the examination.

If you or someone you know possesses knowledge of an individual who has caused a breach of security, considered your electronically acknowledged understanding, and agreed with the “Candidate’s Code of Conduct and Consent Policy,” you are obligated to report the security breach to our office by mail, email, or telephone, by using the contact information below:

Mail: EduClasses®  
ATTN: Food Managers Certification  
1908 W Taylor St  
Sherman, Texas 75092

Email: <https://www.FoodManagersCertification.com/contact>

Phone: 903-893-3717

If after reviewing this candidate manual, you still have questions regarding the application process, dispute process, or eligibility, you can contact us via email or by phone, using the information listed above.

