

## **1. Overview**

1.1 This policy has been developed to ensure all current and prospective registrants/examinees of SafeFoodTest.com are given a clear understanding of our retest policy and procedure and applies to live classes and online classes.

1.2 There are four separate areas which can be affected by this retest policy:

Live Food Protection Manager Class and Exam (Public)

Live Food Protection Manager Class and Exam (Private)

Live Food Handler Training and Assessment (Private)

Online Food Handler Training and Assessment

## **2. Organizational**

2.1 Any registrant/examinee of SafeFoodTest.com who has failed a test/assessment/examination in one of the aforementioned areas is entitled to a fair opportunity to retest by the process set out in this policy

## **3.3 Definitions**

3.1 Examinee: a registrant who is tested or assessed

3.2 Fail: to receive less than a passing score required on a test/assessment/examination set forth by SafeFoodTest.com or ANSI/Nationally recognized testing company.

3.3 Registrant: A person who has completed his/her registration process with SafeFoodTest.com by providing the required information name, address, phone, email and has delivered confirmed payment via credit card, PayPal, cash or check.

3.4 Retest: To test again

#### **4. Policy Principles**

4.1 The principles which support this policy are as follows:

4.1.1 All registrants/examinees of SafeFoodTest.com are allowed to retest according to the principles of this policy.

4.1.2 SafeFoodTest.com will attempt to deliver all retest in a timely matter by making testing sites available within 25 miles of original test site and insuring the online test format is available at all times barring any technical difficulties or server errors.

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

#### **5. Procedure Principles**

5.1 Examinees who fail to pass either a Private or Public Food Protection Manager Exam will be allowed to attend any scheduled public class at no fee.

5.2 Food Protection Manager Examinees from either a Private or Public class will be subject to a retest fee and will be able to attend any scheduled public exam within a 30 day period.

5.3 Examinees who fail to pass a private live Food Handler Card assessment will be subject to a retest fee and must reschedule to retest at the SafeFoodTest.com office.

5.4 Examinees who fail to pass an online Food Handler training and assessment will be allowed to one retest within a 30 day period at no additional fee any additional attempts registrants/examinees will incur the full registration fee.

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